



SENDIASS update

We hope this newsletter finds you well and managing to stay cool during the current heatwave!

In May, I shared that we had released an additional 350 appointments. Since then, the team has been working incredibly hard to provide more timely support through our Helpline service. I'm pleased to say that, over the past three weeks, we have reduced our waiting times from 48 days to just 16 days. This is a significant improvement and has made a real difference for families accessing support and booking helpline appointments with us.

We know how important timely advice and support are, and we will continue to do all we can to keep waiting times as low as possible.

Now that we are coming out of this period, we will slowly be starting to increase our one-off support offer again.

We've recently spent quite a bit of time reviewing, updating and adding to the resources on our [website](#), with the aim of making sure the information is as clear, helpful and up to date as possible. A lot of care has gone into building these pages so that they're genuinely useful for both families and professionals. If you get a chance, we'd really encourage you to have a look through - there's a

wide range of guidance and information that may help answer questions you have now, or in the future.

We'd also encourage you to follow us on [Facebook](#) and [Instagram](#). Over recent months, we've put a real focus on developing our social media pages so they're not just updates, but a genuinely helpful space for families and professionals. We regularly share practical tips, useful advice, key information and important updates that may support you and your family day to day. We hope these channels offer another easy way to stay informed, feel supported, and access helpful guidance when you need it.

As always, thank you for your support and engagement.

Niamh Keane, SENDIASS Manager

Advisor updates

Our advisors have put together some commonly asked questions and information. You can find out more in our [information zone and resources](#) on our website.

ADVISOR UPDATES

Niamh Keane, SENDIASS Manager



We support families with children and young people that are going through EHCP processes where they may receive a decision they are unhappy with.

In these circumstances parent/carers and young people will be given the right of appeal.

There are clear timescales to be aware of and once you receive a final decision (such as a refusal to assess, refusal to issue an EHCP, or a final plan) you will have a right to appeal against the decision made. You must make sure your appeal is submitted within two months of the original decision letter or one month of the mediation certificate, whichever is the later.

Appeals can take several months from start to finish, so keeping track of key dates and getting advice early can really help.

If you want to start the process of lodging an appeal please have a look at the resources on our website that explain this in more depth, come to one of our Library drop ins or book a Helpline appointment (please be aware there may be a wait time for an appointment so please book an appointment to speak with us as soon as you receive the decision letter).



Choosing a place of learning

By law, children aged 5-16 must receive full-time education from the term after their 5th birthday. The Local Authority must provide this, while parents and carers are responsible for ensuring their child accesses a suitable education. For families of children and young people with SEND, there may be additional factors to consider.

Where to Find Places of Learning

Norfolk offers a range of options, including mainstream schools, specialist resource bases (SRBs), special schools, post-16 providers, and independent settings. Parents and carers can explore these through tools such as Schoolfinder, the Norfolk Community Directory, and SEND-specific resources. These platforms help you compare settings and understand what support is available.

Understanding Admissions

The admissions process depends on whether a child has an Education, Health and Care Plan (EHCP).

- **Without an EHCP:** Applications are made through Norfolk County Council, including in-year transfers and appeals.
- **With an EHCP:** Families have the legal right to request a preferred setting (such as a school, college, or specialist provision). The Local Authority will consult with that setting before deciding whether to name it in the EHCP. Preferences can be made when the plan is first issued, reviewed annually, or amended.

Visiting Potential Settings

Once you've shortlisted options, visiting them is an important next step. Many schools offer open days, but you can also arrange individual visits. Speaking with the SENCo and touring during a normal school day can give you a better sense of the environment. You may also want to bring someone with you for support or a second opinion.

Preparing for Visits

Before visiting, it's helpful to review key information online, such as the school's prospectus, SEND policy, behaviour and safeguarding policies, and Ofsted report. This can help you decide what questions to ask and identify what matters most for your child.

Supporting a Smooth Transition

Starting a new setting can feel daunting, but early preparation can make a big difference. Contact the new SENCo to discuss your child's needs and agree on support. Share any signs of anxiety and how best to communicate with your child. Visiting the setting in advance, meeting staff, or creating a simple photo guide or "social story" can help children feel more confident and prepared.

Remember: Every child is different. Taking time to explore options, ask questions, and plan ahead will help you choose a setting where your child can feel supported and succeed.

Choosing a place of learning with an EHCP



**o you need to talk to an advisor k
sc a to a sessions if others, lort,
information.**



Liz talks about choosing a place of learning when the child or young person has an Education, Health and Care Plan (EHCP)

Library Drop-in's and outreach

The Library drop-in sessions are informal and friendly, our Advisor's can give you next steps advice about your child's education, SEN Support, EHCP and other SEND processes.

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. The sessions will be restricted to 20 minutes during busy times.

The Engagement and Advice Team also attend a variety of local outreach events.

Take a look at our online calendar to check where you can find us!

