SEND Family Services has launched a new portal for applications for Education, Health and Care needs assessments (EHCNA)

For new requests, we ask that you use the following link to access and complete the new online portal form: <u>Suffolk Children and Young People's Portal</u>

If you have previously submitted an Early Help assessment or safeguarding referral to us, you will already have an account. If not, you will be asked to create an account the first time you complete a request. You will find guidance on how to complete the new portal form using the link above.

For any EHCNA requests that you are part way through, you can submit these on the existing paperwork by emailing EHCNArequest@suffolk.gov.uk

For assistance with the portal, you can contact the new EHCNA request team on 01473 263688.

For anyone with a query about a child who has an Education, Health and Care (EHC) Plan please contact:

North: 01502 521516 / SENDLW@suffolk.gov.uk

South: 01473 260670 / SENDSS@suffolk.gov.uk

West: 01284 741234 / SENDWS@suffolk.gov.uk

The eight locality-based Family Services Teams:

- Ensure that assessments, including Education, Health and Care Needs Assessments, are accurate and delivered within statutory timescales
- Guide children and young people with Education, Health and Care Plans and their families through their education and SEND journey
- Monitor the progress of children and young people with SEND in achieving outcomes from their Education, Health and Care Plans, to prepare them for adulthood, and offer guidance at times of transition
- Support children and young people with Education, Health and Care Plans who are at risk of, or who have been permanently excluded

Team members will:

- Create trusting relationships with families by delivering what they agree to do
- Build effective communication and relationships with practitioners and education settings
- Enable families to feel able to discuss concerns and have confidence that appropriate action will be taken
- Be transparent and honest, giving clear overviews of the processes, procedures and decisions
- Be effective advocates for children, young people and families

For mainstream schools, local alternative provision and specialist schools, settings and units, your primary contacts will be the Family Services Co-ordinators and Assistant Co-ordinators. Contact details for each team, along with a list of the settings they cover are on the pages that follow.

The Family Services Managers and Lead Co-ordinators manage the teams and work with Independent Specialist providers, supporting the children and young people accessing these settings and their families.

Lowestoft Central based at Riverside, Lowestoft (email: SENDLW@suffolk.gov.uk Annual Reviews email: ARNorth@suffolk.gov.uk			
Co-ordinator	Vacancy (Emma Hales)		
Co-ordinator	Vacancy (Cordetta Richmond)		
Co-ordinator	Linda Gardiner	01502 674780	
Co-ordinator	Holly Buck	01502 674947	
Co-ordinator	Alice Mutton (0.5 FTE)	01502 521409	
Lead Co-ordinator	Martina Bohan	01502 674900	
Family Services Manager	Helen MacDougall (0.8 FTE)	01473 260303	
Business Support	Liz Leavey	01502 674718	

You can contact us by phone, email or letter. If we are not able to immediately respond, we will respond to phone calls within 3 working days and to emails and letters within 5 working days. If you do not receive a response within these timeframes please contact the Lead Co-ordinator in the first instance, who will follow this up for you. If you have outstanding enquiries, please contact the Family Services Manager for your local team.

Pakefield School	East Point Academy	Benjamin Britten High	Ormiston Denes Academy
Carlton Colville Primary Grove Primary Kessingland CofE Primary Academy Pakefield Primary Westwood Primary	Dell Primary Elm Tree Primary Red Oak Primary Academy Phoenix St Peter Academy St Mary RCP school	Blundeston CEVCP Corton CEVAP Oulton Broad Primary Somerleyton Primary Woods Loke Community Primary The Limes	Gunton Primary Academy Northfield St Nicolas Primary Poplars Community Primary Roman Hill Primary St Margaret's Primary Academy

