

# Webinar for Parents

# SEND



**Norfolk**

We will be asking for your live feedback throughout this session, this is done through a website called 'Slido' ([www.slido.com](http://www.slido.com)) you will need to enter the event code #NCC9 and we will inform you in the chat when questions are live



**#WeAreStillHere**

# Who are the Virtual School for SEND?



We are a service for educators in Norfolk.

Amanda  
Seely  
Finance  
officer

Head of Virtual  
School SEND  
Steph Askew

Jennie  
Freeman  
Business  
support officer

SEND Advisor  
Alison Toombs  
(funding)

SEND Advisor  
Matt Ridley  
(Post-16)

SEND Advisor  
Dawn Jones  
(medical and  
health needs)

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# What do we do?



**We work with mainstream educational settings in Norfolk to support children and young people with SEND through an ethos and culture of inclusion.**

## **We do this by:**

- Working with mainstream educational settings to support them to meet the needs of their learners with SEND
- Working with other departments in education, health and social care
- Fostering relationships with other agencies working within the field of SEND, locally, regionally and nationally
- Overseeing allocation of Element 3 SEN funding from the high needs block (HNB)

[SEN funding for schools - Norfolk County Council](#)

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# Mainstream settings must...

- Use their 'best endeavours' to meet the needs of CYP
- Ensure that children and young people with SEND can fully engage in school life
- Designate a teacher to be responsible for coordinating SEND provision (SENDCo)
- Tell you when they are making special educational provision for your child or young person
- Publish an annual SEN information report



**This offer should be available in all mainstream settings in Norfolk as part of the core offer, including Academies and Free Schools, Early Years Settings and Post-16 Educational providers.**

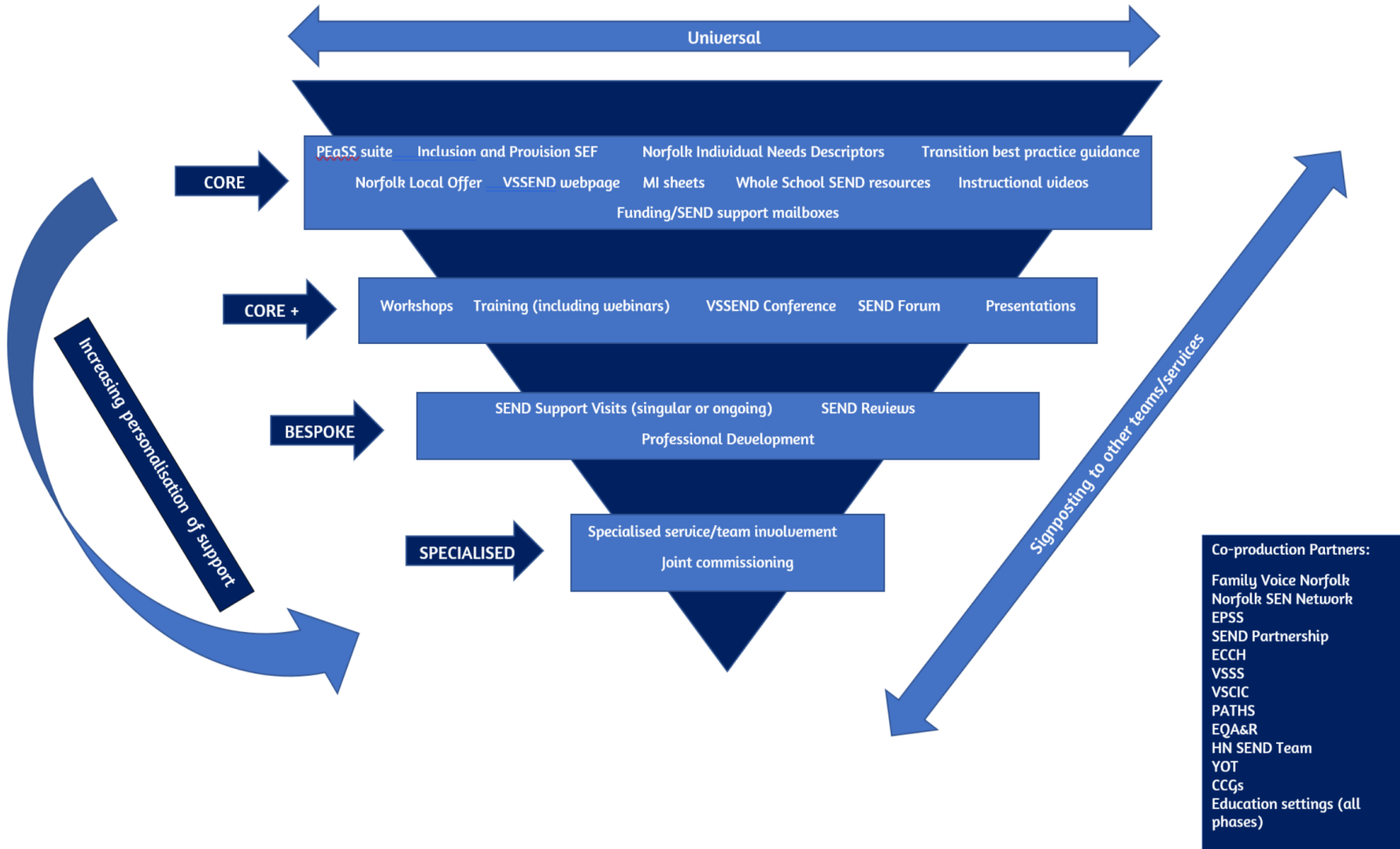
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# Our graduated offer



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# Our core offer...



- easily accessible and available to all settings
- fully subsidised
- co-produced guidance and support resources

Advice and support line and mailbox  
 Funding mailbox  
 SENDCO database

**Co-production Partners:**

Family Voice Norfolk  
 Norfolk SEN Network  
 EPSS  
 SEND Partnership  
 ECCH  
 VSSS  
 VSCIC  
 PATHS  
 EQA&R  
 HN SEND Team  
 YOT  
 CCGs  
 Education settings (all phases)

**Virtual School for SEND**

The Virtual School for Special Educational Needs and Disabilities (SEND) is a service for educators.