Find out where you can find us



UPCOMING LIBRARY DROP-IN SESSIONS

JULY 2026

For More Information: WWW.NORFOLKSENDIASS.ORG.UK

6	DEREHAM LIBRARY	13:30-14:30
7	EARLHAM LIBRARY	11:00-13:00
9	CAISTER LIBRARY	13:30 - 15:30
14	PORINGLAND LIBRARY	10:00-12:00
16	FAKENHAM LIBRARY	11:00-13:00
16	DOWNHAM MARKET LIBRARY	10:00-12:00
21	ST WILLIAMS WAY LIBRARY, NORWICH	13:00-15:00



Norfolk SENDIASS
Information, Advice and Support Service

Engagement and Advice Team Updates

This month, Sally, Emma and Bridget from the Engagement and Advice Team have loved being out and about across Norfolk, connecting with families,

children and young people- all while making the most of the lovely summer weather! 🌞 . Some of our visits included:

Swaffham Festival of Youth

We really enjoyed attending the Swaffham Festival of Youth Event, which brought together a brilliant mix of information stands, cake stalls and live performances. The dance displays and Kuk Sool Won demonstrations were fantastic! It was a great opportunity to connect with young people and families and share information about our service.



Tuckswood Academy Marketplace Event

We had a great time attending the marketplace event at Tuckswood Academy alongside the School and Community Team and a range of other support services. We enjoyed speaking with families, sharing advice and signposting to support, as well as strengthening our links with local partners.



Thetford Family Hub Drop-in

We hosted a drop-in session at Thetford Family Hub, running alongside their monthly SEND group (held on the second Wednesday of each month, 1:30–3:00pm). This was a lovely opportunity to connect with families in a relaxed and welcoming environment, offering advice and information while engaging with those already accessing the group.

SEND Coffee Morning - Wreningham

It was lovely to be part of the SEND coffee morning at Wreningham Primary School. It was very well attended, and it was fantastic to meet so many families and answer their questions in a friendly and supportive setting.

Professional Engagement

We were delighted to be invited to attend the Family Help and High Needs Team meeting, where it was lovely to meet everyone and share more about our work. During the session, we delivered a presentation outlining our service and how we support children, young people and families. If your team would like us to attend a meeting to share more about SENDIASS, we would love to come along. Please contact us at: nsendiassengagement@norfolk.gov.uk

Upcoming Events this month

We're looking forward to some more exciting opportunities to connect with families this month:

Taverham Village Hall Drop-In (with Broadland District Council Help Hub)

29th June, 12:30pm-15:30pm

Join us for advice, information and support in your local community.

NANSA SENSational Families Parent Support Group:

Shrublands Youth and Adult Centre, Magdalen Way, Gorleston-on-Sea, NR31 7BP

30th June, 10:00am–12:00pm

You are very welcome to come along and meet us.

Next month - July

We are already looking forward to a busy July:

Making Sense of SEND, King's Lynn (Discovery Centre) 8th July, 10am-12pm

Come along to this friendly and informative event to meet a range of services, gather information and ask questions about SEND support.

**Shine SEND Youth Group (Ages 8–17) 10th July, 6:00pm–7:00pm
Alpha Rd, Gorleston-on-Sea, Great Yarmouth NR31 0LG**

We will be delivering fun, interactive activities for the young people attending, focused on reasonable adjustments and SEND rights.

If you would like us to visit your SEND youth group, school or college to deliver engaging sessions for children and young people on SEND rights (including SEN Support and EHCPs), we would love to hear from you. Please get in touch at:

nsendiassengagement@norfolk.gov.uk



What is an Engagement and Advisor Worker within SENDIASS



Norfolk SEND Youth Forum Update

In our June on-line meeting we had 8 young people attend the meeting, despite that it was England's first game in the World Cup!

This month rather than undertaking a professional consultation, we invited a guest speaker to attend and explain their role and service to our members.

Our speaker was Amy Temperton, Working Well Norfolk IPS Employment Specialist, Norfolk & Waveney, MIND

Amy attended the meeting to talk to the group about Working Well Norfolk and Connect to Work and the program about support in securing paid employment.

Amy presented a PowerPoint with lots of information, which included:

About Working Well Norfolk/ Connect to Work

- Working Well Norfolk supports individuals with disabilities and mental health conditions to find and stay in work.

Our Purpose

Our purpose is to support people in Norfolk and Waveney who are facing physical and/or mental health barriers to find and retain employment that is meaningful to them.

Our Support

We understand that starting or returning to work is a big step. That's why we're with you every step of the way:

- Confidence-building support to prepare you for employment.
- Matching you with the right employers based on your interests and strengths.
- Help with writing CVs and job applications that stand out.

- Job interview coaching to help you feel ready and confident.
- Support with speaking to employers about mental health and workplace.
- adjustments
- Advice about employment-related benefits and how work may affect your income.

Comments from the Group

- That was very useful, thank you.
- This is an amazing service.
- Just want to say thank you for coming.
- Amy - I didn't know this service existed and it sounds amazing! I will keep it in mind when I'm ready for work!
- I hope this becomes more well known.
- As I turn 18 this sept and could be very handy!
- City college Norwich told me about your service this week.
- I want Amy back.

Amy offered do another visit in the future and share more information or do an advice session and the group agreed to this and would welcome Amy back.

We were also able to start planning our next face to face meet up in July at County Hall, where we will review the year and start planning our activities for the new academic year starting in September.

