



Welcome to May's edition of the SENDIASS Spotlight!

## SENDIASS UPDATE

In last month's newsletter we spoke about the recruitment for our new Helpline Advisor and I'm happy to say that we have recruited Arthur who will be starting with us in the next few weeks. Arthur's training will take a few months, but we are excited for him to start and work with us to start reducing our wait times.

Sadly, Jo one of our Engagement and Advice Workers will be leaving us in June. Jo has been instrumental in getting this role off the ground and helping to promote the service to parent/carers, professionals and young people across Norfolk. As a service we wish Jo all the best in her new role!

We will be starting the recruitment process for the Engagement and Advice Role over the coming weeks so keep an eye on our social media and website for the information.

Whilst we are busy on our helpline, please look at other ways you can get

information, advice and support from us. We have a vast range of resources, booklets and bitesize training videos in our information zone on our website.

Visit our Information zone

We ask that 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.



Part of our role as a SENDIASS is to signpost parent/carers, children and young people to other services that may be able to offer some support and information. You can find a list of services that we signpost to that may be of help.

<https://www.norfolksendiass.org.uk/news/latest-news/signposting-2>

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## **Educational Setting not providing the provision detailed in an EHCP**

Under Section 42 of the Children and Families Act 2014 it is the Local Authority's responsibility to ensure the provision detailed in an EHCP is provided, it is their duty to ensure that the place of learning a child or young person attends is following the plan and must provide them with the support or additional funding needed to put the provision in place. There is no defence to a failure to secure the special educational provision in an EHC plan.

There is various Case Law that makes clear it is the LA's responsibility to ensure that provision detailed in an EHCP is provided from the date the plan is issued as well as ensuring that the place of learning is providing what it states and not something different. The below links take you to case law that discusses this in greater detail:

- [BA, R \(on the application of\) v Nottinghamshire County Council \[2021\] EWHC 1348 \(Admin\) | \(IPSEA\) Independent Provider of Special Education Advice](#)

- [R \(LB\) v Surrey County Council \[2022\] EWHC 772 \(Admin\). | \(IPSEA\) Independent Provider of Special Education Advice](#)
- [N v North Tyneside Council \[2010\] EWCA Civ 135 | \(IPSEA\) Independent Provider of Special Education Advice](#)

If the EHCP is not specific or quantified it'll be harder to enforce the provision detailed, it's important you look through the EHCP and use our Reading and Understanding booklet to ensure it is both specific and quantified, if it isn't you could ask for a review of the plan (although the LA don't have to agree to early reviews):

- [Reading and understanding an Education Health & Care Plan \(EHCP\). | Norfolk SENDIASS](#)

If the school aren't providing the provision detailed and you've already spoken to your EHCP coordinator about this, the next stage is making a formal complaint to both. The below PDF explains how to do this:

- [How-to-complain.pdf](#)

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## **SENDIASS Team Spotlight**

### **\*Engagement and Advice Team\***



The role of the Engagement and Advice Workers is to support parents, carers, children and young people to understand their rights in SEND law and to seek out seldom heard voices. We work in the community to promote our service and offer support, information and advice. We attend school events such as parent cafes and parents evenings. We also run advice drop-ins at libraries across Norfolk. We work with children and young people at youth groups and within education settings. We can support them to have their voice heard within SEN processes.





# Norfolk SEND Youth Forum update

In this months meeting, a professional consultation was undertaken by Kate Brolly and Mark Gower, from the NHS; who provided our members with some useful information about the Mental Capacity Act, and how that might impact on us.

The Mental Capacity Act (MCA) outlines five core principles to guide decision-making on behalf of individuals who lack capacity. These principles are: presumption of capacity, support for decision-making, right to make unwise decisions, best interests, and least restrictive option.

The 4th and 5th principles apply only when a person has been assessed as lacking mental capacity for the decision in question. Whilst it is not a principle of the Act, it is key to remember that mental capacity is time and decision-specific. Most of our members said they had heard of the Act, but they told us they had a much better understanding of it after the presentation.

The group discussed openly their experiences with health services, and if they had felt listened to and heard, and agreed that they want to be spoken to directly, and provided with clear and accessible information, but they recognised that support from other people (parent/carers) can be helpful and sometimes necessary.

