



family voice norfolk newsletter

together improving services

April 2018

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

We look forward to seeing you at the

Family Voice Norfolk AGM

on Tuesday, 15 May 2018
at Ayton House, Ayton Road, Wymondham NR18 0QQ

Kevin Vaughan, Service Manager of
Carers Matter Norfolk

will give a short talk on how his organisation and partners can offer support to carers.

There will be light refreshments from 6.00pm to 6.30pm, when the meeting will begin.

If you would like to come, please contact Bernadette on 07535 895748 or admin@familyvoice.org.uk so that she has catering numbers.



We don't want to lose you...

You will certainly know by now that data protection regulations are changing. That's why you've had so many requests from anyone you've ever shopped with or been in touch with to update your info and give permission for it to be kept and used.

We're no different. We can't speak effectively for families without our membership and we don't want to lose a single one of you.

The new data protection law means we need your permission to stay in touch with you and

to hold the personal information about you and your child that you provided, for example, when you joined Family Voice. This is even if you've given us permission before. If your child is 13 or older then, if practicable, we will also need their permission to hold data on them.

Please do respond when you receive this.

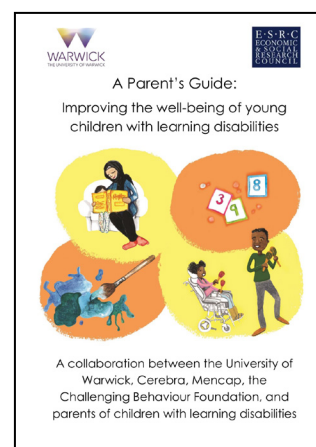
It will only take a few seconds but could make all the difference to making sure your views are heard.



A Parent's Guide: Improving the well-being of young children with learning disabilities

A booklet to help parents support the well-being of their young child with a learning disability (aged 0 to 5) is now available for free download from <https://warwick.ac.uk/fac/soc/cedar/parentsguide>

The information in the booklet comes from research by a team at the University of Warwick in collaboration with Cerebra, Mencap, the Challenging Behaviour Foundation and parents of children with learning disabilities.



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) under the **Local Offer news, views and reviews** heading, where you can also view the all recent editions.

The newsletter is full of information about events and services in Norfolk that may be of interest to you and your family. Family Voice Norfolk representatives work with the Local Offer to discuss content and help to make sure it is useful for families.



Preparing for Adulthood or Transition...

Whatever you call it, the move from childhood to adulthood is not easy for anyone, and for young people with special educational needs and/or disabilities (SEND) the additional thought and planning required can feel daunting. There are several initiatives at the moment aiming to ensure that information and services meet families' needs.

- A new dedicated Transition service for Norfolk is being developed by Frank Crowdy, Transition Lead for Norfolk County Council. Family Voice Norfolk representatives have been involved in the early stages of planning. We'll report further about this in future newsletters.
- The Preparing for Adulthood/Transition pages on the Local Offer are currently being reviewed and revised. Again, Family Voice representatives are part of the working group looking at this. If you have any ideas about what you would like to see, please do contact the Local Offer directly via www.norfolk.gov.uk/send or contact Family Voice in any of the usual ways.
- The latest edition of the Local Offer's SEND eNewsletter had a focus on Transition and is full of interesting information. If you have not already subscribed, see page 2 of this newsletter.
- And by no means least, have you signed up for one of our Family Voice, Family Chat Preparing for Adulthood sessions below? Both Frank Crowdy and the Local Offer will be there to give information, answer questions and hear your views about what **you** need.



Are you the parent of a child or young person with special educational needs and/or disabilities (SEND)?

Do you want to find out about
PREPARING FOR ADULTHOOD?



Join us for coffee at one of our information and feedback sessions to talk about **TRANSITION** and what it means for your family.

We've invited Frank Crowdy, Transition Lead for Norfolk County Council, to tell you about the **NEW TRANSITION SERVICE**. A representative of the Local Offer will also be there to help you navigate existing information and improve it for the future.

- Ask questions about what transition could mean in your family.
- Find out who can help and advise you.
- Make sure NCC knows what most concerns families like yours.
- Share ideas with other parent carers.

Tuesday 5 June 2018

10.30am – 12.30pm
Ayton House, 11–17 Ayton Road, **Wymondham**, NR18 0QQ

Tuesday 19 June 2018

10.30am – 12.30pm
Community Room, South Lynn Community Centre,
10 St Michael's Road, **King's Lynn**, PE30 5HE

Thursday 21 June 2018

10.30am – 12.30pm
Charles Burrell Centre, Staniforth Road, **Thetford**, IP24 3LH

Thursday 28 June 2018

10.30am – 12.30pm
Atrium, Spenser Avenue, **North Walsham**, NR28 9HZ

If you can come, please email us at events@familyvoice.org.uk or call/text on 07535 895748.