**What does the service do?**

We work with mainstream schools, including academies and free schools, to support them to meet the needs of their learners with SEND. We work with other departments in the council and health, to help schools fulfil their duties set out in the Equality Act 2010, the Children and Families Act 2014 and the SEND Code of Practice 2015. We do this through:

- SEND Know-How, to inspire, inform and empower through a professional development suite that includes conferences, videos, workshops, SEND forums, webinars, IT links, presentations, INQT training and Norfolk SENDCO how training.
- Targeted support
- Offering advice and challenge
- Co-producing the SEN Support ( guidance provision expected at SEN Support

The Virtual SEND oversees the allocation of Element 3 SEN funding for schools from the high needs block (HNB).

We want to ensure that all Norfolk schools feel supported by us and have an inclusive culture.

We foster relationships with other agencies working within the field of SEND, including local groups and national organisations.

**Who is in the Virtual School for SEND team?**

- Head of Virtual School SEND - Steph Askew
- SEND Adviser - Alison Toombs, leading on Funding
- SEND Adviser - Claire Jones, leading on Medical and Health needs
- SEND Adviser - Mark Riley, leading on P16
- Business Support Officer - James Freeman
- Finance Officer - Amanda Sealy

**SEND forum for SEND professionals**

We lead the SEND forum for SEND professionals. Forums are organised termly across the County. Read further information and find out how to join.

**Contact us**

**If you are a SENCO, headteacher or senior leader in a school:**

You can request support:

- By email: [sendinfo@supportrequest@norfolk.gov.uk](mailto:sendinfo@supportrequest@norfolk.gov.uk)

You can contact us regarding a funding query:

- By email: [co.education@sendfunding@norfolk.gov.uk](mailto:co.education@sendfunding@norfolk.gov.uk)

You can also request support and advice regarding INDES and PSP:

- By email: [INDESPSP@support@norfolk.gov.uk](mailto:INDESPSP@support@norfolk.gov.uk)

**If you are a parent/carer, child or young person:**

You should not contact us as our service is for educators. If you want confidential advice, support and information about SEND contact Norfolk SEND Partnership.

**SEN SUPPORT GUIDANCE**

**Provision Expected at SEN Support (PEaSS)**

January 2021

Home > Pupil needs > Special Educational Needs and Disabilities (SEND) >

**SEND transition resources**

Guides, resources and further information

**Provision Expected at SEN Support**  
 (a guide to the Norfolk PEaSS suite of documents)

**Virtual School for SEND**

**Element 3 Funding**

Steph Askew - Head of Virtual School SEND  
 Alison Toombs - Virtual School SEND - SEND Advisor

Co-production

VS SEND webpages

Best practice guidance

Instructional videos

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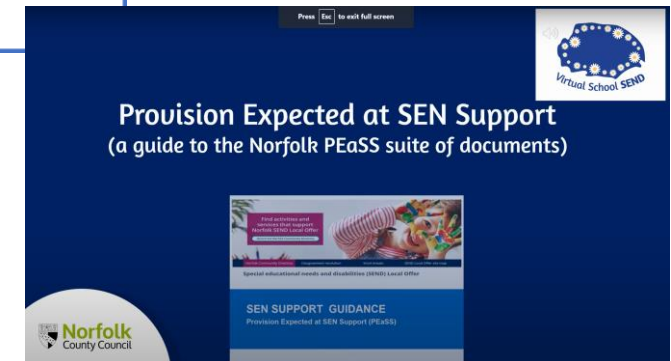
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# Provision Expected at SEN Support (PEaSS)...

- What we expect educational settings to provide for children and young people with special educational needs and disabilities (SEND) at 'SEN Support'
- What you can expect your child or young person's setting to provide

[Provision Expected at SEN Support \(PEaSS\) - Norfolk County Council](#)

[Provision Expected at SEN Support - YouTube](#)



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# Provision Expected at SEN Support (PEaSS) posters

**Norfolk County Council** **Provision Expected at SEN Support (PEaSS)** **Social, Emotional and Mental Health (SEMH)** **Virtual School SEMH**

Children and young people may experience a wide range of social and emotional difficulties which manifest themselves in many ways. These may include becoming withdrawn or isolated, as well as displaying challenging, disruptive or disturbing behaviour. These behaviours may reflect underlying mental health difficulties such as anxiety or depression, self-harm, substance misuse, eating disorders or physical symptoms that are medically unexplained. Other children and young people may have disorders such as attention deficit disorder, attention deficit hyperactive disorder or attachment disorder. Schools and colleges should have clear processes to support children and young people, including how they will manage the effect of any disruptive behaviour so it does not adversely affect other pupils. (SENDOP, 2015, 6.52 p.98)

**Environment**

- Have a supportive ethos and environment which promotes respect and values diversity
- Implement a whole setting approach eg. RISE, Nurture Schools, Mentally Healthy Schools and help pupils explore, understand and find ways to manage their emotions through explicit teaching, modelling and reinforcement
- Enable student voice to influence decisions
- Have clear classroom routines and explicit expectations for behaviour and work
- Display classroom rules and routines for pupils to refer to and use visual prompts as reminders
- Provide structure, organisation and predictability in the classroom environment
- Provide visual support prompts eg for 'Five things to do if you are stuck with your work'
- Allow access to an identified quiet or 'calm-down' space
- Identify need and monitor impact of interventions eg SDQ, Boxall profile
- Consider advice from Educational Psychologists and Specialist Support (EPSS) or alternative provider
- Consider a School 2 School Support (S2S) referral for advice, support and/or training

**Suggested whole-school approaches:**

- Have a clear policy, consistently applied, to manage behaviour positively
- Staff development to support their own wellbeing and that of students
- Have effective pastoral systems which support emerging difficulties at an early stage
- Identify a lead professional for mental health eg Mental Health Champion

**Teaching**

- Curriculum teaching and learning (RSHE, SMSC, Citizenship etc) to promote SEMH
- Work with and support parents and carers eg support groups, coffee mornings, signposting key support services
- Encourage multi-agency working to ensure effective support for families eg Parent Support Adviser, Family Support Process

