



Norfolk SEND Youth Forum: What is it and how does it work?

(Terms of Reference)

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1. Introduction

Norfolk Special Educational Needs & Disabilities (SEND) Youth Forum provides an opportunity for children and young people (CYP) with SEND to share their experiences in education & training and to work together to improve services for CYP in Norfolk.

Participants between the ages of 11 and 25 years can join the SEND Youth Forum and participate in regular online meetings and share their views on the online pinboard. Participants can choose to solely participate using the pinboard if they do not wish to attend meetings,

The SEND Youth Forum invites all CYP with SEND in Norfolk to register and join. Professionals are invited to make a request to consult with the group.

2. Aims and Objectives of the SEND Youth Forum

- To represent the views of CYP with SEND in Norfolk
- To provide opportunities for CYP with SEND to have a voice
- To discuss the issues which affect CYP with SEND
- To enable CYP with SEND to engage with decision makers in the Local Authority
- To contribute to improving and developing services for CYP with SEND
- To work towards creating meaningful changes in services to improve the lives of CYP with SEND in Norfolk.

3. Code of Conduct (ground rules)

To ensure that all members feel safe and comfortable in the group, the current members of the Youth Forum have agreed to these ground-rules when we meet:

- Listen to each other
- Do not interrupt
- No bad words (swearing)
- Use good manners (be polite)
- Be supportive of each other's ideas
- Agree to disagree
- Respect one another
- Avoid conflict/arguments
- Be kind

Additions made September 2025 – Review:

- Go on mute when not talking in a virtual meeting.
- Use the hand symbol when in a Microsoft Teams meeting as this shows who put their hand up first so everyone knows whose turn it is to talk to next.
- Do not put people on the spot
- Take our points of view seriously.

New members will be sent copies of the Terms of Reference, Code of Conduct and Safeguarding information when they join.

In the unlikely event that concerns are raised about behaviour, please see Appendix 2 for guidance on how this will be addressed.

4. Terms of reference

The terms of reference have been developed in co-production with Youth Forum members. They will be reviewed annually.

5. Membership

Any young person living in Norfolk aged between 11-25 years with Special Educational Needs & Disabilities (SEND) can join the Youth Forum.

To join, new members are invited to complete an on-line registration form on the Norfolk SENDIASS website.

The link to register can be found here:

<https://www.norfolksendpartnershiass.org.uk/young-people/registration-page/>

The contributions of all participants are equally valued.

6. Roles & Responsibilities

Two facilitators, Bridget (Norfolk SENDIASS) and Dawn (Learning and Inclusion team) support CYP with SEND to express their views and experiences in a meaningful way.

The group upholds the principles of co-production (see Appendix 1). These are:

- Value every member
- Accessibility
- Respect
- Working together
- Confidentiality

The group aims to support CYP to take on additional roles and responsibilities, as and when they feel confident enough to volunteer

for these. Additional and appropriate support will be provided, as required, to support CYP to take on these roles.

Members of the Youth Forum have designed and agreed a logo and strapline for the group. 'Let us be heard, let's make a change.'

7. Meetings

- These have been virtual since the group started in September 2020 due to Covid 19 restrictions. This is continually reviewed so face to face sessions can take place when restrictions allow.
- Once a new member has completed the on-line registration form, they will be sent an invitation to join the virtual meeting. Invitations and an agenda for the meeting will be sent one week before the meeting is to take place, via email and text. Meetings take place on Microsoft Teams.
- Meetings are held monthly on a Wednesday. They are no longer than one hour when they are held virtually (on-line).
- Parent/carers supporters are most welcome, but we politely request that they remember that it is the views of the young people and their experiences which are central to all discussions.
- All members are invited and encouraged to propose items for discussion at meetings or between meetings (by email or text). Members can also make suggestions using the pin-board.
- The meeting agenda is compiled and distributed by the facilitators a week before the meeting date.
- There are opportunities built into the programme for members to get to know one another and to have some light-hearted fun!
- Minutes of the meeting and an Action Log (things to be done, when and by whom) are agreed by the group and emailed to all members within 14 days following the meeting. These are available to view on the Norfolk SENDIASS website.

[Norfolk SEND Partnership Home Page \(norfolksendiass.org.uk\)](http://norfolksendiass.org.uk)

- These are presented for amendment (changes) and approval at the next meeting.
- Reasonable adjustments are made according to the needs of the individuals participating, to ensure that meetings are accessible and enable as many young people as possible to access and participate in the SEND Youth Forum.

8. Pinboard

The SEND Youth Forum invites all CYP with SEND in Norfolk to register and join. Participants are invited to:

- Attend regular on-line (virtual) meetings

and/or

- Share ideas, thoughts and feelings on the pinboard

Some CYP may not want to participate in meetings, but still have much to say. Ideas can be sent in and posted on the pin-board to be shared with other Youth Forum participants. Participants are provided with a password to access the pin-board once they have registered.

9. Professional Consultations

There is an on-line form for professionals to request the opportunity to consult with the group. Once a form has been received, it will be shared at the next scheduled Youth Forum meeting. The group will discuss the request and accept or decline through discussion and consensus.

