

# Share and connect: a SEND perspective

Norfolk Multi-agency Practice Week

Tuesday 19 November 2024



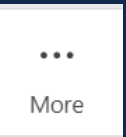
# Welcome!



We want people to participate but please use the 'raise hand' facility to ask questions and contribute when others are talking.

Please be considerate to others - together we want to create a safe, open and reflective space to learn.

You can turn on live captions if you need this facility by clicking on the 3 dots at the top of your screen > Language and speech > turn on live captions.



The link to the feedback form will be put in the chat. Please do take the time to complete it after the session.

Please introduce yourselves in the chat (name and role eg parent/carer or job title and organisation)

Thank you!



# Introduction



As you know, the theme for Practice week is ‘opportunity’.

This session will explore what opportunity means for parents/carers who have a child with special educational needs and disability (SEND) and then some of the opportunities have been developed to help make life a little easier.

Expect to hear heart-wrenching accounts and difficult messages and although there are opportunities for parents/carers who have a child with SEND (and their children), there is still a lot more to be done.



Claire and Emma will talk about the work they are doing to widen opportunities for children with SEND and their families:

- Making Sense of SEND events
- Activities and events for CYP with SEND
- SEND Local Offer
- SEND survey

**Claire Jones – Local Offer Manager**

**Emma Joslin – SEND & AP  
Development Officer**



Tracey and Rachel will share their personal experiences of 'opportunity' from the perspective of two families who have young people with SEND:

- The difficulties they have experienced
- The opportunities they have discovered to make connections, share experiences and learn from each other

**Tracey Sismey – Family Voice Norfolk**

**Rachel Clarke – Family Voice Norfolk**



# The difficulties for us as parents/carers

- Each day offers everyone opportunities to do things, but as parents/carers, many of these are out of reach
- Everything we do requires careful planning and consideration—whether it's a doctor's appointment, popping to the shops or meeting a friend for coffee
- The chance to be spontaneous is almost non-existent, and our caring responsibilities often take away the personal freedoms we once had
- Our children and young people's independence can be limited.
- Dependence on others is often constant: high reliance on parents/carers
- Life can close in further as our young people become adults... grandparents may not be able to continue to help out
- **Life as a SEND parent/carer can sometimes feel very isolating, lonely and restrictive - it helps to share with others who understand**