Here is a small sample of their comments and feedback in our discussions:

- my consultant at ENT at NNUH spoke to me and I was able to choose my treatment
- I like people to help me understand but not force or influence me to make decisions
- Unfortunately I have experienced people making medical decisions for me even though I didn't want to do something. And unfortunately I'm still trying to undo the damage that was done! But also me asking for medical help and not receiving it
- I like for my mum to come with me as sometimes i forget what they tell me so i like to bring mum along so she knows exactly what they have said
- I find it difficult to make a decision about things sometimes
- my mum always checks my understanding of things people have said to me

There was also a useful opportunity to find out how our members would like to access information within health services. Their suggestions included: at annual LD Health check, GP and hospital waiting rooms, and on forms patients complete.

We were also able to discuss a SEND Participation day in Half-term and have x2 members who have committed to attend, to develop resources for other young people, to encourage them to access new opportunities and activities. We look forward to hearing their feedback!!

Our next online meeting is Wednesday 18<sup>th</sup> June, and we welcome new members. To register to join please go to <https://www.norfolksendiass.org.uk/young-people/youth-forum/registration-page>

### **Bridget Robinson, Engagement and Advice worker**



**Norfolk SEND Youth Forum**

**We are seeking experts by experience to have your voice heard**

**If you are you aged 11 – 25 years;**

- and you have Special Educational Needs or Disabilities (SEND)
- and you would like to meet up online and in person with other young people to share your views and experiences
- and you want to help other young people with SEND

We would love to hear from you and welcome you to our next meeting!!

**Visit our website or contact us for more information and find out how to join**

 [www.norfolksendiass.org.uk](http://www.norfolksendiass.org.uk)  
**01603 704070**  
 email - [norfolksendiass@norfolk.gov.uk](mailto:norfolksendiass@norfolk.gov.uk)

[CLICK TO REGISTER ONLINE](https://www.norfolksendiass.org.uk/young-people/youth-forum/registration-page)

## **Engagement and Outreach Update**

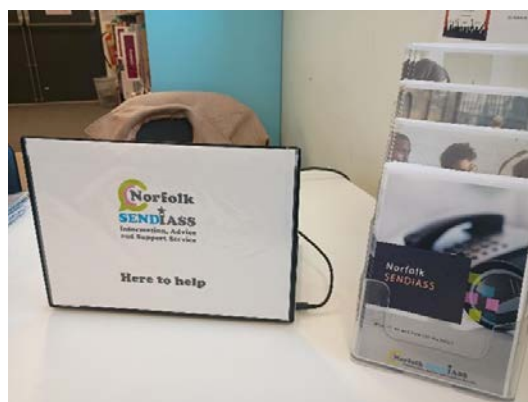
### **Young people**

Jo was able to chat to a large number of students individually at the recent **Wellbeing Event at Hellesdon High School**. The students came up to chat to find out what we do and how we can support them. They went away knowing more about SENDIASS and how they can contact us directly for next steps

advice. It was a great event with lots of community involvement, parents and other organisations too.

Laura hosted her first drop in at **East Norfolk Sixth Form College** recently. It was a great start to our work with the college and Laura had some really useful and supportive conversations with a couple of students. The hope is to build on this opportunity so that more students know when and how they can seek our support, opening up the conversation more directly with young people so that they know what their rights are and they feel heard within their education offer.

We are always looking to gain young people's voice on different projects. If you are a young person, or you work with young people, and would like to find out more, please get in touch!



## Health

Both Jo and Laura went along to the recent **Complex Transition Information Event at the Norfolk and Norwich University Hospital**.

It was well attended, by parents and professionals, and was our first chance to talk to families within the health environment. There were lots of other services there to offer advice and support and to let people know that they are not on their own. Lots of parents were asking questions about their child or young person moving through the system and at what point they can challenge what's available to them. We know parents know their child best and help them feel empowered to raise any concerns about their child's education offer, especially when it's even trickier at times of change.

We also spoke to many professionals to raise awareness of how and why they can signpost to us. We also spoke about how we can help their role, for example, speaking to an Occupational Therapist it was clear that we can help them understand the impact of the reports they write that may contribute to



EHCP's.

