

April 2024



# Navigating the SEND Local Offer

**A guide to help Special Educational Needs  
and Disabilities Coordinators (SENDCos)  
find the information they need.**



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## Introduction

This guide aims to help SENDCos easily find all the resources and information that are published in the [Norfolk SEND Local Offer](#).

It is suitable for SENDCos working in:

- early years settings and settings with children in the early years range;
- primary and secondary phase schools and academies;
- independent schools;
- post-16 colleges and further education settings.

Most of the resources in this guide can be found on either:

- The Norfolk Schools website at [www.schools.norfolk.gov.uk](http://www.schools.norfolk.gov.uk)
- The Norfolk SEND Local Offer web pages at [www.norfolk.gov.uk/SEND](http://www.norfolk.gov.uk/SEND)
- Just One Norfolk at [www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk)

It's important to also be aware that the Norfolk Community Directory forms part of the Local Offer and contains thousands of records about the services available in Norfolk.

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# 1. Involving children and young people

- 1.1 [How children and young people have told us they want to be supported.](#)
- 1.2 [Engagement and participation resources](#) aim to help your school involve parents and carers in assessing and developing your offer.
- 1.3 Groups for young people include [Norfolk SEND youth forum](#) and the [DRAGONS disability action group for young people.](#)
- 1.4 [Family Voice Norfolk](#) is the parent carer forum for Norfolk – a group of parents and carers of children and young people with SEND. Its aim is to improve services for children and young people by ensuring that families' voices are heard by planners and decision-makers. Parent carers and professionals can become members and receive information about Family Voice Norfolk activities and events. Membership is free.



## 2. Professional training

### 2.1 The SEND Forum for SEND professionals

This termly forum is for anyone who works in education, health, and social care services. Expect quick spotlight updates on new initiatives, directives, and specialist advice and support.

### 2.2 Norfolk SENDCo Now

Norfolk County Council training package for SENDCOs who are:

- new to the SENDCo role
- new to Norfolk
- teachers aspiring to be a SENDCo
- assistant SENDCos
- those who would like to refresh their knowledge

To find out more or book onto a course contact [inclusionandsend@norfolk.gov.uk](mailto:inclusionandsend@norfolk.gov.uk)

### 2.3 SEND essentials e-learning course

Designed to give learners a foundation knowledge and understanding of SEND for children and young people aged 0–25.

### 2.4 Early years training

Learn about the early years and childcare courses on offer in their brochures.

### 2.5 Autism Education Trust (AET) training

Educational Psychology and Specialist Support (EPSS) delivers a range of Autism Education Trust training that gives professionals the hands-on tools and techniques to support autistic pupils.

### 2.6 National Association for Special Educational Needs (NASEN)

NASEN offers information, training and resources for early years, schools and post-16 settings. Find out more at [www.nasen.org.uk](http://www.nasen.org.uk). It also hosts the [Whole School SEND](#) website.

### 2.7 Just One Norfolk SEND Training

One-stop shop for quality SEND training and resources for professionals. Create a free account to access content which includes:

- SEND Essentials e-learning
- SEND Awareness e-learning
- Council for Disabled Children Basic SEND Awareness Level 1 & 2
- Childminder's introduction to SEND training
- Understanding specific needs
- Participation
- Transitions



## **2.8 Services 4 Schools (S4S)**

Browse the latest training and events being offered by Norfolk County Council services.

## **2.9 Dyslexia Outreach Service**

The Dyslexia Outreach Service offers courses and information sessions for teachers, parents and professionals.

## **2.10 Norfolk SEND Information, Advice and Support Service (SENDIASS)**

Norfolk SENDIASS offers a variety of SEND training for parent/carers and professionals throughout the year.

## **2.11 Sources of news and updates**

Read and/or subscribe to the half-termly **Norfolk SEND Bulletin** for updates from education, health, social care and wider SEND support.

Follow or like **Norfolk SEND Local Offer Facebook** and **Norfolk SEND Local Offer X (formerly known as Twitter)**.

Subscribe to the weekly **eCourier** which is published every Tuesday in term-time.



## 3. Guidance for SENDCos working in the early years age range

- 3.1 The Early Years Learning and SEND team provides a service for professionals and settings working with children in the early years age range. [A range of useful information is available on the Early Years pages about inclusion](#). Access the latest [early years Inclusion/SEND training brochure](#).