**Suggested SEND support strategies in the classroom:**

- Set tasks with clear goals, outputs and timescales for completion
- Use short, clear instructions; recap and reinforce their during lessons.
- Make tasks short, with frequent breaks and opportunities to move around
- Provide 'scaffolding' in the form of writing frames, word mats, relevant classroom displays, access to technology
- Reinforce them of a rule or expectation, rather than 'telling them off'. Label the behaviour, not the learner. Say what you want them to do, rather than what you don't
- Make an effort to 'catch them being good' and praise. Use private signal system to let the pupil know when they are off task or behaving inappropriately

**Suggestions for the SENDCo:**

- Plan targeted support and seek advice from external providers, including referrals to appropriate services
- Continue the cycle of support (assess, plan, do, review) while specialist advice is sought
- Consider small group or individual support eg Nurture provision, L150, Resilience Foundation
- Consider whether multi-agency support for the family would be helpful eg FSW, Early Help
- Give them responsibilities to raise confidence and self-esteem

For details of all mental health services for children and young people in Norfolk and Wymondley: [www.norfolk.gov.uk/childrens-mental-health](http://www.norfolk.gov.uk/childrens-mental-health) 0300 300123

Consider calling the Inclusion Helpline for advice 01603 307736 or email [inclusion@norfolk.gov.uk](mailto:inclusion@norfolk.gov.uk)

Consider Point 1, Nurture or Children and Adolescent Mental Health Services (CAMHS)

Consider whether multi-agency support for the family would be helpful eg FSW, Early Help

Consider a School 2 School Support (S2S) referral for advice, support and/or training eg PECS

Consider outreach advice and support from an appropriate Specialist Resource Base (SRB)

Signpost parents/carers to the 'Communication' section of NHS 'Just One Norfolk'

Seek advice on specialist arrangements for examinations and assessments

Consider whether multi-agency support for the family would be helpful eg FSW, Early Help

Consider a School 2 School Support (S2S) referral for advice, support and/or training

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Consider a School 2 School Support (S2S) referral for advice, support and/or training eg PECS

Consider outreach advice and support from an appropriate Specialist Resource Base (SRB)

Signpost parents/carers to the 'Communication' section of NHS 'Just One Norfolk'

Seek advice on specialist arrangements for examinations and assessments

**Partners:** YOUNGMINDS, YMCA, MQP, POINT, DIRECTORY

**Norfolk County Council** **Provision Expected at SEN Support (PEaSS)** **Speech, Language and Communication Needs (SLCN)** **Virtual School SEMH**

Children and young people with speech, language and communication needs (SLCN) have difficulty in communication with others. This may be because they have difficulty saying what they want to say, understanding what is being said to them or they do not understand or use some or all of the different aspects of speech, language or social communication at different times of their lives.' (SENDOP, 2015, p.97.)

**Environment**

- Have a supportive ethos and environment which promotes respect and values diversity
- Use an audit tool to review whether the environment is 'communication friendly' eg 'Communication Trust' and generate an action plan
- Use The Communication Trust 'Universally Speaking' resources to help staff understand progression through ages and stages
- Confirm with parents / carers that hearing has been checked
- Begin work on a new topic with learner's existing knowledge and experiences
- Use visual summaries of discussions – mind maps, flow charts, diagrams, comic strip format
- Keep verbal instructions simple and use them in the order you want them carried out
- Cue the learner into a change of topic of conversation/ presentation – say 'Now we are going to talk about ...'
- Identify need and monitor impact of intervention using a recommended screening tool
- Access training required to deliver interventions eg Word Aware, Talk Boost, ELKAN or similar
- Consider a School 2 School Support (S2S) referral for advice, support and/or training eg PECS

**Suggested whole-setting approaches:**

- Implement a whole setting approach eg ELKAN Communication Friendly Settings
- Identify a lead professional for communication eg Communication Champion
- Support parents/carers by signposting resources and sources of information and support eg ECCH
- Support your oral presentations / explanations with pictures, real objects, symbols or actions
- Create a 'one-page profile' involving parents/carers and the learner in identifying how best to support
- Use the learner's name before asking a question or giving an instruction
- Provide 'scaffolding' for talk (eg talk prompts, key phrases) and writing (eg writing frames, word mats)
- Check for understanding – ask the learner to tell you what they have to do
- Allow extra time to complete tasks and be aware of the additional fatigue the learner may experience
- Continue the cycle of support (assess, plan, do, review) while specialist advice is sought
- Consider a referral to the Access Through Technology team
- Seek advice on specialist arrangements for examinations and assessments

**Suggested SEND support strategies in the classroom:**

- Actively teach learners strategies for what to say and do when they do not understand
- Support oral presentations / explanations with pictures, real objects, symbols or actions
- Create a 'one-page profile' involving parents/carers and the learner in identifying how best to support
- Use symbols to support spoken language and text eg [www.vokid.com](http://www.vokid.com)
- Give learners thinking time (at least 10 seconds) to respond and then, if necessary, repeat what you said
- Frame questions carefully (decide whether to ask open or closed questions)
- Plan targeted support and seek advice from external providers, including referrals to appropriate services
- In KS1/KS2 settings, speak to your link speech and language therapist from ECCH
- Consider referral to Speech and Language Therapy eg ECCH
- Consider a referral to the Access Through Technology team
- Seek advice on specialist arrangements for examinations and assessments

**Suggestions for the SENDCo:**

- Run a targeted intervention consisting of a minimum of 2 x week for 10 - 12 weeks and measure impact, prior to referral
- Continue the cycle of support (assess, plan, do, review) while specialist advice is sought
- Consider referral to the Access Through Technology team
- Seek advice on specialist arrangements for examinations and assessments

**Partners:** east coast community healthcare, ICAN, The Communication Trust, ELKAN, WellComm, Talk Boost, NORFOLK COMMUNITY DIRECTORY

**Norfolk County Council** **Provision Expected at SEN Support (PEaSS)** **Sensory and Physical—Hearing Impairment (HI)** **Virtual School SEMH**

Some children and young people require special educational provision because they have a disability which prevents or hinders them from making use of the educational facilities generally provided. These difficulties can be age related and may fluctuate over time. Many children and young people with vision impairment (VI), hearing impairment (HI) or a multi-sensory impairment (MSI) will require specialist support and/or equipment to access their learning, or habilitation (eg mobility and independent living) support. Children and young people with an MSI have a combination of vision and hearing difficulties. Information on how to provide services for deafblind children and young people is available through the Social Care for Deafblind Children and Adults guidance published by the Department of Health. (SENDOP, 2015, p.98)

