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| **Directorate Leadership Team** |
| **Helen Lincoln** Director for Children & Families (DCS) and Executive Director for Social Care & Education | Helen.lincoln@essex.gov.uk |
| **Clare Kershaw**Director for Education | Clare.kershaw@essex.gov.uk |
| **Heads of Service - Education** |
| **Michael O’Brien**Head of Specialist Education Services | Michael.obrien@essex.gov.uk  |
| **Anita Kemp**Head of Strategy, Development and Performance | Anita.kemp2@essex.gov.uk  |
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| **Ruth Gilbert**Director of Sustainable Growth | Ruth.Gilbert@essex.gov.uk  |
| **Education** |
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| **West Quadrant** |
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| **Julie Auger**Youth Services Manager | Julie.auger@essex,gov.uk |
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| **Madeline Knight**Workforce Development and Performance Manager | Madeleine.Knight@essex.gov.uk  |
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| **Matt Crow**School Crossing Patrol Manager | Matt.crow@essex.gov.uk  |
| **Debbie Holme**Essex Dance Theatre Manager / Manager Policy and Strategy | Debbie.holme@essex.gov.uk  |
| **Peter Lovell**Music Service Lead Officer | Peter.Lovell@essex.gov.uk  |
| **Workforce Development & Performance Team**For workforce development and training queries from Schools and Early Years settings | WorkforceDevelopment@essex.gov.uk |
| **SEND Strategy and Innovation** |
| **Helen Wall**SEND Operations Lead: Participation and Inclusion  | Helen.wall@essex.gov.uk  |
| **Kate Martin**SEN Provision Lead: Commissioning and Contracting | Kate.martin@essex.gov.uk  |
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| **Matthew Bysouth**Lead Specialist Teacher of the Deaf | matthew.bysouth@essex.gov.uk  |
| **K-J Dalley**Lead Specialist Teacher PNI | kj.dalley@essex.gov.uk  |
| **Michaela Bacon** Lead Specialist Teacher VI | michaela.bacon@essex.gov.uk  |
| **Alex Abercrombie**SEND Strategy Lead – Transformation  | alex.abercrombie@essex.gov.uk  |
| **Suzanne Davis**SEND Strategy Lead - Preparing for Adulthood (PfA) | suzanne.davis@essex.gov.uk  |
| **Stephen Whitfield** SEND Strategy Lead – Psychology  | stephen.whitfield@essex.gov.uk  |
| **School Organisation and Planning**  |
| **Joseph Chell**Head of School Organisation and Planning | Joseph.chell@essex.gov.uk  |
| **Investment / Maintenance – Infrastructure Delivery** |
| **Jacqueline Bridle**Infrastructure Project Team Manager / Enquiries about Capital Investment | jacqueline.bridle@essex.gov.uk |
| **Lisa Freshwater**Facilities Manager / Enquiries about Maintenance Issues | Lisa.freshwater@essex.gov.uk   |
| **Information and Communications** |
| **Customer Care** |
| **Customer Care**Complaints about children’s social care and school issues | haveyoursay@essex.gov.uk  |
| **Education Operations** |
| **Carolyn Terry** Early Years Sufficiency and Sustainability Manager | Carolyn.terry@essex.gov.uk |
| **Clare Ovenden** Education Information Manager | Clare.ovenden@essex.gov.uk |
| **Schools Communication**Management of ESI & the weekly Education update from Director of Education. First port of call for notification of Critical Incidents | 0333 013 9880 | Schools.communication@essex.gov.uk  |
| **School Admissions and Transport** |
| **Lee Curry** Admissions and Awards Lead | Lee.curry@essex.gov.uk |
| **Louise Gray** Admissions and Awards Co-ordination and Policy Lead | Louise.gray@essex.gov.uk |
| **Denise Healy** Regulatory and Compliance Specialist (Schools Admissions) | Denise.healy@essex.gov.uk |
| **Andrew Heynes** Statutory Compliance and Complaints Specialist (inc. Free School Meals) | Andrew.heynes@essex.gov.uk |
| **Essex Legal Services (ELS)** |
| **ELS Duty Advice Service**Schools who subscribe to the service seeking legal adviceSchools wishing to subscribe / non-subscribing schools seeking legal advice | 0333 013 99930333 013 2305 | ELS.Childadvice@essex.gov.uk  |
| **Essex Schools Infolink (ESI)** |
| **General Enquiries**  | educationwebteam@essex.gov.uk   |
| **Password Team** | Password.EIM@essex.gov.uk  |
| **Health and Safety Service** |
| **Health and Safety Helpdesk** | 0333 013 9818 | HS@essex.gov.uk  |
| **Information Governance** |
| **Information Governance Service** | 0333 032 2970 | IGS@essex.gov.uk  |
| **Insurance Team – Organisational Risk Services** |
| **Insurance Team** | 0333 013 9819 | Insurance@essex.gov.uk  |
| **Press/Media Office** |
| **General Enquiries** | 0333 013 2800 | Press.desk@essex.gov.uk  |
| **Out of Hours** | 07717 867525 |  |
| **Child Protection Concerns** |
| **Concerns about the welfare of a child** - If a member of school staff, a volunteer or visitor to the school has concerns about a child’s welfare, they should discuss the concerns with the Designated Safeguarding Lead (or, in their absence, the Deputy Designated Safeguarding Lead). The Designated Safeguarding Lead will decide whether a referral to Essex Children’s Social Care Services (Family Operations Hub) is appropriate or whether there are other local & more appropriate services that can provide services to the child & family. |
| **Concerns for the Welfare of a Child – Children and Families Hub** |
| **Children and Families Hub** (for URGENT Child Protection Referrals) | 03456 037627 – ask for CFH Priority Referral Line*(or out of hours number - 03456 061212)* | Emergency.DutyTeamOutOfHours@essex.gov.uk |
| **Children and Families Hub** Advice and Support | 03456 037627 – ask for CFH Consultation Line |
| **Non-Urgent Child Protection Referrals** | Essex Effective Support provides access to an online Request for Support portal. This website brings together in one place the Essex Directory of Services, guidance and tools to support practitioners in their work with children and families across Levels 1, 2, 3 and 4 of the Windscreen of Need |
| **Allegations or Concerns about adults working with / volunteering in the Children’s Workforce – Local Authority Designated Officer (LADO)** |
| If you receive a complaint or allegation about a member of staff or volunteer in the Children’s Workforce, contact Children’s Safeguarding Service  | 0333 013 9797**(office hours only)** | childrens.safeguarding@essex.gov.uk |
| **Heads of Service – Family Operations** |
| **Tina McElligot**Director of Local Delivery – West  | Tina.mcelligot@essex.gov.uk  |
| **Michelle Hayden-Pepper**Director of Local Delivery – South | m.hayden-pepper@essex.gov.uk  |
| **Alison Baker**Director of Local Delivery – North | Alison.baker@essex.gov.uk  |
| **Gaye Cole**Director of Local Delivery – Mid | gaye.cole@essex.gov.uk |
| **Paul Secker**Director for Safeguarding & Quality Assurance | paul.secker@essex.gov.uk |
| **Sarah Carter**Head of Fostering and Adoption and External Placements (West team) | sarah.carter@essex.gov.uk  |
| **Tanya Gillett**Head of Youth Offending Service | tanya.gillett@essex.gov.uk |
| **Sarah Carter** Head of Permanency Placements and Sufficiency  | sarah.carter@essex.gov.uk |