The Early Years and Childcare Team offer all early years registered providers:

- Statutory training and professional development
- Advice and guidance
- Finance and funding
- Access to specialist services and resources
- Leaders and managers briefing session for childminders, managers, supervisors, deputies, committee chairs and setting owners
- Early Years SENDCo Network meeting for SENDCos delivered online via Teams – provides an opportunity to hear about national and local updates and current key issues in early years and SEND.

You can find out more about how to access all of these services by contacting Email: [earlyyearschildcare@norfolk.gov.uk](mailto:earlyyearschildcare@norfolk.gov.uk) Call: **01603 222300**

### 3.2 [Family Information Team](#)

The Norfolk Family Information Team is an information and signposting service for parents, carers, young people, and professionals. They offer free, confidential, and impartial information about local services and support for children aged 0-19 years (or up to 25 for children with disabilities)

### 3.3 [SEN Support](#)

What to do if you have concerns about a child's learning, and [how the SEN Support system works](#), including [Assess, Plan, Do, Review](#).

- 3.4 [SEN services and support in early years education](#) gives further information about finding suitable pre-school providers for young children with SEND.

- 3.5 Early Years behaviour: [supporting positive behaviour](#) includes best practice in creating an environment which promotes strategies to support behaviour.

- 3.6 Early Years: [Autism and social communication difficulties](#) helps you to understand difficulties and their characteristics and gives advice on effective early years practices and how best to work in partnership with parents.

- 3.7** Early Years: [Accessing SEN inclusion funding](#) provides information about SEN inclusion funding, the early years disability access fund and specialist equipment funding, how funding panels work and frequently asked funding questions.
- 3.8** Early Years: [English as an additional language \(EAL\)](#) gives further information on Language Line, help in settling children with cultural differences, communication and play ideas, how best to work in partnership with parents and frequently asked questions.
- 3.9** [Norfolk portage service](#) gives further information on the home-based portage service which is an educational service for pre-school aged children with additional needs and their families.
- 3.10** [Health services for children and young people with SEND](#) includes a range of information on health services including speech and language therapy, neurodevelopment, mental health and more.
- 3.11** [Early identification of need](#) explains the statutory duty to share information about pre-school aged children with SEND between health and education professionals.
- 3.12** [Preschool liaison groups](#) consists of health and education senior staff who meet termly. This link gives more information on who attends and how these groups work together and with parents and carers to help ensure that families who have children with special educational needs and disabilities (SEND) age 0-5 get the necessary support to achieve the best possible outcomes.
- 3.13** Early Years: [Supporting Transition and Inclusion Record \(STAIR\)](#)  
The [STAIR](#) has been designed to enable smooth transitions, which recognise children's emotional needs, what help they might need and to capture each child's uniqueness. Also find other transition resources including leaflets and best practice advice.
- 3.14** Early Years: [useful links and resources](#) gives links to legislation and national guidance and a number of local services and resources.
- 3.15** [Communication Hubs](#) offer professional development that support Early Years Practitioners to develop their practice around children's speech, language and communication development.



### 3.16 **Family Hubs** and Start for Life programme

Our **Start for Life** and family hubs approach supports a shared ambition that Norfolk is a place where all children and young people can **flourish**. By joining up and enhancing existing services, we want to ensure all children, young people and their parents and carers can access the early support they need when they need it.

### 3.17 **Education, Health and Care Plans (EHCPs)**

This section contains information about what an EHCP is, how to apply for a needs assessment, gathering information, timelines, and how to contact the EHCP team.

### 3.18 Specialist Resource Bases (SRBs) guidance and referral information

If it becomes clear that a child or young person's needs cannot be met by SEN Support, you may need to consider a specialist resource base (SRB). These are specialist classrooms attached to a mainstream school. For parent carers: **Specialist Resources Bases (SRBs)**



## 4. Guidance for SENDCos working in schools, academies & independent schools

### 4.1 Transitions

Good transition planning is important for all children and young people. But children and young people with special educational needs and/or disabilities (SEND) will require more planning and preparation.

[Guidance for parents and carers](#)  
[Guidance for schools](#)

### 4.2 SEN Support

What to do if you have concerns about a child's learning, and [how the SEN Support system works](#), including [Assess, Plan, Do, Review](#).

