



Welcome to October's edition of the SENDIASS Spotlight!
Updates from SENDIASS, website bite-size training video's and resources, FYI website for young people, Youth Forum updates, SEND Articles, and Engagement and Outreach information.

SENDIASS UPDATE

We are in the process of recruiting for a new part-time, fixed term Helpline Advisor to support in reducing our wait times. If you are interested in the role please have a look at the link below, closing date for applications is the 31st October 2024 so be quick to get your application in!

[Join us | Norfolk SENDIASS](#)

I know it's early to mention the 'C' word but for everyone's information we will be closed over Christmas from 12pm on the 24th December and will reopen at 9am on the 2nd January.

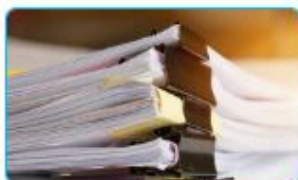
We are currently very busy on our helpline so if you no longer need your appointment, please cancel with **at least 24 hours' notice** so that the appointment can be booked by other parent/carers that need to speak with us.

New SENDIASS resources

We are continuing to add further online resources to our website. You can find information on a range of subjects including bite-size video's, information sheets and frequently asked questions. During busy times please access these resources before booking an appointment to speak with an advisor.



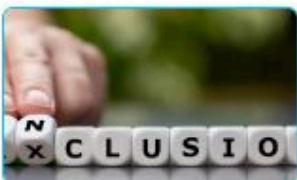
[SEN support resources](#)



[Education, Health and Care Plan \(EHCP\) resources](#)



[Appealing to the SEND Tribunal resources](#)



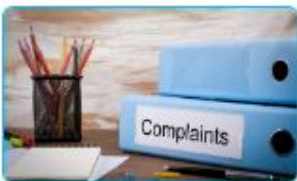
[Exclusion and suspension resources](#)



[Transport resources](#)



[Health resources](#)

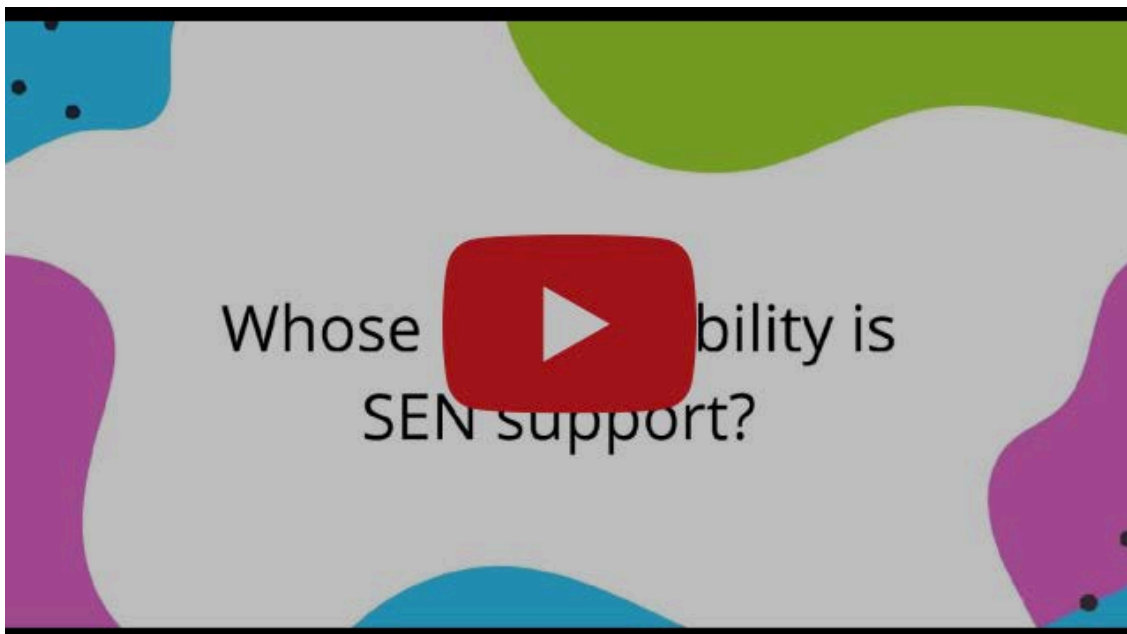


[Complaints relating to education, health and social care resources](#)



[Mental capacity resources](#)

[SENDIASS website resources](#)



Whose responsibility is SEN Support?