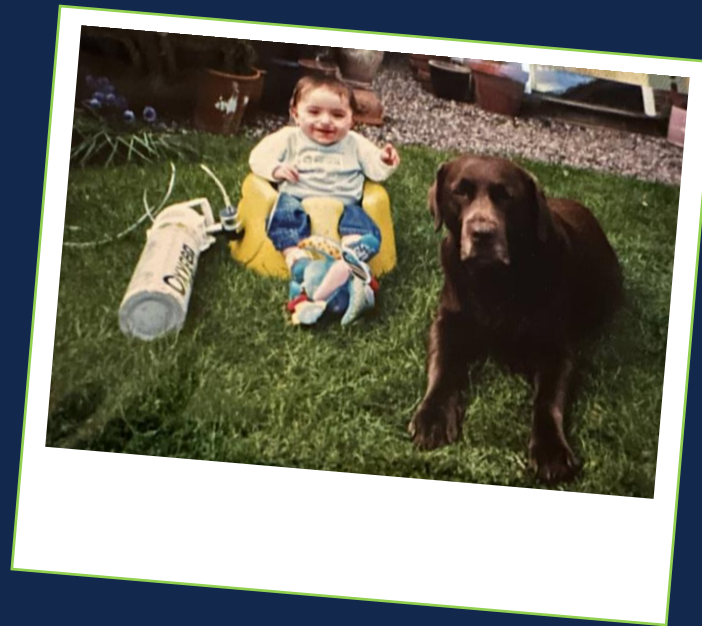
# Rachel's story

Birth & Early years

Key Stage 1 & 2

Key Stage 3 & 4

Post-16





# Tracey's story

Birth & Early years

Key Stage 1 & 2

Key Stage 3 & 4

Post-16 and adult life



# Family Voice Norfolk...

- Gives parents/carers who have a CYP with SEND the opportunity to share their experiences and connect with others, learning from each other's experiences through sharing hints and tips
- Offers parents/carers and their families the opportunity to share their lived experiences of SEND, ensuring that decision-makers are aware and understand the realities of SEND life
- Signposts to helpful information and resources
- Offers feedback opportunities such as '5-minute focus' surveys
- A monthly newsletter
- Holds an annual conference every March



**Next year's  
conference  
is on  
Saturday 22  
March 2025**





# What Family Voice Norfolk means to us...

As a parent-carer you feel that you are always fighting battles, with healthcare providers, with schools, with different departments of the local authority, even at times with family and friends.

Being a part of Family Voice and actively contributing to co-production means we can fight some of these battles in the polite confines of a meeting room, where voices can genuinely be heard, and actions genuinely be taken. It's an opportunity to help parent-carers feel that they don't have to fight so much, and an opportunity to help our embattled public services get things right (maybe even first time!) and help them save valuable resources for what really matters - making a difference to our vulnerable children and young people and their families.

# What Family Voice Norfolk means to us...

**The opportunity to see change actually happen within services albeit slowly!**

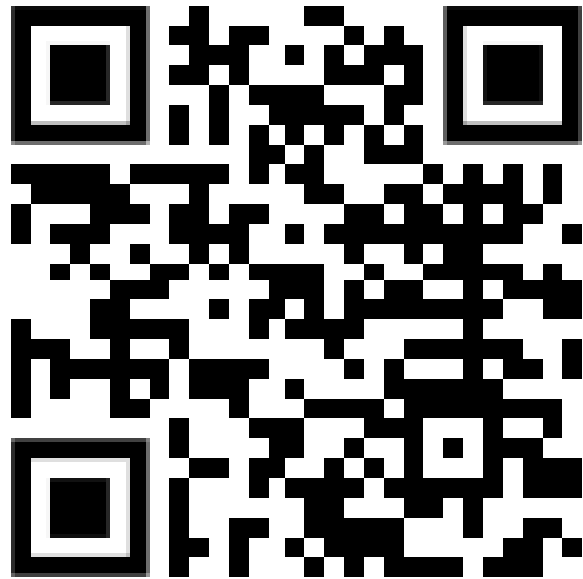
**I think the more we as parents understand the system we can try and understand why certain things happen and we are respected when we politely challenge why there can't be change!**

**I feel it is very powerful to have parent/carers in a meeting as it changes the dynamics of the meeting, and I have always been keen to co-produce services that make it a better experience for families and our young people.**

# What Family Voice Norfolk means to us...

Being a FV rep has had multiple benefits to me. First joining a group of amazing people who have provided me with the means to find out how the system works and equipped me with the knowledge to engage and challenge. Second. To feel I am not alone. As a male, there are few opportunities for men to discuss SEND. Whilst I am no longer the only male in FV, I have never felt unwanted.

# Find out more about Family Voice Norfolk and join us



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



[SEND Local Offer](#)

[Advice and support](#)

[Education and learning](#)

[Health and social care](#)

[Preparing for adult life](#)

[More](#)

## What is the Norfolk SEND Local Offer?



What the SEND Local Offer is, who it is for and where to find information on SEND services and support

[See more](#)

## 'You Said, We Did' SEND in Norfolk 2023-4



'You Said, We Did' - find out what we've done in response to your feedback in the SEND survey 2023

[See more](#)

# SEND Local Offer



### Advice and support

Advice, guidance and support for parent carers



### Education and learning

SEN support in education for children and young people with SEND



### Health and social care

Health care and social care services for children and young people



### Preparing for adult life

Guidance for parent carers and your young people as they move towards adult life



### About the SEND Local Offer

Who we are and what we do - SEND policies and strategies, how we plan, commission and deliver services for children and young people with SEND