Coastal and Waveney based at Riverside, Lowestoft (email: SENDLW@suffolk.gov.uk					
Annual Reviews email: ARNorth@suffolk.gov.uk					
Assistant Co-ordinator	Vacancy				
Assistant Co-ordinator	Ashley Wilson	n	01502 674920		
Assistant Co-ordinator	Amy Wignall	(0.6 FTE)	01502 674722		
Co-ordinator	Lisa Farrow		01502 674714		
Co-ordinator	Vacancy (So	ohie Foster)			
Lead Co-ordinator	Joy Derbyshi	re-Baldwin (0.6 FTE)	01473 260716		
Lead Co-ordinator	Amy Lawrence	ce (0.6 FTE)	01502 674901		
Family Services Manager	Helen MacDo	ougall	01473 260303		
The Ashley Special Academy (MLD) Sunrise (SEMH)		Elm Tree Hearing Impaired U Oulton Broad Reception/ Ke			

Bungay High School	SET Beccles Free School and Sir John Leman High School	Thomas Mills High School	Alde Valley Academy & SET Saxmundham Free School
Bramfield CEVCP School Bungay Primary	Albert Pye Community Primary Barnby & North Cove Federated with Southwold Primary	Charsfield C of E Primary Dennington CEVCP School	Yoxford Primary Benhall St Mary's CEVCP
St Edmund's Catholic Primary, Bungay	Brampton Primary Federated with Ringsfield Primary	Easton Primary	Aldeburgh Primary
Edgar Sewter Community Primary	Beccles Primary Academy	Sir Robert Hitcham 's CEVAP School	Kelsale CEVCP
Holton St Peter Community Primary Ilketshall St Lawrence Southwold Primary Wenhaston Primary	Ravensmere Federated Reydon Primary St Benets Catholic Federated Worlingham Primary	Wickham Market Primary	Leiston Primary School Middleton Community Primary Peasenhall Primary Saxmundham Primary Snape Primary

Ipswich North and East Family Services	based at Endeavour House, Ipswich (ema	ail: SEND	OSS@suffolk.gov.uk
Annual Reviews email: ARsouth@suffolk.g	<u>ov.uk</u>		
Assistant Co-ordinator	Marie Bartlett (0.5 FTE		01473 265812
Assistant Co-ordinator	Mikaela Green (0.6 FTE)		01473 265890
Co-ordinator	Vacancy (0.6 FTE) (Nina Childs)		
Co-ordinator	Vacancy (1FTE) (Rebecca Pay)		
Co-ordinator	Nicole Lindsay		01473 341556
Co-ordinator	Vacancy (Karen Everett)		
Co-ordinator	Chloe Moledina		01473 263592
Co-ordinator	Joshua Plume		01473264811
Lead Co-ordinator	Vacancy (Lauren Sheldrake)		
Lead Co-ordinator	Hannah Large		01473 265257
Family Services Manager	Hayley Mason		01473 264964
Family Services Manager	Paula Fuge		01473 265832
Northgate High	St Alban's Catholic High (Academy)	Coplesto	on High (Academy)
Rushmere Hall Primary St Helen's Primary St John's CEVAP St Margaret's CEVAP St Matthew's CEVAP	St Mark's Catholic Primary St Mary's Catholic Primary St Pancras Catholic Primary	Broke Ha	Primary & Nursery II Community Primary oad Primary Primary
Sidegate Primary			
Sidegate Primary Holbrook High (Academy)	Ipswich Academy		
,	Ipswich Academy Cliff Lane Primary Morland CofE VA Primary Murrayfield Primary Academy Piper's Vale Primary Ravenswood CP		

Thomas Wolsey (PD)	Rushmere Hall R/KS1 Specialist	Murrayfield KS2 Communication and Interaction Specialist Unit
Sir Bobby Robson (SEMH)	Unit	Sidegate KS2 Cognition and Learning Specialist Unit
Woodbridge Road (C&I)	Rushmere Hall R/KS1 Hearing Impaired Specialist Unit Sidegate R/KS1 Specialist Unit Pipers Vale R/KS1 Specialist Unit	Copleston KS3/4 Communication and Interaction Specialist Unit