**Environment**

- Have a supportive ethos and environment which promotes respect and values diversity
- Curriculum teaching and learning to promote resilience and support social and emotional learning
- If concerns are identified, complete the checklists: Identifying Deafness - Early Years / Educational Settings
- Allow extra time to complete tasks and be aware of the fatigue the learner may experience because of the amount of effort they have to put in
- When other learners contribute, ensure that they speak one at a time / paraphrase their contributions back to the class
- Use learner's name before asking a question or giving an instruction
- Avoid writing on board or IWB while speaking as you will not be facing learner
- Provide additional support during speaking and listening activities
- Access assessment, advice and recommendations from the VSSS (Virtual School for Sensory Support) (VSSS)
- Continue the cycle of support (assess, plan, do, review) while specialist advice is sought
- Referral and ongoing support as appropriate from the VSSS Child Psychotherapist

**Suggested whole-setting approaches:**

- Raise awareness by providing appropriate training for all staff
- Promote independence and social inclusion
- Ensure arrangements are in place for regular monitoring and checking of specialist equipment eg hearing aids and radio aids
- Check learners are sitting in the most appropriate place where they are able to read text, hear and lip-read
- Use short simple instructions. Give one at a time and check for understanding
- Reduce background noise as much as possible
- Agree a private signal that the learner can use to show you they have not understood
- Refer to National Deaf Children's Society (NDCS) Phonics Guidance
- Share new concepts and vocabulary with parent/carers to consolidate and extend at home
- Monitor social and emotional well-being and inclusion
- Give enough time to think about and answer questions (10 second rule)
- Access assessment, advice and recommendations from the VSSS (Virtual School for Sensory Support) (VSSS)
- Request training in the use of specialist equipment to support access to learning
- Referral and ongoing support as appropriate from the VSSS Child Psychotherapist
- Seek outreach advice and support from an appropriate Specialist Resource Base (SRB)

**Suggested SEND support strategies in the classroom:**

- Check the environment is suitable for good listening and attention
- Consider whether any basic modifications could be made to improve acoustics
- Use pre-teaching to prepare learner for lesson eg explaining new words and concepts
- Create a 'one-page profile' involving parents/carers and the learner in identifying how best to support
- Use of radio aids in all lessons, if required eg Soundfield systems
- Repeat instructions first in the same words, but then, if the learner does not understand, simplify your language
- Check lighting is appropriate (eg to aid lip-reading). Ensure light is on teacher's face (light source behind learner) – don't stand with your back to a window
- Provide access to additional specialist curriculum delivered by VSSS eg Deaf Studies/PUD (Personal Understanding of Deafness) in order to come to terms and manage their hearing
- Use a specialist language programme eg Eklan or reading programme
- Where new concerns are identified, talk to parent/carers to find out if the learner has had a recent hearing test
- Access information and resources from the National Children's Deaf Society (NDCS)
- Seek advice on specialist arrangements for examinations and assessments

**Suggestions for the SENDCo:**

- Monitor to ensure that reasonable adjustments are implemented consistently in class
- Seek outreach advice and support from an appropriate Specialist Resource Base (SRB)

**Partners:** deafconnexions, NDA, Virtual School Sensory Support, National Children's Deaf Society, NORFOLK COMMUNITY DIRECTORY

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# Transition guidance



Norfolk County Council

**Transition from infant to junior school**

A guide for parents and carers

Moving on (transition in education) - Norfolk County Council

- Early years to infant or primary school
- Infant to junior school
- Junior or primary school to secondary school
- Secondary to post-16 settings
- Post-16 to higher education or adult life
- One region to another
- One year group to another

**Person-centred planning**

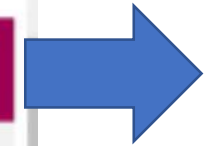
The child or young person is the most important person to be prepared for transition. This is called 'person-centred planning'. But it is also very important that their parents/carers are involved too.

There are several tools which parents/carers can use with their child or young person to help them gather and collect information which will be useful for transition planning:

- **One-page profile** - a simple summary of what is important to someone and how they want to be supported
- **Relationship map** - helps you think about the people who are involved in all areas of the child's/young person's life
- **What's working, what's not working tool** - as you think about what the child's/young person would like to do in the future, it might help to think about what is working and you would like to keep, and things which are not working and you would like to change
- **Decision making tool** - in two part parts, a decision-making profile and a decision making agreement. Together, these help you work with the child's/young person and support them make decisions and record how these decisions will be made
- **Wishes and feelings** - useful documents for recording the voice of the child or young person
  - Voice of the Child - Feelings and wishes - fairy
  - Voice of the Child - Feelings and wishes - my feelings colouring chart
  - Voice of the child - Children and adults about...

**Transition resources for parents and carers**

- Early Years Transition Leaflet 1 - A guide for parents, staff and carers
- Transition from infant to junior school - A guide for parents and carers
- Transition to secondary school - A guide for parents and carers
- Transition from secondary school to post-16 - A guide for parents and carers
- Transition and training at 16+ - A guide for young people, parent carers and settings
- Future Stars - My journey to Secondary School video and interactive workbook
- Visit Our Norfolk transition information



Look for the red-topped box called 'transition resources for parents and carers'

[Moving on \(transition in education\) - Norfolk County Council](#)

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# Core plus...



## Increasing personalisation of support...

**SEND Forum**

**Coming to you via Zoom:**  
**A forum to bring Special Educational Needs and Disabilities professionals together to learn, share and develop provision across Norfolk.**

An opportunity for Head Teachers, SENCOs, SEND Governors and SEND professionals to access a termly forum, where they can meet with Local Authority advisors and specialists and form partnerships with other schools and academies.

