



Welcome to March's edition of the SENDIASS Spotlight!



SENDIASS UPDATE

Since our last update in January, I'm pleased to say that Sally is now up and running on our Helpline providing parent/carers with information, advice, and

support, she's had some lovely feedback from those she's spoken with and is likely to be the person you'll speak with if you book an appointment with us.

Jo and Laura, our new Engagement and Advice Workers and Amy our new SENDIAS Advisor are almost at the end of their training and will be starting their roles properly very soon. Jo and Laura already have outreach lined up to attend from April onwards and have some fantastic ideas about how we can start to support Children and Young People with SEND and Amy is preparing to start supporting parent/carers through casework in North Norfolk.

We are currently very busy, if you no longer need your appointment, please cancel as soon as possible to give others an opportunity to book it. Please look at our website which has a wealth of resources and booklets which might help to answer your questions. We are currently creating and uploading more resources to our website including bitesize YouTube videos that explain SEND processes.

We have recently done some training to parent/carers and professionals on different topics and here is some of the lovely feedback we've had:

“Found this to be such a useful session despite the technical difficulties. Have made lots of notes. Please re-run and I'll recommend to others!” – Parent/Carer about our EHCP Annual Review training

“Really useful training/information, thank you! The tutors/trainers were really clear, and broke each section down into a simpler format, making it less overwhelming.” – Professional about our How to appeal a final EHCP training

“Really knowledgeable staff, you guys are amazing! I feel much happier about the process and the requirements of it. I appreciated your honesty about things too to manage my expectations. Thank you so much!” – Parent/Carer about our How to appeal a final EHCP training

We have a lot more training for parent/carers and professionals coming up so please keep an eye on our website and social media to book a place.

We are in the process of reviewing and updating our website content. We would love to gather parent/carers feedback. Please take a moment to complete our short form using the below button.

Parent/carers website feedback



ADVICE CLINICS

Book an hour face to face appointment with one of our SEND Advisors to discuss or review paperwork related to special educational needs in education.

For example, we can support with:

- EHC Needs Assessment paperwork
- SENDIST (First Tier Tribunal) paperwork
- Draft Education Health and Care Plan (EHCP)

23rd April - Gorleson

Due to the high demand for attendance at our monthly advice clinics we have recently had a wait list in case of any cancellations. Unfortunately, we have had a number of people not turning up for their appointments on the day, and although we know sometimes this can't be avoided if you book an appointment at one of our advice clinics but can no longer make it, please tell us so that we can offer this to others waiting to meet with us.

You will receive reminders for the advice clinic from Eventbrite, and we will also call and email you a few days before to remind you of your appointment.

Book Advice Clinic



ONE OFF SUPPORT

We are now offering one off support as a service through Norfolk SENDIASS, this service is for parent/carers who require support to complete forms such as Education Health and Care Needs Assessment requests and appeals paperwork or support with going through a draft EHCP. Through our one-off support we are also able to support at mediation meetings and school meetings where things haven't improved even with information and advice from us being given previously.

We are not always able to accommodate those with pre-booked meetings if we don't have sufficient time to allocate you a SENDIAS Advisor or if we don't have capacity.

Those that request one-off support will go on a wait list before being allocated a SENDIAS Advisor and must have had an appointment with our Helpline Advisor.



PARENT/CARER SENDIASS TRAINING

We offer a variety of free SEND training for parent/carers. You can book your place via our website. More training and dates will become available throughout the year.

Upcoming Events

APRIL 2024

18th April 2024 - 12:00 - 14:30

Overview of an EHCP - ONLINE

This training is for parent/carers to give an overview and understanding of the processes related to an Education Health and Care Plan (EHCP).

22nd April 2024 - 10:00 - 13:00

Appealing a final EHCP - FACE TO FACE - Harford Community Centre, Norwich NR4 6ET

This training is for parent/carers to give an understanding of how to appeal a final EHCP to the SEND Tribunal including looking at what can be appealed, what forms need to be completed, timescales and the processes, what evidence needs to be submitted and what a hearing is like.

