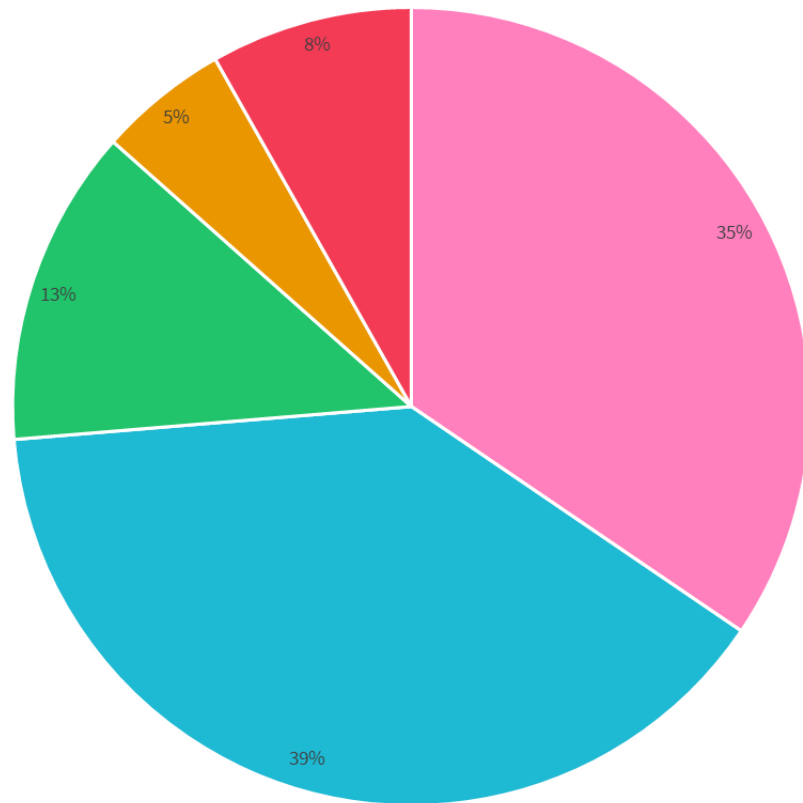


# Improving information and communications for SENDCOs



# Which of the following information sources do you subscribe to?



■ eCourier

■ SEND Bulletin

■ SEND Local Offer Facebook page

■ SEND Local Offer Twitter page

■ Other

Other included:

- Just One Norfolk
- EPSS
- Norfolk SEND Partnership/Parent Partnership
- Using Google to research
- Nasen
- County Council Inclusion website

## What do you find useful about any one or all of these channels?

I find Twitter the easiest way to access information  
I like to attend SEND Forums for up-dates and signposting to key information

I was not aware these existed

I like that the eCourier comes through once a week and has the key information summarised but that you can look further into each issue where appropriate. I save into a separate folder so it's easy to find and accessible

I don't feel its relevant to early years most of the time

I find e-courier the most helpful as it's the one I see every week. I can miss info from the Twitter feed and have to make an effort to look at their page

Weekly alerts to SEN information, keeping up to date with latest DFE news

Information about different organisations and what they offer

Up to date information. Gets sent to my inbox. Don't need to go looking for it.