### 4.3 [SEN Support Plans](#) includes information about why written SEN support plans are important, what to include and planning processes.

### 4.4 How places of learning should support children with SEND All places of learning must support children with SEND. Our [PEaSS \(Provision Expected at SEN Support\) guidance](#) sets out what provision and training we expect learning providers to offer.

### 4.5 [Supporting young people with medical conditions](#) gives information about the arrangements schools should make to support pupils with medical conditions, individual healthcare plans (IHPs), medical needs co-ordinators and medical needs referrals.

### 4.6 [SEN funding for schools](#) is a guide to how funding works for schools.

### 4.7 [Budget Share Tracker](#)

Find out how much SEN funding your school gets.

### 4.8 [Identification of Needs Descriptors in Educational Settings \(INDES\)](#)

INDES helps settings use a common language to describe presentation of need. This helps to quickly and clearly identify a child's needs so provision, [Element 3 funding](#) and services can be put in place more swiftly and all professionals have a clear view of the profile of need.

### 4.9 [Inclusion and Provision Self-Evaluation Framework \(IPSEF\)](#)

IPSEF is a framework that settings can use to evaluate their provision to support inclusive practice. It is intended to effectively be a 'one-stop tool' for settings to evaluate themselves.

#### **4.10 [Specialist Resource Bases \(SRBs\) guidance and referral information](#)**

If it becomes clear that a child or young person's needs cannot be met by SEN Support, you may need to consider these. These are specialist classrooms attached to a mainstream school.

For parent carers: [Specialist Resources Bases \(SRBs\)](#)

#### **4.11 [Education, Health and Care Plans \(EHCPs\)](#)**

This section contains information about what an EHCP is, how to apply for a needs assessment, gathering information, timelines, and how to contact the EHCP team.

#### **4.12 [Annual Reviews](#)**

Children on SEN Support should have termly reviews to check that the support they receive is working.

Children with an EHCP should have an annual review of their plan, which from Year 9 should include planning for post-16 learning and adult life.

#### **4.13 [Help You Choose](#)**

The information, advice and careers guidance website for young people in Norfolk, which includes a specific section for SEND. Find a course, apprenticeship or volunteering opportunity.

#### **4.14 [FYI For Your Information](#)**

Norfolk and Waveney Children and Young People's Health Services have launched the website 'FYI' for those aged 11-24, who are seeking self-care advice, information and guidance about their health and wellbeing. Validated by NHS clinicians and other professionals, it is a reliable source of information on topics such as health, education, relationships, puberty, emotional and mental health and much more.

#### **4.15 [Health services for children and young people with SEND](#) includes a range of information on health services including speech and language therapy, neurodevelopment, mental health and more.**

#### **4.16 [Yearly health check](#)**

Young people with a learning disability who are age 14 or over should have a health check every year. It is important to check that parents and carers are aware of this.

#### **4.17 [Help to plan ahead](#)**

How to help young people plan their journey to adulthood.

#### **4.18 [TITAN travel training](#) supports young people with SEND to use public transport.**



#### **4.19 Steps to prepare for adult life (PfAL)**

A series of guides for families of young people with additional needs to help them prepare for adult life. Guides include being healthy, being independent and being part of the community.

#### **4.20 People who can help you prepare for adult life**

Includes an in-depth guide to preparing for adult life, age by age, through how services should work together on specific processes and tasks.

**4.21 Transition between children's and adult health services** gives information about how to plan for this move, transition healthcare plans, and the services available. Young people move from children's to adult health services usually between the ages of 16 and 18. It is important to start planning the move from children's health services to adult health services around the age of 14.



## 5. Guidance for post-16 learning opportunities

### 5.1 Transitions

Good transition planning is important for all children and young people. But children and young people with special educational needs and/or disabilities (SEND) will require more planning and preparation.

[Guidance for parents and carers](#)

[Guidance for schools](#)

5.2 [SEN services and support in further education](#) gives further information about the SEN support available in various post-16 settings

### 5.3 [Further education, higher education and training](#)

Information about training, higher education, adult learning, and care farms and guidance for parents and carers about how to support their young people moving into college or training.

5.4 [Further education](#) contains information about study options.