### Guidance for education professionals

Visit our sister website for SEND guidance for education providers in Norfolk





### Social care support

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



### Social care support for children with SEND

Social care support for children aged 0-17 with special educational needs and/or disabilities (SEND)



### Social care support for young adults with SEND

Social care support for 18-25 year olds with special educational needs and/or disabilities (SEND)



### Social care assessments

Social care assessments for children and young adults with special educational needs and/or disabilities

### Short Breaks

Short Breaks are activities and items that support families with children and young people who have SEND

# Social care assessments

1. [Introduction](#)
2. [Early Help assessments](#)
3. [Children and family assessments](#)
4. [Parent carer needs assessment](#)
5. [Young carers' needs assessment](#)
6. [Young person's needs assessment](#)

## Parent carer needs assessment

If you are a parent caring for your child or young person who has disabilities, additional needs or a long-term health condition (including mental health difficulties), you can have a Parent Carer Needs Assessment. This will look at what support might help make your life easier.

The assessment will focus on your physical, mental and emotional wellbeing. You might be looking for practical help or someone to talk to. You may have money concerns, need help with education issues, be looking to make friendships with other parents or you're not sure who to contact. It may be that you have a quick question you want to ask or need time to talk to someone about what's happening.

[Carers Matter Norfolk](#), Young Carers & Families are the first point of contact for you to get advice and support. You can ask them about having an assessment and one of their team of support workers will help you explore this.



### [Social care support](#)

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





### Social care support

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

## Benefits of Short Breaks activities

Short Breaks activities should be a positive experience for everyone in your family.

It gives children and young people the chance to spend time away from their parent carers. Children and young people can:

- Take part in new activities and learn new skills
- Make friends
- Become more independent
- Have fun

Some families may choose to use this time to have a break away from your child. You may do things that are not possible when you are looking after your child.







### [Advice and support](#)

Advice, guidance and support for parent carers

### [The SEND and inclusion support line](#)

Call our advice line for help, support and guidance

### [The difference between SEN and disabilities](#)

The difference between special education needs and disabilities

### [Caring for someone with SEND](#)

Help and support available for families with a child or young person with SEND

### [Money and financial help](#)

Financial help and benefits for parent carers and young people with SEND

### [Things to do for children and young people with SEND](#)

Activities, things to do and a calendar of SEND events in Norfolk

### [SEND support groups and events](#)

Local and national SEND support groups and SEND support events

### [SEND discussion forums](#)

Forums for parents, professionals, children and young people. We want views on Norfolk's SEND Local Offer

### [SEND newsletters](#)

Sign up to SEND newsletters for the latest news and developments in Norfolk

### [SEND essentials e-learning](#)

An online course to help parents and professionals develop their knowledge of SEND

### [SEND Local Offer for children and young people](#)

Easy read information and videos, created for young people aged 10-25 with SEND

### [Norfolk Autism Acceptance Week](#)

Lots of autism-friendly events across Norfolk to raise awareness, and acceptance, of autism

### [FYI - For Your Information](#)

Trusted help, advice and information for young people aged 11 to 24.

# Caring for someone with SEND

1. [Introduction](#)
2. [Support for the family](#)
3. [Time for yourself](#)
4. [Support for your wellbeing](#)
5. [Work and employment](#)
6. [Find childcare](#)
7. [Leisure events and activities](#)
8. [Support for learning](#)
9. [Preparing for the future](#)
10. [Advocacy support](#)
11. [Register of disabled children and young people](#)

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## Introduction

Having a child or young person in your family with special educational needs and/or disabilities (SEND) can affect every member of your family.

We understand that for children and young people with SEND to do well, the whole family needs to be supported.

