

Family Services: The Teams and the Education Settings They Support: Academic Year 2022 / 2023

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: [Suffolk Children and Young People's Portal](#)

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.

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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.

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.

Family Services: The Teams and the Education Settings They Support: Academic Year 2022 / 2023

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| Lowestoft Central based at Riverside, Lowestoft - email: SENDLW@suffolk.gov.uk Annual Reviews email: ARNorth@suffolk.gov.uk | | | |
| Assistant Co-ordinator | Vacancy | | |
| Co-ordinator | Sue Finch | | 01473 263749 |
| Co-ordinator | Emma Hales | | 01473 264818 |
| 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 | | 01473 260303 |
| 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 |
| The Ashley Special Academy (MLD) Sunrise (SEMH) | | Elm Tree Hearing Impaired Unit Oulton Broad Reception/ Key Stage 1 Specialist Unit | |

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| 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 | 01502 674920 | |
| Co-ordinator | Yasmine Mime | 01473 263826 | |
| Co-ordinator (acting until 30/11/2023) | Amy Wignall (0.5 FTE) (also Assistant Co-ordinator (0.8 FTE)) | | 01502 674719 |
| Co-ordinator | Lisa Farrow | 01502 674714 | |
| Lead Co-ordinator | Joy Derbyshire-Baldwin (0.6 FTE) | | 01473 260716 |
| Lead Co-ordinator | Amy Lawrence (0.6 FTE) | | 01502 674901 |
| Family Services Manager | Helen MacDougall | | 01473 260303 |
| 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 St Edmund's Catholic Primary, Bungay Edgar Sewter Community Primary Holton St Peter Community Primary Ilketshall St Lawrence Southwold Primary Wenhaston Primary | Albert Pye Community Primary Barnby & North Cove Federated with Southwold Primary Brampton Primary Federated with Ringsfield Primary Beccles Primary Academy Ravensmere Federated Reydon Primary St Benets Catholic Federated Worlingham Primary | Charsfield C of E Primary Dennington CEVCP School Easton Primary Sir Robert Hitcham's CEVAP School (Framlingham) Wickham Market Primary | Yoxford Primary Benhall St Mary's CEVCP Aldeburgh Primary Kelsale CEVCP Coldfair Green CP Leiston Middleton Community Primary Peasenhall Primary Saxmundham Primary Snape Primary |
| Castle EAST (C&I) Warren Special School (SLD) | SET Beccles KS3/4 Cognition and Learning Specialist Unit SET Saxmundham Key Stage 3/4 Cognition and Learning Specialist Unit SET Saxmundham Key Stage 3/4 Communication and Interaction Specialist Unit | | |

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| Ipswich North and East Family Services based at Endeavour House, Ipswich - email: SENDSS@suffolk.gov.uk Annual Reviews email: ARsouth@suffolk.gov.uk | | |
| Assistant Co-ordinator | Vacancy | |
| Assistant Co-ordinator | Vacancy | |
| Assistant Co-ordinator | Vacancy | |
| Assistant Co-ordinator | Marie Bartlett (0.5 FTE) | 01473 265812 |
| Assistant Co-ordinator | Mikaela Green (0.5 FTE) | 01473 265890 |
| Co-ordinator | Linda Sweetman | 10473 264134 |
| Co-ordinator | Nicole Lindsay | 01473 341556 |
| Co-ordinator | Joshua Plume | 01473 264811 |
| Co-ordinator | Chloe Henderson | 01473 263592 |
| Lead Co-ordinator | Lauren Sheldrake (Maternity Leave) | 01473 265313 |
| 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) | Copleston High (Academy) |
| Rushmere Hall Primary St Helen's Primary St John's CEVAP St Margaret's CEVAP St Matthew's CEVAP Sidegate Primary | St Mark's Catholic Primary St Mary's Catholic Primary St Pancras Catholic Primary | Britannia Primary & Nursery Broke Hall Community Primary Clifford Road Primary Rose Hill Primary |
| Holbrook High (Academy) | | Ipswich Academy |
| Chelmondiston CEVCP Holbrook Primary Shotley Community Primary CEVCP Stutton CEVCP Tattingstone CEVCP | | Cliff Lane Primary Morland CofE VA Primary Murrayfield Primary Academy Piper's Vale Primary Ravenswood CP |
| Thomas Wolsey (PD) Sir Bobby Robson (SEMH) Woodbridge Road (C&I) | Rushmere Hall R/KS1 Specialist Unit Rushmere Hall R/KS1 Hearing Impaired Specialist Unit Sidegate R/KS1 Specialist Unit Pipers Vale R/KS1 Specialist Unit | Murrayfield KS2 Communication and Interaction Specialist Unit Sidegate KS2 Cognition and Learning Specialist Unit Copleston KS3/4 Communication and Interaction Specialist Unit |

