



SENDIASS update

We hope this newsletter finds you all enjoying the recent burst of sunshine – it's been so lovely to finally have some brighter, warmer days! As we are now in the May half term, we want to take a moment to wish everyone a joyful break before welcoming in the Summer Term.

We wanted to let you know that we've released over 350 additional appointments across three weeks in June. This is to give you the opportunity to bring existing appointments forward where possible, as well as offering earlier slots for those looking to book for information, advice and support.

To make this possible, we will be temporarily reducing the number of one-off and longer-term casework we are able to do during this period. However, our regular library drop-ins will continue to take place across the county, providing another way to access our 'front door' offer. We hope these extra appointments help us to offer more timely support where it's needed most.

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.

We know that family life can be busy and that plans sometimes change. If you find that you no longer need a scheduled appointment, we'd really appreciate it if you could let us know as soon as possible. At the moment, we have a high demand for our service and there are wait times for appointments. We've had several occasions where appointments have been missed or cancelled at the last minute, which means we're not able to offer that time to another family who may be waiting for support. Wherever you can, please try to give at least 24 hours' notice if you need to cancel or rearrange. This small step helps us reuse appointments and make sure support is available to as many families as possible. We completely understand that unexpected things do happen, and we're grateful for your help and understanding in working with us to support everyone who needs our service. Thank you, as always, for your continued engagement and support.

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.

Liz Service SENDIASS Advisor



A common question we're asked is: if a child is placed on a reduced timetable, is this actually legal?

We understand that being told your child is on a reduced or part-time timetable can feel worrying. In very exceptional circumstances, a reduced timetable can be used as a short-term support, but it should never be imposed.

It should only happen with your agreement and that of the headteacher, and there must be a clear plan in place. This should include how long the reduced timetable will last, regular review meetings, and a focus on helping your child return to full-time education.

During this time, the school should continue to actively support your child by seeking advice from other professionals and putting strategies in place to gradually increase attendance when appropriate.

If your child has an Education, Health and Care Plan (EHCP), you may wish to ask for an early annual review to check that the support in place is still meeting their needs.

If something doesn't feel right, it's okay to ask questions and seek advice — your voice matters.



What does advocating for your child or young person mean?

Advocating simply means speaking up and standing up for your child's needs, rights, and best interests.

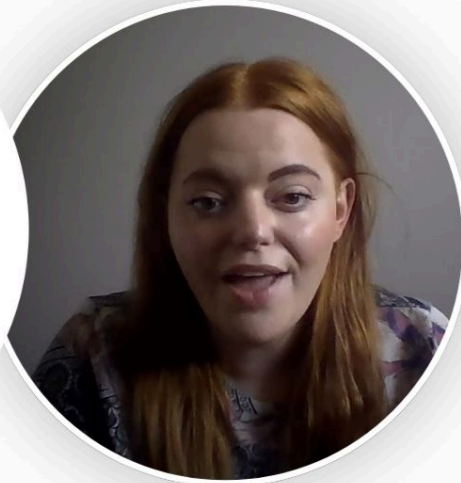
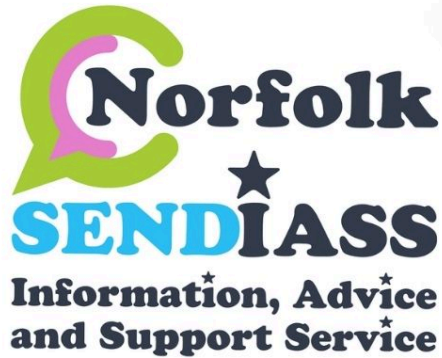
In practice, this can include:

- Making sure their voice is heard, especially in meetings or decisions about their care or education
- Asking questions if you don't understand something
- Challenging decisions you don't agree with
- Making sure they get the right support, services, or adjustments
- Sharing their strengths, needs, and preferences with professionals

You are often your child's strongest voice, especially if they find it difficult to express their needs themselves. Advocacy is about working with professionals but also confidently speaking up when something isn't right.

In short: it's about making sure your child gets the support and opportunities they need to thrive.

In this short video our Advisor, Imogen talks about advocating for your child or young person.