# SEND support groups and events

1. [Introduction](#)
2. [Local SEND support organisations and groups](#)
3. [National SEND support organisations and groups](#)
4. [Making Sense of SEND](#)
5. [SEND support events for families](#)
6. [Facebook SEND support groups](#)
7. [Contact workshops and events for families](#)

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## Local SEND support organisations and groups

Local support organisations include:

- [ASD Helping Hands](#) - support for families who have a child with an Autistic spectrum disorder
- [Autism Anglia](#)
- [Norfolk SENDIASS \(SEND information, advice and support service\)](#)
- [Norfolk SEN Network](#)
- [SENsational families](#) - for families with a child with SEND
- [Nansa \(the Norfolk and Norwich SEND Association\)](#)

# SEND activities and events calendar

- Making it easier for CYP and families to find suitable things to do across Norfolk
- Includes events and activities that are inclusive or specifically for CYP with SEND
- Published on the [SEND Local Offer](#)
- Local attractions/activity providers can [submit an event](#) to the calendar for approval



## Events from Nov 1st



<https://shorturl.at/w8h0y>



Mon 16th Sep 4:00pm - Fri 13th Dec 8:00pm

### SEND and Inclusive Classes

The Garage in Norwich offers dance, theatre, and music classes for ages 10-18+ with a learning difficulty or disability during term time. ...

SEND • Inclusive • Diversity • Dance



Sat 26th Oct 10:00am - Sun 3rd Nov 4:30pm

Halloween Spooktacular



Sat 2nd Nov 11:00am - 1:00pm

### Lego Club

Unleash your creativity and have a good time at our Lego/Duplo club. No need to book, just drop in! Children under 8 must be accompanied by ...

lego • duplo • family-fun

Sat 2nd Nov 5:00pm

### High Altitude Trampolining SEND sessions

High Altitude offer dedicated time slots just for jumpers with special needs. Music is played at a lower volume and the park's atmosphere ...

send-session • trampolining • sport • summer-holidays



Sun 3rd Nov 10:00am - 12:00pm

### Quiet at the Aquarium - SEALIFE Hunstanton

On the first Sunday of every month we will be running Quiet at the Aquarium sessions during our first hour of opening. These sessions ...

aquarium • animals • quiet-session



**Exploring**  
Science Amusement Lab  
Norwich

BOOK YOUR TICKETS FOR A  
**HALLOWEEN SCIENCE**  
SPOOKTACULAR ADVENTURE

www.explorings.co.uk  
exploringsscience@gmail.com Tel 01603 512576

Sat 26th Oct 10:00am - Sun  
3rd Nov 4:30pm

## Halloween Spooktacular adventure at Exploring Science

Come and join Exploring Science  
Amusement Lab for a  
spooktacular Halloween with lots  
of fun, mad science, spooky VR  
rides and lots lots ...

**Article 12 Gamers!**

**What is it?**  
An opportunity to make new  
friends, talk to us about what's  
important to you, and have some  
fun gaming.

**Food and  
drinks  
included!**

**Who can come?**  
Anyone in Norfolk aged 12 - 16  
with special educational needs  
and/or disabilities.

**When and Where?**  
Venue: Albion Games Cafe, 21 St Benedicts St,  
Norwich, NR2 4PF  
Date: Wednesday 30th October  
Time: 2pm - 4pm

**Meet the team**

To sign up email:  
csparticipation@norfolk.gov.uk

Amy Adam

Wed 30th Oct 2:00pm -  
4:00pm

## Article 12 Gamers - October Meet

Join the Article 12 Gamers! This  
is an opportunity to make new  
friends, share your ideas and have  
some fun gaming at the Albion  
Games Cafe. ...

