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If there are issues you'd like to see in future newsletters, contact [admin@familyvoice.org.uk](mailto:admin@familyvoice.org.uk) or 07535 895748.



## If you're the parent carer of a child or young person with special educational needs and/or disabilities (SEND) ...

please join us for coffee at our new-style information and feedback sessions. For our first series, we've invited Norfolk SEND Partnership Information, Advice and Support Service (SENDIASS) so you can

- Find out more about SEN Support and EHCP assessments
- Tell us about your own experiences of support for your child with SEND
- Ask questions in a relaxed setting
- Share ideas with other parent carers



**Tuesday 7 November 2017**  
10.30am – 12.30pm  
Sprowston Diamond Centre,  
School Lane, **Norwich**  
NR7 8TR

**Thursday 9 November 2017**  
10.30pm – 12.30pm  
Assembly Rooms, Market Place,  
**Swaffham**  
PE37 7AB

**Tuesday 14 November 2017**  
10.30am – 12.30pm  
Attleborough Community Hub,  
Station Road, **Attleborough**  
NR17 2AT

**Thursday 23 November 2017**  
10.30am – 12.30pm  
Kings Centre, Queen Anne Road,  
**Great Yarmouth**  
NR31 0LE

If you can come, please email [events@familyvoice.org.uk](mailto:events@familyvoice.org.uk) or call/text on 07535 895748 so we can make sure we have enough refreshments!



## Update from the Reps Team



From Cheryl, Reps Lead

You may remember that, along with two parent carer members, reps from Family Voice Norfolk

attended a meeting with the Care Quality Commission lead Inspector for Norfolk and Suffolk Foundation Trust (NSFT) in early July. NSFT provides a range of specialist services that are dedicated to the care and recovery of anyone experiencing mental ill health or substance misuse issues across Norfolk and north Suffolk.

Family Voice Norfolk welcomes the publication of the full inspection report this month. We will continue gathering family experiences of using the Trust and hope to negotiate opportunities for participation in order to work together with NSFT to try and improve services going forward.

If you have any experiences you would like to share with us about mental health services for children and young people with special educational needs (SEND) in Norfolk, please email [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk). If we use families' experiences as examples when

representing parent carer views to service providers, we always make sure that identifying information is not included and, for example, we would never specify the location, gender or exact age of a child or young person.

Following our appeal for family experiences of Health Short Breaks services last month, Family Voice Norfolk reps attended a meeting with Rachel Gates, Disability and Health Commissioner for Norfolk County Council's Children's Services and Representatives from Norfolk Community Health and Care Trust (NCH and C), who provide the services, and Norfolk's five Clinical Commissioning Groups (CCGs), who commission (pay for) them.

Two parents from Family Voice Norfolk's wider membership also came along to the meeting and were able to raise a number of significant issues on behalf of families using the services.

We plan to meet again next month and hope that, as part of an ongoing partnership, we can continue to ensure that the voices of this group of families are heard during this time of service change.

## SEND e-Newsletter

If you do not already subscribe to Norfolk's SEND e-Newsletter, you can do so easily on the Local Offer website ([www.norfolk.gov.uk/send](http://www.norfolk.gov.uk/send)).

The newsletter is full of information about events and services in Norfolk that may be of interest to you and your family.



## Remember...

If you have news or views to share with us, you can contact our Membership manager Kate on 07950 302937 or [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk) or



[www.familyvoice.org.uk](http://www.familyvoice.org.uk)



[FamilyVoiceNorfolk](https://www.facebook.com/FamilyVoiceNorfolk)



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## Local Offer website SEND section review

Local authorities must publish a Local Offer, setting out in one place information about provision that is available and provision that is expected to be available across education, health and social care for children and young people in their area who have special educational needs and disabilities (SEND).

In Norfolk, the Local Offer can be accessed at [www.norfolk.gov.uk/send](http://www.norfolk.gov.uk/send) and is often likened to a one-stop shop for all matters of interest to families with children and young people with SEND.

Although the core content of the Local Offer follows statutory guidelines, it is constantly being updated and revised to add new information and ensure that it is as easy to use as possible. With so much information, and very differing needs of those using it, organising the website is a complicated task.

