

Therapy Services for Families in Southend

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Introduction:

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Therapy support for families in Southend is provided by Essex Partnership University NHS Trust (EPUT). Southend on Sea City Council works with EPUT to ensure a full therapies offer across our local area.



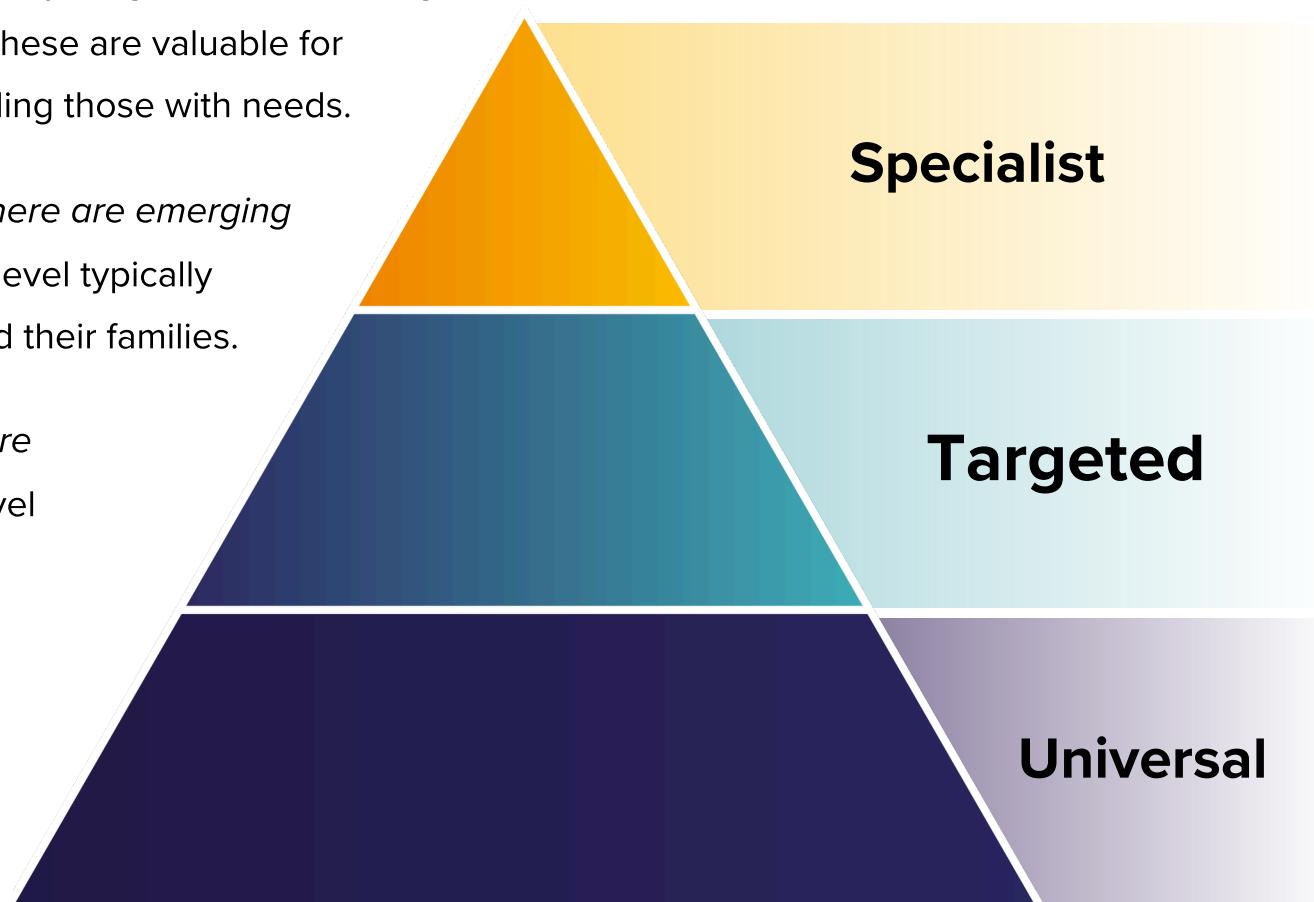
Essex Partnership University NHS Trust (EPUT) delivers services that include universal and targeted services, as well as individual *assessment and intervention* for CYP, and contributes to *Education, Health and Care Needs Assessments* where appropriate.

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To help providers identify and meet the needs of all CYP effectively and early, services are offered across three levels of support:

1. Universal – Support for all children and young people, including general information and resources. These are valuable for school staff, families, and CYP, including those with needs.
2. Targeted – Support for CYP where *there are emerging concerns* or an identified need. This level typically offers enough input for most CYP and their families.
3. Specialist – Support for CYP with *more complex* or persistent needs. This level includes access to specialist advice, assessment, and intervention. Not all CYP will need specialist support all the time, but it may be essential at key points in their development.



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We are working towards a Balanced System® approach to therapy service delivery across Southend, Essex, and Thurrock. This model supports a whole system approach to joined- up working with settings and strengthens the graduated approach for CYP with SEND. You can find more information about this framework at the end of this document.



