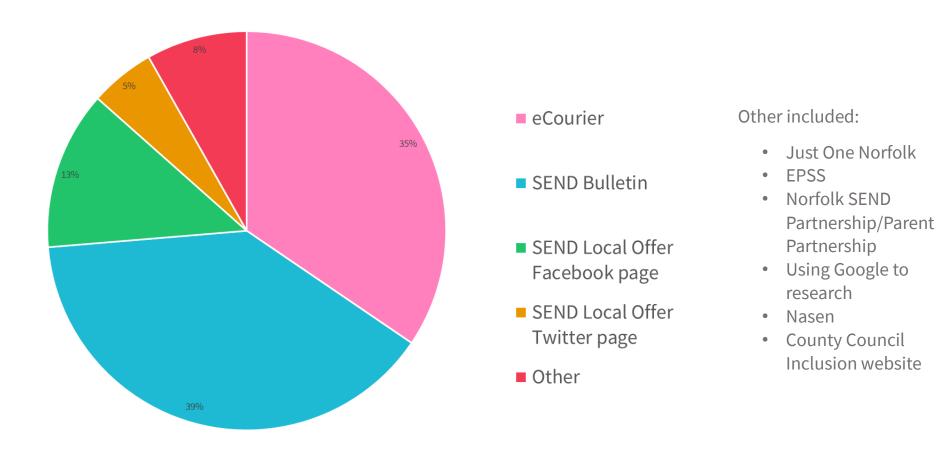
Improving information and communications for SENDCOs



Which of the following information sources do you subscribe to?



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 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

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

Updates on new things happening in SEND in Norfolk I was not aware these existed

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

The SEND Forum and
Essential SENCO
Network share relevant
information quickly

I find the SEND bulletin is concise and informative 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

Information about different organisations and what they offer

Timings for application processes

To know what the LA direction and priorities are

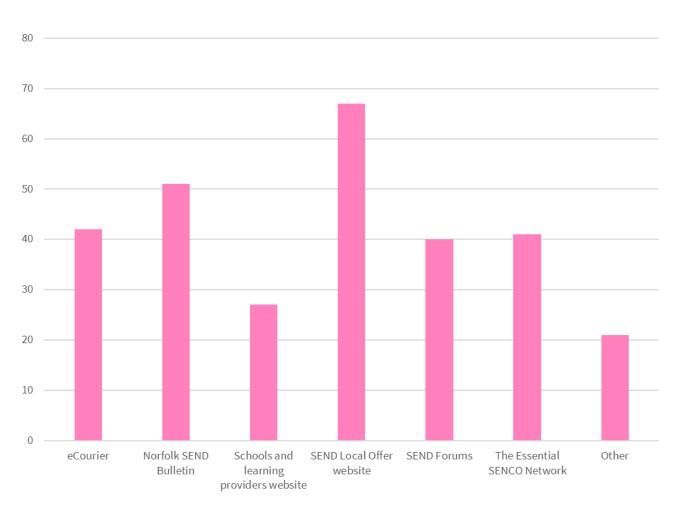
I don't feel its relevant to early years most of the time

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

SEND funding updates

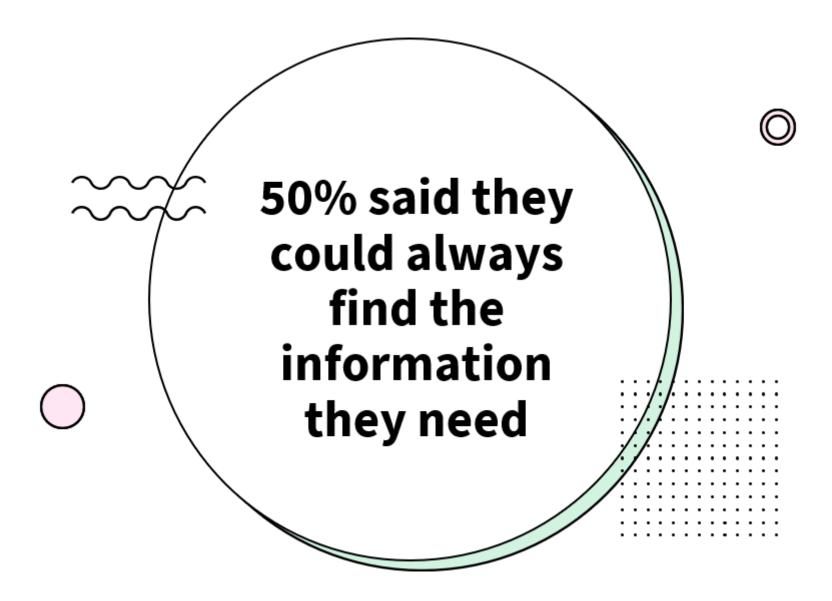
MI sheets to update on changes to funding, training opportunities and other useful operational information

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



Information that's hard to find...