**By the end of the session participants will:-**

- Be updated on Local Authority initiatives and directives
- Have access to specialist advice and support
- Collaborate with the Local Authority to develop the provision of SEND across Norfolk
- Develop professional and supportive relationships

If you have a query please contact  
Jennie Freeman  
Inclusion and Opportunity Service  
[jennie.freeman@norfolk.gov.uk](mailto:jennie.freeman@norfolk.gov.uk)

Places can be booked via SLA Online  
<http://344.norfolk.gov.uk/Search/SEND%20FORUM>

**Phase:** All  
**Audience:** Headteachers, Deputy Headteachers, SENCOs, Governors for SEND and SEND Professionals

**Trainers:** Virtual School for SEND & Partners

**Dates:**  
24/04/2021 13.00–15.00  
27/04/2021 16.00–18.00  
28/04/2021 09.30–11.30  
29/04/2021 13.00-15.00

**Cost:** FREE to Norfolk Schools (subsidised by the Virtual School for SEND)

**Calling Senior Leaders across all phases!**

Whole School SEND East of England and North-East London, in partnership with Norfolk Virtual School SEND, invite you to attend this essential inclusion conference.

**Inclusive Curriculum Through the OFSTED Lens**

In this three-day online conference, speakers including Professor Barry Carpenter, Senior HMIs Kim Pigram & Jason Howard and Whole School SEND's National SEND Leader Malcolm Reeve will explore how school leaders can implement an inclusive curriculum for all learners.

This event will feature three sessions:

- 2nd March 2021: 15:30-17:30
- 3rd March 2021: 15:30-17:30
- 4th March 2021: 15:30-17:30

Sessions will include discussions on mental health and wellbeing, using data to inform practice for learners with SEND and the Ofsted perspective on curriculum.

**Malcolm Reeve:** Every Leader a Leader of SEND  
**Kim Pigram and Jason Howard:** SEND through the OFSTED Framework  
**Barry Carpenter:** Building Mental Well Being into the curriculum for Learners with SEND

For more details, a full agenda and to book your place, click here:  
<https://www.sendgateway.org.uk/events/inclusive-curriculum-through-ofsted-lens>

## Training

- High quality teaching and SEND
- Provision Expected at SEN Support (PEaSS)
- Speech, Language and Communication Needs Level 4 course

## Workshops

- SEND 'surgeries'

Termly SEND Forums for SEND professionals

Annual VS SEND/ Whole School SEND Conference

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# Bespoke...

## Further personalisation of support...

### Supporting Whole School SEND Reviews



### SEND Support visits

- Single 'one-off' discussions and school visits
- Ongoing sessions of professional support and mentoring for SENDCOs, particularly for new SENDCOs or those New to Norfolk
- Specific advice/support tailored to meet needs

### Support for Newly Qualified Teachers (NQTs)

- NQT training 'SEND breakfast meetings'
- NQT 'SEND Surgeries'

### UEA/ initial teacher training

- Input into SEND training for trainee teachers

### Norfolk SENDCo Now training

- For new SENDCOs or those new to Norfolk
- 5-day training course, with supplementary twilight sessions, to enable SENDCOs to confidently access support and services in Norfolk



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# Specialised...

Increased personalisation / bespoke or multi-agency solutions...

- Coordinating intensive packages of support
- Multi-agency training and coordinated response from specialised teams
- Joint commissioning of services
- Longer-term packages of support for senior leaders and/or SENDCos



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# Who to contact for advice and support...



SENCo, headteacher or senior leaders...

[sendadviceandsupportrequests@norfolk.gov.uk](mailto:sendadviceandsupportrequests@norfolk.gov.uk) (advice and support)

[cs.educationvssendfunding@norfolk.gov.uk](mailto:cs.educationvssendfunding@norfolk.gov.uk) (funding)

You or your child/young person...



**SENsational Families**



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# What is the local offer?

Services available  
across education,  
health and social care  
for children and young  
people with SEND

For children and  
young people with  
SEND and their  
parents/carers

What is available  
and how to  
access it

Responds to  
local needs

Co-produced with  
children and young  
people and  
parents/carers

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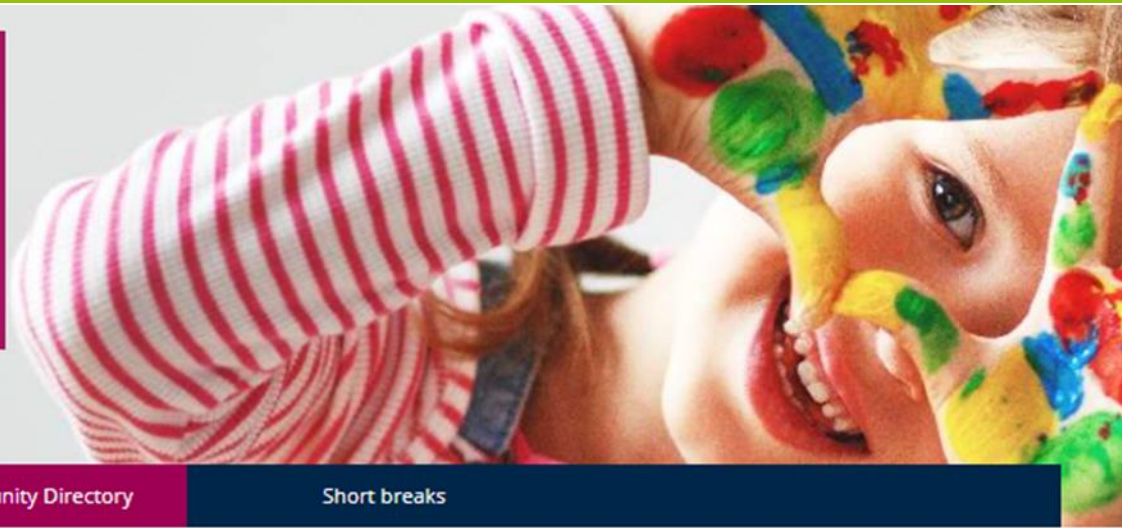
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Find activities and services that support Norfolk SEND Local Offer

Search the Norfolk Community Directory



Coronavirus

Norfolk Community Directory

Short breaks

## Special educational needs and disabilities (SEND) Local Offer

Get involved in the SEND Local Offer

SEND Local Offer in development

Training, events and things to do

Read our Area SEND Strategy

### About the SEND Local Offer

Includes [What is the SEND Local Offer?](#), [Norfolk's SEND Local Offer in development](#) and [SEND Local Offer news, views and reviews](#)

### Support for learning

Includes [Concerns about your child's learning](#), [Special educational needs \(SEN\) support](#) and [Education, health and care \(EHC\) plans](#)

