



Welcome to November's edition of the SENDIASS Spotlight!

SENDIASS UPDATE

It's been a busy time for Norfolk SENDIASS! Over September and October, we supported 353 parent/carers through our Helpline, arranged 499 appointments with our Advisors, and met 61 parents/carers at Library Drop ins.

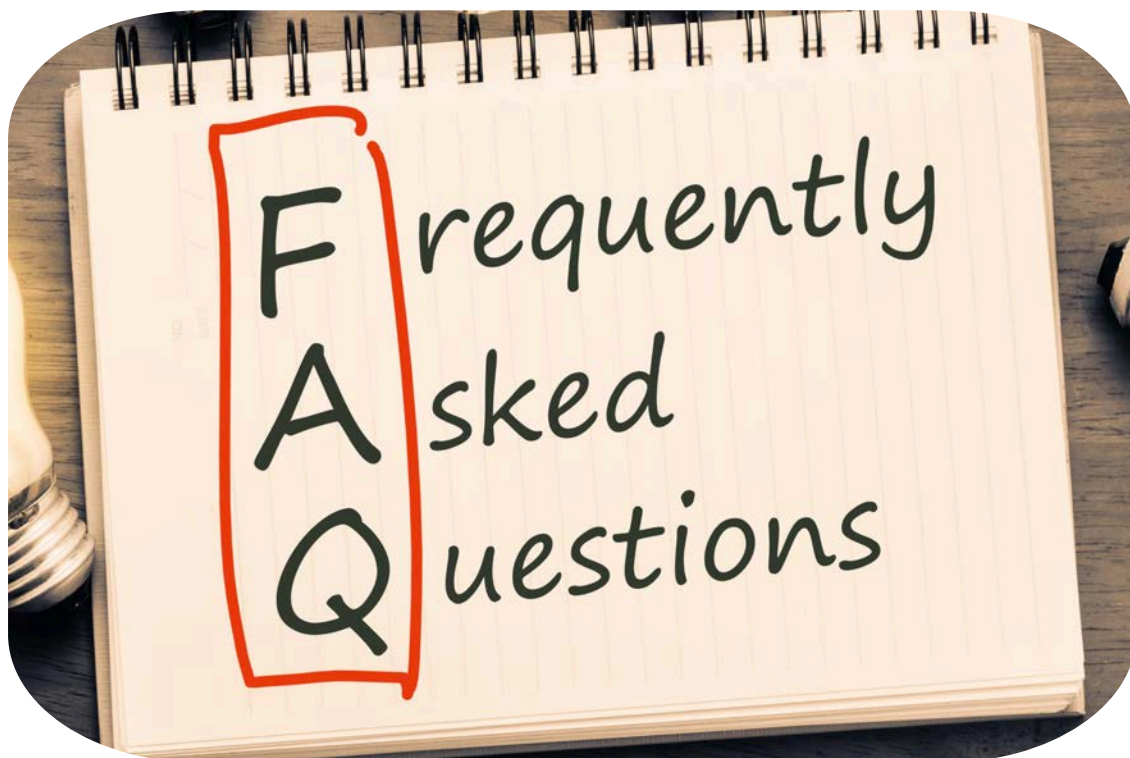
Our current wait times continue to be longer than we would like. While you wait for an appointment, we would encourage you to visit our website, where you'll find a wide range of helpful resources, including videos and booklets, that may answer your questions.

This month, we welcomed Emma as our new Engagement and Advice Worker. She's already diving into her IPSEA training and getting out and about meeting families at Library Drop-ins. We're excited for Emma to be fully up and running in the New Year, ready to engage with children, young people, parents, carers, and professionals across Norfolk.

We recently advertised for two part-time SENDIAS Advisors, the application form for this has now closed. Thank you to all those that applied, we will be looking to shortlist end of the week with interviews to follow. We are looking forward to having two new starters with us come the New Year, with them being able to take cases no later than Easter 2026.



Frequently Asked Question



A child must have a year of SEN support before applying for an EHCP?

We've recently heard from several parents and carers who were told their child must have a year of SEN support before applying for an Education, Health and Care Plan (EHCP). This is not correct.

