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**June 2022 - Special Educational Needs & Disabilities (SEND) articles, information, news and updates on our service**

**We provide free and impartial information, advice and support about special educational needs & disabilities (SEND) for children, young people, parents and carers.**

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**SEND Resource survey**



We are in the process of developing our collection of SEND resources for parents/carers and professionals, including recorded training sessions, tutorials and information sheets. You can access these via our [website](#).

We would love to hear what kind of things our service users would like, please take a moment to complete this short survey and share your views.

[Complete SEND resource survey](#)

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## What is the Norfolk Local Offer?



The special educational needs and/or disabilities (SEND) Local Offer is what is available in Norfolk for children and young people with SEND aged 0–25 and those who support them.

**SEND** = Special educational needs and/or disabilities

**Local** = In Norfolk

**Offer** = What is available

We want to ensure that SEND services and support is what families in Norfolk need and want.

## How to use the SEND Local Offer

Find clear, easy-to-understand and up-to-date information about SEND services and support in Norfolk on this [SEND Local Offer website](#).

The SEND Local Offer website also links to the [Norfolk Community Directory](#). You can use the directory to find local organisations, groups, services and events.

The information on both these websites is for parents and carers, children and young people with SEND aged 0–25 and professionals within health, social care and education services.

We also manage and maintain the [Norfolk Schools and Learning Providers website](#). This website is for **education professionals** in Norfolk. It contains information, guidance and resources specifically for those who work in a place of learning.

## The website can help you:

- Find information on support in education
- Learn about special needs services that can help children, young people and their families
- Find a support network - parents, groups and organisations
- Get guidance and advice about how to help a young person plan their adult life

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## Helpline and Casework

Due to the huge demand on our helpline, we haven't been able to offer Casework Support, unfortunately due to staff shortages this is going to continue

for the foreseeable future. We hope to be able to offer Casework Support again from the Autumn Term.

Please be aware that there are wait times for our helpline currently and this is likely to increase due to staff shortages. If you have a deadline, please contact us as early as you can so we can try to fit you in within your time frame. If you are unable to make your telephone helpline appointment please inform us with enough notice so we can offer the appointment to others who are waiting.

Having reviewed our ways of working due to demand and team size from the 1st July you can contact us and book appointments between the hours of 9:30 and 1:30. If you leave us a voicemail or send us an email/helpdesk submission form outside of these hours you will be contacted the following day between 9:30 and 1:30 to book an appointment.



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## Norfolk SEND Youth Forum



Our May meeting took place last week (15<sup>th</sup> /5), and as always was a lively and positive meeting. In the last month we have received X2 new registrations to join the group! We had X7 young people attend the meeting, and X3 apologies from members who could not make it on this occasion (X2 had tickets to see Elton John and X1 had a prior engagement!)

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We had no professional consultations and therefore completed our work to identify our members experiences of transition, and for them to identify who and what can help to make these as positive and supported as they can be!! We hope to compile an easy read Top Tips in supporting YP with change, to share with parents/carers and professionals based on our members feedback and contributions!

As usual, the children and young people were very forthcoming, and were unanimous in recognising both their own responsibilities in asking for help and for those supporting them, they spoke about the need for us to be proactive to help them navigate change.

**As a snap-shot, please find below some of their comments:**

*“(No offence to adults) but they think they know a lot about us....but its not like they are you!”*

*“You don’t know what you need or what is available (support).”*

*“Talk about the serious things”*

*“Ask me what I need”*

*“Listen to me! I don’t know how to say it (ask for help) without a prompt.”*

*“Not to be rushed; however long it takes...that’s what it takes!”*

We were also able to provide an opportunity for members to get to know each other better, and to discuss our plans for our July meeting, which is our last until the summer break. The group were open, welcoming and very supportive of one another!

So, our last meeting until the Autumn term, is 13<sup>th</sup> July, where we have agreed to a Quiz night with different members taking the role of Quiz Master! We also hope to reflect on the great work over the year, undertaken by our members, and to celebrate what the Forum has achieved!

