



Welcome to February's edition of the SENDIASS Spotlight!

SENDIASS UPDATE

We are currently very busy on our helpline so if you no longer need your appointment, please cancel with **at least 24 hours' notice** so that the appointment can be booked by other parent/carers that need to speak with us.

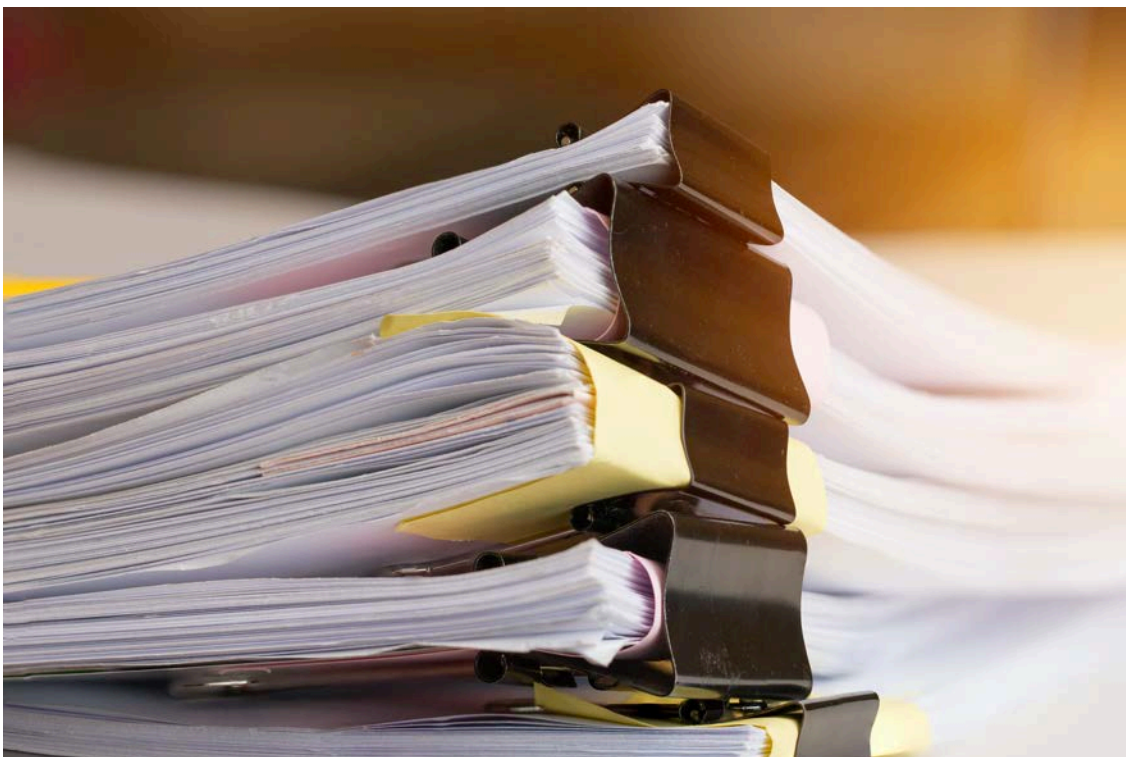
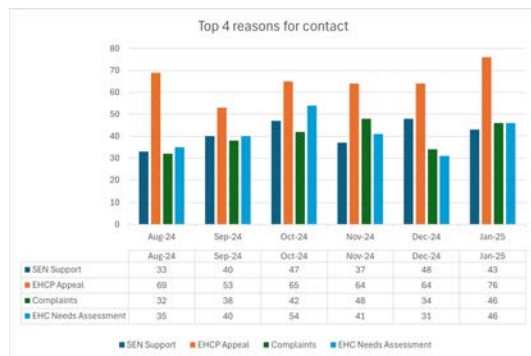
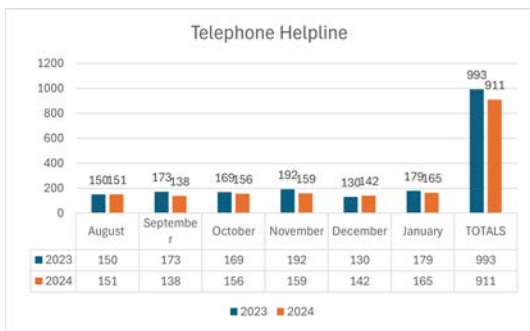
Whilst we are so busy on our helpline, please look at other ways you can get information, advice and support from us. We have a vast range of resources, booklets and bitesize training videos on our website:

[Video's, Information and links | Norfolk SENDIASS](#)

Equally our Engagement and Advice Workers are out and about across Norfolk doing drop ins, in Libraries. Have a look at our website for more information:

[Engagement and Advice Library drop in sessions | Norfolk SENDIASS](#)

The below snapshot of data shows how many helpline advice appointments we have offered since August last year and the top reasons for contact.



