



Norfolk SEND Partnership Advice Clinics 2019

Advice Clinics

Have you attended our face to face advice clinic previously?			
1	Yes		
2	No		

Face to face advice service

Would you or do you find a face to face advice service useful?			
1	Yes		
2	No		

(No details left to contact those that responded - No)



Advice Clinic availability

Which area is most accessible to you?				
1	Fakenham			
2	Great Yarmouth			
3	King's Lynn			
4	Long Stratton			
5	Norwich			
6	North Walsham			
7	Swaffham			
8	Thetford			

We have begun offering our advice clinic's around the County starting with North Walsham and Great Yarmouth. We will be running one in Kings Lynn in December and will continue to run them in Norwich. We are trialling an evening session in Norwich in October. All clinics have been delivered at full capacity.

Please provide any other comments you may have about Advice Clinics below.		
Open-Ended Question		
<p>I was not aware face to face clinic were offered. The first response I always get when contacting service is how busy it is which is not very welcoming.</p> <hr/> <p>Was told I could only receive support over the phone</p> <hr/> <p>Not been to one but my son is not in education due to severe anxiety and problems sleeping</p> <hr/> <p>Could these clinics have been promoted more extensively? We were not aware of these: We wouldn't have had a use for them previously so that isn't a problem, but we probably will with a new child starting. Can you also advise, does this cover behaviour management?</p> <hr/> <p>I am sure that most people would find face to face better than any other method of conversation.</p> <hr/> <p>These sound fantastic! Although I know about Norfolk SEND Partnership I didn't know these face to face clinics existed. I would much prefer these to a phone call or email as I find both more tricky.</p> <hr/> <p>I did not know these clinics existed but think they may be very useful.</p> <hr/> <p>Some evenings clinics for those that work</p> <hr/> <p>I would find it useful to have an afternoon appointment as I work until 1pm</p> <hr/> <p>I don't drive so Norwich is impossible</p> <hr/> <p>All support seems to be during work hours. What about single working parents? Any chance of evening clinics? Do most people not work?!!</p> <hr/> <p>We do not get any help and information from your doctor. I see health very badly.</p> <hr/> <p>We were unaware that these existed until now</p> <hr/> <p>I missed the information that this service is available.</p> <hr/> <p>Automated system did not recognise my email address.</p> <hr/> <p>Very helpful and knowledgeable</p>		



Please provide any other comments you may have about Advice Clinics below.

I would like some information on this please

Dereham

We will continue to develop how we deliver our advice and information. We advertise our clinics via our website, social media and marketing materials. We have a new booking system in place to give the service user a specific time for a call back.

Training

What type of training you would be interested in? Please select all that apply.

1	EHCP			
2	SEN Support			
3	Tribunal			
4	Disability			
5	Other (please specify):			
1	Supporting parents			
2	Finding the right school setting/educational support/when to apply for an EHCP			
3	ADD			
4	Autism ADHD			
5	eklan or talk boost SALT, Norfolk steps etc.			
6	Personal budgets direct payments adult social services			

We do not offer information around specific SEN. We have been supporting Family Voice and delivering advice around the County on SEN Support. We will be offering Tribunal training in the new year. We will continue to look at offering more training depending on staff capacity.

What time of day would best suit you for training? Please select all that apply.

1	Morning			
2	Afternoon			
3	Evening			
4	Online (YouTube and or website)			

We are offering our advice clinic's at various times of the day including an evening clinic. We will be uploading all training documents onto our website.