How YOUR views help shape SEND services and provision

Step One- Parents/carers share their views

Parents and carers can share their views with our Family Champions, in person at events or coffee mornings, by e-mail and social media. Views can also be shared through our virtual Graffiti Wall, on our website, where we also welcome views from support groups and charities.

Step Two- Representing your views

Each week (term time) we review what you are telling us and raise any issues with the appropriate service either directly or in appropriate meetings . We aim to ensure they drive the right changes to help improve SEND provision for Essex families.

Step Three- Escalating issues

Each term the Feedback Co-ordination and Oversight Group (COG), which includes Essex Family Forum and key representatives across Health, Education and Social Care, will meet. Any issues that have been raised through parent/carer feedback which have not been able to be addressed at a local level will be escalated to the COG for their consideration.

Step Four- Responding to feedback

During term time EFF produces a weekly snap shot of the Forum's work that week and how they are addressing issues raised.
This will also include any responses or outcomes from feedback already raised. You can find the weekly snapshots **HERE**.

Did you know we share your views regionally with the Eastern Region of Parent Carer Forums and Nationally with the Network of Parent Carer Forums? To find out more about the parent carer voice beyond Essex see our website: https://essexfamilyforum.org/about