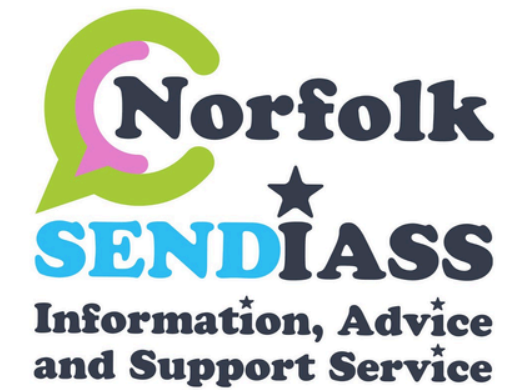




01603 704070



**Who are we and how can we help?**

**EASY READ**



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

# What we do



We give information about  
**Special Educational Needs and disabilities (SEND).**



We give **advice** and **support** around SEND.

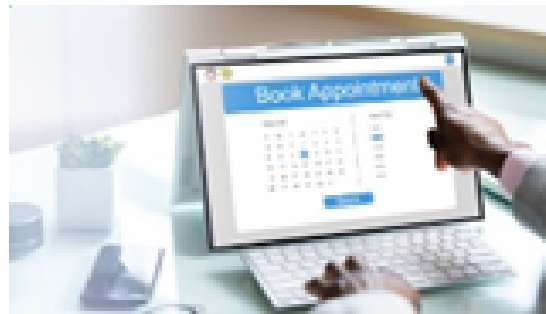


We work with **children, young people and parents.**

# Our Website



You will find lots of information on our **website**.



You can use our website to book a telephone **helpline appointment**.



You will find a calendar on our website.  
This will tell you when you can speak to an adviser at an advice drop-in.

# About our service



Our Service is **free**.



Our service is **confidential**.  
This means we will keep your information private.



We give **fair advice**. We do not take sides.



We work across **Norfolk**.

# How we work



We work with a group of people called a **steering group**.

There are lots of different people in the group.



There are parents, carers and different professionals in the group.



The group helps us to plan our services.

# Information we give



We can give you information on **SEND law**.



We can give you information about **local policies**.  
These are the plans that the local authority follow for SEND.



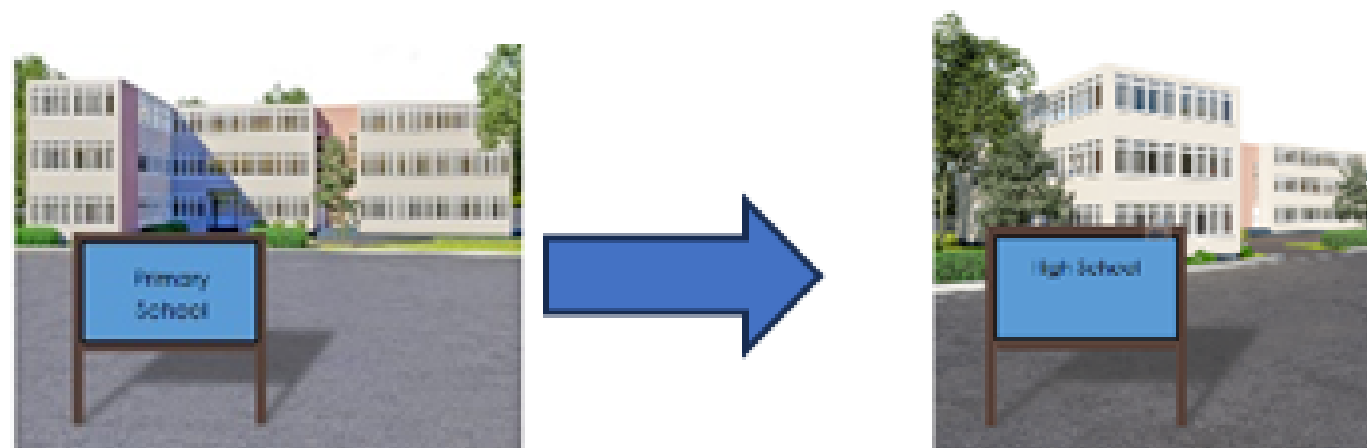
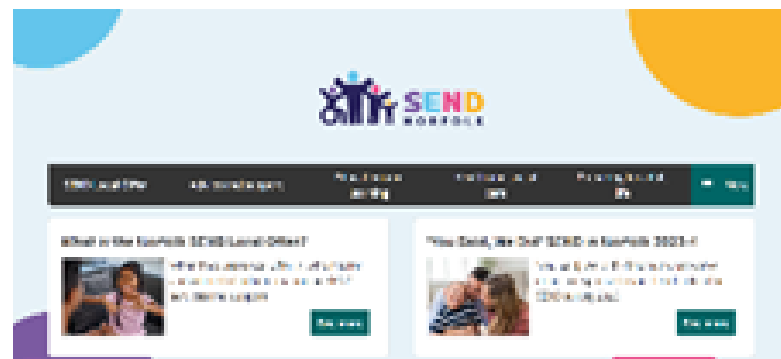
We can give you information about  
**education and health care plans (EHCPs)**.



We can give you information about a **personal budget**.  
This is the money that pays for the support that is given when you  
have an EHCP.

# INFORMATION WE GIVE

We can give you information on the local offer.  
The local offer tells you about the support  
that is available in Norfolk.



We can give you information about transition.  
This is when a child or young person  
moves to a new school or college.

# INFORMATION WE GIVE



We can give you information about mediation.  
This is where someone helps you talk to the local authority about a decision that they have made.



We can give you information about the SEND Tribunal Service.  
You can appeal to them  
if you are not happy with parts of your EHCP.



# HOW TO CONTACT US



**01603 704070**



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



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