Suffolk Coastal based at Endeavo	our House, Ipswich (email: <u>SENDSS@suffo</u>	k.gov.uk		
Annual Reviews email: ARsouth@	suffolk.gov.uk			
Assistant Co-ordinator	Vacancy (Sian Lock)			
Co-ordinator	Portia Hartwell	01473 260245		
Co-ordinator	Vacancy (Judy Mostert)			
Co-ordinator	Kirsty Mower	01473 265732		
Lead Co-ordinator	Katie Boyce	01473 264668		
Family Services Manager	Hayley Mason	01473 264964		
Family Services Manager	Paula Fuge	01473 265832		
SET Felixstowe Academy		Kesgrave High School Academy		
Causton Junior Colneis Junior Fairfield Infant Grange Community Primary Kingsfleet Primary	Langer Primary Academy Maidstone Infants Trimley St Martin Primary Trimley St Mary Primary	Martlesham Cedarwood Primary Primary Gorseland Primary Academy Heath Primary Bealings School Nacton CofE Primary Birchwood Waldringfield Primary Primary Orwell Park Prep School Bucklesham Primary		
	Farlingaye High School Aca	lemy		
Bawdsey CEVCP	Orford CEVAP			
Eyke CEVCP	Otley Primary			
Grundisburgh Primary	Rendlesham Community Primary	Rendlesham Community Primary		
Hollesley Primary	Sandlings Primary			
Kyson Primary	Woodbridge Primary	Woodbridge Primary		
Melton Primary	St Mary's CEVAP, Woodbridge	· · · · · · · · · · · · · · · · · · ·		
Gorseland R/KS1 Specialist Unit				

SET Felixstowe R/KS1 Specialist Unit
Gorseland KS2 Cognition and Learning Specialist Unit
SET Felixstowe KS2 Communication and Interaction Specialist Unit
SET Felixstowe KS2 Cognition and Learning Specialist Unit

Ipswich South and West Fai	mily Service	es based at Endeavour House, Ipsw	rich (email: <u>SENDSS@s</u>	uffolk.gov.uk
Annual Reviews email: ARsou	ıth@suffolk.	<u>gov.uk</u>		
Assistant Co-ordinator	K	Katie Ealham 01473 265		6697
Assistant Co-ordinator	S	Sylvia Mutonyi-Hutchinson 01473		5199
Assistant Co-ordinator	V	acancy (Sarah Morgan)		
Assistant Co-ordinator	G	eorgia Tooke	01473 265	343
Assistant Co-ordinator		ebecca Pittway	01473 265	
Co-ordinator	S	ally Porter	01473 264	102
Co-ordinator	H	eidi Brown	01473 263	931
Co-ordinator	C	amilla Nunn (0.6 FTE)	01473 265	5252
Co-ordinator		mma King	01473 265	
Lead Co-ordinator	E	dwin Lambert-Clarke	01473 264	
Family Services Manager		ayley Mason	yley Mason 01473 2649	
Family Services Manager		ula Fuge 01473 2658		832
Claydon High (Academy)	Ormiston Endeavour Academy	Westbourne Academy		Chantry Academy
Bramford CEVCP	Castle Hill Infant	Handford Hall Primary		
Claydon Primary	Castle Hill Junior	Springfield Infant & Nursery		The Oaks Primary
Henley Primary	Dale Hall Community Primary	Springfield Junior		Gusford CP Ranelagh Primary Sprites Primary Academy
Somersham Primary	The Beeches (prev Whitton CP)			
Sproughton CofE Primary	Highfield Nursery School			

Witnesham Primary			
Hadleigh High		East Bergholt High	Stoke High School – Ormiston Academy
Beaumont Community Primary Bildeston Primary Elmsett CEVCP Hadleigh Community Primary St Mary CEVAP, Hadleigh	Hintlesham & Chattisham Kersey CEVCP Whatfield CEVCP	Bentley CEVCP Brooklands Capel St Mary Copdock East Bergholt Stratford St Mary	The Willows Primary Halifax Primary Hillside Primary
The Bridge (SLD) Stone Lodge Academy (MLD)		Castle Hill R/KS1 Specialist Unit Castle Hill KS2 Cognition and Learning Specialist Unit Chantry Academy KS3/4 Cognition and Learning Specialist Unit	