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Speech and Language Therapy

Level	Offer	How to access
Universal	SALT advice line – Access on-the-spot advice for specific queries or general signposting. Available Monday-Friday 09:30-11:30	Mon – Friday 9.30 – 11.30 am - 01702 578601 – Voicemail facility for outside of staffed hours
	SLT website with a range of universal advice and resources	https://www.eput.nhs.uk/services/childrens-speech-language-therapy/
	SLT information on Essex Early Years and Primary Aged Padlet	Early Years Speech, Language and Communication Support - Essex Primary Speech, Language and Communication Support - Essex
	Verbo is available to all early years providers including screening tools and resources.	Please speak to your child's setting for more information.
	Access to free Super Penguin app for families with bespoke universal/waiting well advice they can access via their smartphone	Families will be given an access QR code from the service (e.g. from discussions had via our access to advice line or VC triage)
Targeted	Video conference triage appointments (20 minutes in length) by invite only from referral accepted into service	Relevant referrals are allocated to a VC appointment, and this is booked directly with parents/carers via text invitation
	Mini Talkers – A targeted speech and language stay and play session run by Southend Council Early Years Team. Please note this offer is in a pilot phase in January 2026 before possible further roll out	By Health Visitor referral only
Specialist	Referrals to SALT can be made by your health visitor or GP. Specialist assessment and interventions will be provided as required	Contact your health visitor or to GP to make a referral
	Contribution to the EHCNA process for cases open to the service (for cases not known to the service, advice on the service's universal offer provided) Contribution to the annual review process for preschool children open to the service who already have an EHCP in place	Requests by the LA made via our central email address (slt.educationenquiries@nhs.net)

Occupational Therapy

Level	Offer	How to access
Universal	OT support line - Access on the spot advice for specific queries or general signposting	Mon – Friday 12.30 – 14.30 - 01702 372250
	OT section on the Lighthouse Child Development website with resources	Children's Occupational Therapy - Essex Partnership University NHS Foundation Trust
	Sensory awareness toolkit & Early years sensory awareness toolkit Guidance to help education providers, SENCOs, parents and carers and others understand children's sensory behaviours and how to support them.	SEND advice and guidance: Support sensory needs Essex Schools Infolink
	Sensory Question and Answers workshop - online If you have any questions after reviewing the sensory awareness toolkit and trying out the ideas, we offer a dedicated Question & Answer Workshop.	To book your place, please call us on 03442573952
	Life Skills Workshops (online) Session 1: Personal Care Skills <ul style="list-style-type: none"> • Washing, Dressing, Teeth brushing, Cleaning after using the toilet, Managing periods Session 2: Productivity Skills <ul style="list-style-type: none"> • Mealtimes (including using cutlery), Handwriting and mark making, Organisational skills 	Our workshops are split into two separate sessions . You can book both or just one , depending on your needs. Dates for these will be announced on our web page Sessions can be booked by ringing 03442573952
Specialist	Assessment and intervention in clinic / at home, or in nursery or school (most appropriate setting)	Following referral. Please ring the advice line to discuss a referral if you have not got one
	For children with postural care needs on the therapy caseload: <ul style="list-style-type: none"> • postural care pack • assessment for equipment if needed • training staff on how to implement the postural care pack • assessment of equipment in environment 	Parent to contact the child's named therapist.
	Contribution to the EHCNA process for cases open to the service Contribution to the annual review process for preschool children open to the service who already have an EHCP in place	Requests by the LA made via our central email address. The setting should email the named therapist for contributions to annual reviews

Physiotherapy

Level	Offer	How to access
Universal	Physiotherapy support line	Mon – Friday 12.30 – 14.30 01702 372252
	Physiotherapy section on the Lighthouse Child Development website with resources	Children's Physiotherapy - Essex Partnership University NHS Foundation Trust
	Physiotherapy Drop-in sessions (10-minute screening when there are concerns re motor development or the way a child moves)	Parents can bring their child to a session, no referral needed. Sessions are advertised through the local offer and
Targeted	Bendy kids- hypermobility workshop Workshop to help understand the condition and how to manage it	Following referral to the service Appointments can be booked by ringing the number above
	Multi sports groups	For children who are known to our service and have a physical disability
Specialist	Assessment and intervention in clinic / at home, or in nursery or school (most appropriate setting)	Following referral Please ring the physiotherapy advice line to discuss a referral if you have not got one
	For children with postural care needs on the therapy caseload: <ul style="list-style-type: none"> • postural care pack • assessment for equipment if needed • training staff on how to implement the postural care pack • assessment of equipment in environment 	Parent to contact the child's named therapist.
	Movement plan with targets	Parent to contact the child's named therapist.
	Contribution to the EHCNA process for cases open to the service Contribution to the annual review process for preschool children open to the service who already have an EHCP in place	Requests by the LA made via our central email address. The setting should email the named therapist for contributions to annual reviews

The Balanced System® framework

The Balanced System® framework is a way of making sure that in a setting, school or local area, the right provisions are available for parents, carers and professionals to help children and young people.

In Southend, Essex and Thurrock we are using this framework to help us ensure that therapies provision is planned and delivered in a structured, coordinated way – across universal, targeted and specialist levels – in the right setting, at the right time for the child or young person.

The system provides:

- Continuum of Support: Children can move between the universal, targeted and specialist levels as necessary
- Flexible Pathways: Children and Young People can access support from one or more levels simultaneously depending on their need
- Integrated Workforce: The system emphasises the importance of a collaborative workforce, including specialist professionals and wider staff members to support all levels.

The Balanced System® framework

We will be working across the below five strands to effect sustainable whole system change.



WORKING ACROSS THE FIVE STRANDS OF THE BALANCED SYSTEM®

More information can be found here:

[About the framework: The Balanced System Pathway](#)