Gaming • Participation



Sat 30th Nov 11:00am -  
1:00pm

## Lego Club

Unleash your creativity and have a  
good time at our Lego/Duplo club.  
No need to book, just drop in!  
Children under 8 must be  
accompanied by ...

lego • duplo • family-fun



Thu 14th Nov 10:00am -  
4:00pm

## Save the Date! 6th Annual Anti-Bullying Conference

The anti-bullying conference is  
designed and run by young people  
from Norfolk's Youth Advisory  
Boards, and features youth-led  
workshops and ...

anti-bullying • thetford •  
youth-advisory-board •  
young-people



Wed 4th Dec 1:30pm - 3:30pm

## Realising Potential Programme - Ambassadors

Realising Potential Programme -  
Ambassador Scheme (16-25  
years old) Our Realising Potential  
programme is funded by NCS and  
aims to provide ...

disability • life-skills •  
employability • sports



# Why are inclusive activities and events so important?

They offer opportunities that our young people can take part in and be themselves without trying to fit in.

A sense of belonging for our young people, being the same as everyone else – having fun.

If we as parents know they are inclusive, there is the likelihood that it will be a more relaxing experience for them and for us.



MAKING SENSE OF

**SEND**



Since 2022:

 **9 locations**

 **12 venues**

 **30+ services**

 **500+ attendees**

Free information fair for parents/carers who have a CYP with SEND, and professionals who work with them.



# MAKING SENSE OF SEND.



Offering the opportunity to:

- Get information from specialist services
  - ✓ Share concerns
  - ✓ Ask questions
  - ✓ Get help
- Listen to a talk on a specialist topic
- Meet other parents/carers
  - ✓ Exchange ideas, hints and tips

**It was brilliant! Thank you ever so much, everyone there was so kind and helpful and I came away with so much advice to take the next steps forward for my son. Thank you all again xx**

**Very impressed with the event and information on offer.**

**Everyone we spoke to were friendly, helpful and informative. Thank you.**

**It was amazing. Every stall was so full of information and the talk was amazing.**





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



# Subscribe to the free Norfolk SEND bulletin



Once a half term, receive the latest news and updates about:

- Education
- Health
- Social care
- Events
- Resources



# SEND survey in 2023 heavily influenced our new SEND strategy

We have identified 5 key themes for the strategy.

-  My learning and development
-  My changes and new beginnings
-  My adult life
-  My family is supported
-  My friends and activities



## Norfolk Area Special Educational Needs and/or Disability and Alternative Provision Strategy (NASAPS) 2024–2029

This strategy explains our plans to improve SEND and inclusion services for children and young people with special educational needs and/or disability (SEND) aged 0–25 in Norfolk

Summer 2024





# SEND Survey



The SEND survey is important because it:

- Gives everyone (CYP with SEND, their parents/carers and those who work with them) an **OPPORTUNITY** to share their views about SEND in Norfolk
- Their views provide powerful insights into the effectiveness of SEND services and support in Norfolk
- Views are collated and analysed to identify themes and lines for further enquiry. Each survey is written up into its own report, one each for CYP with SEND, parents/carers and professionals
- The reports are presented to directors and senior leaders who take the results very seriously make decisions about how to address areas of concern