Mid Suffolk Family Services based at West Suffolk House, Bury St Edmunds (email: SENDWS@suffolk.gov.uk						
Annual Reviews email: ARwest@suffolk.go Assistant Co-ordinator				01284 758	01284 758539	
Assistant Co-ordinator		Jen Byford		01284 758		
Assistant Co-ordinator		Grace Ratcliffe (0.4 FT)	E)	01284 758	833	
Lead Co-ordinator		Emily Garrod		01284 741		
Family Services Manager		Joanna Howell		01473 263		
Stowmarket High	Stowupland	l High	Hartismere School		Stradbroke High School	
Abbot's Hall Community Primary Bosmere Community Primary Chilton Community Primary Combs Ford Primary Gt Finborough CEVCP Ringshall Primary Wood Ley Community Primary Trinity CEVAP	Crawfords C Cedars Park Freeman Co Mendlesham	munity Primary of E Primary I Primary mmunity Primary Community Primary C of E Primary	Gislingham CofE Primary Mellis CEVCP Occold Primary Palgrave CofE Primary St Botolph's CEVCP, Botes St Edmunds Primary, Hoxr St Peter & Paul CEVAP, Eg Thorndon CEVCP Wortham Primary	ne	Fressingfield CEVCP All Saints CEVAP, Laxfield Mendham Primary Stradbroke CEVCP Wilby CEVCP Worlingworth CEVCP	
Debenham High School		Thurston College		SET Ixw	orth	

Priory (MLD) Sir Peter Hall (SEMH) Chalk Hill (Small group SEMH)	Mendlesham KS2 Cognition and Learning Specialist Unit Stowupland KS3/4 Cognition and Learning Specialist Unit SET Ixworth KS3/4 Communication and Interaction Specialist Unit		
Bedfield CEVCP Creeting St Mary CEVAP Earl Soham Community Primary Helmingham Community Primary Sir Robert Hitcham CEVAP, Debenham Stonham Aspal CEVAP Wetheringsett CEVCP	Cockfield CEVCP Elmswell Community Primary Norton CEVCP Rattlesden CofE Primary Academy Rougham CEVCP Thurston CofE Primary Academy Walsham-le-Willows CEVCP Woolpit Primary Academy	Bardwell CofE Primary Barnham CEVCP Barningham CEVCP Honington CEVCP Hopton CEVCP Ixworth CEVCP Stanton Community Primary	

South West Suffolk Family Services based at West Suffolk House, Bury St Edmunds (email: SENDWS@suffolk.gov.uk		
Annual Reviews email: ARwest@suffolk.gov.uk		
Assistant Co-ordinator	Paul Nicholls	01284 758583
Assistant Co-ordinator	Elise Thompson	01284 758527
Co-ordinator	Helen Brunning	01284 758449
Co-ordinator	Brigid Cubiss	01284 758794
Lead Co-ordinator	Claire Driver	01284 758720
Family Services Manager	Joanna Howell	01473 263972
Ormiston Sudbury Academy	Samuel Ward Academy	
Acton CEVCP	Coupals Primary Academy	
Gt Waldringfield CEVCP	Kedington Primary Academy	
Long Melford C of E Primary	Thurlow CEVCP	
St Gregory CEVCP	Westfield Primary Academy	
St Joseph's RC Primary	Wickhambrook Primary Academy	
Tudor CofE Primary		
Woodhall Primary		
Stour Valley Community School	Thomas Gainsborough Castle Manor Academy	
	(Great Cornard)	
Cavendish C of E Primary School	Boxford CEVCP	Burton End Primary Academy
Glemsford Primary Academy	Bures CEVCP	Clements Community Primary
Hartest CEVCP School	Lavenham CP	New Cangle Community Primary
Clare Primary Academy	Nayland Primary	Place Farm Primary Academy