### 5.5 [Training](#)

Includes information about apprenticeships, training for work programmes and supported internships.

5.6 [SEN funding for post-16 education](#) explains how funding and tuition fees change as young people reach difference age milestones and how to access additional funding.

5.7 [High needs top-up funding in mainstream sixth forms](#) explains how this funding works, how to apply for it and where to go to find out more.

5.8 [The college SEND review guide](#) aims to help professionals to achieve or build on inclusive practice and self-evaluate the effectiveness of their provision for learners with special educational needs and disabilities.

5.9 [Preparing for adult life](#) contains information about how young people can get ready for the challenges and increased independence of adult life. It is aimed at young people from 14 to 25 and includes information about planning, money, work, travel, accommodation and more.

### 5.10 [Help to plan ahead](#)

How to help young people plan their journey to adulthood.

**5.11 [TITAN travel training](#)** to support young people with SEND to use public transport.

**5.12 [Steps to prepare for adult life \(PfAL\)](#)**

A series of guides for families of young people with additional needs to help them prepare for adult life. Guides include being healthy, being independent and being part of the community.

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**5.17 [How adult social care works in Norfolk](#)**

This section explains how adult social care works, where to get help, and who pays for it.

**5.18 [Mental capacity](#)**

A young person or adult may need a mental capacity assessment if there is reasonable doubt that they have the mental capacity to make decisions. An assessment can happen from the age of 16.



## 6. Guidance for SENDCOs on specific needs

These links provide a summary of guidance for specific needs with suggestions for SENDCOs on actions you can take.

- 6.1 [Communication and interaction: speech, language and communication needs](#)
- 6.2 [Communication and interaction: social communication and interaction](#)
- 6.3 [Cognition and learning \(C&L\) support guidance](#)
- 6.4 [Social, emotional and mental health \(SEMH\) support guidance](#)
- 6.5 [Physical needs support guidance](#)



## 7. SEND support services for education settings

**These links contain further information about all the specialist services which provide support for education settings. It includes:**

**7.1** School and Community teams offer high quality 'call-in' support to education settings and families, and are focused on prevention, early help and inclusion.

### **7.2** [Core Consultations Plus \(CC+\)](#)

Core Consultations Plus Meetings (CC+) are a free service offered to Norfolk schools by Educational Psychology & Specialist Support (EPSS), as part of the local offer of SEN support services. Core Consultations Plus Meetings are free, termly meetings (held virtually) which are led by a Specialist Learning Support Teacher with an SEMH Practitioner and members of the School and Community Team. If you would like to sign up, please contact [laura.mckenzie@norfolk.gov.uk](mailto:laura.mckenzie@norfolk.gov.uk).

### **7.3** [The Inclusion and SEND team](#)

The Inclusion and SEND Team supports mainstream settings with training, advice and guidance on Inclusion and SEND provision.

- Early Intervention and Prevention
  - Social, Emotional and Mental Health
  - Norfolk Steps
  - Gypsy, Roma and Traveller (GRT)
  - English as an additional language (EAL)/ Ethnically Diverse Communities
  - Relationships, Sex and Health Education (RSHE)
  - Anti-prejudice and Anti-bullying
  - School of Sanctuary
- Learning and SEND
  - High quality teaching, advice and support - SEND Advisers
  - Element 3 funding
  - Portage Service
  - Access Through Technology service
- SEMH and Transitions
  - Support for schools regarding individual pupils with SEMH needs including those close to exclusion - Inclusion advisers
  - Fair Access Team, including exclusions
  - Alternative Education Service (including EOTAS and Medical Needs)

**7.4** [Inclusion helpline](#) is an advice and support telephone service which supports schools who need help including pupils within their provision.

**7.5** [Virtual School Sensory Support](#) for children who have hearing or sight loss.

## 7.6 **Norfolk County Council Attendance Team**

Find out about the Norfolk Attendance Strategy, contact details, training and attendance toolkit.

## 7.7 **Exclusions Team**

Access guidance, procedures, forms and templates regarding the exclusions process.

7.8 **Alternative Education Service (Section 19) (AES)** which arranges educational provision for children and young people waiting for a place at the **short stay school for Norfolk (SSSfN)** because they have either been permanently **excluded**, had contracts terminated from **alternative provision (AP)** or are children missing education (CME). This service also arranges provision for CME students where **home education** has been disallowed.