Phase transfer with an EHCP

The phase transfer deadline for those children and young people with an EHCP that are moving from:

- (a) early years education to school
- (b) infant school to junior school
- (c) primary school to middle school
- (d) primary school to secondary school
- (e) middle school to secondary school

has now passed, if your child falls into one of the above categories and you have not received the information that contains the place of learning your child will be transitioning into for September 2025, please either contact your EHCP co-ordinator or call the dedicated EHCP phone line on **01603 679183**.

If you are unhappy with the place of learning named in the phase transfer information you have a right to appeal this, **you only have two months in which to start this process**. We have a vast amount of information to help you do this on our website:

[Appealing to the SEND Tribunal | Norfolk SENDIASS](#)

Alternatively you can book an appointment to discuss this with us on our helpline or visit us at one of the drop ins across Norfolk.

For those young people that are moving from:

- (f) secondary school to a post-16 institution.

The deadline for phase transfer is the 31st March and so you may not have received anything yet.

Staff Spotlight



Hi, my name is Niamh Keane, and I've worked at Norfolk SENDIASS for 8 years in several different roles such as Independent Supporter, Helpline Advisor, Caseworker and Training and Development Officer but I am currently the Service Manager.

In my role I manage the service ensuring we meet our [minimum standards](#), hold a small caseload, create our online resources, provide bespoke training to parent/carers and professionals and contribute to local and national conversations informing and influencing policy and practice.

Before working at Norfolk SENDIASS, I worked in a mainstream high school as a 1:1 personal assistant and at the Hamlet Centre as a Support Worker. Prior to this I attended University and received a degree in 'Childhood and Family Studies with Special Educational Needs and Inclusion'.

I am incredibly passionate about the service and supporting children and young people with SEND and their families to understand their rights and make informed decisions whilst also trying to help at a strategic level to influence a difficult system.

Norfolk SEND Youth Forum

We are seeking experts by experience to have your voice heard

If you are you aged 11 – 25 years;

- and you have Special Educational Needs or Disabilities (SEND)
- and you would like to meet up online and in person with other young people to share your views and experiences
- and you want to help other young people with SEND

We would love to hear from you and welcome you to our next meeting!!

Visit our website or contact us for more information and find out how to join



www.norfolksendiass.org.uk

01603 704070

email - norfolksendiass@norfolk.gov.uk





Inclusion
SEND



Norfolk SENDIASS
Information, Advice and Support Service



[CLICK TO REGISTER ONLINE](#)

Engagement and Outreach Update

We have been supporting The Hamlet Centre with establishing a Youth Forum made up of their own centre users. It's purpose is to give the young people the chance and confidence to raise issues that are important to them outside of the centre.

The group have highlighted 3 areas that restrict their independence and they think should change;

- The accessibility of the local park and outside spaces close to the centre
- City transport
- Banking systems

The group have made a good start by taking their thoughts on Marion Road Park and Ketts Heights to local parks Development Officer for Norwich City Council and being part of Norwich City transport survey.

They also invited their local MP to hear their views. This month, Clive Lewis, MP for Norwich South visited the centre for the first time. He had a tour and did a great Q & A session but most importantly he listened! Jack and Emily shared their concerns and the group's priorities and Clive came up with some great

ideas – he even got the issues of the park onto an agenda of a council meeting that was happening the following day!

Read all about his visit here and also watch this space for updates of the influence the group has.

[We were thrilled to welcome Clive Lewis MP to The Hamlet Adult Centre! | The Hamlet](#)

Well done to The Hamlet Centre Youth Forum!



We have been busy running library drop-in sessions across the County. You can find out where you can find us via our [online calendar](#).

March 2025						
SUN	MON	TUE	WED	THU	FRI	SAT
23	24 ● 12:30pm Gorleston Library Drc	25 ● 2pm Fakenham Library Drop-i	26	27 ● 10am Downham Market Librar ● 11am North Walsham Library £ 2 more	28	Mar 1
2	3 ● 1pm Blofield Library Drop-in	4	5	6 ● 10am Attleborough Library Dr ● 2pm Hingham Library Drop-in	7 ● 1pm Tuckswold Library Drop-	8 ● 1pm NCFC Wellbeing Hub
9	10 ● 10am Dereham Library Drop-i	11	12	13 ● 11am Dersingham Library Droq	14	15
16	17	18 ● 10am New Life Parents Cafe	19 ● 10am Making Sense of SEND	20 ● 1pm West Earham Library Drc	21	22 ● 9:30am Family Voice conferen
23	24	25 ● 10am YESU Sheringham Comr	26 ● 10am Hunstanton library Drop ● 1pm Kings Lynn Library Drop- ● 5pm Parent Cafe - Sprowston	27	28	29
30	31	Apr 1	2	3	4	5

Have your say!

