

Key Contacts Supporting Schools, Education Providers and Pupils

Please use direct dial numbers from this list wherever possible.

If you cannot find the number you need, please call ContactEssex on 0345 603 7627



Essex County Council

Directorate Leadership Team		
Helen Lincoln Director for Children and Families (DCS) & Executive Director for Social Care and Education	0333 013 3118	Helen.lincoln@essex.gov.uk
Clare Kershaw Director for Education	0333 013 6580	Clare.kershaw@essex.gov.uk
Heads of Service - Education		
Lisa Fergus Assistant Director of Education, South	07557 167962	Lisa.fergus@essex.gov.uk
Nicola Woolf Assistant Director of Education, West	07872 869522	Nicola.woolf@essex.gov.uk
Elizabeth Cornish Assistant Director of Education, Mid	07500 990353	Elizabeth.cornish@essex.gov.uk
Philippa Holliday Assistant Director of Education, North	TBC	TBC
Michael O'Brien Head of Specialist Education Services	0333 013 6596	Michael.o'brien@essex.gov.uk
Anita Kemp Head of Strategy, Planning and Performance		Anita.kemp2@essex.gov.uk
Ralph Holloway Head of SEND Strategy and Innovation	07768 536742	Ralph.holloway@essex.gov.uk
Jason Fergus Head of Active Essex	07501 482790	Jason.fergus@essex.gov.uk
Dominic Collins Director of Economic Growth and Localities	0333 013 658	Dominic.Collins@essex.gov.uk
Education		
South Quadrant		
Kerry Howard SEND Quadrant Manager	0333 013 4603	Kerry.howard@essex.gov.uk
Maz Norman Head of Education and Early Years	07717 867504	Maz.norman@essex.gov.uk
West Quadrant		
Chris O'Nions SEND Quadrant Manager		Chris.o'nions@essex.gov.uk
Karla Martin Head of Education and Early Years	07785 722428	Karla.martin@essex.gov.uk
Mid Quadrant		
Tony Sale SEND Quadrant Manager	0333 032 0956	Tony.sale@essex.gov.uk
Alison Fiala Head of Education and Early Years	07768 537487	Alison.fiala@essex.gov.uk
North East Quadrant		
Ros Somerville SEND Quadrant Manager	0333 013 7635	Ros.somerville@essex.gov.uk
Lyn Wright Head of Education and Early Years	07747 638848	Lyn.wright@essex.gov.uk

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Specialist Education Services		
Natalie Stephenson Virtual School Head		Natalie.stephenson@essex.gov.uk
Julie Keating Education Access Manager	0333 013 1160	Julie.keating@essex.gov.uk
Jo Barclay School Safeguarding Manager	07775 030021	Jo.barclay@essex.gov.uk
Tracey Spear Youth Services Manager	0333 013 9177	Tracey.spear@essex.gov.uk
Clare Woodcock SENDIASS Manager	0333 013 1162	Clare.woodcock@essex.gov.uk
Strategy, Planning and Performance		
Carolyn Terry Early Years Sufficiency and Sustainability Manager	07825 860004	Carolyn.terry@essex.gov.uk
Heather Faulkner Workforce Development and Performance Manager	07584 480114	Heather.faulkner@essex.gov.uk
Emma Toublic Systems and Intelligence Manager	01245 431625	Emma.toublic@essex.gov.uk
Liz Norton Strategy Manager –School Readiness	01245 438538	Liz.norton@essex.gov.uk
Vacant Post School Crossing Patrol Manager	TBC	TBC
Geraldine Smith School Meals Service Advisor	0333 032 1271	Geraldine.smith@essex.gov.uk
Debbie Holme Essex Dance Theatre Manager	01245 476335	Debbie.holme@essex.gov.uk
Charly Richardson Music Service Lead Officer	07740 907345	Charly.richardson@essex.gov.uk
SEND Strategy and Innovation		
Helen Wall SEND Operations Leader	0333 013 0123	Helen.wall@essex.gov.uk
Kate Harvey SEN Tribunal Team Manager	0333 032 0673	Kate.harvey@essex.gov.uk
Kate Martin Interim SEND Development Leader	0333 013 6293	Kate.martin@essex.gov.uk
Candice Thompson Interim SEND Development Leader	0333 013 1156	Candice.thompson@essex.gov.uk
Ruth Sturdy SEND School Effectiveness Leader	07740 901553	Ruth.sturdy@essex.gov.uk
Vacant Post Senior Attendance Compliance Specialist	TBC	TBC
Vanessa Hockley SEND Monitoring Officer - Essex Local Offer	0333 013 1068	Vanessa.hockley@essex.gov.uk