30th April 2024 - 11:00 - 13:30

Suspension and Exclusion - ONLINE

An understanding of the legal tests and processes around fixed term suspensions, illegal suspensions, permanent exclusions and managed moves.

MAY 2024

16th May 2024 - 17:00 - 19:30

SEN Support - ONLINE

This training is for parent/carers to understand what is SEN Support, what should settings do and examples of SEN support.

22nd May 2024 - 10:30 - 13:30

Appealing a final EHCP - ONLINE

This training is for parent/carers to give an understanding of how to appeal a final EHCP to the SEND Tribunal including looking at what can be appealed, what forms need to be completed, timescales and the processes, what evidence needs to be submitted and what a hearing is like.

BOOK YOUR PLACE



STAFF SPOTLIGHT

Laura Back

Hi, I am Laura and I started working at Norfolk SENDIASS in January 2024. Previously, I had been working as a Primary school teacher in Norfolk for the last 6 years and in various roles in education for 15 years. I am very much looking forward to my new role as an Engagement and Advice Worker. This will involve delivering training for children and young people around SEN support, EHCP's and other topics relating to SEN.

I will be attending events across the county to offer impartial advice to children, young people, parents, and professionals on issues relating to SEND including SEN law and signposting to other appropriate services.

I am looking forward to taking part in outreach events in the local area such as SEND fest and getting to know some of the children, young people and families.



PROFESSIONALS

We are offering online training for professionals. You can book your place via the professional section of the website.

SEN Support - 14th March 15:30 - 17:30

Duty of a Governor - 16th April 16:30 - 18:30

Who are Norfolk SENDIASS - 8th May 16:00 - 17:30

As a professional you can book an appointment to speak with an advisor using the booking link on our [website](#).



POST 16 - Phase Transfer

A reminder that if you or your young person are due to transfer into Post 16+ education with an EHCP then you/they must receive the Phase Transfer EHCP stating the place of learning in Section I by the 31st of March.

If you or your young person are unhappy with the placement named and would like to appeal this decision please book an appointment with us.



Mediation and Dispute Resolution

The idea of mediation is that it creates a safe space to discuss a situation. An independent person, the mediator, helps to make sure everyone is heard and tries to ensure that everyone understands each other and what they need. A SEN mediator will have special training to make sure they understand the issues.

Whenever you have the right to appeal against a decision that the local authority makes about an Education and Health Care Plan (EHCP) – you also have a right to mediation. In some cases you have to talk to the mediation service and consider mediating before you can appeal to the SEND Tribunal, and if you only want to challenge the education setting that's named, you don't have to consider mediation, but you still have the right to mediate if you want to – It's always your choice.

Mediation can sometimes prove a much quicker way to resolve a lot of issues, and agreements that are made in a mediation meeting hold just as much weight as a tribunal decision.

If you decide to try mediation, you contact the mediation service and they'll start by listening to the issues you're having and asking what you want to happen. They will then contact the local authority, who are required to agree to mediation and to give a date for the meeting (which is usually online) within 30 days.

The mediator will have talked to you and the local authority before the meeting so they should have a clear idea of the situation and the issues that need to be resolved. The person the local authority sends to the meeting has to be able to make decisions on those issues so you really can get a result on the day. Sometimes it's useful for other people to be at the meeting, eg someone from school - and you are allowed someone there to support you.

In the meeting, the mediator will make sure everyone has a chance to explain their point of view, including your child, if they want to be involved or there's another way to make their voice heard in the proceedings. The mediator is always impartial, they are not on one side or the other. It's not their job to come up with solutions but they are good at helping move things forward and making sure you have a useful conversation. At the end of the meeting, they will make sure any agreement made is properly recorded in writing and will work out appropriate time limits for the actions to be taken if these aren't already set out in the legislation.

Even when a mediation doesn't resolve everything, you will often find you can agree on some ways to improve the situation, and just the sharing of information can increase everyone's understanding and open the door to new ideas and options. Importantly, you still have the right to appeal to the tribunal if you haven't managed to reach agreement.