Help us to improve our support and services for children and young people with SEND.

Message from Norfolk County Council:

Our special educational needs and disability (SEND) survey 2025 is open Monday 13 January - Sunday 23 February 2025. We really need your views on SEND services and support in Norfolk.

Our survey is for parents, carers, professionals who work with children and young people with SEND and their families, and young people with SEND who are aged 25 or younger.

[There is a wide range of support and alternative formats to help you complete the survey.](#)

[Complete the SEND Survey 2025 on our Consultation Hub](#)

Why we want people to complete the SEND survey

The more feedback we get the more accurate picture we have of:

- How people in Norfolk are experiencing SEND services and support
- What we need to improve

Places of learning are encouraged to make time for children and young people with SEND to complete the survey.

If your child does not attend a place of learning, please encourage and support your child to complete the SEND survey.

How we use the survey feedback

We read all SEND survey feedback and act on it.

Our last SEND survey was in 2023. We analysed the 2023 survey feedback and **[produced a 2023 survey summary and three reports.](#)**

Senior leaders used the reports' findings to act on what needs to happen to

improve the lives of children and young people with SEND, and their families.

The survey feedback helped us to shape our **Norfolk Area SEND and Alternative Provision Strategy (NASPAS)**.

The feedback also led to different teams taking actions which you can read about in our **'You said, We did' SEND in Norfolk report 2023-2024**.

Other activity is still happening as part of our Local Area Inclusion Plan.

After the 2025 survey, we will publish feedback reports. We will publish these on the SEND Local Offer for everyone to read.

We will use the results to help us update our Local Area Inclusion Plan for 2025-2027. We will also publish a yearly progress update on actions every July.



Complex Transition Information Event

We will be attending this event and look forward to seeing you there!

**Complex Transition
Information Event**
30 April 2025 10:30 - 1:30pm,
Ben Gooch Theatre, NNUH

**FOR YOUNG PEOPLE AGED
13 - 19 WITH COMPLEX
HEALTH NEEDS**
PARENTS AND CARERS WELCOME

**Moving to
adult services
in the future?**

TALKS ON..
Transition Pathway
Learning Disability and Autism Team
Deputyships/power of attorney
Decision making in adult hood

**Free Car Parking
Refreshments available
No need to book just turn up**

**Any questions contact:
Sarah Cassels, Lead transition Practitioner
Transition@nnuh.nhs.uk**

Family Voice Conference 2025

Booking is now open for parent carers wishing to attend the Family Voice Norfolk Annual Conference on

Saturday 22nd March 2025 at the John Innes Centre, Norwich, NR4 7UH.

The Family Voice Norfolk Annual Conference is a free event, exclusively for parents and carers who have children and young people aged 0-25 with special educational needs and/or disabilities (SEND).

Once again Norfolk SENDIASS will be at the event along with the SEND Youth Forum, this is an event that we always look forward to and speak with many families and professionals on the day.

This is a fantastic event for parent/carers to meet new people, speak to services across Norfolk and learn some new things from the workshops that take place.

Parent/carers booking form



Advocacy in Norfolk

RAD and POhWER are working in partnership to support deaf, deafblind and hard of hearing people in Norfolk.

An advocate is someone who supports people to feel in control when they are not being listened to people making decisions about their life.



- Care Act Advocacy
- Mental Capacity Advocacy
- Mental Health Advocacy
- NHS Complaints Advocacy
- Relevant Paid Persons Representative

Our advocates are either deaf themselves or fluent in British Sign Language (BSL).

An advocate can help people to:

- Represent their views, decisions and wishes
- Make sure they know their rights
- Look at their options/choices
- Help them to feel in control and empowered
- Access and understand information by translating written English into BSL
- Make sure reasonable adjustments are made



Please email or send a BSL video to: advocacy@royaldeaf.org.uk

POhWER | <https://www.pohwer.net> | 0300 456 2370 | pohwer@pohwer.net

Royal Association for Deaf people | www.royaldeaf.org.uk | 0300 688 2525
Registered Charity No. 1081949 | Company registered in England No. 3973353

Visit Pohwer website



*Copyright © *2023* *NORFOLK SENDIASS*, All rights reserved.*

Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.