### SEND Local Offer for children and young people

Designed and written for children and young people age 10-25, with a special educational need and/or disability

### Education and training

Includes [Early years education and childcare](#), [Schools](#) and [Post-16](#)

### Health

Includes [Just One Norfolk website](#), [Health services for children and young](#)

### Social care

Social care services for children and young people with SEND - includes short breaks

<https://www.norfolk.gov.uk/children-and-families/send-local-offer>

# Norfolk's SEND Local Offer website

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## Education and training

Includes [Early years education and childcare](#), [Schools](#) and [Post-16](#)

## Health

Includes [Just One Norfolk website](#), [Health services for children and young people with SEND](#) and [Norfolk's health system](#)

## Social care

Social care services for children and young people with SEND - includes short breaks

## Advice and support

Includes [Advice and support for parents and carers](#), [Norfolk SEND Partnership](#) and [SEND words and terms](#)

## Preparing for adult life

Advice and guidance for parent carers, on how to help your young person with SEND prepare for adult life from age 14

## Money

Includes [Financial help if you have a disabled child](#), [Carers and disability benefits](#) and [Grants and charity funding](#)

<https://www.norfolk.gov.uk/children-and-families/send-local-offer>

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Coronavirus update: We recommend you check any activity or group you plan to attend is still running. If you are concerned about meeting at groups, many befriending services offer telephone support.

Search for

**Search for** **Distance (miles)** **Location**

-  **Coronavirus (Covid-19) support**
-  **Homes and accommodation**
-  **SEND Local Offer**
-  **Health and wellbeing**
-  **Looking after someone**
-  **Help at home**
-  **Things to do**
-  **Money and legal advice**
-  **Learning, work and volunteering**
-  **Keeping safe**
-  **Childcare and family support**
-  **Life events and relationships**

# The Norfolk Community Directory is part of the SEND Local Offer

<https://communitydirectory.norfolk.gov.uk/>

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# SEND (Special educational needs and disabilities) Local Offer



The Norfolk Community Directory is part of the SEND Local Offer for Norfolk. It contains many records about organisations who offer services for children and young people with special educational needs and disabilities (SEND) and/or their parents and carers.

## The SEND Local Offer has two main purposes:

1) To provide clear, comprehensive, accessible and up-to-date information about services in Norfolk and how to access them.

The Norfolk Community Directory contains information about SEND services in Norfolk. It contains records about organisations who provide services for children and young people with special educational needs and disabilities (SEND) who live in Norfolk and/or their parents and carers.

## Find services for SEND by:

### a. Starting at the [landing page](#) where you can:

- Search the broad categories
- Use the search bar for your own search

\*\*Don't forget to further improve your search by using the filter. These are displayed on the left hand side of the screen and will appear once the initial search has been done. Once selected, the results will remove entries not related to the filter.

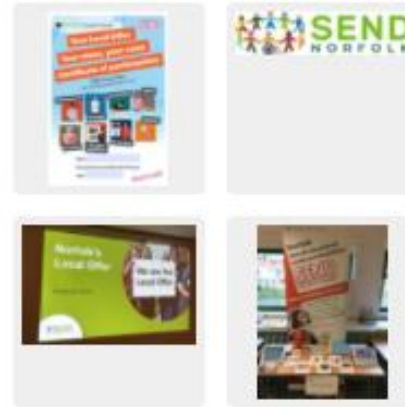
Another top tip is remembering that less is more. One or two keywords are better to search as opposed to long phrases.

### b. Visiting a specialist SEND page:

- Education
- Health
- Preparing for Adult Life
- Family support

<https://communitydirectory.norfolk.gov.uk/>

## Gallery



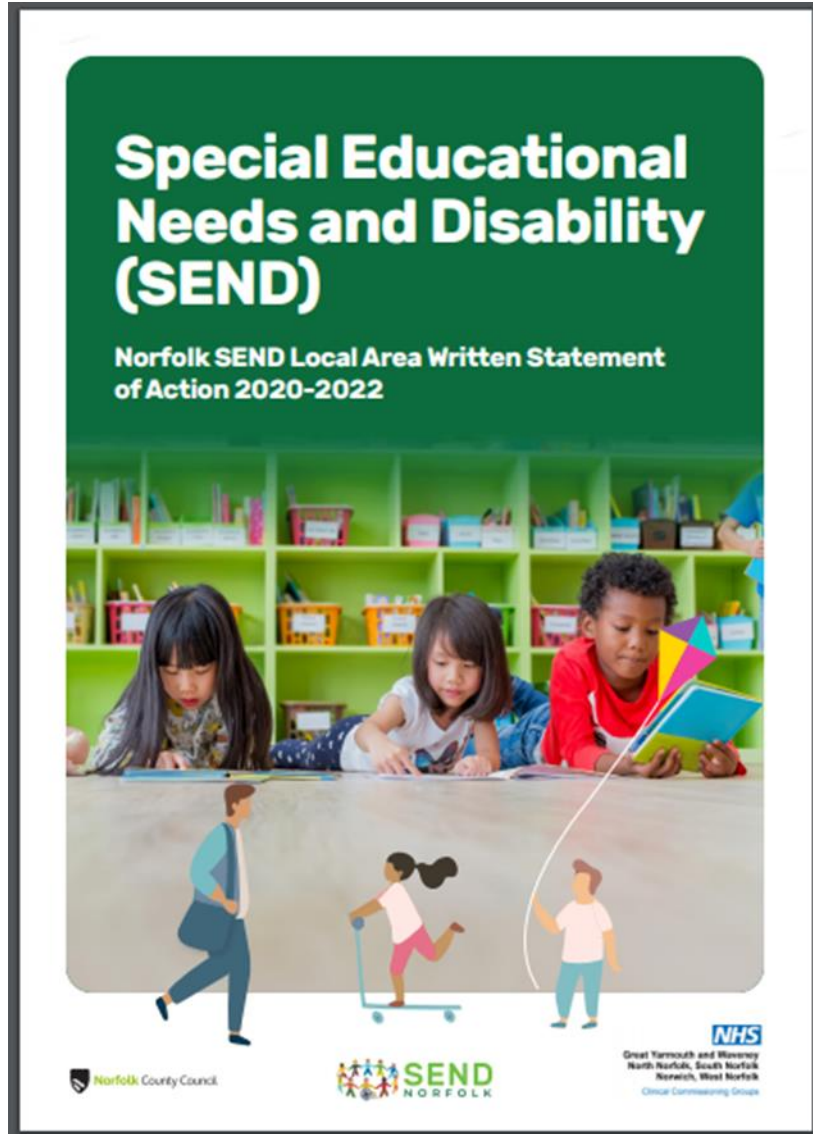
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# Review and redevelopment of the SEND Local Offer