Schools, nurseries, and colleges (except special or independent schools) have a legal duty to use their 'best endeavours' to provide the right support for children and young people with special educational needs. This means doing everything reasonably possible to meet their needs.

Places of learning must offer SEN support to those who need it and make reasonable adjustments for children with disabilities. If a place of learning is not doing this, we recommend meeting with them to discuss SEN support plans and provision. However, if the school cannot or will not meet your child's needs, you can apply for an EHC Needs Assessment yourself. There is no legal requirement for SEN support to be in place for any set period before applying.

The Local Authority must agree to carry out an EHC Needs Assessment if there is evidence that:

- Your child or young person has, or may have, SEN, and
- They may need support through an EHC plan because their setting cannot provide what they need.

Please look at our website for further information:

[SEN Support | Norfolk SENDIASS](#)

[Education, Health and Care Plan's \(EHCP\) | Norfolk SENDIASS](#)



Phase transfer with an Education, Health and Care Plan (EHCP)

Phase Transfer is a process that takes place for children and young people with an EHCP.

What is a new phase of education?

This is defined in regulation 2 of the SEN and Disability Regulations 2014 (the "SEN Regs") as a transfer from:

- (a) early years education to school;
- (b) infant school to junior school;
- (c) primary school to middle school;
- (d) primary school to secondary school;
- (e) middle school to secondary school; or
- (f) secondary school to a post-16 institution.

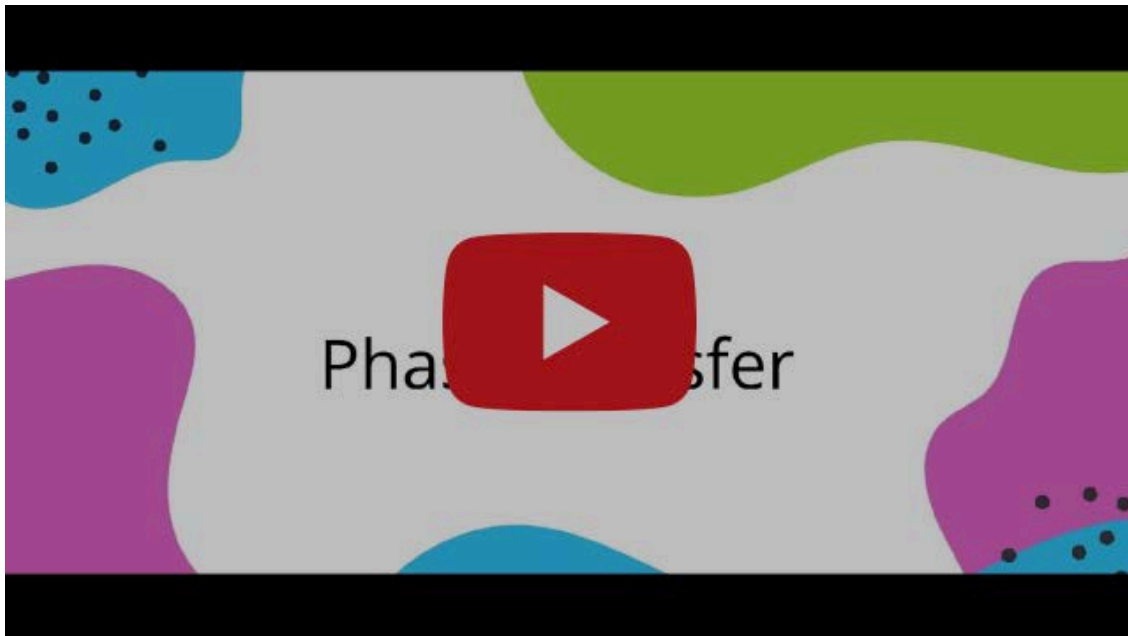
Step by step guide of the Phase Transfer process -

- The process should start no later than the Autumn term of the year before the child or young person is due to move from one phase of education to another.
- The process starts with the LA reviewing the EHCP.
- Following the review LA sends proposed amendments and a copy of the plan (with section I left blank) to the parent or young person.
- The parent/carer or young person has 15 calendar days to have their say about the content of the plan and to request that a particular place of learning is named.

