

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 Foundation Trust

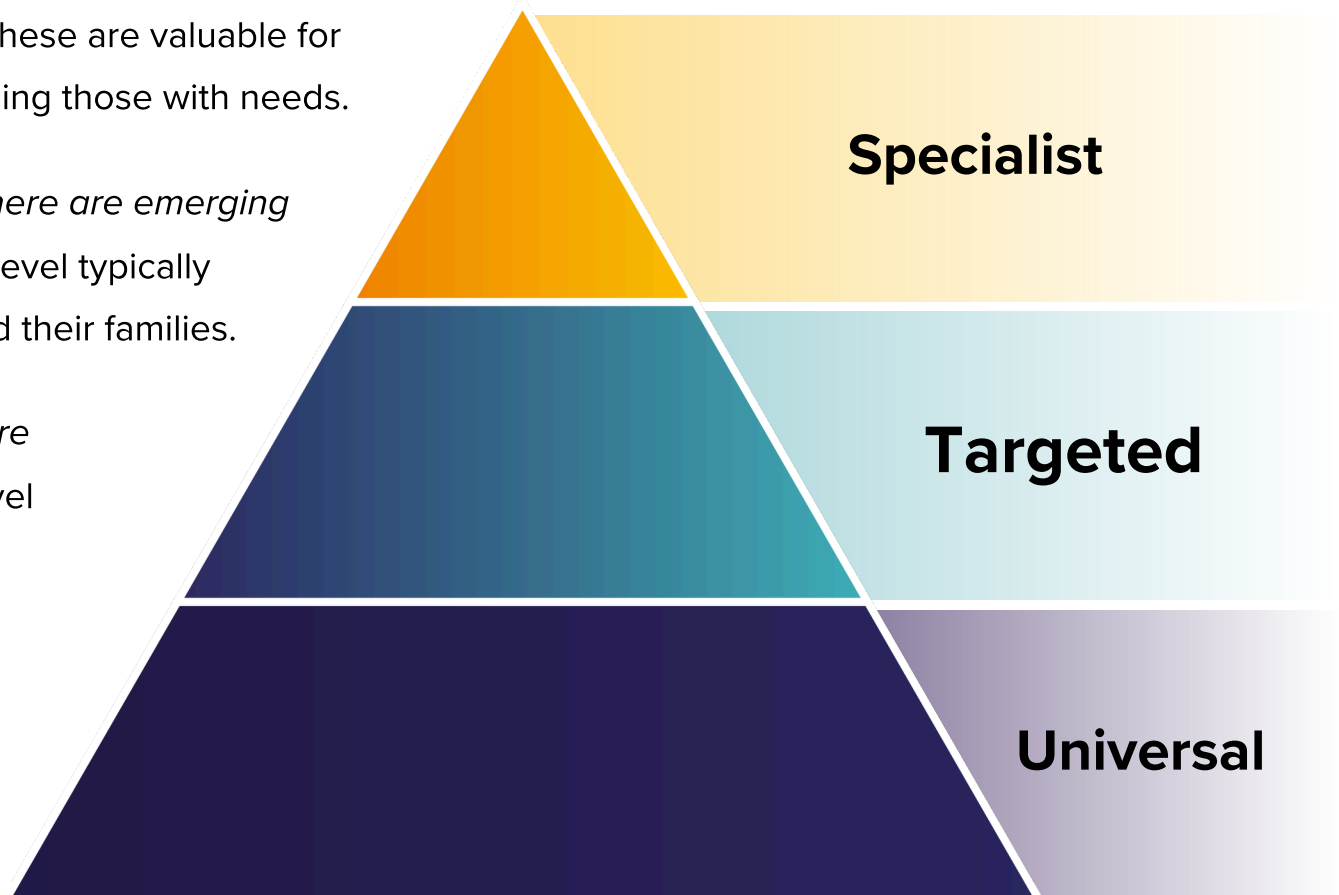
Essex Partnership University NHS Trust (EPUT) delivers services that include universal and targeted services, as well as individual *assessment and intervention* for CYP, and contributes to *Education, Health and Care Needs Assessments* where appropriate.

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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.



Bethan Mort – Head of SEND Therapies: bethanmort@southend.gov.uk

Jo Page – Principal Paediatric SALT: joannepage@nhs.net

Maaike Moylett – Clinical Manager for Children's OT and Physio: maaike.moylett@nhs.net

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.

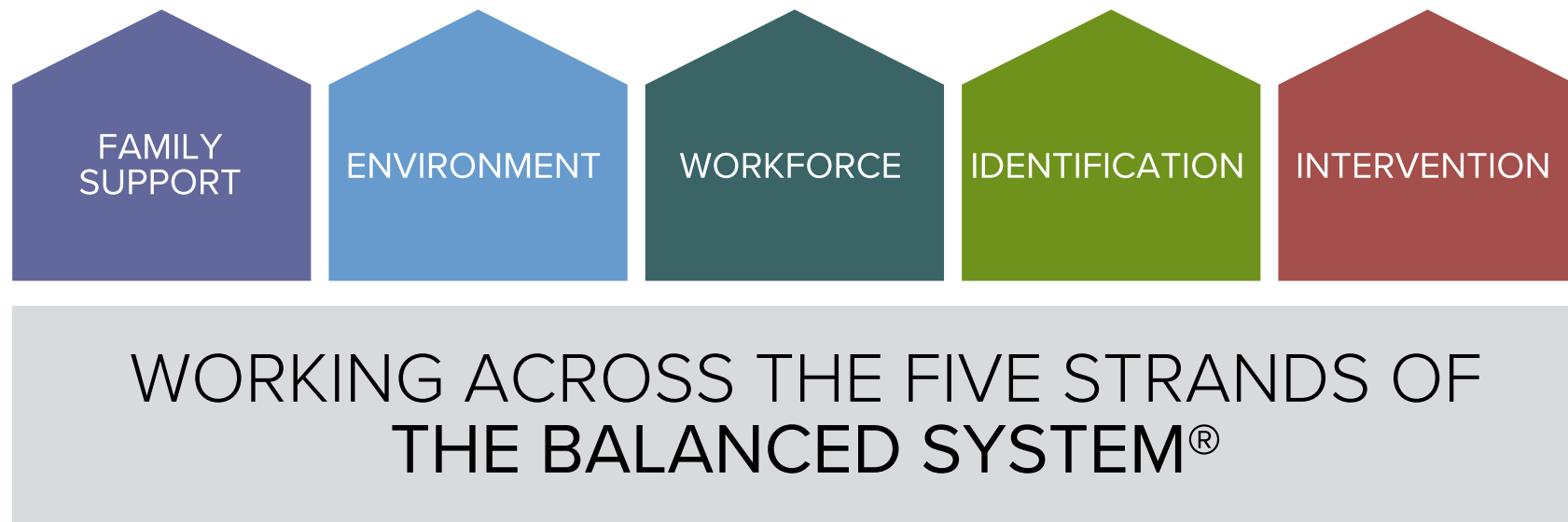
In Southend, Essex and Thurrock we are using this framework to help us ensure that therapies provision is planned and delivered in a structured, coordinated way – across universal, targeted and specialist levels – in the right setting, at the right time for the child or young person.

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.



More information can be found here:

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