7.9 **Educational Psychology and Specialist Support (EPSS)** offers professional input in helping address difficulties and improve learning and achievement.

## 7.10 **Specialist Resource Base (SRB) Outreach**

Find out about the guidance and resources that can be accessed to help support individual pupils with speech, language and communication needs (SLCN) or learning and cognition needs (LCN), and/or whole school strategies.

7.11 **Dyslexia Outreach Service** works collaboratively with schools offering advice and support, strategies for staff working with individual pupils, strategies for a whole school approach to dyslexia friendly practices and inset training and qualification courses.

7.12 **Access Through Technology** is a small specialist team which provides assessment, equipment, advice, support and training for children, schools and parents/carers of children who benefit from using communication technology to communicate and learn.

7.13 **Medical Needs Service** guidance in ensuring children with additional health needs can access education.

7.14 **NHS core provision to support the health needs of children in schools** outlines the NHS services available to support the health needs of children in schools giving detail on the range of commissioned specialist advice, training and support and direct therapy interventions within mainstream and complex needs schools.

7.15 **The School 2 School Support service** hands-on practice advice and support by experienced professionals from Norfolk complex needs schools.

7.16 **Norfolk Steps** training and support for safe and effective use of physical interventions for challenging behaviours.



- 7.17 NHS Neurodevelopmental Services for children and young people** – information for schools and early years professionals about assessments, referrals and support.
- 7.18 Autism Specialist Support Assistant team** provides a range of services including consultation with staff, training, advice regarding strategies and approaches, information about suitable materials, and direct work with children both individually and in groups.
- 7.19 Social, Emotional and Mental Health Specialist Support team** provides a range of services including assessments, interventions, consultation with staff, training, advice, and input into plans eg EHCP, behaviour plans, family support plans.
- 7.20 Safeguarding** includes safeguarding forms and templates, a toolkit and contact details for the safeguarding team.



## 8. Specialist provision

These links give further information about the special school and alternative provision available and how it works:

- 8.1 [State funded special schools](#)
- 8.2 [Independent special schools](#)
- 8.3 [Admissions process for special schools and specialist colleges](#)
- 8.4 [Compass Schools](#)





## 9. Operational tools, templates and guidance

- 9.1** [Guidance to complete a SEN information report for your school](#) helps education settings ensure that their SEN information report is compliant, useful and easy to understand.
- 9.2** [Accessibility auditing toolkit for Norfolk schools](#) and [more accessibility resources](#) provides templates, audit forms and guidance to help you ensure your school's premises are accessible for children and young people.
- 9.3** [SEND Communications Guide](#) gives tips on writing information clearly so it is easy to understand, how to explain SEND terms simply, and using positive inclusive language.
- 9.4** [Identification of need and inclusive provision](#) contains information about two tools to support you in managing provision.
- Identification of needs descriptors in educational settings (INDES) framework gives standardised terminology to describe need.
  - Inclusion and provision self-evaluation framework (IPSEF) helps your setting to evaluate your provision and inclusive practice to demonstrate compliance against the Ofsted framework, legal requirements, and Provision Expected at SEN Support (PEaSS).
- 9.5** [Unregulated alternative provision templates](#) provides a series of word documents containing guidance and self-checks.
- 9.6** [SchoolFinder](#)  
Find schools by postcode or name and view their school profile.
- 9.7** [Mainstream schools](#)  
Find, filter and shortlist mainstream schools in Norfolk and find out more about their SEN provision offer.