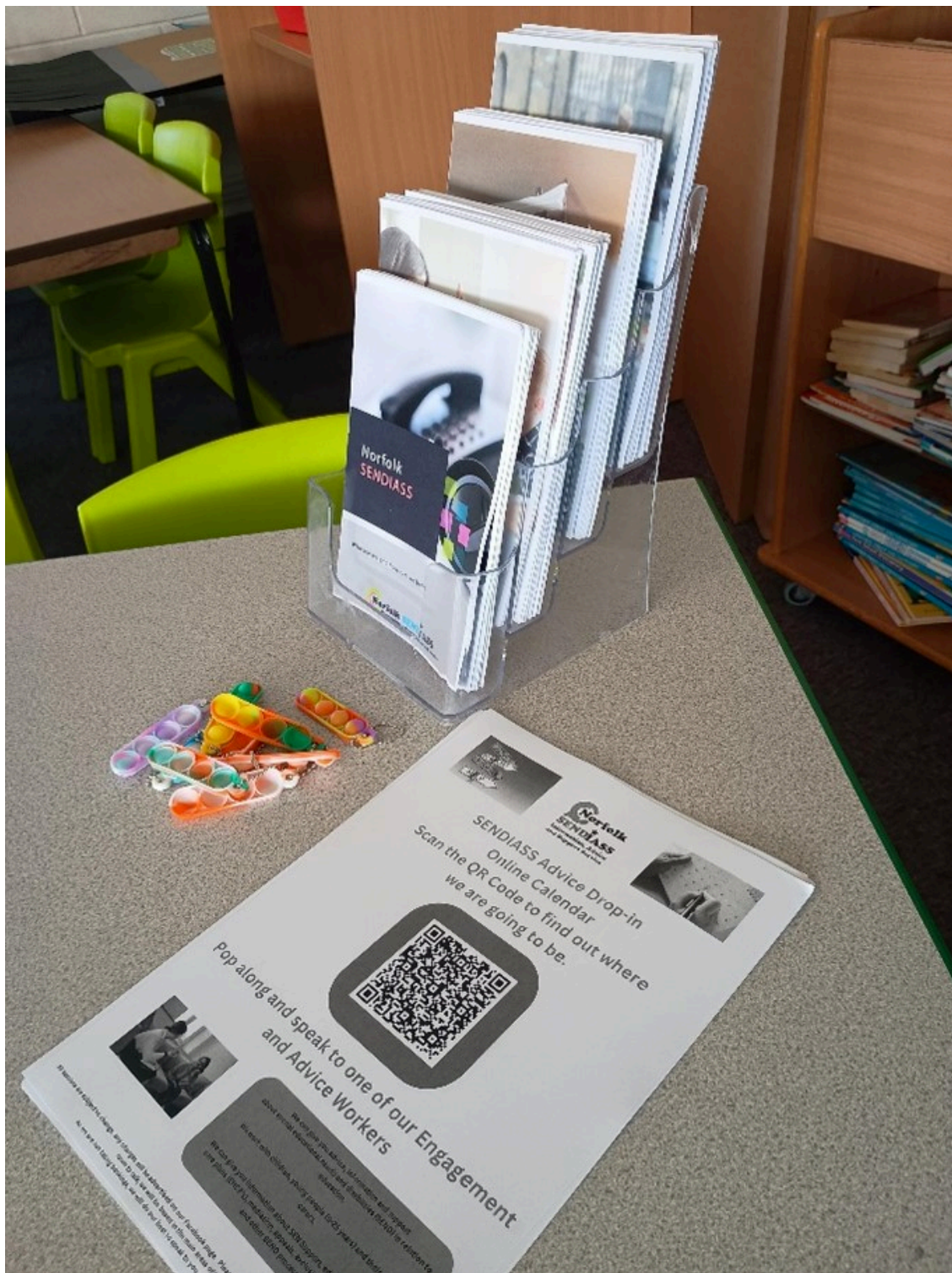
## Community Engagement

**Parent Support Groups, School Events and Library drop ins** are still popular and are in abundance in our diary. Our Team are getting all over the county to ensure people know about us and our role AND offer that all important, next steps advice. People come to us with all sorts of questions, and we hear lots about what's working well, and not so well for young people of all ages at all types of educational settings. We then feedback the themes that are more common to help the SEND decision makers to understand what life is like for our families.

If you would like us to attend your next school event, parent group or need us in your area please get in touch: [nsendiassengagement@norfolk.gov.uk](mailto:nsendiassengagement@norfolk.gov.uk).

Find out when we are next going to be at a library near you by following this link to our events calendar: [Engagement and Advice Library drop in sessions and outreach | Norfolk SENDIASS](#)

Please be aware that drop-ins can be busy, we will always try to speak to as many people as possible in the time that we have, but sometimes there will be a wait. As these sessions run as a drop-in we will get to parents on a first-come, first-served basis. We appreciate your patience at busy times.