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School Organisation and Planning		
Joseph Chell Head of School Organisation and Planning	0333 013 1075	Joseph.chell@essex.gov.uk
School Admissions and Transport		
Shamsun Noor Head of School Admissions and Transport	0333 013 2246	Shamsun.noor@essex.gov.uk
Information and Communications		
Broadband / Internet / Email Issues		
DUCL Helpdesk For problems with Schools Broadband	08000 283011 01737 827030	Customer.service@ducltd.co.uk
Capital Investment / Maintenance – Infrastructure Delivery		
Martin Brown Infrastructure Project Team Manager / Enquiries about Capital Investment	0333 013 1864	Martin.brown2@essex.gov.uk
David Gatheral Assistant Programme Manager / Enquiries about Maintenance Issues	0333 013 1869	David.gatheral@essex.gov.uk
Customer Care		
Customer Care Complains about children's social care and school issues		haveyoursay@essex.gov.uk
Education Data and Collections		
Data Team – Collections		schooldata@essex.gov.uk
Data Team - Analysis		Data.requests@essex.gov.uk
Essex Legal Services (ELS)		
ELS Duty Advice Service Schools who subscribe to the service seeking legal advice Schools wishing to subscribe / non-subscribing schools seeking legal advice	0333 013 9993 0333 013 2305	ELS.Childadvice@essex.gov.uk
Essex Schools Infolink (ESI)		
General Enquiries		Essex.SchoolsInfolinkEIM@essex.gov.uk
Password Team		Password.EIM@essex.gov.uk">Password.EIM@essex.gov.uk
Health and Safety Service		
Health and Safety Helpdesk	0333 013 9818	HS@essex.gov.uk
Information Governance		
Information Governance Traded Support	0333 032 2970	IGS@essex.gov.uk
Insurance Team – Organisational Risk Services		
Insurance Team	0333 013 9819	Insurance@essex.gov.uk

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Essex County Council

Press / Media Office		
General Enquiries	0333 013 2800	
Out of Hours	07717 867525	
School Systems and Information		
Tayla Johnson / Emily Milne Schools Communication, Management of ESI & Education Essex. First port of call for notification of Critical Incidents	0333 013 9880 07894 963922	Schools.communication@essex.gov.uk
Child Protection Concerns		
<p>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.</p>		
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	
Children and Families Hub (for URGENT Child Protection Referrals) – <u>out of hours</u>	03456 061212	
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 (office hours only)	0333 013 9797	childrens.safeguarding@essex.gov.uk
EES for Schools		
General Enquiries	03452 008600	enquiries@EESforSchools.org
Richard Boughey Interim Director	07786 125533	Richard.bougher@EESforSchools.org
Jason Oster Head of Sales and Marketing	07730 616714	Jason.oster@EESforSchools.org
Keren Prior Head of Education Services	07760 172800	Keren.prior@EESforSchools.org
Elaine Byford Head of Finance	0333 013 0790	Elaine.byford@EESforSchools.org
China Education Links & Mandarin Programme		
Zhong Wang Essex-Jiangsu Centre Manager	07769 164319	zhong.wang@EESforschools.org

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Governance and Clerking		
Clerking Agency Helpdesk	0333 013 8100	clerking@EESforschools.org
Governor Support Helpdesk	0333 013 9833	Enquiries.governorservices@EESforSchools.org
Education Finance Support		
Education Finance Support Helpdesk	0333 013 9832	enquiries.efs@EESforschools.org
Education HR		
Education HR Helpdesk	0333 013 9810	educationhr@EESforschools.org
Educational Visits Team		
Essex Educational Visits Support Team	01245 221022	Educational.visits@essex.gov.uk
Essex Teacher Training		
Essex Teacher Training Helpdesk	0333 013 9982	info@essexteachertraining.co.uk
NQT Induction Service		
NQT Induction Service Helpdesk	0333 013 9982	Kay.satchell@EESforschools.org
School Library Service		
School Library Service Helpdesk	0333 013 8984	sls@EESforschools.org
Target Tracker		
Target Tracker Helpline	03452 008600 (option 2)	support.TT@EESforschools.org
Target Tracker Sales (including Target Tracker Training)	03452 008600 (option 1)	Enquiries.TT@EESforschools.org
Target Tracker Training	03452 008600 (option 4)	Training.tt@EESforSchools.org
Training and Development		
Training and Development Support Helpdesk	0333 013 9834	eestraining@EESforschools.org
Heads of Service – Family Operations		
Jenny Boyd Director of Local Delivery – West	0333 013 8343	jenny.boyd@essex.gov.uk
Russel Breyer Acting Director of Local Delivery – South	0333 013 4344	russel.breyer@essex.gov.uk
Nicky O'Shaughnessy Director of Local Delivery – North	0333 013 1144	nicky.oshaughnessy@essex.gov.uk
Paul Secker Director for Safeguarding & Quality Assurance	01245 433298	paul.secker@essex.gov.uk
Stephanie Bishop Head of Fostering and Adoption and External Placements (West team)	0333 013 0388	stephanie.bishop@essex.gov.uk
Sukriti Sen Director of Local Delivery – Mid	0333 013 3159	sukriti.sen@essex.gov.uk
Tanya Gillett Head of Youth Offending Service	01245 265151	tanya.gillett@essex.gov.uk