How to complete a SEND35 form to lodge an appeal with the SEND Tribunal



Complaints to the Social Care Ombudsman (LGSCO)

Local Authority Phone line and Norfolk SENDIASS Helpline

On Monday 23rd September the Local Authority launched their new SEND and Inclusion Support line. This phone line is intended for parent/carers and professionals to support with discussions around those considering an Education, Health and Care Needs Assessment application, preventing exclusions and if you can't find what you need on the Local Offer. The new phone line is available on weekdays from 9am until 5pm and can be contacted on 0333 313 7165.

We here at SENDIASS just want to make clear that the SEND and Inclusion Support line and SENDIASS Helpline are **two separate lines**.

We are still here to help in providing impartial, confidential, arms-length, legally based information, advice and support to parent/carers and professionals on a wide range of things related to SEND in education and health and social care where it impacts on education.

For more information on what we can help with please see our website [Norfolk SENDIASS Home Page](#).



STAFF SPOTLIGHT

Sally Bailey, Helpline Advisor

Hi, my name is Sally Bailey, and I have been a Helpline Advisor for the Norfolk SENDIASS Service since November 2023.

Before working for Norfolk SENDIASS, I worked in both special and mainstream schools. Prior to this, I worked for a charity that provides support for children and young people with SEND.

My responsibilities as a Helpline Advisor for Norfolk SENDIASS involve me giving confidential and impartial advice/information to parents, carers and young people on matters related to SEND.

I very much enjoy being part of the Norfolk SENDIASS team as I am very passionate about supporting children, young people and their families, to help them to get the right information needed to move forward.

FYI website for young people

FYI is a new interactive NHS website for young people in Norfolk and Waveney aged 11-24 years old, designed by the local community and validated by NHS professionals to provide reliable and trustworthy content to support young

people in navigating various life challenges.

Using this innovative online platform, young people can find help and advice on a wide range of topics, including emotional and mental wellbeing, relationships, family life, education, as well as additional needs and disabilities, and further resources to local organisations that can support them with their life challenges.

The creation of the FYI website was an 18-month journey of incredible co-production and collaboration with over 300 young people. This included engaging with youth groups, schools, and individuals to gather insights and feedback, highlighting the importance of community involvement in developing resources that truly resonate with young people's needs

FYI Norfolk website



Before you lodge an appeal for a final EHCP

Why go to Tribunal

If the parent/carer or young person disagrees with the special educational needs, special education provision and/or the placement named in the EHCP.

The tribunal is independent of government, they will listen to both sides of the argument and the decision will be based on law.

Who can appeal?

- Parents of a child between 0 and 16
- Young Person over school leaving age (16) and under 25
- If the young person lacks capacity to appeal (Mental Capacity Act 2005) a representative can appeal on their behalf

What can be appealed?

Contents of an EHCP

- B: Educational needs
- F: Educational provision
- I: Placement

Non-binding recommendations can be made on Health and Social Care.

A parent/carer or young person must have a right of appeal given to them by the Local Authority to be able to lodge an appeal at the First Tier Tribunal.

The right of appeal can be gained in the following ways:

- Following a Final Plan being issued
- Following an Annual Review of an EHCP

Parent/carers or young people have two months from the letter sent by the Local Authority giving them the right of appeal in which to start the process.

For more information about mediation as part of the appeal process please see our [mediation video](#).

It's important to carefully consider what in the EHCP needs to be appealed.

If a parent/carer or young person looks to appeal the place of learning, then we advise they also look at & appeal (if necessary) parts B (needs) & F (provision).

It is important to look at sections B & F, to ensure that all the information in the reports has been used appropriately in these sections as these will inform the type of placement needed in Section I.

Please use our [Reading and Understanding booklet](#) to go through the EHCP to see what needs appealing.

SENDIST have powers to recommend that health or social care needs or provision are specified or amended in plans, and must send a copy of the recommendations to health commissioners as well as the LA for social care.

The SEND Tribunal only have the power to make 'non-binding recommendations' on health and social care. However, it has been made clear that the expectation is that the recommendations will generally be followed.

To appeal a health or social care section an educational section e.g. B, F or I must be appealed.

For more information on how to appeal a final EHCP please see our ['Appealing to the SEND Tribunal' resource section on our website.](#)



Norfolk SEND Youth Forum Update

In our October meeting we had eight young people attend with one apology. We were absolutely delighted to hear from Charlotte, Charlie, and Dawn, who represented the group at last months Flourish Awards ceremony.

We were finalists for the Individual Award: For outstanding contribution towards ensuring children and young people are respected as individuals, confident in their own identity and appreciative of their own and others' uniqueness .