One of our members was also representing the Youth Forum at the Young Peoples Judging panel, on Saturday 20th June at County Hall, for this year's Flourish awards, and we look forward to his feedback next month.

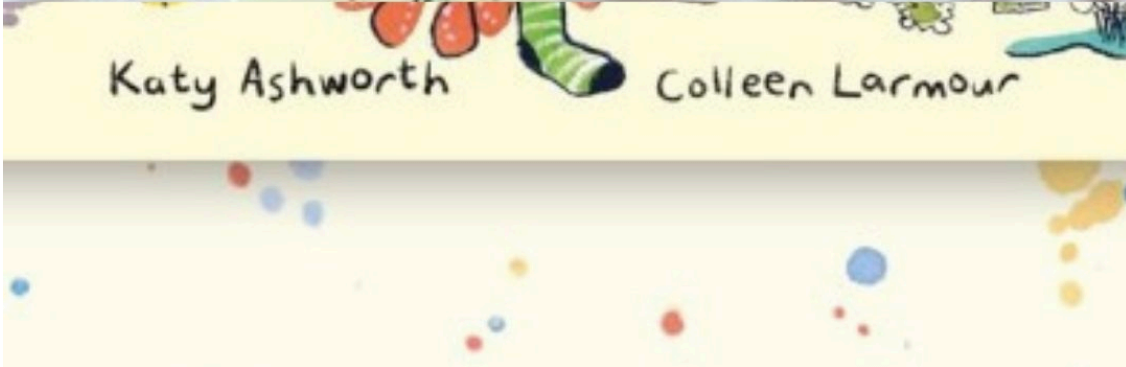
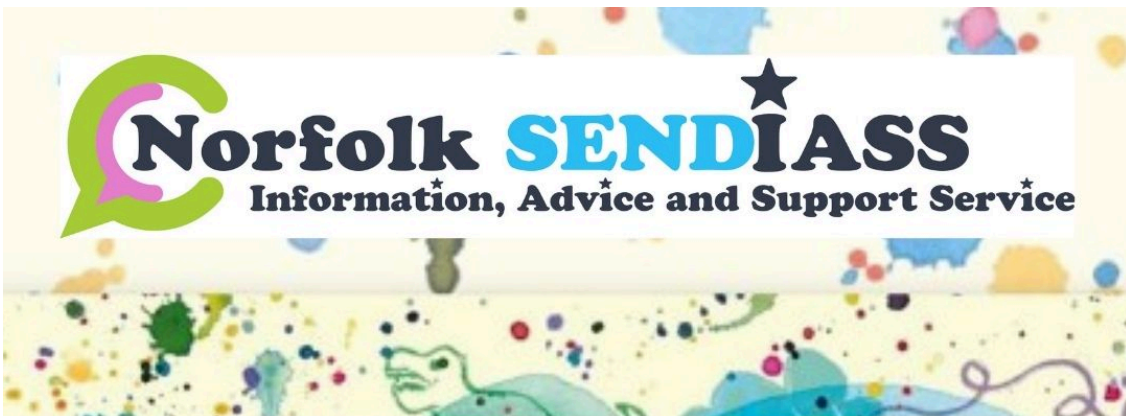
Bridget Robinson, Engagement and Advice Worker

Find out more about the Norfolk SEND Youth Forum

Book Recommendation

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 is an example and you can discover even more for free, from your local library.

Imogen Pagendam, SENDIAS Advisor



Imogen reviews the book This, That, What by Katy Ashworth

Find your local library

Making Sense of SEND Event - Kings Lynn

Families and professionals are invited to a free, friendly “Making Sense of SEND” event taking place at The Discovery Centre, King’s Lynn on 8th July, 10am–12 noon. This drop-in session offers a valuable opportunity to access clear information, advice and support around Special Educational Needs and Disabilities (SEND) in a welcoming, informal environment.

Attendees can hear from experts about communicating effectively with schools, speak directly with over 20 local services including us, and share feedback with the Education Health Care Plan (EHCP) team or a SEND advisor. Whether you’re seeking guidance, reassurance, or simply want to understand what support is available, this event brings everything together in one place.

No booking is required—just pop along

Making Sense of SEND

In person, free, friendly information and support about SEND for families and professionals.

The Discovery Centre Kings Lynn, 8th July 10am-12noon

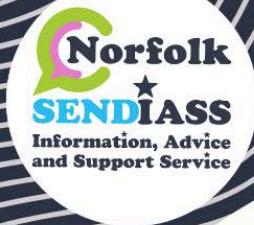
Are you looking for support for your child /young person with SEND and your family?

- Listen to expert-led talk on effectively communicating with schools
- A chance to give feedback and be heard by the Education Health Care Plan (EHCP) team or SEND advisor. Bookable on the day.
- Speak directly with more than 20 services and get personalised, face-to-face advice all in one place.

No need to book - please just come along.
Find out more:

www.norfolk.gov.uk/msos

Norfolk County Council



Feedback

The Advisor was fantastic, she listened and took the time to fully understand my current concerns. They have empowered me with the information I needed to take the next steps.

Parent/carer -

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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