I use the Local Offer Website but I'm not great at navigating around it

The SEND Forum and Essential SENCO Network share relevant information quickly

Timings for application processes

SEND funding updates

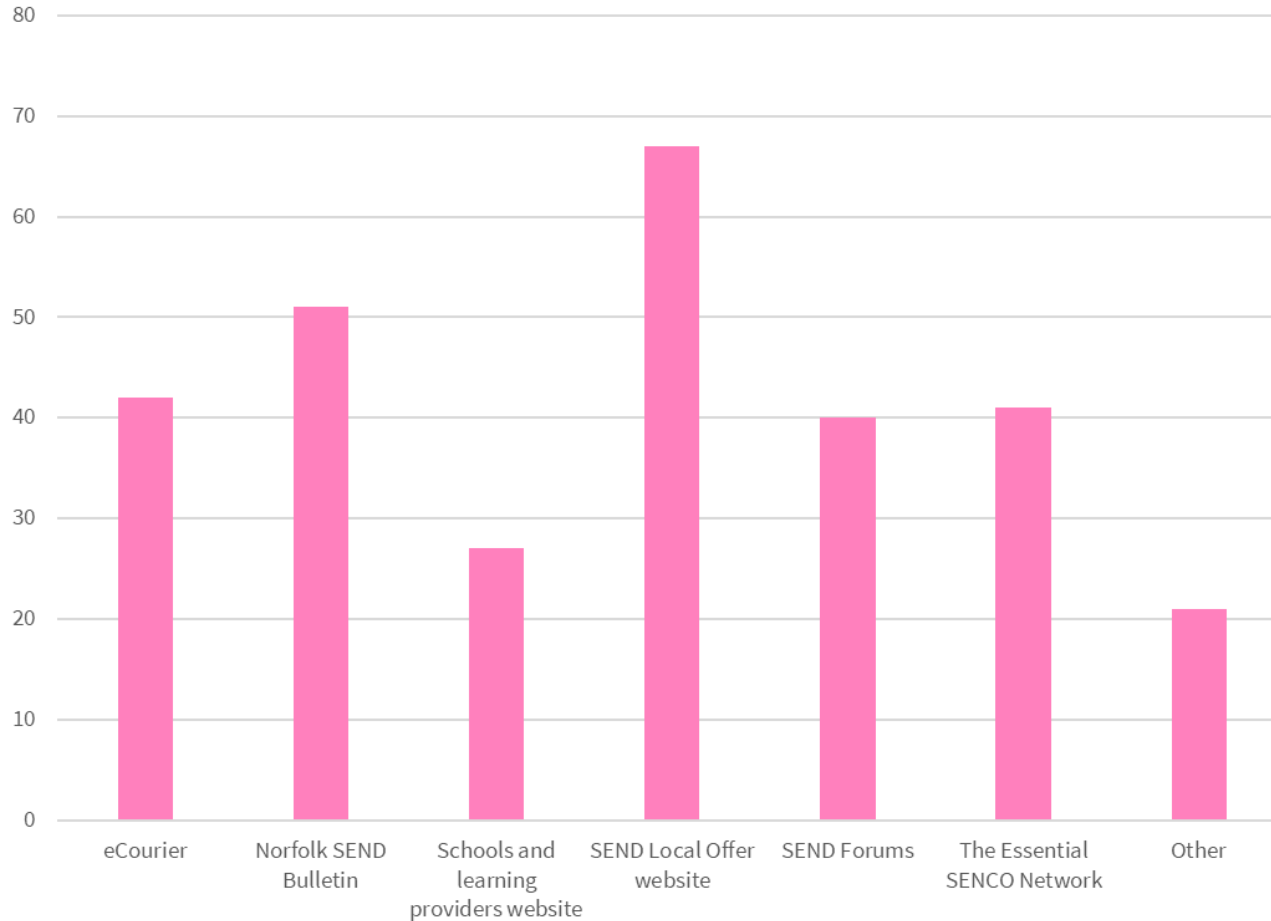
Updates on new things happening in SEND in Norfolk

I find the SEND bulletin is concise and informative

To know what the LA direction and priorities are


MI sheets to update on changes to funding, training opportunities and other useful operational information

