

Open letter to all Parent/carers of children with SEND

31/03/2020

Dear Parent/Carer,

For you, as parents and carers of children with SEND, meeting the needs of your children in these circumstances may be a particular challenge, with increased stress and uncertainty. We are now in an unprecedented situation that brings new challenges to us all on a daily basis.

As a Local Authority our primary concern is keeping children safe, and at times of limited resources we will prioritise meeting the needs of our most vulnerable children first. We are currently working with schools to carry out risk assessments on all children with EHCPs in order to identify those at most risk of harm from the impact of Covid-19, and direct our resources accordingly.

I want to reassure you that we are taking prompt action to ensure our staff are equipped to continue to support you as best they can. They will strive to deliver support as close to “business as usual” as is feasible, but in the current circumstances delays are highly likely. We are anticipating reduced staff numbers, either through illness or caring for family members. Staff may also be redeployed to emergency activity, and as such, many of our normal ways of working cannot be carried out safely.

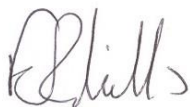
We are developing new ways of working, so that we can deliver support to children remotely and we ask for your patience whilst we do so.

We will endeavour to provide you with as much clarity as possible over the coming days. We have created an [information page for Parents and Carers](#) on the Local Offer website, which includes details of support, resources and includes frequently asked questions, which will be updated regularly. We invite you to [send your feedback and questions](#) regarding this page.

Together with our partners at Family Voice Surrey, we are listening to and understand many of the worries and uncertainties you have at present. We share many of these concerns and want to reassure you that these will be addressed as soon as we are in a position to do so.

As parents, family members and workers we can only try to do our best to support our children in these difficult times. Thank you for your support, understanding and patience.

Yours faithfully,



Liz Mills

**Director Education, Lifelong Learning and Culture
Children, Families and Learning
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