One recent change to the SEND section is that in response to requests from users, the Professionals section is now no more, so information for SENCos and teachers is included in the general entries and on the whole the language used has to be suitable for all users. An example would be the need to talk about 'a child' instead of 'your child'.

Family Voice Norfolk is currently contributing to a review of the SEND section of the website and we are keen to ensure that the language and organisation is as clear for families as possible.

We have been asked to canvas families' views specifically about an important part of the proposed reorganisation of SEND information.

The plan now is to organise information under the three main headings:

What happens if there are concerns about a child's progress?

What is the Local Offer to children & young people not making expected progress?

What happens when a child needs a much higher level of support?

The idea is that selecting one of these headings will take you to individual pieces of information on all aspects of SEND. As you can see, the headings broadly relate to three levels of SEND support:

- a) initial concerns about a child or young person's progress, who might be contacted/involved and what kind of interventions an educational setting might be expected to put in place as a matter of course;
- b) further, formally monitored interventions that might come under the heading of SEN Support, and include the graduated approach of Assess, Plan, Do, Review;
- c) needs that may require more support, perhaps involving an Education, Health and Care Plan (EHCP).

The words currently on the 'buttons' for these headings (which, by the way, may well not be in these colours) are just a first draft of this. What language would you like to see so that you could confidently turn to the right section for the needs of your child?

Please let us have your thoughts by emailing Bernadette at [admin@familyvoice.org.uk](mailto:admin@familyvoice.org.uk) or leaving a message on 07535 895748.

### Guide for parent carers on exclusions

- With Norfolk's exclusion statistics having recently been in the news, a publication from the Department for Education is timely. The DfE recently published an update of its exclusion guidance, which can be found at <https://www.gov.uk/government/publications/school-exclusion>.
- The guidance covers what is expected of educational settings in this regard, but Annex C of the document summarises key elements of the exclusions process for **parent carers**.
- The guidance also specifically includes coverage of how Special Educational Needs and Disabilities (SEND) might be relevant to a school's decision-making.



## Transforming Care

The Transforming Care programme is concerned with ensuring better care for children and young people with a learning disability, autism or both who display behaviour that challenges, including behaviour that is attributable to a mental health condition.

NHS England have published information for commissioners to help them develop support and services: <https://www.england.nhs.uk/publication/developing-support-and-services-for-children-and-young-people-with-a-learning-disability-autism-or-both/>

## Access to apprenticeships for people with SEND

The Department for Education has made changes to the regular minimum English and maths requirements needed to complete an apprenticeship for people with a learning difficulty or disability who have, or previously had, an Education, Health and Care plan, a Statement of Special Educational Needs or a Learning Difficulty Assessment. The idea is that this will allow more people to access apprenticeships.

The minimum English and maths requirement will be Entry Level 3 Functional Skills for a defined group of people with learning difficulties and disabilities who are able to meet the occupational standard of their apprenticeship but will struggle to achieve the regular English and maths minimum requirements.

Find out more at [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/630068/Specification\\_of\\_Apprenticeship\\_Standards\\_for\\_England\\_.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/630068/Specification_of_Apprenticeship_Standards_for_England_.pdf)

In addition, an e-learning package has been developed to support all partners involved in Care, Education and Treatment Reviews to understand their role, and what happens at a review. It shows what a 'good' review looks like and explains how the review panel might offer a challenge to services to think differently about the care, education and support to the child or young person that enables them to remain living with their family or in their community. <https://www.e-lfh.org.uk/programmes/care-and-treatment-reviews/>

Already have your 2018 calendar?

Make sure you've saved the date!



## SAVE THE DATE

**Annual Conference**  
**Saturday 10<sup>th</sup> March 2018**

**John Innes Centre, Norwich NR4 7UH**

Find out about all things SEND from

- over 30 information stands
- 10 workshops
- face-to-face with professionals
- keynote speaker



Find out more at

[www.familyvoice.org.uk](http://www.familyvoice.org.uk)

FamilyVoiceNorfolk

@familyvoicenf

## Newsletter deadlines

The last newsletter for this year will appear at the end of November. If there are issues that you would like to see covered, please contact Bernadette at [admin@familyvoice.org.uk](mailto:admin@familyvoice.org.uk) or