## Where do you go for information to support your role as SENDCO?



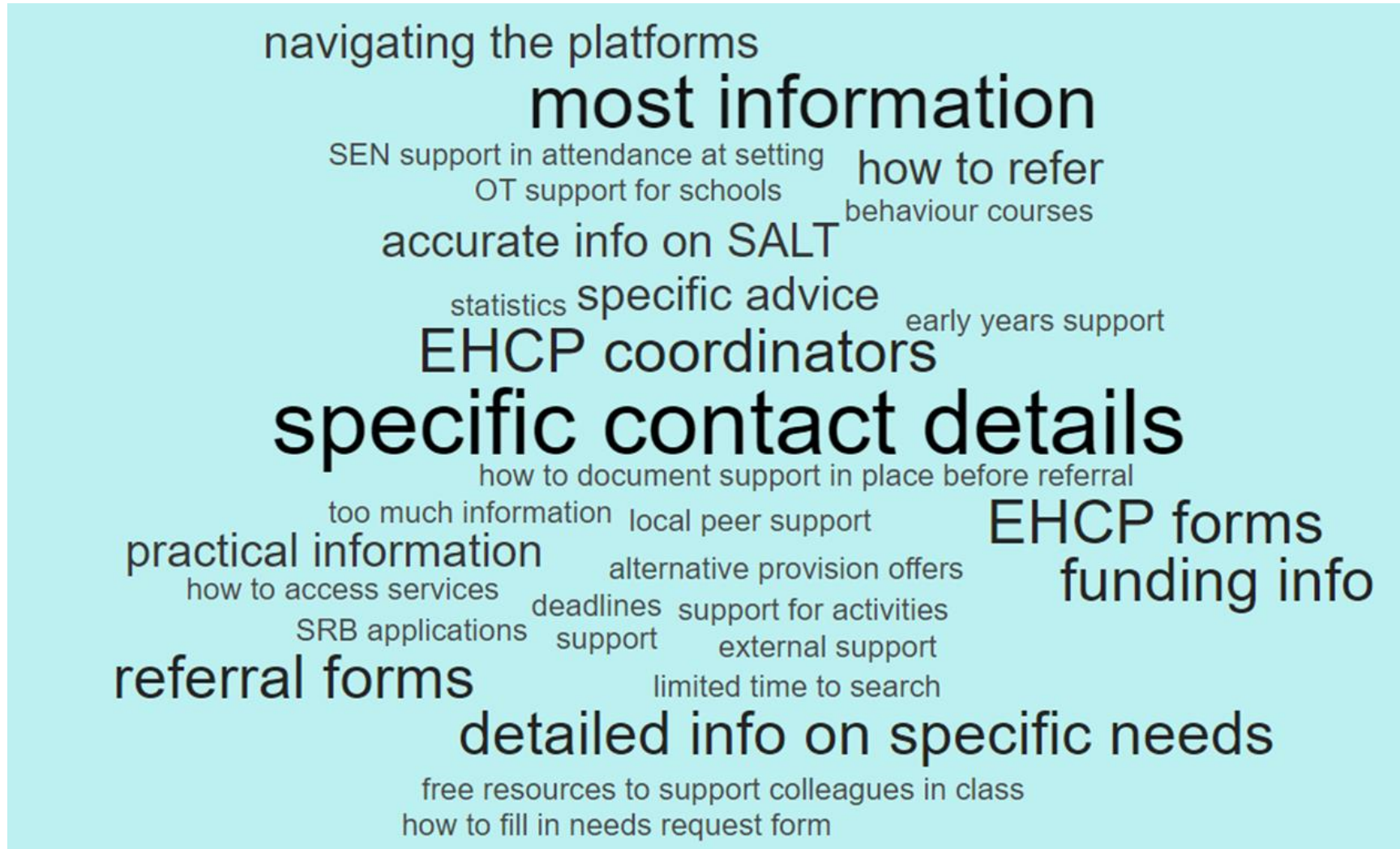
### Other included:

- NCC network meetings
- Just One Norfolk
- Families and professionals
- Health visitors
- Early years helpline
- Early support pack booklets
- Government data
- SENCO network from Willow Tree with Judith Carter
- School/Academy Trust networks
- Other SENCOs
- Research online
- Schools and learning providers website
- Family Action Swaffham
- Facebook groups eg SENSible SENCo, Whole School SEND, childminding pages
- PEaSS documents
- Training from external professionals
- Parent partnership newsletter