Transport seems to be a key topic at the moment. Here are three different aspects of it. Please check them out, as one or other may be important for your family.

Independent Travel Training Scheme for Young People aged 11–16 in Norfolk

We featured this in the last newsletter, but Karl Chapman has sent an update as follows.

We attended the Family Voice Conference recently to provide information about the Independent Travel Training scheme delivered by HCT Group. We received a warm welcome from those attending and from the Family Voice committee. Thank you to everyone who came to talk to us and to Family Voice for hosting the event.

We have now started training our first young people with positive feedback from them and their parents and schools.

Our scheme provides support and training to young people to start travelling independently, boosting their confidence and wellbeing. HCT Group have been commissioned by Norfolk County Council to deliver this new project in Norfolk. Although NCC already has the TITAN programme, the new scheme will complement the work they already do.

The scheme creates a supportive learning environment for young people embarking on the training using the home to school journey every day over a number of weeks until the young person is ready to start travelling independently.

Trainers will aim to support independence and personal development and build confidence to help young people make a diverse range of journeys in the future. This will help improve their opportunities for further education, work and social activities with a positive outcome of improved wellbeing.

Our trainers have different experience and personalities and we try and match the right trainer to the needs of the young person. We are looking to add to our team of Travel Trainers, if you or anyone you know is interested in working for us please pass on our details or get in touch.

If you would like more information please contact Karl Chapman. Email karlchapman@hctgroup.org or telephone 01603 222707.

Independent Travel Training Process





Personalised Travel Payments

Personalised Travel Payments (PTPs) is a new scheme for SEND Transport that is being trialled for 12 months.

A PTP is a sum of money that the local authority (NCC) offers to parents/carers with a child or young person who has Special Educational Needs and/or Disabilities (SEND) to enable them to make their own arrangements to take their child/young person to and from school. This is an alternative to other local authority provided transport such as a taxi or a minibus.

A PTP is for a child or young person with or without an Education, Health and Care Plan (EHCP) attending their nearest appropriate school or other specialist provision, who needs specialist transport. They must meet the general criteria within the home-to-school transport policy regarding age and distance, which would qualify them for free school transport.

During the pilot, the local authority is looking for approximately 200 families who have a child / young person eligible for specialist transport and who are interested in participating in the scheme. For the pilot, we would like to ensure a representative sample of families in a range of individual circumstances. For example, children and young people who currently...

- are on shared travel arrangements
- travel in the taxi on their own
- require a passenger assistant
- travel long distances

We will also be looking to see how the PTP works in different types of educational settings.

The PTP is a payment based on distance, taking into account the child's needs, based on the shortest distance by road from their main residence to school/college, measured using the council's measuring software. We will pay your PTP every month in arrears, based on the

number of school days in that month. There is no payment for August.

Potential advantages are:

- Increased flexibility for families
- Families will not be constrained by the taxi or mini bus pick up/drop off time
- Parents and carers could consider shared travel arrangements
- Parents and carers or family members can spend more time with their child / young person
- Parents and carers may feel more involved or included in their school community
- Peace of mind – parents and carers know their child's needs best and can support them so they arrive at school more ready to learn.
- Potentially less time spent travelling for those previously on shared travel arrangements

Please follow the link on the Local Offer to access further information on the PTP:

<https://www.norfolk.gov.uk/children-and-families/send-local-offer/about-the-local-offer/personalised-travel-payment-pilot>





New post-16 transport referral process – **apply now!**

If you have a young person who is moving to a new post-16 school or college or setting in September 2018, and who may need some support with transport, you need to **act now** if you have not already done so.

Parents or guardians are asked to complete an online referral if their son or daughter is unable to independently access their post-16 provision from September 2018 as soon as possible. Once the referral has been received, an assessment will be made as to the appropriate support, for example, taxi transport or travel training.

Under the new referral process, a referral is required for **all** students leaving school who are unable to travel independently to their new provision, whether they have an EHCP or not.

To apply for additional post-16 transport support, parents/guardians will need to visit www.norfolk.gov.uk/TITAN

If you need advice or support in completing the application online, contact the NCC Customer Service Centre on 0344 800 8020 or email titan@norfolk.gov.uk

Please don't delay. The deadline for referrals was 1 May 2018. Applications will still be accepted, but really do need to be received urgently now.

What kind of support is available to young people?

Standard post-16 travel assistance includes bus/train passes or a cycle allowance. Additional support might include TITAN Travel Training or transport in smaller vehicles.

Is support free?

TITAN travel training is a free service. All other post-16 travel assistance requires a standard contribution towards the cost. Up-to-date charges and exemptions are available on the Titan website. You can find out more about TITAN travel training below.