The local authority then issues a final amended plan with a letter giving parents or the young person the right of appeal by the statutory deadlines which are:

- 31st March if the transfer is from secondary school to a post 16 placement
- or 15th February in all other cases

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



Phase transfer with an EHCP

Library Drop-in's

Our Library drop ins around the County have become very popular and we have received positive feedback about these. Due to their popularity, they are becoming busier, with this in mind on occasions when there are a lot of parent/carers waiting to speak with an Advisor we will putting a 20-minute time limit on how long we spend with each person. This is so that everyone that attends one of our drop ins gets to speak with an Advisor and go away with some information and advice.

These sessions are informal and friendly, our Advisors can give you next steps advice about your child's education, SEN Support, EHCP and other SEND processes.

Find out where you can find us



Join Us for Drop-In Sessions

We will be here to answer any questions you may have, advice and signposting to further support.

All sessions are subject to change, and any changes will be advertised on our Facebook page. Please be aware these sessions do not offer a private room to talk, we will be based in main areas of the library. As we are not taking bookings, we will do our best to speak to you on a first come, first served basis.

Find out more

Date of Library drop in	Library	Time
27 Nov 2025	Downham Market Library	11:30-13:30
27 Nov 2025	North Walsham Library	11:00-13:00
05 Dec 2025	Hunstanton Library	10:30-12:30
08 Dec 2025	Diss Library	10:00-12:00
10 Dec 2025	Thetford Library	10:00-12:00
10 Dec 2025	Great Yarmouth	10:30-12:30
16 Dec 2025	Millennium Library	10:00-12:00
16 Dec 2025	Long Stratton Library	13:30-15:00
17 Dec 2025	Costessey Library	10:00-12:00
30 Jan 2026	Taverham Library	13:00-15:00

We can give you advice, information and support about special educational needs and disabilities (SEND) in relation to education.

We work with children, young people (0-25 years) and their parent/carers. We can give you information about SEN Support, Education, Health and Care Plans (EHCP's), mediation, appeals, exclusions and suspensions, and other SEND processes.



Staff spotlight



Hello! My name is Emma and I am happy to be joining the SENDIASS team this November as an Engagement and Advice Worker.

Previously, I have worked in the VCSE and Local Government sector, as well as at The Parkside SEND School in the city - experiences which I know will follow me into my work here. In my spare time you can find me powerlifting, on a walk in the woods, or playing with my cat - Piggy 🐱.

I feel very flattered to have been offered the role - especially by the Youth Forum panel - who I look forward to meeting again soon!



Norfolk SEND Youth Forum update

In this month's online meeting we had x8 members attend with x2 apologies. We were pleased to welcome one new member.

Louise Stevens who is a Navigator from the Neurodevelopmental Service and Helen Bradley who is Children's Nurse from the Children's Teams, Norfolk Community Health and Care came to the meeting to do a professional consultation.

The Neurodevelopmental Service (NDS) is a team that helps young people who think, learn, or behave differently—like those with autism or ADHD and is run by Norfolk Community Health and Care NHS Trust (NCH&C)

Louise and Helen sought feedback from the group about what might help young people after they have received a diagnosis. Below are just some of the groups many suggestions:

- Do not use difficult language and words that we don't understand.
- Younger people like short videos such as TikTok
- I don't think wording it too "professional" would be a good idea, because it can feel more like a professional letter then learning more about yourself and understanding your diagnosis.
- Pictures or videos and a small amount of writing so I can understand.
- I think try to make it look friendly, like maybe little drawing or little bits of colour to make the diagnosis more friendly and less intimidating.
- I like videos, as I can get side tracked from a lot of writing! Also helps to not make you feel alone in your diagnosis and confused as to what support is out there.
- To be honest the most unhelpful thing is getting nothing at all (which was my experience) but easier if it's easy to understand information that makes you feel heard and accepted.

Their contributions were very much appreciated by Louise and Helen, who said:

"The members were fantastic in giving their views and we certainly have lots to think about and investigate thanks to their honesty and willingness to share. I felt really honoured to hear their stories. "

Next month (December) there will be no online meeting, as we will be meeting up in person for a Christmas trip and to share a meal; this is now an established tradition for the group and a lovely opportunity for members to meet up!

Bridget Robinson, Engagement and Advice worker

CLICK TO REGISTER ONLINE

Engagement and Outreach Update



November has been another busy and exciting month for the SENDIASS Engagement and Advice Team!