Hundon Community Primary	Pot Kiln Primary Stoke-by Nayland CEVCP Wells Hall CP	Hartest CEVCP
Churchill Special Free (ASD/CI) Hillside Special School (SLD)	St Gregory RKS1 Specialist Unit Burton End RKS1 Specialist Unit Clements KS2 Cognition and Learning Specialist Unit St Gregory KS2 Cognition and Learning Specialist Unit Woodhall KS2 Communication and Interaction Specialist Unit Clements KS2 Cognition and Learning Specialist Unit Castle Manor Academy KS3/4 Cognition and Learning Specialist Unit	

Bury and North West Suffolk Family Services based at West Suffolk House, BSE(email SENDWS@suffolk.gov.uk			
Annual Reviews email: <u>ARwest@suffolk.gov.uk</u>			
Assistant Co-ordinator Miranda Key 01284 758281			
Co-ordinator	Devon Hinks	01284 741331	
Co-ordinator	Johanna Rayson	01284 758817	
Lead Co-ordinator	Tracey Fisher	01284 758720	
Family Services Manager Joanna Howell 01473 263972			
Mildenhall College Academy	Newmarket Academy	County Upper School Academy	King Edward CEVC Upper

Riverwalk Special School (SLD) The Albany Small Group (SEMH)	Exning R/KS1 Specialist Unit (Hive) St Edmunds R/KS1 Specialist Unit St Edmunds KS2 Cognition and Learning Specialist Unit Houldsworth Valley KS2 Communication and Interaction Specialist Unit Westgate Hearing Impaired Unit King Edwards KS3/4 Hearing Impaired Units Newmarket Academy KS3/4 Communication and Interaction Specialist Unit (Polaris)		
Breckland Forest Academy	St Benedicts's Catholic School St Edmunds Catholic Primary	Sybil Andrew Academy (BSE) Abbotts Green CP	
Beck Row Primary Elveden C of E Primary Academy Great Heath Academy Lakenheath Community Primary St Christopher's C of E Primary St Mary C of E Academy, Mildenhall West Row Community Primary The Pines	All Saints, Newmarket Exning Primary Houldsworth Valley Laureate CP Moulton CEVCP Paddocks Primary St Louis RC Academy Ditton Lodge	Westley Middle School Academy Barrow CEVCP Howard Community Primary Risby CEVCP Sexton's Manor CP St Edmundsbury CEVAP Tollage Primary	Horringer Court School All Saints CEVCP, Lawshall Gt Whelnetham CEVCP Guildhall Feoffment CP Hardwick Primary Ickworth Park Primary Westgate Community Primary

Name of Setting	Team	Email
Acorn Park	Lowestoft Central	SENDLW@suffolk.gov.uk
Acom Faik	Loweston Central	Annual Reviews ARNorth@suffolk.gov.uk
Aurora Eccles Hall	Lowestoft Central	SENDLW@suffolk.gov.uk
Autora Locies Hall	Loweston Central	Annual Reviews ARNorth@suffolk.gov.uk
Bramfield House School	Ipswich North and East	SENDSS@suffolk.gov.uk
		Annual Reviews email: ARsouth@suffolk.gov.uk
Broadlands Hall	Ipswich South and West	SENDSS@suffolk.gov.uk
Diodulatius Hall		Annual Reviews email: ARsouth@suffolk.gov.uk
Draekee Combridge	Mid Suffolk	SENDWS@suffolk.gov.uk
Brookes Cambridge		Annual Reviews email: <u>ARwest@suffolk.gov.uk</u>