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| Suffolk Coastal based at Endeavour House, Ipswich - email: SENDSS@suffolk.gov.uk Annual Reviews email: ARsouth@suffolk.gov.uk | | |
| Assistant Co-ordinator | Vacancy | |
| Co-ordinator | Portia Hartwell | 01473 260245 |
| Co-ordinator | Heidi Brown | 01473 263931 |
| Co-ordinator | Kirsty Mower | 01473 265732 |
| Co-ordinator | Camilla Nunn (0.6 FTE) | 01473 265252 |
| 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 Primary Academy Cedarwood Primary Gorseland Primary Heath Primary Nacton CofE Primary Waldringfield Primary Orwell Park Prep School Bealings School Birchwood Primary Bucklesham Primary |
| Farlingaye High School Academy | | |
| Bawdsey CEVCP Eyke CEVCP Grundisburgh Primary Hollesey Primary Kyson Primary Melton Primary | | Orford CEVAP Otley Primary Rendlesham Community Primary Sandlings Primary Woodbridge 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 | |

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| Ipswich South and West Family Services based at Endeavour House, Ipswich - email: SENDSS@suffolk.gov.uk | | | |
| Annual Reviews email: ARsouth@suffolk.gov.uk | | | |
| Assistant Co-ordinator | Vacancy | | |
| Assistant Co-ordinator | Vacancy | | |
| Assistant Co-ordinator | Katie Ealham | 01473 265697 | |
| Assistant Co-ordinator | Georgia Tooke | 01473 265343 | |
| Assistant Co-ordinator | Rebecca Pittway | 01473 265458 | |
| Co-ordinator | Sally Porter | 01473 264102 | |
| Co-ordinator | Shona Lucas | 01473 263653 | |
| Co-ordinator | Emma King | 01473 265879 | |
| Lead Co-ordinator | Edwin Lambert-Clarke | 01473 264477 | |
| Family Services Manager | Hayley Mason | 01473 264964 | |
| Family Services Manager | Paula Fuge | 01473 265832 | |
| Claydon High (Academy) | Ormiston Endeavour Academy | Westbourne Academy | Chantry Academy |
| Bramford CEVCP Claydon Primary Henley Primary Somersham Primary Sproughton CofE Primary Witnesham Primary | Castle Hill Infant Castle Hill Junior Dale Hall Community Primary The Beeches (prev Whitton CP) Highfield Nursery School | Handford Hall Primary Springfield Infant & Nursery Springfield Junior Whitehouse Community Primary | The Oaks Primary Gusford CP Ranelagh Primary Sprites Primary Academy |
| 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 | | |

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| Mid 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 | Jennifer Shead | 01284 758539 | |
| Assistant Co-ordinator | Jen Byford | 01284 758796 | |
| Assistant Co-ordinator | Grace Ratcliffe (Maternity leave) | 01284 758833 | |
| Co-ordinator | Heather Taylor | 01473 264131 | |
| Co-ordinator | Rebecca Whelan | 01473 265934 | |
| Co-ordinator | Charley Maynard | 01473 263431 | |
| Co-ordinator | Devon Hinks | 01284 741331 | |
| Lead Co-ordinator | Emily Garrod | 01284 741404 | |
| Family Services Assistant Manager | Gabby Thompson | 01473 264821 | |
| Family Services Manager | Joanna Howell | 01473 263972 | |
| Stowmarket High | Stowupland 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 | Bacton Community Primary Crawfords C of E Primary I Cedars Park Primary Freeman Community Primary Mendlesham Community Primary Old Newton C of E Primary | Gislingham CofE Primary Mellis CEVCP Occold Primary Palgrave CofE Primary St Botolph's CEVCP, Botesdale St Edmunds Primary, Hoxne St Peter & Paul CEVAP, Eye Thorndon CEVCP Wortham Primary | Fressingfield CEVCP All Saints CEVAP, Laxfield Mendham Primary Stradbroke CEVCP Wilby CEVCP Worlingworth CEVCP |
| Debenham High School | Thurston College | | SET Ixworth |
| 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 |
| 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 | | |

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| 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 Assistant Manager | Gabby Thompson | 01473 264821 | |
| Family Services Manager | Joanna Howell | 01473 263972 | |
| Ormiston Sudbury Academy | | Samuel Ward Academy | |
| Acton CEVCP Gt Waldringfield CEVCP Long Melford C of E Primary St Gregory CEVCP | St Joseph's RC Primary Tudor CofE Primary Woodhall Primary | Coupals Primary Academy Kedington Primary Academy Thurlow CEVCP | Westfield Primary Academy Wickhambrook Primary Academy |
| Stour Valley Community School | Thomas Gainsborough (Great Cornard) | Castle Manor Academy | |
| Cavendish C of E Primary School Glemsford Primary Academy Hartest CEVCP School Clare Primary Academy Hundon Community Primary | Boxford CEVCP Bures CEVCP Lavenham CP Nayland Primary Pot Kiln Primary Stoke-by Nayland CEVCP Wells Hall CP | Burton End Primary Academy Clements Community Primary New Cangle Community Primary Place Farm Primary Academy 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 | | |