We've been actively involved in the PINS project (Partnerships for Inclusion of Neurodiversity in Schools), a national initiative focused on making mainstream primary schools more inclusive for children with neurodiverse needs. Through parent cafés, we've joined important discussions where families share what's working well and what could be improved in schools. This valuable feedback will help shape bespoke packages of resources tailored to each school's needs. Find out more about the PINS project here: [Partnerships for inclusion of neurodiversity in schools \(PINS\) programme - GOV.UK](https://www.gov.uk/government/programmes/partnerships-for-inclusion-of-neurodiversity-in-schools)

We were delighted to attend the Nansa SENSational Families Peer Support groups in Norwich and Gorleston this month. These sessions provide a warm, welcoming space for parents and carers of children and young people with SEND to share experiences, gain practical advice, and connect with others over a relaxed cup of tea. During the sessions, we offered guidance on navigating the education system and signposted families to helpful services and resources. We're excited to be joining the next Peer Support Group in Holt on 3rd December.

Our monthly drop-in at Thetford Family Hub took place on Wednesday 12th November and continues to be a great way to connect with families. Don't miss the next session on 10th December 1:30-3pm!

We were also pleased to attend the Open Academy Year 10 Parents Evening

and the Wayland Academy EBSA event, where we provided impartial advice and support to parents and young people around SEND. In addition, we joined parent marketplace events in King's Lynn at Gaywood Primary and Reffley Academy alongside other local support services. We also attended the Parent Café at Long Stratton School, delivering an informative presentation on Phase Transfer, followed by a friendly Q&A session.

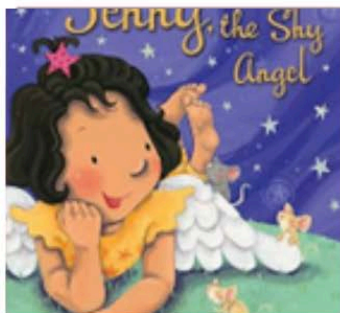
If you would like SENDIASS to attend an event, please email:
nsendiassengagement@norfolk.gov.uk

Sally, Engagement and Advice Worker

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.

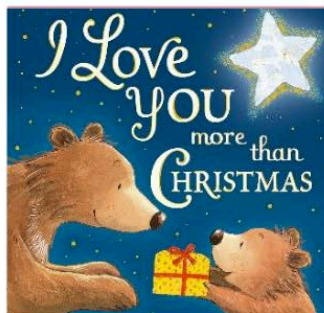


BOOK RECOMMENDATIONS



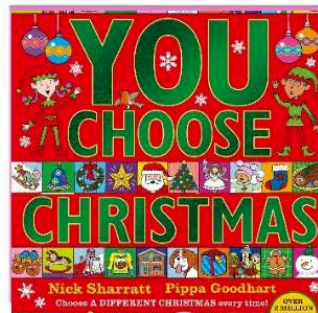
Jenny, The Shy Angel – Anne Booth, Ruth Hearson

Jenny is a shy angel. She doesn't like loud noises or rushing around. When the other angels ask her to come and see the baby king, Jenny decides to not go. That night, everything is calm. Jenny sees how beautiful the world is and learns that being quiet is ok, silent moments can be just as special.