Bridget Robinson

CYP Supporter – Norfolk SENDIASS



## Register for the Norfolk SEND Youth Forum



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## Staff spotlight



My name is Hayleigh, I currently live in north Norfolk and I have one child. I have completed two years of my social work degree and worked within SEND ever since. I have worked with children and adults with special educational needs and disabilities in educational settings, community services, social services, and social care.

I have worked with Norfolk SENDIASS since September 2021 and I am enjoying my role as an adviser within the service, with hope to constantly learn whilst offering advice and support as I progress.

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## Ofsted update

Back in March 2020 Norfolk Local Authority and Health Services were visited by Ofsted/CQC inspectors to review how effectively they were fulfilling their responsibilities towards children and young people with special educational needs and disabilities (SEND). During their visit the voices and experiences of

parent/carers, children and young people were paramount to the inspector's decision.

A few months after the Ofsted/CQC visit they published their findings and decision, this letter explained that Norfolk Local Authority had not passed the SEND Area Inspection and it also detailed three main areas of weakness:

1. Too many EHC plans and annual reviews are not completed in a timely manner and are of poor quality. This limits the scope and impact of joint commissioning, including the timeliness of services to meet speech, language and communication needs; for children and young people with social, emotional, mental health needs; and for those with ASD.
2. Plans and provision for young people as they move into adulthood are not sufficient to meet their needs. There is a lack of support for the young people to become active, independent citizens in the community, in a way that matches their needs and aspirations. Joint commissioning of services for 18- to 25-year-olds is not sufficiently well informed because leaders do not know enough about what the young people want and need
3. Too often, communication with parents and carers is poor. Co-production with children, young people and their families is too limited. These weaknesses particularly affect, but are not exclusive to, children and young people with SEND who do not have an EHC plan. Families are not sufficiently informed about what help is available to them and what the area is doing to address the weaknesses in provision and services for children and young people

Following the letter from Ofsted/CQC Norfolk was required to write a Written Statement of Action (WSOA) detailing how it would address the significant weakness noted by the inspectors. Norfolk SENDIASS were part of the lengthy meetings that resulted in Norfolk's WSOA; a document of over a hundred actions including actions that Norfolk SENDIASS would lead on, such as creating a forum where children and young people would have their voices heard to influence change and inform policy and practice – this became the Norfolk SEND Youth Forum.

Over the last two years Norfolk SENDIASS alongside other parent/carers groups have worked together in co-production with the Local Authority to address many of the issues raised by the inspection. We are now at a stage where almost all of the actions in the WSOA have been completed but this does not mean we are finished.

At some point this year (likely to be between June and September) we can expect the inspectors from Ofsted/CQC to return for a re-visit. During their re-visit they will determine whether the local area has made sufficient progress in

addressing the areas of significant weakness detailed in the WSoA.

Same as the original inspection parent/carers, children and young people will be given the opportunity to inform the inspectors of their views, this time though, they will want your views specifically on the three areas of weaknesses.

Over the coming weeks and months we will be sharing links on our social media and through our newsletters to surveys, these are to gather evidence of parent/carer views on the areas of weakness identified through the first inspection.

- The first survey is based on the first area of weakness and can be filled in [here](#),
- The second survey based on the second area of weakness an be filled in [here](#).
- The third survey based on the third area of weakness can be filled in [here](#)

Please make sure you answer the questions based on your experience. Now is your time to have your voice heard and let Ofsted/CQC know whether things have improved in Norfolk or not.



## *Contact us*

From the 1st July you can contact us and book appointments between the hours of 9:30 and 1:30. If you leave us a voicemail or send us an email/helpdesk submission form outside of these hours you will be contacted the following day between 9:30 and 1:30 to book an appointment.

## *Norfolk SENDIASS updates*

Our new advisor Leah is fully trained and ready to start taking calls.

We are looking at a new booking system to enable parent/carers and young people to book a telephone appointment with an advisor directly from our website. Keep an eye out for updates on this..



You can book an appointment to speak with an advisor by telephoning 01603 704070, emailing [norfolksendiass@norfolk.gov.uk](mailto:norfolksendiass@norfolk.gov.uk), or via our [website submission form](#).

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### Our mailing address is:

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