**Advocating for your
child or young person**

Imogen Pagendam, SENDIAS Advisor

Imogen talks about advocating for your child or young person

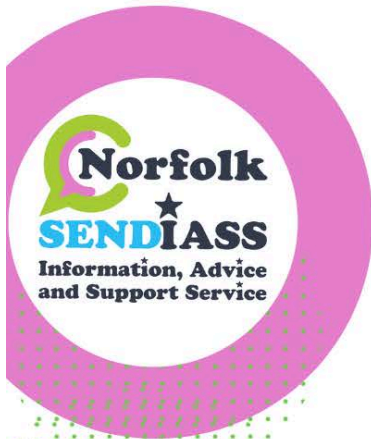
Library Drop-in's and outreach

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!



UPCOMING

LIBRARY DROP-IN SESSIONS

JUNE 2026

For More Information: WWW.NORFOLKSENDIASS.ORG.UK

1 ● **DEREHAM LIBRARY**
13:30-14:30

2 ● **GORLESTON LIBRARY**
10:00-12:30

9 ● **KINGS LYNN LIBRARY**
11:30 - 13:30

15 ● **DISS LIBRARY**
11:00-13:00

16 ● **EARLHAM LIBRARY**
11:00-13:00

16 ● **SPROWSTON LIBRARY**
11:00-13:00

25 ● **STALHAM LIBRARY**
11:00-13:00

25 ● **NORTH WALSHAM LIBRARY**
11:00-13:00

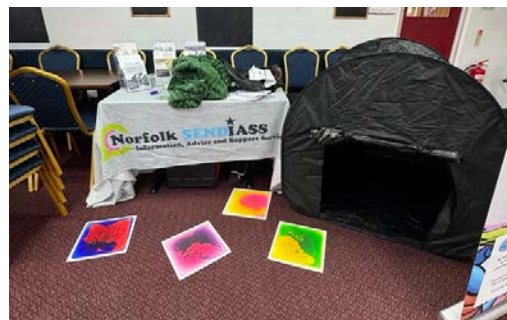
Find out where you can find us



Throughout May, Sally, Emma and Bridget from the Engagement and Advice Team have continued to be out and about across Norfolk, connecting with families, children and young people in a variety of settings. As summer begins, it's been wonderful to attend vibrant events, from local festivals to professional networking, it's been another busy and rewarding month. Some of our visits included:

Black Dog Festival - Sprowston

We were excited to attend the Black Dog Festival in Sprowston for the first time this month. It was a fantastic event, showcasing a wide range of talented disabled artists and independent businesses. We really enjoyed being part of such an inclusive and creative space. It was also our first opportunity to trial our new sensory tent and resources, which were warmly received by attendees and created a welcoming space for families to engage with us.



RAF Marham Visit

We visited RAF Marham to speak with families living on base. It was valuable to have conversations about the impact that frequent house moves can have on children and young people's education, particularly those with SEND. These discussions have helped us to think about next steps and how we can continue to provide meaningful support to these families.



Making Sense of SEND Event - Dereham

We had a busy and productive day at the *Making Sense of SEND* event on 21st May, held in the beautiful Dereham Memorial Hall. It was a great opportunity to speak with families and professionals, share information about SENDIASS, and build new connections. We were particularly pleased to meet Autism Anglia and are excited about their expansion into Norfolk.



Parent/carer support

Bridget, as always, provided a friendly and welcoming presence at the North Walsham New Life Parent Café. It's been lovely to see both new families

We're looking forward to a busy summer filled with outdoor events and opportunities to connect with even more families across Norfolk. We've also been enjoying creating more videos and social media content for the Norfolk SENDIASS Instagram page - do take a look to see where we'll be heading next!



What is an Engagement and Advisor Worker within SENDIASS

Book Recommendation

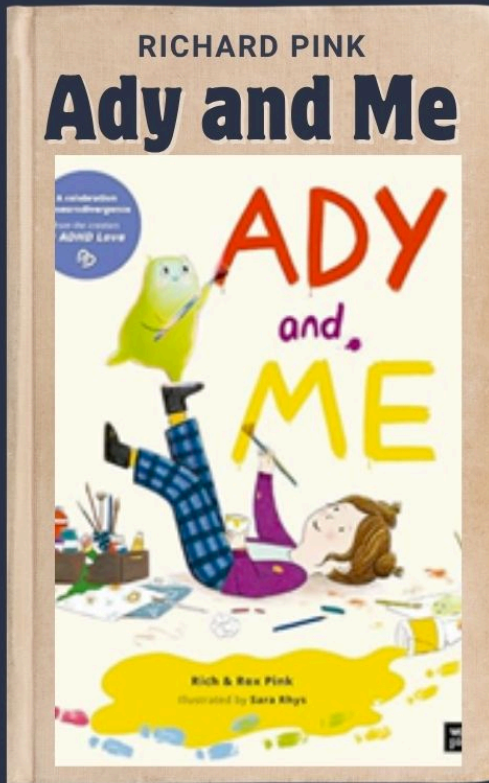
Books are a great resource from local libraries in Norfolk. They can help and support children and young people with SEND, whilst creating a safe space for family communication. There are many books that can support this. Below is an example and you can discover even more for free, from your local library.