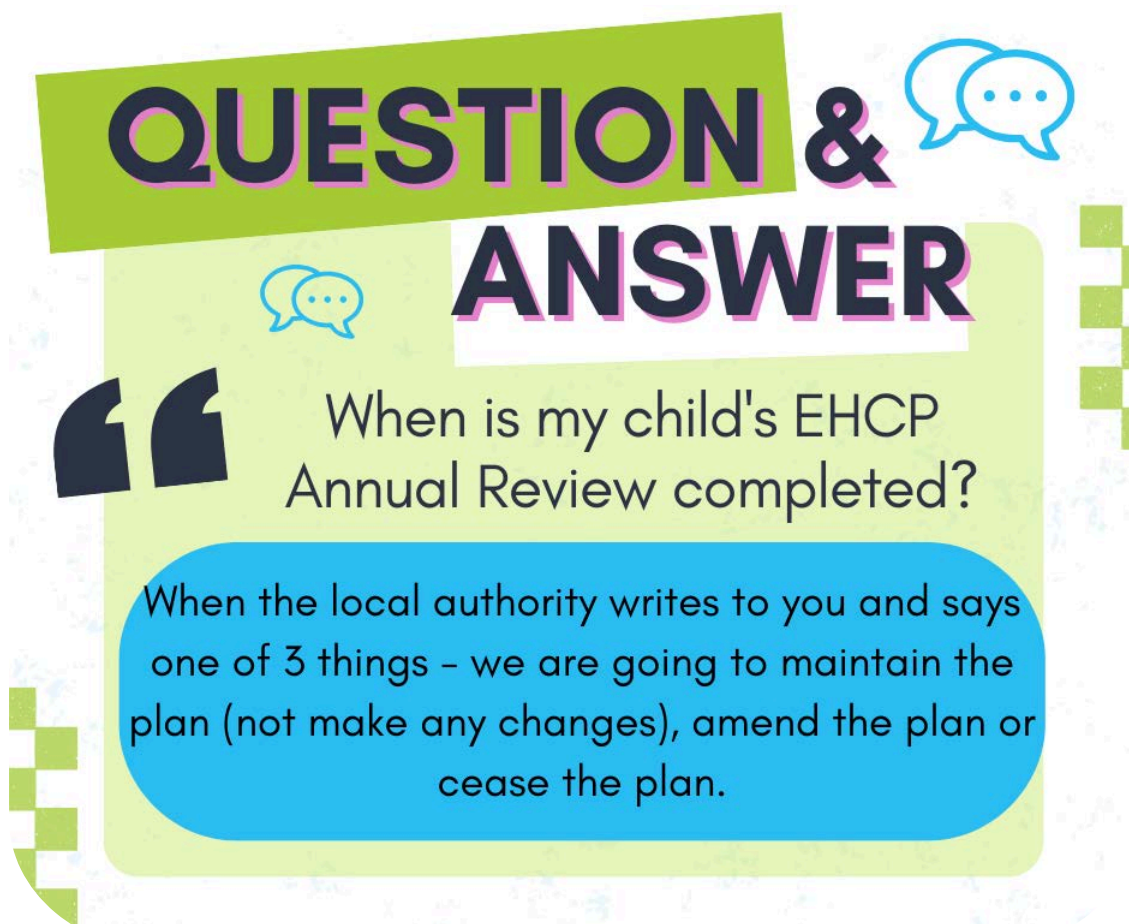
I Love You More Than Christmas – Ellie Hattier & Tim Warnes

Little Bear and his family love Christmas! This story is perfect to share with children and use to talk about the things that feel a little bit different at Christmas time—like colder weather, cards, wrapping presents, decorating trees, lights and so much more! It's a lovely way to help children understand the changes in routine as Christmas gets closer.



You Choose Christmas – Nick Sharratt & Pippa Goodhart

Which Christmas jumper would you wear? What job would you pick in Santa's workshop? Where would you sleep on Christmas Eve? With this magical storytelling toolkit, the choices are endless! It's a wonderful resource for talking about parts of Christmas—and these books are great for starting fun conversations.

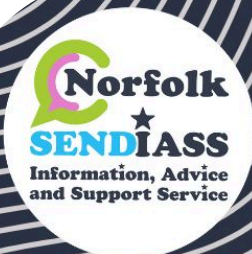


QUESTION & ANSWER

“ When is my child's EHCP Annual Review completed?”

When the local authority writes to you and says one of 3 things – we are going to maintain the plan (not make any changes), amend the plan or cease the plan.

[Find out more about EHCP Annual Review's](#)



Feedback

The person on the phone
was so calm and
reassuring, they made me
feel heard and released so
much pent up anger

Young person

contact *For families
with disabled children*

Contact provide 1-1 telephone appointments with a family support adviser for parent/carers looking for a listening ear, reassurance and practical and emotional support. Appointments are 45 minutes long and it's important that you book a time and date that you know you will be free to talk, are somewhere that you feel safe and is quiet so that you can get the most out of the time you have.

If you would like to use Contact's listening ear service, please follow the link below to

[book an appointment.](#)

[Listening Ear](#) | [Contact](#)



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