navigating the platforms

most information

SEN support in attendance at setting how to refer OT support for schools behaviour courses

accurate info on SALT

statistics specific advice

early years support

EHCP forms

funding info

EHCP coordinators

specific contact details how to document support in place before referral

too much information local peer support

practical information alternative provision offers how to access services

deadlines support for activities SRB applications support external support

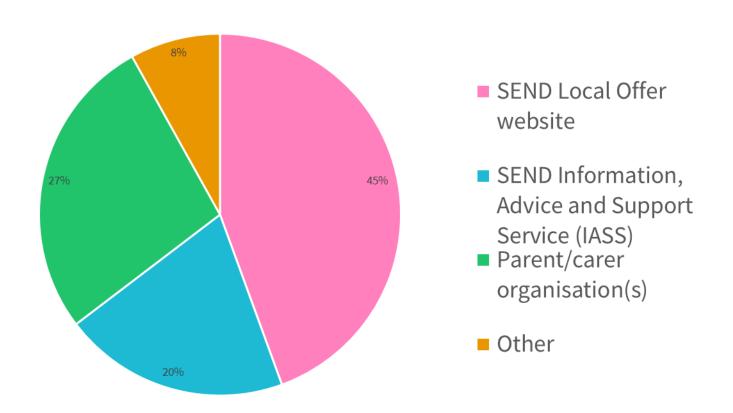
referral forms

limited time to search

detailed info on specific needs

free resources to support colleagues in class how to fill in needs request form

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



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

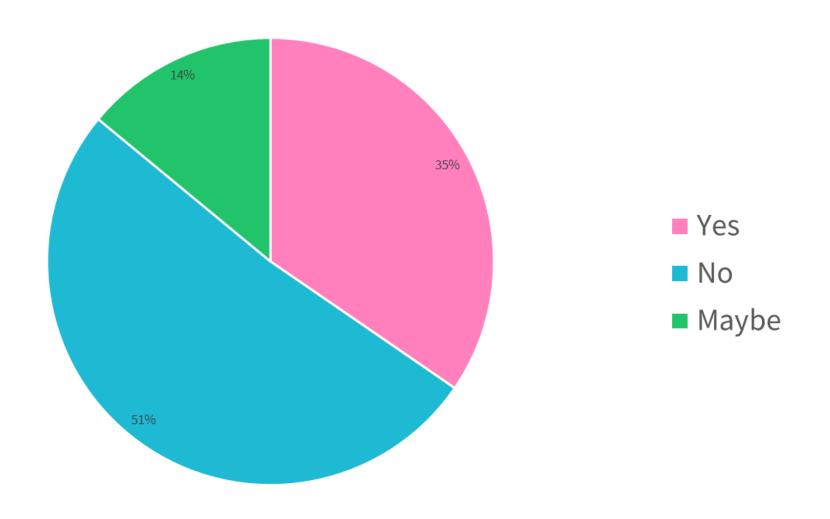
Challenging behaviour, EHCP requests, timescales for waiting for NHS intervention

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

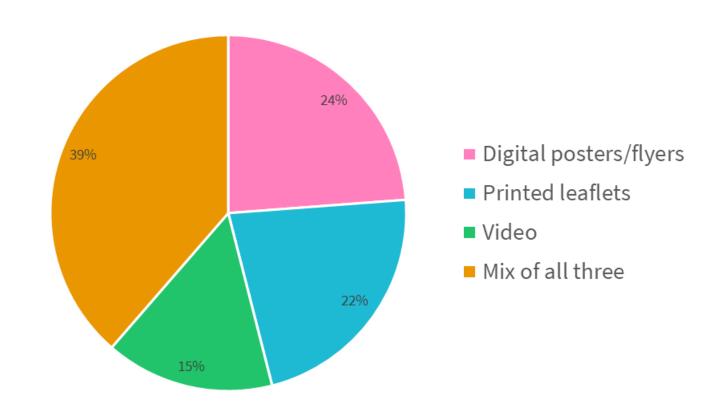
1. Waiting lists for appointment /support with specialists 2. Funding 3.
Where to go for help

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!

Support in mainstream schools, CAMHS and speech and language services

Speech and Language, local offer - still confusing to some parents

specific topics eg what is an EHCP? What is SEND support in school. Clear legal duties of practitioners eg what is a GOP duty bound to do if you go to them with concerns?

ASD, ADHD, Panic Attacks, Anxiety. How to achieve positive wellbeing. Where to go if you are struggling Mental health and wellbeing, being prepared for the next school, social skills and where to go for support groups so they don't feel alone

All aspects of SEND, how you can help as a parent and how get the help your child needs in settings

> Support available, EHCP process (not everyone is eligible)

Behaviour, sleep, mental health, support groups, EHCPs, funding, short breaks, special school Speech and language, autism, behaviour

ADHD, ASD, anxiety, behaviour management

Autism, behaviour, strategies, sign a long, speech development & ways to support, routine boards and how to make and use it. EHCP what it is and the process

Specific SEND - diagnosis process, support and information organisations list

Everything and in easy-toread parent friendly wording

Where to go for support eg a list of Norfolk charities and what they support, who can help with forms, what children are entitled to, send suitable outings/groups etc

> Mental health. Living with ASD

1. SALT 2. How to support while waiting for appointment/EHCPs 3. Mental Health support for parents with SEND children

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 funded support group for parents early support pack tool a mobile app early support pack tool information updates for parents clearer explanation of SENCO role prompt support and advice early years support signing videos 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 SENCO involved in diagnosis process productive meetings inclusion support worker from NCC someone local to refer parents to training understanding their needs more staff one stop shop for forms and contact details more ways to talk to parents activity suggestions for children EHCP team meeting deadlines directory of available services in Norfolk LA updates to include SEND area SENCO checking in on settings agency support available more services and specialist placements one stop shop for all things SEND