pinpoint

for parents by parents

Your autumn round-up

Your voice, our work and what's new across Cambridgeshire

Hello and welcome to our autumn newsletter!

We hope you and your family are doing well as we settle into the autumn term. We know this time of year can bring its own ups and downs, whatever school and education look like for your family.

There's been plenty happening at Pinpoint over the last few months. We've been listening to families, introducing new opportunities for parent carers to connect, and continuing our work with education, health and social care services across Cambridgeshire.

In this edition, we're sharing what we've been working on, how your experiences are helping to inform our work, and some useful news and resources from across the county and beyond.

Whether you've been part of Pinpoint for years or have only just found us, we're glad you're here!

💻 Stay Connected

Follow us on social media to stay in the loop with the latest updates, resources, and ways to get involved. Links below!

What's Working? What's Not?

We've introduced a new series of parent voice sessions, giving families an opportunity to share their experiences of education, health and social care services in Cambridgeshire.

Our **What's Working? What's Not?** sessions are short, focused

With love and support,
The Pinpoint Team 💙

💙 You Said, We Did – what happens to your feedback?

When you share your experiences with Pinpoint, whether through a survey, an online session, a conversation at one of our hubs or an event, that information helps us understand what's happening for families across Cambridgeshire.

But what happens to that feedback?

Our latest *You Said, We Did* report highlights some of the issues families have raised and what we've been doing in response.

online conversations where we want to hear:

- What's working well for your family?
- What's not working?
- What would make things better?

These are parent-only sessions, facilitated by members of the Pinpoint team, with no service professionals present.

Our first session took place earlier this month, and we're looking forward to hearing from more families as the series continues.

You don't need to prepare anything or have a particular issue to raise. We're interested in all experiences, whether things are going well, badly or somewhere in between.

What you tell us helps identify wider themes and informs our discussions with the people responsible for planning and delivering local services.

Here are just a few examples:

Making EHCP applications easier

You told us that SEND processes and paperwork can be difficult to understand and navigate. We've worked with the Local Authority to help develop clearer forms and guidance for parents applying for an Education, Health and Care needs assessment.

Support while waiting for assessments

Families told us that waiting times remain too long, with limited information or support available in the meantime. We've raised the need for clearer waiting-time information and better support while families wait, and contributed to discussions about improving access to assessments.

Preparing for Adulthood

You told us that information about the transition to adulthood isn't always clear or available early enough. We've helped develop Preparing for Adulthood FAQs and a parent guide, covering important areas such as education, employment, independent living and accessing support.

These are just a few examples of how we're using your experiences to inform our work with local services.

Read the full October 2026 You Said, We Did report.

Thank you to everyone who shares their experiences with us. Your feedback helps us highlight what's working, what isn't and where improvements are needed.

Your experiences matter.

💙 Find out about upcoming opportunities to have your say

Thank you for taking part in our Mid-Year Survey

A huge thank you to everyone who took the time to complete our Mid-Year Survey, which closed on 16 October. We really appreciate you sharing your experiences with us.

Your feedback helps us understand what's working well and where improvements are

needed across education, health and social care services in Cambridgeshire.

We'll use the findings to inform our work with local services and share an update in due course.

If you missed the survey, there will be more opportunities to have your say throughout the year. The winner of the £50 voucher will be contacted soon!

Parent-to-Parent - practical ideas from people who get it

Sometimes, the most helpful ideas come from other parent carers who understand.

Our new **Parent-to-Parent** sessions are part information-sharing, part informal parent discussion. We bring together practical advice from previous expert-led sessions with real-life experiences and suggestions from families themselves.

Each session explores an everyday challenge, from difficult mornings and school struggles to after-school overwhelm, mealtimes and sleep.

The first half focuses on understanding the challenges and exploring practical strategies, followed by a relaxed opportunity to share experiences, ask questions and hear what works for others.

As one parent told us:

"This has been really helpful with ideas and just a vent with people who understand. I have taken some ideas that I can run with."

💙 Explore upcoming Parent-to-Parent sessions

🗓️ Coming up at Pinpoint - November & December

We've got plenty planned for the rest of the autumn term, including online information sessions, Parent Connect meet-ups, Twilight Sessions and more opportunities to share your experiences.

Whether you're looking for practical information, a chance to meet other parent carers or simply somewhere to listen and feel understood, we'd love you to join us.

Take a look at what's coming up and book your place: 👉 Explore all upcoming Pinpoint events

We're also introducing **weekly What's On emails**, bringing you a handy roundup of the Pinpoint sessions happening each week, straight to your inbox. Keep an eye out for the first one soon!

Out and About across Cambridgeshire

There's been plenty happening behind the scenes at Pinpoint! Alongside our own sessions, we've been working with local services and organisations to make sure parent carer experiences are heard and help shape support across Cambridgeshire.

From contributing to discussions about SEND services and school inclusion to improving information and support for families, here's a snapshot of what we've been involved in recently.

Working with the Statutory Assessment Team (SAT)

We recently invited members of Cambridgeshire's Statutory Assessment Team to meet with us to discuss delays in Education, Health and Care (EHC) needs assessments and EHCP processes. This gave us an opportunity to share the concerns and experiences parent carers have raised with us, and discuss the challenges families are facing.

The difference a conversation can make 💙

Sometimes, the simplest things can make the biggest difference.

One parent carer recently shared how much attending a Parent Connect session had meant to them:

"I never knew just walking through a door would change my life so much."

A lovely reminder of the importance of having somewhere to go, people to connect with and a space where you feel understood.

Pinpoint's Conference 2027

A little reminder to save the date for Pinpoint's Annual Conference 2027! 💙

Join us for another free day of expert speakers, practical workshops, useful resources and opportunities to connect.

More details and booking information will follow nearer the time!

In case you missed it...

New 24/7 mental health support by text

From **28 October**, a new free Crisis Text Support Service will be available to people of all ages across Cambridgeshire and Peterborough.

For anyone finding it difficult to talk on the phone, the service offers confidential emotional support through text, WhatsApp or online chat, 24 hours a day.

From 28 October, you can:

- **Text:** SOS to 80899
- **WhatsApp:** 0800 884 0655
- **Online:** NXG Thrive Crisis Text Service

💼 Connect to Work – free employment support

A new programme is offering free, personalised employment support across Cambridgeshire and Peterborough for adults who face barriers to finding or staying in work.

This could be particularly useful for young adults with SEND aged 18+ and parent carers who meet the eligibility criteria.

Support includes finding suitable jobs, preparing for employment and exploring reasonable adjustments in the workplace.

Find out more about Connect to Work

Half-term is nearly here!

With half term approaching, we know families will be looking for different things, whether that's activities and days out or simply a break from the usual routines.

You can find helpful information and resources on our website, and it's worth keeping an eye on our Facebook and Instagram pages, where we'll share any useful local activities and opportunities we come across.

Our team works term-time only, so we'll be taking a break over half term. **We'll be back in the office on Monday 2 November.** In the meantime, our website is always available whenever you need it.

Wishing you and your family a lovely half term! 💙

The Pinpoint Team