



Norfolk  
SENDIASS

Who are we and how can we help?

## WE GIVE

Information, advice and support to children, young people and parents/carers around special educational needs and disabilities (SEND). This includes health and social care where it is linked to education. You can contact our helpdesk between 9-5 Monday to Friday by phone, email, text or through our website. We offer casework support, monthly face-to-face advice clinic appointments, training, a range of information booklets, termly newsletters and resources.



## WE ARE

A statutory, free, dedicated, confidential and impartial service based across Norfolk with staff who are independently trained in special educational needs and disabilities (SEND).

## WE HAVE

A Steering Group which includes parents/carers and representatives from local voluntary groups, Childrens Services, the Parent Carer Forum, Education, Health and Social Care. Together we plan the services we offer across Norfolk.



## WE GIVE INFORMATION ON:

- The law on Special Educational Needs (SEN) and Disability, Health and Social Care where they link to education
- Local policy and practice
- Personal budgets and working together
- The Local Offer
- Education Health and Care Plans (EHCP)
- Transition arrangements
- Mediation and dispute resolution
- Special Educational Needs & Disabilities Tribunal Service
- Complaints procedures



## WE GIVE ADVICE ON:

- Gathering, understanding and interpreting information
- Signposting to other services for information, advice and support
- What to do when things go wrong
- How to get the best from a meeting

## WE OFFER SUPPORT WITH:

- Preparing for and attending meetings
- Writing letters
- Understanding reports
- The EHCP process and reviews
- Admissions and Exclusions
- POST 16 provision
- Working in partnership with schools and the Local Authority to develop positive relationships

Visit our website  
to book an  
appointment.  
If you need this  
information in  
another format  
please contact us.



## CONTACT

01603 704070

[norfolksendiass@norfolk.gov.uk](mailto:norfolksendiass@norfolk.gov.uk)

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

Disclaimer: This is a guide and should not be treated as legal advice. Although Norfolk SENDIASS makes all reasonable efforts to ensure that the information contained in this booklet is accurate and up to date at the time of publication we cannot accept responsibility suffered as a consequence of any reliance placed upon it.