**Keep your eyes peeled – you may see us around your way soon! If so, come and say hello and see if we can help.**

## **Book Recommendations – Speech and language**

*Books are a great resource from local libraries in Norfolk. They can help and support children and young people with SEND, whilst creating a safe space for*

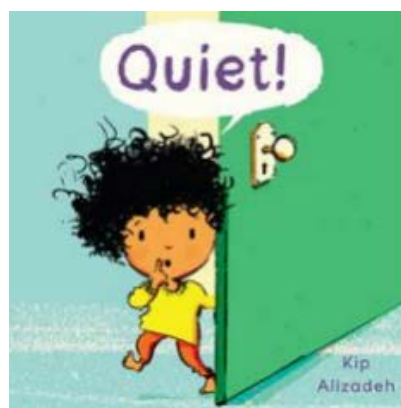
*family communication. There are many books that can support this. Below are a few examples, and you can discover even more for free, from your local library.*

*The titles listed incorporate rhyme, repeated words, humour, and everyday vocabulary to make language learning enjoyable for children.*

## Early years

### Quiet! – Kip Alizadeh

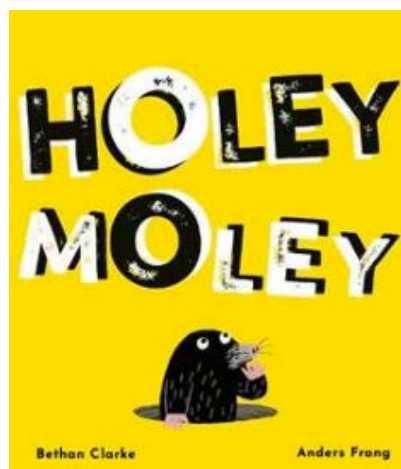
*Go on a sound journey through your home. Uncover the vast array of sounds that even a 'quiet' house produces when you listen closely. From the creak of a door and the hum of a fridge to the noisier activities of teatime chatter and bathtime play before bed.*



## Ages 3+

### Holey Moley – Bethan Clarke

*This delightful read-aloud book is brimming with playful rhymes, clever wordplay, and amusing illustrations. Children will enjoy the interactive nature of the story, with numerous chances to participate and contribute their own rhyming ideas.*



### Du iz tak? – Carron Ellis

*With stunning, detailed illustrations that will draw both children and adults, this book is about a playful invented language, we soon find ourselves speaking "Bug" ... Du iz tak? What is that?*





### Whisper, Shout, Let it Out! – Madhvi Ramani

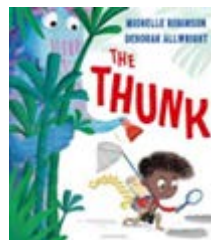
*This book instantly captivates and engages children, encouraging them to experiment with their voices through call and response and shared reading.*

*Readers join a group of friends as they explore volume, pitch, rhythm, rhyme, and playful silliness to discover the unique inner voice that sets them apart.*



### The Thunk – Michelle Robinson

*The Thunk is a beast, a bit like a skink, although more like a skunk because of his stink! It's thought to be extinct but young explorer Hector Voltaire - who's had his fair share of other kids saying his head's full of air - is determined to find a thunk!*



## Help You Choose SEND survey for parents & carers of young people aged 14 - 25

If you are a parent/carer or a professional working with a young person with SEND aged 14-25, have your say to improve information, advice and opportunities for them.


**Norfolk County Council**

Parents and carers - share your thoughts on the SEND pages of the Help You Choose website  
[www.helpyouchoose.org](http://www.helpyouchoose.org)

Please complete our quick survey for parents and carers of young people aged 14 – 25

Get in touch by Friday 25 April 2025. Use the camera on your phone to scan the code or visit  
<https://tinyurl.com/v6kka38>







If you are a young person with SEND aged 14-25 you can also have your say.  
**All responses which include an email address will be entered in for a prize draw to win a £25 Amazon voucher!**



 **Norfolk** County Council

**YOUR VOICE MATTERS!**

Share YOUR thoughts and experiences about using the SEND pages of the Help You Choose website <https://www.helpyouchoose.org/>

Complete the quick survey and enter the prize draw to win an Amazon voucher.

You can also sign up to take part in a working group and share your ideas with us!

Please get in touch by Friday 25 April 2025 use the camera on your phone to scan the code or visit <https://tinyurl.com/2s3j9x8n>

Help you choose

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Office of the  
Public Guardian

Carers Week

# LPA AND DEPUTYSHIP INFORMATION SESSION

12 JUNE 2025 | 1PM – 2PM



To mark Carers Week, OPG is holding a free online information session for people with caring responsibilities.

If you help manage the finances or health of the person you care for, you may want to learn more about lasting powers of attorney (LPAs) and deputyship orders.

Join us to find out how to apply, how much it costs and what the role of an attorney or deputy involves.

Register

**REGISTER HERE**

REGISTER HERE

**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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