Individual Award

- Winner: No Limit's Norfolk
- Finalist: Norfolk SEND Forum
- Finalist: Leahanna Harry - Stalham High School

This year, the Flourish Awards received more than 400 nominations for 222 different people, teams or projects, drawn from Voluntary Community and Social Enterprises (VCSE) organisations and groups, schools, statutory

organisations including health, education, criminal justice and local authorities, and local businesses.

Eight winners were announced across the flourish categories, with 16 others celebrated as finalists. Winners were selected by a panel of children and young people drawn from Norfolk's Youth Advisory Boards, SEND Youth Forum, Young Carers Forum, In Care Council, Matthew Project Unity Forum and parents/carers from the Parent & Carer Panel and Family Voice Norfolk.

We are extremely proud of the members of the Norfolk SEND Youth Forum, and the work they do to improve SEND services, and we know their main priority is to improve the experiences of other young people with SEND. Charlotte and Charlie proved to be wonderful ambassadors for the group, and also really enjoyed the whole experience.

Next month.....back to business....but lovely to see our members work and contributions recognised and celebrated!!

Bridget Robinson, Engagement and Advice Worker



REGISTER ONLINE

Engagement and Outreach Update

This first half of the term has certainly been a busy start of the year for our Engagement Team. It would be easier to say where they *haven't* been!

We are getting out and about not only with the aim to support parents and carers but also to hear from the young people with SEND directly.

Events like parent surgeries, SEND cafes, support groups, community cafes, conferences and pre school groups are filling our diaries but please keep telling us about opportunities that come up in your area – anything you think would be good for us to come along to, we'll try our best to get there.



It was great to attend the Ormiston Victory Academy SEND Fair, the event was well attended by parent carers, from both the high school and local primary schools, who had lots of questions about SEN Support and EHCP's. It was a fantastic opportunity for parents to talk to lots of different services all in one room.

Laura attended 'Minds of All Kinds' at The Vault in Gorleston. What a brilliant, friendly group for parent carers of children and young people with SEND to meet and chat. It was great to talk to so many parents and eat some delicious cake!

We've been starting to make appearances at the Youth Advisory Board's all over the county too. A great group of young people in each area who want to share their thoughts to impact change. It's a good chance for us to support the young people with SEND to independently use our service and hear what great ideas and important views they have.

Jo is working with the young people who attend the Caring Together Support Group. She spent a great session recently helping them share their views on the five themes of the NASAP (Norfolk Area SEND and Alternative Provision) strategy. Interestingly they had a lot to share about their educational journey so far. So, getting their views heard is a piece of work we are continuing to support them with.



Library drop-ins have certainly picked up the pace recently with us giving next steps advice to parents who just pop into their local library, including the libraries in Attleborough, Dereham, Thetford, Watton, Poringland, Fakenham, Downham Market, Gorleston and Martham. It's a great chance for anyone to come and ask us a question. Check out your local library to see if we are coming your way. Library drop in sessions coming up in November are;

Tuesday 5th 9.30am – 11am, Martham

Friday 8th and 29th 1-2.30pm, Holt and 3-5pm Wells

Thursday 14th 1-3pm, Fakenham

Monday 18th 3.30pm – 5.30pm, North Walsham

Tuesday 19th 9am-1pm, Hellesdon

Thursday 21st 11.30am-4pm, Caister

Monday 25th 3.30-5pm, Watton

Wednesday 27th 9.30am – 12pm, Gorleston

Remember to keep an eye on our Facebook and Instagram pages for where you can find us over the next few weeks.

If you know of an opportunity that you think we should be involved in then please email nsendiassengagement@norfolk.gov.uk

You can catch us on:

Tuesday 5th, 9.30am-4pm Kings Lynn Family Hub Drop in

Wednesday 6th, 10am-12pm, Baseline Centre Drop in (NR5 8YD)

Wednesday 6th, 1-3pm, PositiveTea SEN event, Wells, (NR23 1RF)

Thursday 7th, 10am -4pm, Community Engagement Van, Ditchingham Village Hall

Saturday 9th, 12-4pm, Watton Youth Conference, Watton Sports Centre

Tuesday 26th, 10am-12pm, Making Sense of SEND, Kings Centre, Gt Yarmouth

contact *For families with disabled children*

Contact are a national service that offer 1-1 telephone appointments with a family support adviser for parent/carers looking for a listening ear, reassurance, practical and emotional support.

They can also offer support with benefits and sources of financial help including a Family Finances call back service.

[Visit website](#)



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