To access the on-line form for professionals, use the link below:

<https://forms.office.com/Pages/ResponsePage.aspx?id=fhcZFOBXD0-v8P1htUnRDr3eQevvTFFCpqS4dtJp7JxUQjAzN0xYRFE4T0k2WUNQMEgxUUI4TDdONS4u>

A summary of consultations is available on the website.

These Terms of Reference may be amended, varied or modified after consultation and agreement by all members of the SEND Youth Forum.

Appendix 1

Co-production Principles

Value every member

- Everyone is considered equal
- No one person or group is more important than any other person or group

Accessibility

- Everyone has the same opportunity to take part in an activity fully in a way that suits them best
- This includes physical access but also clear, accessible information free from jargon
- Reasonable adjustments can be made to make sure that meetings are accessible to all

Respect

- Where there is disagreement, all members will challenge other people's viewpoint respectfully
- Members will first seek to understand through listening to what another member is expressing and then confirm that understanding
- Members will not only hear the words but fully embrace the meaning and value what is being said
- Members will respect different points of view and agree to disagree whilst trying to reach a consensus

Working Together

- All members will come together at the earliest opportunity to find shared solutions to problems
- Realistic frameworks for goals and working together will be set from the start to the end of a project

Confidentiality

- From time to time there may be issues around confidentiality and information sharing
- Members should not share information discussed in meetings without prior permission

Appendix 2

What will happen if people do not stick to the agreed ground-rules?

The facilitators and members of the group will support one another to follow the ground rules in the Code of Conduct.

If someone breaks a rule, the facilitator will remind them of the ground rules. If they break a rule again, the facilitator will give them another warning. If they continue to break the rule, then the facilitator will give them a third and final warning.

1st warning: CYP will be reminded of the ground-rules and why we follow them

2nd warning: CYP will be reminded again that the rule must not be broken

3rd warning: Facilitator will ask CYP to leave the meeting and find another way the Youth Forum member can be involved

The facilitators will talk to the Youth Forum member to understand the issue. The facilitator will write down that this has happened. What is written down will be kept so the facilitator can make sure the rules are fair and everyone can be included.

If a Youth Forum member or their parent carer is not happy with the decision, they can ask for the problem to be talked about again. If a member or parent carer wishes to raise a complaint, they should contact the service manager of Norfolk SENDIASS, Niamh Keane: niamh.keane@norfolk.gov.uk

Appendix 3

Safeguarding

What is safeguarding?

Safeguarding and promoting the welfare of children and young people is defined as:

- protecting children and young people from maltreatment
 - preventing impairment of children and young people's health or development
 - ensuring that children and young people grow up in circumstances consistent with the provision of safe and effective care, and
 - taking action to enable all children and young people to have the best outcomes. (Source: Working Together to Safeguard Children - 2015)
- Safeguarding Adults duties apply when an adult (person aged 18 or over);
- has needs for care and support (whether or not the local authority is meeting any of those needs AND • is experiencing, or at risk of, abuse or neglect AND
 - as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. (Source: Care Act - 2014)

Norfolk SENDIASS Safeguarding Policy

Who does this policy apply to:

Children 0-17

Young people (vulnerable adults) 18-25

Policy Statement

Norfolk SENDIASS are committed to safeguarding the welfare of children and young people that access our service. We believe that we all have a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them.

This policy applies to all staff that work for the service, there is an expectation that staff will read and refer to this policy if they have concerns around the safeguarding of a child or young person. Staff are to discuss any concerns they have around safeguarding with one of the two DSL's.

Training

All staff will undertake regular and appropriate safeguarding training, this training will take precedent over day-to-day work.

Designated Safeguarding Leads will undertake the appropriate and specific training to provide them with the knowledge and skills required to support the staff in the service when raising concerns around safeguarding.

Sharing Information

Any conversation that a member of staff has with a parent/carer or young person will be kept confidential by our service. This means we won't share any details, without your permission.

However if a child, young person, or their parent /carers disclose information which raises concern around the safety and welfare of a child or young person we have a duty to report this. We have a duty to use safe-guarding and child protection procedures to share concerns and relevant information with agencies who need to know and involving children and young people and their families and carers appropriately.

On-line safety

Currently all our meetings have been on-line. We should all be aware of the need to protect ourselves on-line and be aware of the risks of using technology.

- Please ensure your parent/carer have agreed for you to take part and ask them to be present whenever possible.
- If you are below 13 years, your parent/carer will need to authorise you access to their account.
- Understand that video calls are not as secure in the same way a face-to-face conversation would be.
- Use a private device – avoid public computers e.g. library.
- Use private accounts and make sure passwords are strong.
- Make sure you log out of devices and accounts once you have finished using them.
- Tell a parent/carer or trusted adult if you encounter a problem.
- We will always have a minimum of two facilitators in each virtual environment, depending on the number of young people involved.
- Only the “host” and “facilitators” may let people into a meeting and “break out rooms” will be made available if required.
- The facilitators will always be available to talk to, after a meeting, if required.

Resources for on-line safety

<https://www.norfolk.gov.uk/children-and-families/send-local-offer/advice-and-support/local-offer-for-children-and-young-people/my-free-time/play-or-learn-online/things-you-can-do-online>

<https://www.nspcc.org.uk/keeping-children-safe/online-safety/online-safety-families-children-with-send/>

<https://saferinternet.org.uk/guide-and-resource/young-people/resources-for-11-19s>