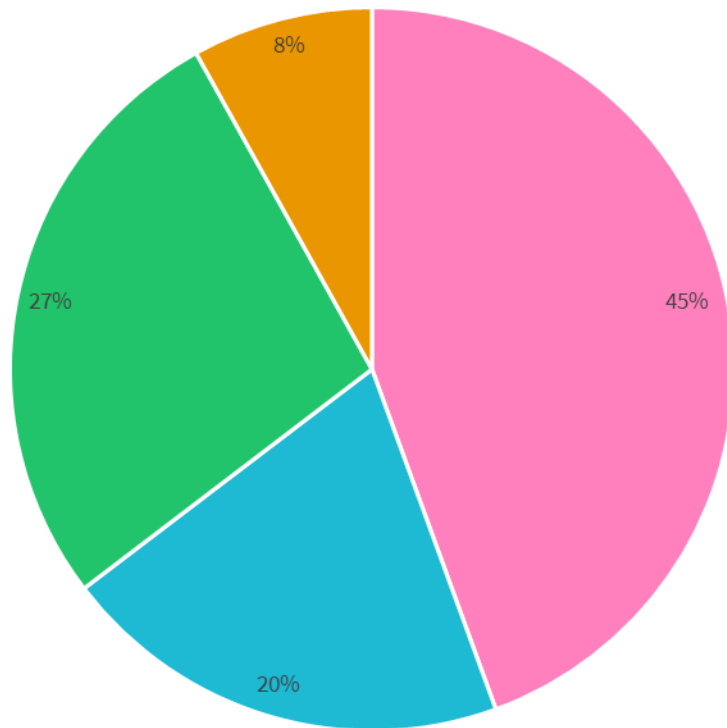


**50% said they  
could always  
find the  
information  
they need**

## Information that's hard to find...



## Where do you signpost parents/carers for information about SEND?



- SEND Local Offer website
- SEND Information, Advice and Support Service (IASS)
- Parent/carer organisation(s)
- Other

### Other included:

- Just One Norfolk
- IPSEA
- Books
- SEND Partnership
- Family Voice
- Charity websites
- More specific support services such as ASD
- Parent partnership newsletter

## What are the 3 main issues that you regularly (every month) communicate with parents/carers who have a child with SEND about? A snapshot of many comments!

Behaviour, referrals to outside agencies, support in school

Daily updates on how the session has gone for each child

Support plans, risk assessments, EHCPs, EP assessments

Issues with paperwork, time delays, feeling they have to fight the system

Delay in EHCP process. Delays in referrals to neurodevelopmental and SaLT services

Next developmental steps, celebrating small but important steps, listening to concerns and offering advice

Interventions we are working on. Ideas for parents to help their child at home. Support/or lack of from other professionals

What support is out there for parents, external assessments, transition arrangements

CAMHS, NHS support, challenge of perceptions of behaviours linked to ASD, encouraging others to understand pressures on families

Child's progress, needs, what we are doing and what they could do

NDS pathway, SaLT waiting lists, behaviour

Challenging behaviour, EHCP requests, timescales for waiting for NHS intervention

In school provision, lack of outside agency support especially CAMHS, issues with child