What lots of people don't know, is that you can get professional help from a mediator for any situation around your child's special educational needs via the Disagreement Resolution service – even if they don't have an EHC plan – This service is entirely voluntary so the school or the local authority would need to agree to talk in this way but if they do, it can be a great way of helping you to be heard and to better understand the reasons behind decisions.

There's more information about mediation here:

<https://www.kids.org.uk/mediation-home/>

<https://www.ipsea.org.uk/the-mediation-process>



Norfolk SEND Youth Forum Update

This month, we replaced our usual monthly on-line meeting with the opportunity to meet up in person. Members chose for us to meet at a Gaming café in Norwich, which made us all very welcome, and they were able to facilitate members choice of games, and lunch!!

All our young people were also accompanied by a parent/carer, and the venue was both welcoming and accommodated all our needs. We organise termly get togethers to both reward our members for the great work they do in the Forum meetings, and this is also a valuable way of building relationships, and sharing positive experiences!

We had seven members join us (including one new member), and as ever we were all pleased to see each other, catch up, enjoy some great food, and explore the vast range of games on offer!

Our next on-line meeting is on April 17th, 6.30 – 7.30pm and we are always keen to welcome new members. For further information please go to <https://www.norfolksendiass.org.uk/young-people/youth-forum/>

Bridget Robinson, Engagement and Advice Worker



REGISTER ONLINE

Big Norfolk Holiday Fun

Booking is officially OPEN for the Easter Big Norfolk Holiday Fun programme! From April 2nd to April 12th, get ready for a range of inclusive activities tailored just for your amazing kids!

Best of all? These incredible experiences are FREE for any child who receives benefits-related free school meals. We believe every child deserves the chance to have a blast during the holidays, regardless of their circumstances.

Book now at www.everymove.uk

Here's just a taste of what's in store:

- 🏀 Join the Norfolk Hoopstars and unleash your inner basketball pro!
- 🎪 Swing from the rafters at Oak Circus Centre for a thrilling adventure!
- 🎨 Let your creative spirit soar with Able2be in a world of imagination and art!
- ⚽ Get active and sporty with Premier Education for endless fun and games!

Don't miss out, let's make some unforgettable memories.

If you have questions about our SEND provision, why not visit our FAQs:

www.activenorfolk.org/bnhf/#FAQ



Big Norfolk Holiday Fun Parent Instructions

- Is your child eligible for benefits-related free school meals?
- Do you employ a personal assistant who is paid for via the NCC Short Breaks team?
- Would your child like to take part in the Big Norfolk Holiday Fun programme this year?

If the answer to all of the above is YES, you can use your personal assistant to support your child on the BNHF programme for **FREE**.

Just contact BNHF@norfolk.gov.uk and send us the following:

- Full name and date of birth of your child.
- Full name, DBS number, and copy of your child's personal assistant's insurance certificate.

Once we have confirmed we can support you, we will send you further details on how to claim. Just book a session the usual way by contacting the chosen provider and checking the activity will be as suitable and accessible as needed.

You can claim up to 4x4 hour sessions this Easter holidays, at £50 a session through your PA's Short Break expenses. The PA will need to submit the claim form to BNHF@norfolk.gov.uk at the end of the month. Claims will be paid as expenses of £50 per four hours only, not at the PA's usual hourly rate. Please note, no additional expenses or claims may be made using this method.

Delivery dates for Easter

Tuesday 2nd April to Friday 12th April.

Please apply by Friday 09 March 2024 to be guaranteed your application is agreed in time.

If your child is not in receipt of benefits-related free school meals, but you would like your child to take part on the programme, please check out our [FAQ](#) for more information.





contact *For families with disabled children*

Contact are a national service that offer 1-1 telephone appointments with a family support adviser for parent/carers looking for a listening ear, reassurance, practical and emotional support.

They can also offer support with benefits and sources of financial help including a Family Finances call back service.

[Visit website](#)



*Copyright © *2023* *NORFOLK SENDIASS*, All rights reserved.*

Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.