

Changes to Derbyshire's SEND Service from September 2026

We want to let you know about some positive changes we are making to Derbyshire's SEND service from September.

Our aim is to provide more local, joined up support which works even more closely with children, families, schools and other professionals.

It means we are making some changes behind the scenes to move the SEND service into local area teams so our officers will work within specific local areas.

This will help them to build stronger relationships with families, schools and services and they will be able to develop a better understanding of the communities they support.

As part of this work, our staff will be completing training, transferring cases and preparing for the new local team structure.

What does this mean for my family?

For most families, there is nothing for you to do.

Importantly, your named SEND Case Officer will continue to be your main point of contact and will remain responsible for managing your child's case through the EHC Hub. You can always check who your main contact is on the left-hand side of the Hub.

As we move to the new local teams, some children and young people may be allocated a different SEND Officer. If this happens, we will work closely with families to ensure the transition is smooth and that information about your child's needs and support is shared appropriately.

How will these changes benefit you?

The new way of working will help us provide:

- More consistent support for families, with clear points of contact and stronger local connections.
- Families have told us that clear communication, consistency and knowing who to contact are important. These changes are designed to help strengthen those areas by creating stronger local relationships and providing clearer points of contact for families and schools.
- Our aim is to provide families with consistency and continuity throughout their SEND journey. While different officers from the same team may be involved at stages of the assessment and planning process, they work closely together to ensure smooth transitions and a coordinated approach to supporting children, young people and their families.
- Where a change of SEND officer is needed, we will ensure a full handover takes place, so families do not need to repeat information that is already held on their child's record.
- Named SEND officers for schools, making it easier for schools to access advice and support when needed.
- Better local knowledge, helping SEND officers understand the services, schools and support available in their area.

- More joined-up working, with SEND officers, Inclusion Support staff, Educational Psychologists and other professionals working together more closely.
- Earlier and more effective support, helping children and young people access the right help at the right time.

How will I contact the service?

You can contact the Statutory SEND Service using the online contact form available on the [Derbyshire Local Offer website](#)

The contact form inbox is being monitored by the Education, Inclusion and Access Team and the Tribunal Team during the short transition period.

Keeping you informed

We are committed to keeping families informed throughout this transition.

Our priority is to ensure that children, young people and their families continue to receive clear, reliable support from a SEND Service that is well connected to local communities and services.

Thank you for your understanding and support as we make these changes to improve SEND services across Derbyshire.