Imogen Pagendam, SENDIAS Advisor

Find your local library

BOOK

RECOMMENDATION



This story is about Sophie, a girl with a lively, creative companion in her mind called Ady—others might call him ADHD, but to Sophie he's far more colourful.

As she gets ready for school and learns about everything from pharaohs to planets, Ady is always by her side—chatty, energetic, sometimes messy, and often distracted. Sophie's teacher can't see Ady or understand him, but Sophie knows he's part of what makes her imaginative, joyful, and uniquely herself.

Ady might make life a little messy or rushed, but he also fills Sophie's world with creativity—especially in art class, their favourite place of all.

Imogen Pagendam, SENDIAS Advisor

Flourish Awards 2026 Nominations Open!

Nominations are now open for the Flourish Awards 2026, celebrating the incredible people, projects, teams and organisations making a real difference to help children and young people across Norfolk to flourish.

We're especially proud to share that the Norfolk SEND Youth Forum has been closely involved in the Flourish Awards process over the last few years. Our young people have supported with shortlisting nominations, ensuring that children and young people's voices are central to recognising what truly makes a difference.

Even more excitingly, the Norfolk SEND Youth Forum were nominated for the Flourish Awards in 2024 and 2025, reaching the finals on both occasions — a fantastic achievement that reflects the commitment, impact and passion of our young people and the work they do to represent SEND voices across Norfolk.

We know the Flourish Awards are a fantastic event and opportunity to celebrate those who have helped make a difference for children and young people across Norfolk so if you know someone, a team, or a project that deserves recognition you can nominate as many times as you like across a range of categories. Nominations close on 29 May 2026, so don't miss the chance to celebrate those helping Norfolk's children and young people thrive.

Make a nomination today: [Nominations now open for the Flourish Awards 2026 "](#)



Early needs and support mapping project

A new digital tool is being developed by health services to help children and young people in Norfolk & Waveney get the right support, at the right time.

The aim is to make it easier for families and professionals to spot needs early, find clear information, and access support quickly. Families' views are shaping the tool so it's practical, easy to use, and focused on what really helps.

Contact: stephanie.summers2@nhs.net



Early Needs and Support Mapping Project

We want to help children and young people in Norfolk and Waveney get the right support, at the right time. To do this we are creating a new digital tool. Children, young people, families, and professionals are helping us design it. We want it to support the real needs of the people who will use it, which is why your ideas are so important.

Why we're doing this?

Families have told us that they want:

- support quickly, without long waits
- clear information about where to get the right help
- support that helps with all areas of their child's wellbeing



What will it do?

The digital tool will be on the Just One Norfolk website. It will help by:

- spotting what a child is good at, and what they need help with, before problems get worse
- matching each child with support that fits their needs
- giving quick and flexible help so families don't have to wait without support
- giving families and professionals confidence in what support is available



When is this happening?

Work has already started. A first version will be ready by April 2027. Children, young people and families will help test and improve it to make sure it's effective and easy to use.

Where it will be used?

It will be used in Norfolk & Waveney first. Then it will be used across the wider East of England Community Health & Care area.

Who is involved?

- children, young people and families
- community and hospital teams
- schools
- colleges
- early years settings
- public health
- local authority and ICB staff
- voluntary and community groups
- digital teams
- Family Hubs.

How are we making this change happen?

We are:

- learning from other areas that use similar tools
- listening to what families tell us they need
- working with clinical staff to make safe, high-quality information



How will we know it's making a difference?

- parents, young people and professionals will say they feel more confident spotting needs and giving help quickly
- all children and families will be able to get the right help without being passed between services or having to tell their story again and again.

Contact: stephanie.summers2@nhs.net

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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