## 10. Family support

- 10.1 **SEND Bulletin** is published every half term and includes updates from across the SEND system on education, health, social care and support.
- 10.2 **Making Sense of SEND** events are free information fairs that take place once a half term around the county that give parents and carers the opportunity to find out more about local SEND services.
- 10.3 The **Norfolk SEND Local Offer Facebook page** and **X** accounts are a source of information, news and updates.
- 10.4 **Norfolk SEND Information, Advice and Support Service (SENDIASS)** provides free and impartial information, advice and support about special, educational needs and disabilities (SEND) for children, young people, parents and carers.
- 10.5 **SEND support groups and events** gives useful links to local support groups including Norfolk SENDIASS, Nansa and Sensational Families, Norfolk SEN Network and parent carer group Family Voice Norfolk, as well as events for parents and carers.
- 10.6 **Nansa (Norfolk and Norwich SEND Association)** provides support from the perinatal stage through to adulthood. They work with parents during (and shortly after) pregnancy and with families throughout the early years; from infancy and often prior to any formal diagnosis of the child's condition.
- 10.7 **SENsational Families** is a free advice, guidance and support service offered by Nansa to families with children (aged 0–24) with special educational needs and/or disabilities (SEND), whether diagnosed or suspected.
- 10.8 **ADHD Norfolk** aims to raise awareness and reduce the stigma surrounding ADHD and ASD, whilst providing support and advice for anyone affected by ADHD and ASD in Norfolk.
- 10.9 **ASD Helping Hands** services include a family support service, offering support on an individual basis to parents/carers, children and adults. Support groups provide ongoing support to those in need, as well as Residential Holidays and Activity Days. They also provide accredited training to parents/carers and professionals.
- 10.10 **Find National SEND support organisations and groups**
- 10.11 **Support for families caring for a child or young person with SEND** signposts support for families on various topics, including employment, childcare, leisure, advocacy, and preparing for the future.
- 10.12 **Early Help** is about giving information, advice and guidance to families as soon as difficulties start to prevent family worries growing into bigger issues.
- 10.13 **Social care section** gives information about what support is available, who is eligible, how you can be assessed, and the short breaks service.

- 10.14 [Short breaks](#)** are activities for children and young people aged 5-17 with disabilities. There are many different options available for short breaks to meet the child's and family's needs and preferences.
- 10.15 [Social care assessments](#)**
- Norfolk County Council is here to help families when they are struggling. There are different assessments that can be completed to ensure families get the right advice and support at the right time.
- 10.16 [Money](#)** information about financial help and benefits for parent carers and young people with SEND.
- 10.17 [Norfolk Community Directory](#)** forms part of the SEND Local Offer. It contains activities, services and groups to help all Norfolk residents live healthy, active and fulfilling lives. Families should be encouraged to use the directory to find services, care and family support.
- 10.18 [Things to do](#)** – gives links to the Norfolk Community Directory and other SEND friendly activities and events.
- 10.19 [Local Offer for children and young people](#)** – young people friendly information to help young people get involved in decisions about their lives. Includes sections on money, free time, education, jobs, health, independent living and the law.
- 10.20 [Transition](#)** outlines how parents and carers can best support children and young people to move between educational settings or into a new phase in their education.
- 10.21 [Preparing for adult life](#)** contains information to help support young people to get ready for the challenges and increased independence of adult life. It includes information about planning, money, work, travel, accommodation and more.
- 10.22** The [Health](#) section of the Local Offer gives links to the [Healthy Child programme](#), the [Just One Norfolk](#) children and young people's health services website, annual health checks, behaviour and sleep and other health services for children and young people with SEND.
- 10.23 [Health services for children and young people with SEND](#)** gives information about neurodevelopmental services, speech and language therapy, mental health services, occupational therapy, audiology, physiotherapy, continence services and community nursing and paediatrics and more.
- 10.24 [Continuing healthcare for adults](#)** gives information about how services change once a young person with SEND turns 18.
- 10.25 [Norfolk Register of Disabled Children and Young People](#)** helps Norfolk County Council to make better decisions when planning and developing services.

## 11. Other useful contacts

- 11.1 [Helplines and useful contacts](#) gives lists of phone numbers for a number of different duty desks and emergency incidents. Includes admissions, critical incidents, safeguarding and exclusion, fair access enquiry, local authority designated officer (LADO), children's advice and duty service (CADS).
- 11.2 [Inclusion and Opportunity Service](#) gives an outline of how the teams within this service work and key contact names and details.
- 11.3 [EHCP team](#) gives contact details and operating times for this team.
- 11.4 [Different ways to contact Norfolk County Council](#)
- 11.5 [Just One Norfolk – 0300 300 0123](#)
- 11.6 [ChatHealth](#) – confidential help and advice text messaging service with health professionals.
- 11.7 [Healthwatch](#) – ensures NHS and social care decision-makers hear the service user's voice and use feedback to improve care.