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| Bury and North West Suffolk Family Services based at West Suffolk House, BSE – email: SENDWS@suffolk.gov.uk | | | |
| Annual Reviews email: ARwest@suffolk.gov.uk | | | |
| Assistant Co-ordinator | Vacancy | | |
| Assistant Co-ordinator | Miranda Key | 01284 758281 | |
| Co-ordinator | Lee Gilbert | 01473 263425 | |
| Co-ordinator | Ruth Edmans | 01473 296313 | |
| Co-ordinator | Wayne Pigeon Coote | 01473 264132 | |
| Co-ordinator | Johanna Rayson | 01284 758817 | |
| Lead Co-ordinator | Tracey Fisher | 01473 263977 | |
| Family Services Assistant Manager | Gabby Thompson | 01473 264821 | |
| Family Services Manager | Joanna Howell | 01473 263972 | |
| Mildenhall College Academy | Newmarket Academy | County Upper School Academy | King Edward CEVC Upper |
| 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 |
| Breckland | St Benedict's Catholic School | | Sybil Andrew Academy (BSE) |
| Forest Academy Glade Primary | St Edmunds Catholic Primary | | Abbotts Green CP Sebert Wood Great Barton c of E Primary |
| 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) | | |

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| Name of Setting | Team | Email |
|-----------------------------------|-----------------------------|---|
| Acorn Park | Lowestoft Central | SENDLW@suffolk.gov.uk Annual Reviews ARNorth@suffolk.gov.uk |
| Aurora Eccles Hall | Lowestoft Central | SENDLW@suffolk.gov.uk 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 Annual Reviews email: ARsouth@suffolk.gov.uk |
| Brookes Cambridge | Mid Suffolk | SENDWS@suffolk.gov.uk Annual Reviews email: ARwest@suffolk.gov.uk |
| Centre Academy East Anglia | South West Suffolk | SENDWS@suffolk.gov.uk Annual Reviews email: ARwest@suffolk.gov.uk |
| Dawn House | Management Vacancy | Currently SENDLW@suffolk.gov.uk Annual Reviews ARNorth@suffolk.gov.uk |
| Derwen College | Management | Hayley Mason, Family Services Manager (South) Hayley.Mason@suffolk.gov.uk |
| Doucecroft | Ipswich North and East | SENDSS@suffolk.gov.uk 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 Annual Reviews email: ARsouth@suffolk.gov.uk |
| Kisimul School | Ipswich North and East | SENDSS@suffolk.gov.uk Annual Reviews email: ARsouth@suffolk.gov.uk |
| Mary Hare School | Management Vacancy | SENDLW@suffolk.gov.uk Annual Reviews ARNorth@suffolk.gov.uk |

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| Name of Setting | Team | Email |
|--------------------------------|-----------------------------|--|
| Meldreth Manor | Management | Joanna Howell, Family Services Manager (West) Joanna.Howell@suffolk.gov.uk |
| Mount Camphill | Management | Hayley Mason, Family Services Manager (South) Hayley.Mason@suffolk.gov.uk |
| New College, Worcester | Management | Hayley Mason, Family Services Manager (South) Hayley.Mason@suffolk.gov.uk |
| Novaturient | Coastal and Waveney | SENDLW@suffolk.gov.uk Annual Reviews ARNorth@suffolk.gov.uk |
| On Track | Bury and North West Suffolk | SENDWS@suffolk.gov.uk Annual Reviews email: ARwest@suffolk.gov.uk |
| Priors Court | Management | Paula Fuge, Family Services Operational Manager Paula.Fuge@suffolk.gov.uk |
| Queen Alexandra College | Management | Joanna Howell, Family Services Manager (West) Joanna.Howell@suffolk.gov.uk |
| Red Balloon | South West Suffolk | SENDWS@suffolk.gov.uk Annual Reviews email: ARwest@suffolk.gov.uk |
| Sheridan House School | Ipswich South and West | SENDSS@suffolk.gov.uk Annual Reviews email: ARsouth@suffolk.gov.uk |
| SENSE College | Coastal and Waveney | SENDLW@suffolk.gov.uk 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) Joanna.Howell@suffolk.gov.uk |

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| Name of Setting | Team | Email |
|----------------------------|------------------------|--|
| St Felix | Coastal and Waveney | SENDLW@suffolk.gov.uk Annual Reviews ARNorth@suffolk.gov.uk |
| Stoke College | Mid Suffolk | SENDWS@suffolk.gov.uk Annual Reviews email: ARwest@suffolk.gov.uk |
| Summerhill School | Coastal and Waveney | SENDLW@suffolk.gov.uk Annual Reviews ARNorth@suffolk.gov.uk |
| Teaseldown | Ipswich South and West | SENDSS@suffolk.gov.uk Annual Reviews email: ARsouth@suffolk.gov.uk |
| The Grange | Ipswich South and West | SENDSS@suffolk.gov.uk Annual Reviews email: ARsouth@suffolk.gov.uk |
| Wetheringsett Manor | Coastal and Waveney | SENDLW@suffolk.gov.uk Annual Reviews ARNorth@suffolk.gov.uk |
| Wilds Lodge | Coastal and Waveney | SENDLW@suffolk.gov.uk Annual Reviews ARNorth@suffolk.gov.uk |
| Yellow House | Ipswich South and West | SENDSS@suffolk.gov.uk Annual Reviews email: ARsouth@suffolk.gov.uk |