# The 2023 SEND survey themes were acted upon by many services and teams

## 'You Said, We Did' SEND in Norfolk 2023-4



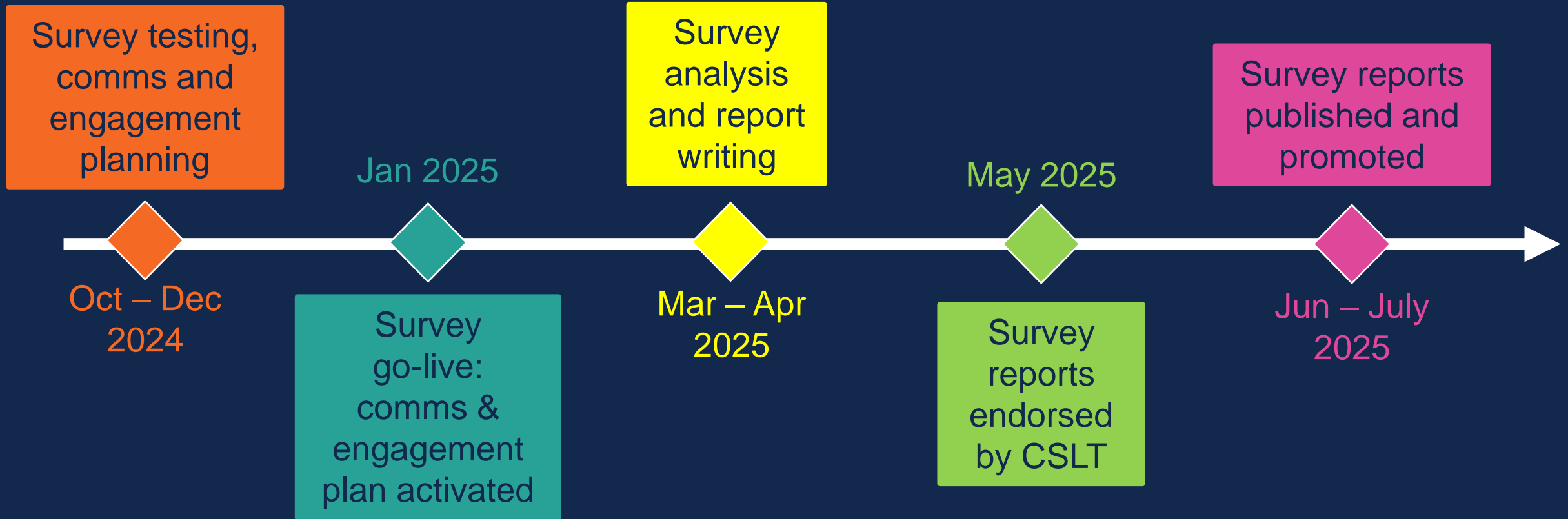
'You Said, We Did' - find out what we've done in response to your feedback in the SEND survey 2023



## 'You Said, We Did' SEND in Norfolk 2023-4

1. Introduction and key issues
2. Lack of inclusive activities and events
3. Bullying
4. Improve communication and shared decision-making
5. Improve support for mental health difficulties
6. More support for families
7. Support professionals to gain specialist SEND knowledge
8. Improve support to meet needs at SEN Support
9. Improve speech and language therapy support waiting times
10. Reduce waiting times for neurodevelopment assessments
11. Make SEND information easy to find, understand and use
12. Next steps

# SEND survey timeline



# Why is the SEND survey so important?

Shared  
understanding

Informed  
decision-making

Improved  
services and  
support



# Why parents/carers feel their children should get the chance to complete the SEND survey...

**We are being given an opportunity to tell commissioners and service providers, the people who can action change what is really happening in our lives, I hope they will give alternative provision providers the chance to share with the students and the NEET population? As their voice is really important.**

# Why parents/carers feel their children should get the chance to complete the SEND survey...

If you don't engage and take part, there is little chance of your voice being heard. We each have our own story that needs to be shared. You may think your circumstances are unique but if a number of people respond in a similar way, there is a possibility that an action can come of it.

# Coming in 2025...

## Healthy Parent Carer Programme

Family Voice Norfolk will be delivering the Healthy Parent Carer Programme in Norfolk from 2025.

The programme aims to improve health and wellbeing among parents of children with additional needs and disabilities through:

- Promoting greater empowerment, resilience and confidence of parent carers
- Taking small steps that are associated with better health and wellbeing
- Encouraging the setting of achievable goals and taking a problem-solving approach



# What would make a difference?

- To not have to have this conversation
- That our society is inclusive, and all opportunities are accessible to everyone
- Not hearing about awards for inclusion – equal opportunity should just be the norm.
- Our young people deserve to be included in everything



**Thank you for coming along today and listening**



**Please let us know what  
you thought by completing  
the evaluation**

<https://forms.office.com/e/PqVNki3HUA>