- Research interviews and user testing with parents/carers (March 2021)
- Create user profiles from which to develop the site
- Recommendations (April 2021)
- Build test site
- More research interviews and user testing
- Results will refine test site
- Redevelopment work
- Launch (August 2021)

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# How to get involved and find out more

We want children and young people with SEND and their parents/carers to be involved in the SEND Local Offer. There are several ways you can do this:

## [Tell us what you think](#)

Insert Text Here

A web form to give views about the quality of services and support and gaps in services

## [SEND family roadshows](#)

Virtual meetings where we communicate with, listen and hear the views of parents and carers who have a child with SEND

## [Norfolk SEND youth forum](#)

A new online youth group for 11-25-year-olds to share experiences, discuss issues and create change.

**We are developing how we will work together with children and young people with SEND and their parents/carers...**

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# SEND Family Roadshow

Wednesday 17th March 2021

10.30am-1.00pm

**Spotlight on transition**  
(Early Years and Preparing for Adult Life)

Book your place now through Eventbrite

Hear from a range of services and a young person.

Find out more about:

- The Norfolk Portage Service
- The Family Information Service
- Transition resources for parents
- City College transition work
- TITAN independent travel training
- Technology supporting independent living

Give your views in an interactive session on the subject of home to school transport.



# What is SENDIASS?

- Statutory service that provides information, advice and support to children/young people (0-25) and their parents/carers based on the law
- Impartial, confidential and free
- Independently trained in SEND Law
- The obligations and expectations of an IAS Service are set out in Chapter 2 of the SEND Code of Practice
- The standards expected of IAS Services can be found in the IASS Minimum Standards



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# What do we help with?

Anything to do with **Special Educational Needs and Disabilities**, including **Health and Social Care** where it impacts on education

A few examples:

- EHCP's
- Educational settings and their duties
- Exclusions
- Accessing SEN Support in schools
- Admissions

And much, much more.....

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# How we work

- CYP or parent carer self refer by phone, email or website
- Telephone appointment will be booked with an adviser
- Casework support for more complex cases when capacity allows
- Monthly advice clinics across the county
- information via newsletter, booklets and our website – booklets also in audio format and an animation for CYP

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# Norfolk SEND Youth Forum



Interested CYP can register on our website - <https://www.norfolksendpartnerशिपिास.орг.ुक/registration-page/>

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# Contact Information

Telephone: 01603 704070

Email: [sendpartnership.iass@norfolk.gov.uk](mailto:sendpartnership.iass@norfolk.gov.uk)

Website:

<https://www.norfolksendpartnershipiass.org.uk/>

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# Norfolk Healthy Child Programme and Just One Norfolk



## Norfolk Healthy Child Programme

The Norfolk Healthy Child Programme is the universal health service for all 0-19 year olds in Norfolk alongside their parents and carers.

## Just One Number

Our Just One Number team can help you by providing health advice and information about your baby, child or young person. They are able to support you over the telephone, video call or text. Just call **0300 300 0123** or text **07520 631590** with any questions or concerns about your child's health, wellbeing or development.

## Just One Norfolk

[www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk) is our self-care website for families. It has information to support you to care for your child and offers support and guidance on where to go if you need more help.

[JustOneNorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk)

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# kooth

## Service Offer

Online Mental health & Wellbeing for CYP

- All young people age 11-25 living in Norfolk, Waveney and Suffolk
- No cap on sessions, each young person is assessed individually for their needs.
- Kooth is currently commissioned in 86% of the UK and growing daily



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# Kooth Service and Support

- Live text based Chat with an Online practitioner
- Message the team
- Kooth magazine
- Kooth discussion boards
- Live forums
- Write for the magazine
- Mini activities
- Peer support
- Journal
- Goal setting
- Helpful links



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# Key Messages

- Young people can access the service for free.
- It is a website not an app, simply visit [www.kooth.com](http://www.kooth.com).
- Young people do not need referring, they simply sign up at [www.Kooth.com](http://www.Kooth.com).
- Anonymity online – which can help with those things that might be embarrassing to talk about or support those hard to reach young people that have not engaged or struggle to engage.
- Absolutely everything is pre-moderated.



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# Referring to Kooth

Relationships  
Friendships  
Family  
School  
Identity  
Loneliness  
Sleeping Issues  
Caring for others  
Hobbies and interests  
Mental health  
Wellbeing  
Anxiety  
Stress  
Eating issues  
This is just a sample.....

- No referrals needed
- Waiting times vary depending on the individual needs
- Early intervention
- Signposting & support with referrals



Kooth helps with ANYTHING : If it's bothering you it's worth talking about

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# Signing up to Kooth

- Laptop /Phone /Tablet

- Signing up is easy and takes under 2 minutes
- Log on to [www.kooth.com](http://www.kooth.com)
- Create an account
- Select area (Geographical)
- Gender
- Year of birth
- Username and password



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# kooth

## Service Offer

Online Mental health & Wellbeing for CYP

Please email [parents@Kooth.com](mailto:parents@Kooth.com) with any questions you may have.

Dates for full parent webinars can be accessed via email following this webinar



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# What is Family Voice Norfolk?

- Family Voice Norfolk is the **parent carer forum** for Norfolk. We work with (not for) the local authority, health and social services to improve services for children and young people with special educational needs and/or disabilities (SEND) and their families.
- We listen to the experiences and views of families and make sure that their voices are heard by those providing services.
- Wherever possible, we aim to work in **co-production**.
- We are an independent organisation.

# Family Voice representatives



- ensure that the views of families are heard by the local authority, health and social care services and other service providers, working in co-production with these bodies, by:
  - attending meetings
  - feeding back views from surveys and events with parent carers
  - advising on the content and language of communications.
- represent Norfolk at regional and national parent carer forum meetings, ensuring that Norfolk families' views are heard by national government.