Centre Academy E	South West Suffolk	SENDWS@suffolk.gov.uk
Anglia		Annual Reviews email: ARwest@suffolk.gov.uk
Dawn House	Management	Currently SENDLW@suffolk.gov.uk
Dawn nouse	Vacancy	Annual Reviews ARNorth@suffolk.gov.uk
Derwen College	Management	Hayley Mason, Family Services Manager (South)
Derweit College		Hayley.Mason@suffolk.gov.uk
Doucecroft	Ipswich North and East	SENDSS@suffolk.gov.uk
Doucecroft		Annual Reviews email: ARsouth@suffolk.gov.uk
Gretton	Bury and North West Suffolk	SENDWS@suffolk.gov.uk
		Annual Reviews email: ARwest@suffolk.gov.uk
Holme Court	Ipswich South and West	SENDSS@suffolk.gov.uk
Holline Court		Annual Reviews email: ARsouth@suffolk.gov.uk
Kisimul School	Ipswich North and East	SENDSS@suffolk.gov.uk
Kisimui School		Annual Reviews email: ARsouth@suffolk.gov.uk
Mary Hara School	Management	Currently SENDLW@suffolk.gov.uk
Mary Hare School	Vacancy	Annual Reviews ARNorth@suffolk.gov.uk

Name of Setting	Team	Email
Meldreth Manor	Management	Joanna Howell, Family Services Manager (West)
Weidieth Wallor		Joanna.Howell@suffolk.gov.uk
Mount Comphill	Management	Hayley Mason, Family Services Manager (South)
Mount Camphill		Hayley.Mason@suffolk.gov.uk
New College,	Management	Hayley Mason, Family Services Manager (South)
Worcester		Hayley.Mason@suffolk.gov.uk
Novaturient	Coastal and Waveney	SENDLW@suffolk.gov.uk
Novaturient Coastal and wave	Coastal and waveney	Annual Reviews ARNorth@suffolk.gov.uk
On Track	Bury and North West Suffolk	SENDWS@suffolk.gov.uk
Oli Hack		Annual Reviews email: ARwest@suffolk.gov.uk

Priors Court	Management	Paula Fuge, Family Services Operational Manager
		Paula.Fuge@suffolk.gov.uk
Queen Alexandra	Management	Joanna Howell, Family Services Manager (West)
College		Joanna.Howell@suffolk.gov.uk
Red Balloon	South West Suffolk	SENDWS@suffolk.gov.uk
Red Balloon		Annual Reviews email: ARwest@suffolk.gov.uk
Sheridan House School	Ipswich South and West	SENDSS@suffolk.gov.uk
Sheridan House School		Annual Reviews email: ARsouth@suffolk.gov.uk
SENSE College	Coastal and Waveney	SENDLW@suffolk.gov.uk
SENSE College	Coastal and Waveney	Annual Reviews ARNorth@suffolk.gov.uk
St Catherine's	Management	Hayley Mason, Family Services Manager (South)
		Hayley.Mason@suffolk.gov.uk
St Elizabeth	Management	Joanna Howell, Family Services Manager (West)
St Elizabeth		Joanna.Howell@suffolk.gov.uk

Name of Setting	Team	Email
St Felix	Coastal and Waveney	SENDLW@suffolk.gov.uk
Strellx	Coastal and waveney	Annual Reviews ARNorth@suffolk.gov.uk
Stoke College	Mid Suffolk	SENDWS@suffolk.gov.uk
Stoke College		Annual Reviews email: <u>ARwest@suffolk.gov.uk</u>
Summerhill School	Coastal and Waveney	SENDLW@suffolk.gov.uk
	Coastal and waveney	Annual Reviews ARNorth@suffolk.gov.uk
Teaseldown	Ipswich South and West	SENDSS@suffolk.gov.uk
Teaseidown		Annual Reviews email: ARsouth@suffolk.gov.uk
The Croppe	Ipswich South and West	SENDSS@suffolk.gov.uk
The Grange		Annual Reviews email: ARsouth@suffolk.gov.uk

Wetheringsett Manor	Coastal and Waveney	SENDLW@suffolk.gov.uk
Coastal and wave	Coastal and waveney	Annual Reviews ARNorth@suffolk.gov.uk
Wilds Lodge	Coastal and Waveney	SENDLW@suffolk.gov.uk
Wilds Louge		Annual Reviews ARNorth@suffolk.gov.uk
Yellow House	Ipswich South and West	SENDSS@suffolk.gov.uk
		Annual Reviews email: ARsouth@suffolk.gov.uk