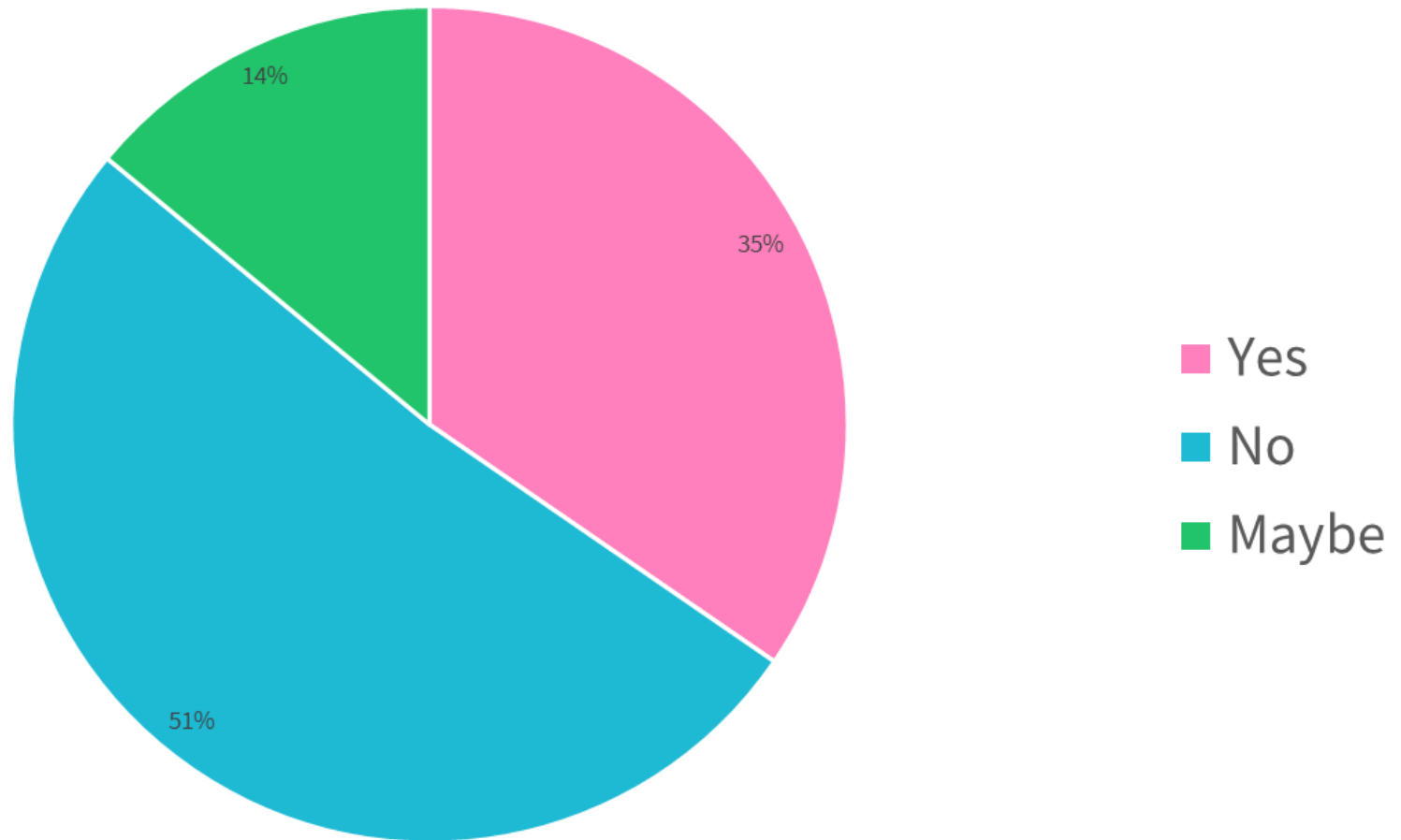
Chasing up referrals etc and giving families updates on status