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## Let's talk...

- regular Zoom sessions with parent carers and professional guest speakers on topical issues.
- a chance for parent carers to talk with experts directly.

## Five-minute focus surveys

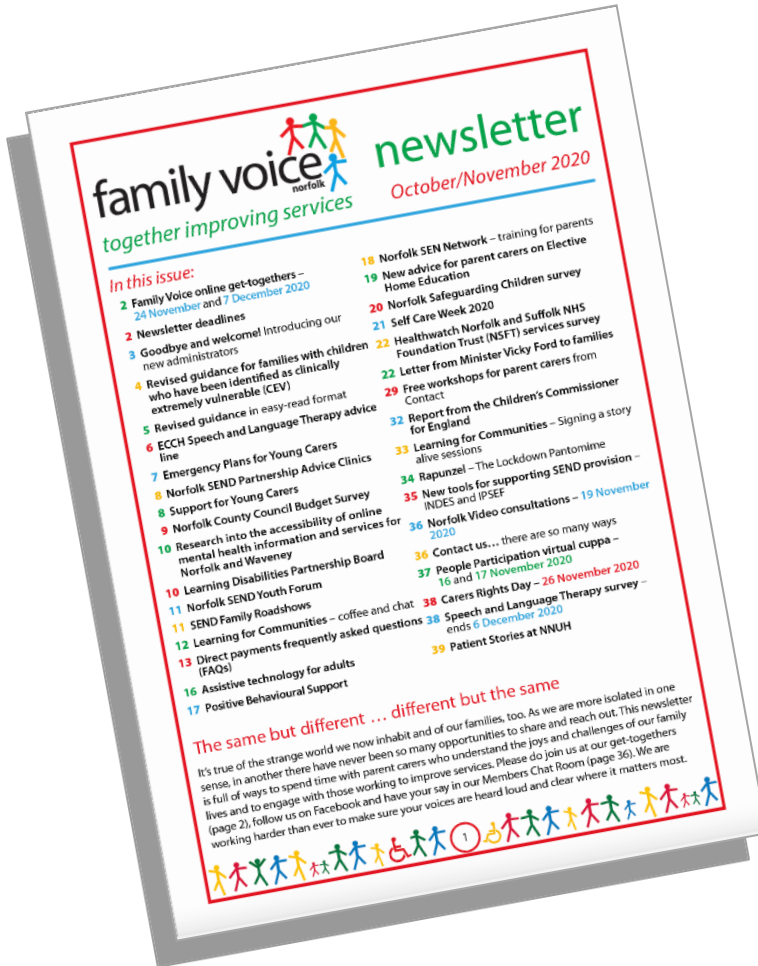
- quick surveys (for busy parents).
  - survey results shared widely with service planners and providers
- 2020 topics: returning to school; access to dental services; support and services during COVID-19; SEND transport.



## Coffee mornings & afternoon teas

- informal Zoom get-togethers for parent carers, twice a month.

# Family Voice Norfolk also offers...



- 10 newsletters a year
- updates to our membership via email and Facebook (e.g. Ofsted/CQC Area SEND Inspection news)
- surveys – our latest ‘five-minute focus’ was on return to school
- [Facebook information page](#)
- [Facebook members chat room](#)
- [Twitter](#)
- [our website](#)

# INDIVIDED.

## A PERSONAL WELLBEING BOOST FOR YOUR CHILD

Measure, assess and improve your child's emotional health with fun and friendly quizzes, advice and resources

Register

Resources

More info

[WWW.WEAREINDIVIDED.COM](http://WWW.WEAREINDIVIDED.COM)

Available free in your area

# Back to School



## The Back to School Quiz

The Individed Team are here to help you as you return to the classroom after months of learning from home.

We know that for some of you this will be an exciting time where others may feel nervous, anxious or afraid.

Our quick Back to School quiz is here to help. Simply answer the questions and keep a tally of how many stars, rainbows, rainbows, rainbows and beach balls your answers give you. Use this to find which of our Individed classmates you are most like and download their workbook below.

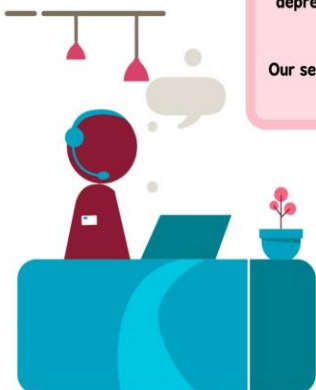
Our Back to School workbooks are filled with ideas, tasks and stories that will feel relevant and personalised.



[Download Back to School Quiz >](#)

### wellbeing

Helping you live your life



[www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk)

## LGBT+ drop-in groups

Meet biweekly or monthly



Norfolk Trans-Forum



### Support group for parents/carers of LGBT+ children and young people living in Norfolk and Waveney

We are here to offer a safe space for parents/carers to find support and to connect with other parents.

### NHS iapt

Improving Access to Psychological Therapies

Wellbeing Norfolk & Waveney provide a range of support for people with common mental health and emotional issues, such as low mood, depression or stress. We work with you to help you make the necessary changes to improve your wellbeing and quality of life.

Our services are free and are available to people aged 16 and over living in Norfolk & Waveney.

Services we provide include:

- One-to-one support
- Online webinars which are quick to access
- Regular online social events
- Peer support
- Employment Support

You can find out more about our service by visiting our website or by giving us a call.



0300 123 1503



## Zoom in for a chat

Weekly, informal virtual chat for young people who have experienced our services

Every Monday at 7pm

Please email [sophie.davies@nhs.uknfsft](mailto:sophie.davies@nhs.uknfsft) to join in or to find out more



Norfolk and Suffolk NHS Foundation Trust

Social F.I.E.L.D is a youth club specifically for young people with inclusion difficulties such as ADHD or ASD to support young people aged 10-18 in developing their social and communication skills to increase their confidence and independence.

Social F.I.E.L.D



Friends Interacting and Enjoying Living Differently

## Can you recommend any wellbeing services? Pop them in chat

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NHS Norfolk

Thank you for joining our online session, we hope you found it useful.

Please complete our online feedback form, which will be sent round after this webinar has taken place.



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