



The SEND Navigation Leads and many Parent Support Groups across the county, have come together weekly during the pandemic, on the Virtual Parent Support Group Drop-in sessions.

The purpose of these sessions has been to improve communication and access to Education, Health and Social Care colleagues and to answer questions and queries that can be feedback directly to parents within short timescales, so that we are very much responding to issues as they arise.

After each session we produced a [‘Virtual Pin Board’](#) to feedback the information and services highlighted each week.

This week’s pinboard is a collation of issues raised over the six sessions. We have summarized the issues (dark blue) and added the solutions provided (light blue).

This is part of the ‘you said – we did’ approach that we have aimed to establish throughout the sessions. There were also some ongoing identified needs, which we plan to work on with the group to prioritize and take forward.

## Your SEND Navigation Leads

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Need for increased direct communication with ECC leaders.

Held weekly Parent Support Drop-in Sessions with a range of professionals from Health, Education and Social Care available to answer questions.

Information from these sessions also need to be available to the wider family audience.

Published the [Q&A sessions on the Local Offer](#) and promoted through [Facebook](#). Weekly information/updates also sent out to schools.

Schools cancelling One Planning and Annual Reviews.

Quadrant Education staff supported schools to ensure [One Plans and Annual Reviews](#) went ahead as planned, even if virtual. One Planning training redelivered to all schools and settings as well as to social care colleagues.



Concerns about children's anxiety and well-being and the return to school.

Families need to be clear about how to raise a concern if they feel they are not getting the needs for their child met.

Together with Education Quadrant Managers, the SEND Navigation Leads put together a [flow chart to map out the process for raising a concern](#).

This was also published on the Essex Local Offer.

[The Essex Wellbeing service](#) was created and went live in March 2021 to support families.

Return and recovery training for both schools and families was made available to all.

Barnardo's webinars information shared on the Essex Local Offer.

Clarity needed about the use of direct payments during the pandemic.

Social care provided clear information around the flexible use of direct payments at this time, during the drop-in session, and added to our [Hot Topics Week One \(theme 5\)](#).