The importance of keeping preschool updated of any changes

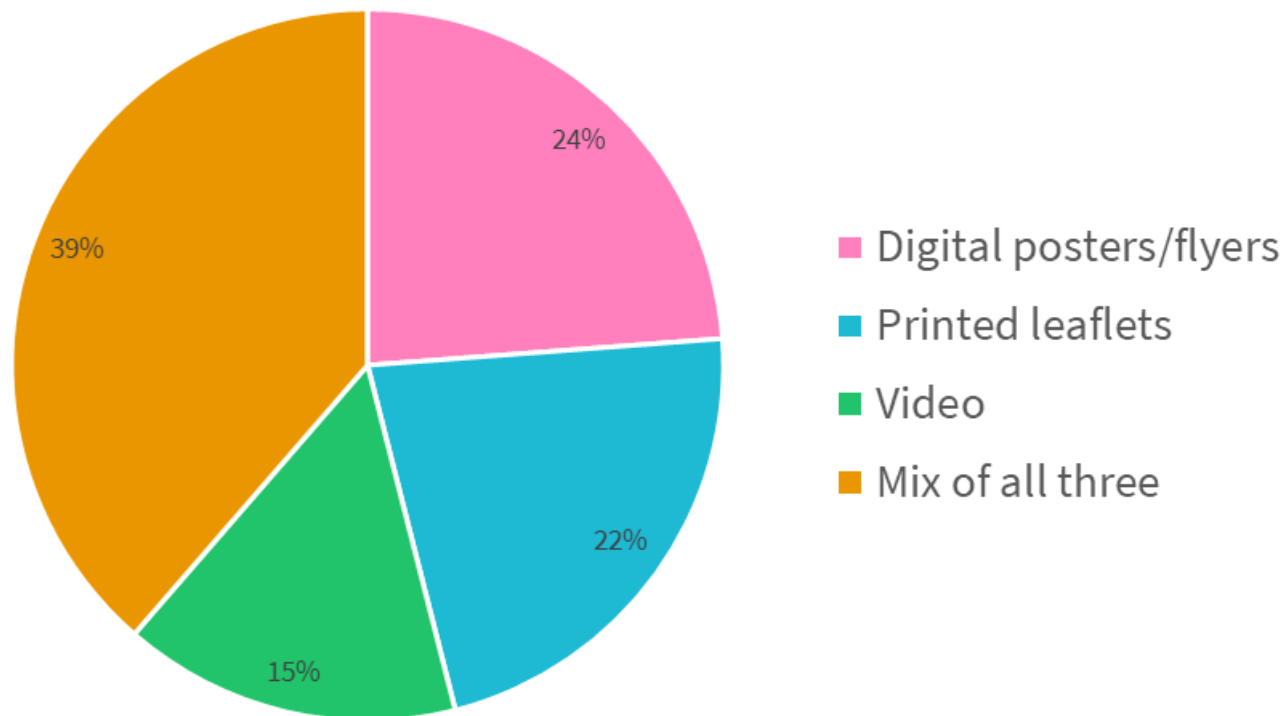
1. Waiting lists for appointment /support with specialists 2. Funding 3. Where to go for help



