



Supporting parents, carer's, children and young people (0-25yrs) with  
Special Educational Needs & Disabilities (SEND)

## SERVICE UPDATE

It has been another very busy year for us at Norfolk SEND Partnership and there have been a number of changes within the service both in terms of staff and how we work.

Our long standing Service Manager, Janina, retired at the end of July and I am on secondment into the post until at least 23rd January 2020. Discussions are underway regarding the longer term plans for the role and I will update on this once I have more information.

As detailed in our previous newsletter, the Information, Advice and Support Programme funding which we were successful in securing has enabled us to employ a part time Children and Young Persons Worker and a part time Tribunal and Complaints Officer for a period of a year ending in Summer 2020. Unfortunately, due to the General Election being called, at this stage it is unclear whether there will be any further funding available to bid for. We are hoping for some further news on this by the end of January.

During the last few months we have been looking closely at the service and how we can make changes to allow us to improve the support we can offer and better meet the needs of the children, young people and parents/carers that contact the service. We have created a new system whereby when you contact the service we take your information

inside...

SERVICE UPDATE  
TRIBUNAL WORKSHOP

and book you an appointment for a call back from an adviser. This means that you will know exactly when you will be called and can be in an appropriate place to talk and have any information/questions ready for us. We currently have 29 hours of appointments available across each week. The advisers then have some time within their working hours in which they can provide some more intensive support to our more complex cases or to parent/carers who have additional needs themselves. This might involve helping to complete paperwork, understand letters and reports, attend school meetings and anything else that may be needed.

So far, this has been working well and the advisers have been very busy supporting families. Some of our successes already include a permanent exclusion being quashed by an Independent Reviewing Panel, several cases of supporting parents/carers at school meetings around SEN Support and medical needs ensuring what is in place is right for the child/yp and supporting with mediation where a decision not to issue an EHCP was overturned.

*Amy Pease, Norfolk SEND Partnership Interim Manager*



# TRIBUNAL WORKSHOP

For parents wishing to appeal their final Education, Health and Care Plan (EHCP).  
[CLICK HERE](#) to book your place, contact us or visit our website.



## Where

The Professional Development Centre,  
144 Woodside Road,  
Norwich NR7 9QL

## When

28th February 2020  
- 9.30am - 12.30pm

Individual advice slots are available after the workshop and must be booked alongside the Tribunal Workshop

**Cost - Free**  
**Tea & Coffee available**

## Guidance with;

- Appeal forms
- Preparing your case for appeal
- Appeal timetable
- Evidence needed
- What should be in an EHCP

This workshop coincides with phase transfer and will therefore focus on appealing EHCP content and placement rather than other appeal types.

**BOOKING IS ESSENTIAL**



[www.norfolksendpartnershiass.org.uk](http://www.norfolksendpartnershiass.org.uk)

## CONTACT US

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