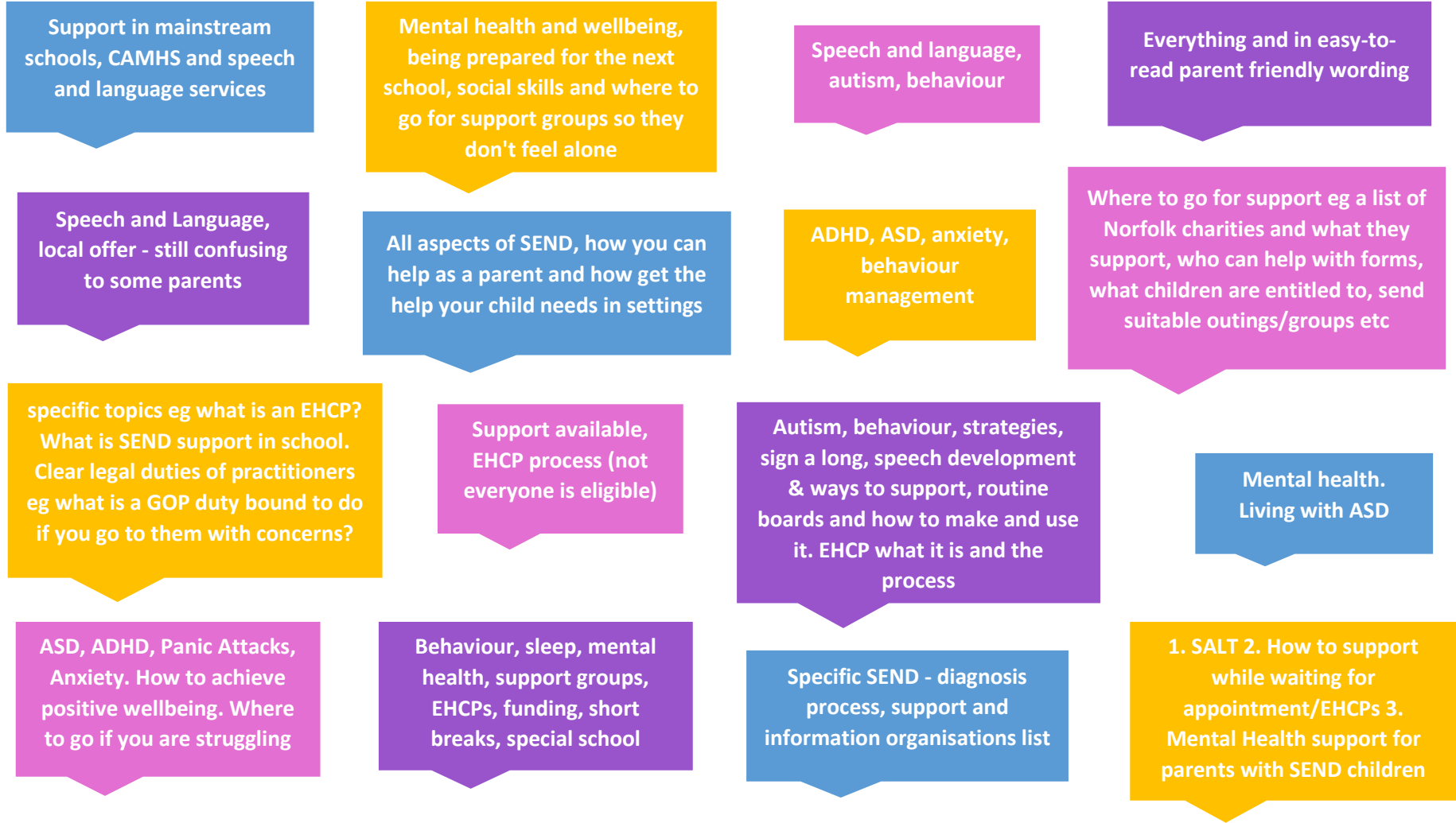
**Are you aware of the 'Making Sense of SEND' events (previously known as SEND Family Roadshows) for parents/carers?**



**93% said they would find it helpful if we produced some assets (posters/flyers, leaflets and videos) for them to use with parents/carers who have a child with send**



## Suggested subjects/topics for assets – a snapshot of comments!



## What else would help you in your role as SENDCO in communicating with parents/carers who have a child with SEND?

timetable of areas to cover over the course of a year  
a mobile app  
early support pack tool  
funded support group for parents  
information updates for parents  
clearer explanation of SENDCO role  
signing videos  
prompt support and advice  
early years support  
checking parents understanding of information  
referral information  
more videos and easy read guides  
explain how funding works  
SEN advisers catch ups  
better support from county  
supporting parents after diagnosis  
local SEND cafes  
flow diagram of EHCP pathways to support  
advice on how to talk to parents in denial  
inclusion support worker from NCC  
productive meetings  
SENDCO involved in diagnosis process  
someone local to refer parents to  
training understanding their needs  
more ways to talk to parents  
one stop shop for forms and contact details  
more staff  
EHCP team meeting deadlines  
activity suggestions for children  
directory of available services in Norfolk  
LA updates to include SEND  
area SENDCO checking in on settings  
agency support available  
more services and specialist placements  
one stop shop for all things SEND