Developing independence with the



Buddy Service

The TITAN Buddy Service is a Norfolk County Council travel training scheme offered to post-16 students who require support travelling to and from their chosen college. The TITAN Buddy Service will provide an enrolled student with a Travel Trainer, who will understand the transport needs of the student while working with them on a one-to-one basis. The trainer will travel with the student on a return journey from home or an arranged pick-up point to college.

The trainer's role is to encourage their student to achieve their full potential in terms of independent travel, supporting the student with any issues they may have that prevents them from accessing public transport.

The first step once a student is enrolled is a house or school visit. This is a short meeting,

usually 10–15 minutes where the student and parent/guardian can ask questions, raise concerns and discuss the service. This will be led by a senior member of the TITAN team.

After this, the service can begin.

TITAN Trainers are enthusiastic, caring people, employed and fully trained by Norfolk County Council, who hold an enhanced DBS check. They are people who can relate well with TITAN students.

Not every student will be an independent traveller once they have worked with a TITAN Trainer. In such cases, eligible students will be offered bespoke transport support.

Website: www.norfolk.gov.uk/TITAN

Email: titan@norfolk.gov.uk



Carers Week 2018

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK. Carers Week 2018 will be from **Monday 11 to Sunday 17 June 2018**.

Many parent carers of children think of themselves very much as parents but struggle to consider themselves as carers. That can mean they miss out on some of the support that would help them to be resilient in facing a challenging family life.

With Kevin Vaughan from Carers Matter Norfolk coming to speak at our AGM (see page 1 of this newsletter), we would like to mark Carers Week by sharing some of your feelings about your caring role. This can be anonymous if you like, but will almost certainly help other carers to feel they are not alone in their own situation.

If there is something you'd like to share, please email Kate on membership@familyvoice.org.uk



Extended powers SEND tribunal: national trial

A two-year national trial began on 3 April 2018 to extend the power of the [special educational needs and disability \(SEND\) tribunal](#). As part of a special educational appeal, the SEND tribunal will be able to make non-binding recommendations on the health and social care aspects of Education, Health and Care (EHC) plans, which previously could only apply to education aspects. The link below is to a document that explains how the appeal process will work, what happens if recommendations are not followed and the support available for commissioners and families. www.gov.uk/government/publications/extended-powers-send-tribunal-national-trial

Remember...

If you have news or views to share with us, you can contact our Membership Secretary Kate on 07950 302937 or email her at membership@familyvoice.org.uk or contact us on:



www.familyvoice.org.uk



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



[@familyvoicenfk](https://twitter.com/familyvoicenfk)

Family Voice Norfolk newsletter deadlines

The next newsletter will appear at the end of May. If there are issues that you would like to see covered, please email admin@familyvoice.org.uk or leave a message on 07535 895748 before 24 May 2018.



SEN Support Guidance: Provision expected at SEN Support

The local authority is required to set out clearly what special educational provision and training it expects schools, early years and post-16 providers to offer. This is so that parent carers, educational settings and the local authority have a shared understanding.

This is a matter of huge importance to parent carers. At Family Voice Norfolk, we frequently hear of very varied responses by educational settings to similar issues. We hear of really excellent provision but also of responses to need that are extremely poor and have a very negative effect on the lives of parents and children.

Family Voice Norfolk representatives alongside many other interested parties have spent long hours working on the development of this document. It has not been an easy task to produce something that is detailed enough to be truly useful but not so detailed that every eventuality is covered but no one would ever have the time or inclination to read it.

It became very clear that this was a document that needs to evolve. As a result, it is planned that sections of the document will be reviewed every quarter. Family Voice Norfolk will send one or more representatives to take part in the review process. **Please do give us your views about the document or the issues generally.** This could be a very positive piece of work if everyone contributes.

The SEN Support Guidance document sets out:

- What special educational need (SEN) support the local authority expects educational settings to provide for children and young people with special educational needs and disabilities (SEND)
- What parent carers can expect their child's setting to provide
- SEN Support in schools

Educational settings are required to meet the learning needs of **every child in their school**.

Mainstream schools must:

- Use their best endeavours to make sure that a child and/or young person with SEND gets **the support they need**. This means doing everything they can to meet children and young people's SEND
- Ensure that children and young people with SEND **engage in the activities of the school**, alongside pupils who do not have SEND
- Designate a teacher to be **responsible for co-ordinating SEND provision** (the SEN co-ordinator or SENCo)
- Tell the parent carers when they are making **special educational provision** for a child
- Write an annual **SEN information report**. This explains how they have put in place their SEND policy. **This should be published on their school website.**

You can download or read the whole SEN Support Guidance document from the SEN Support page of the Local Offer (www.norfolk.gov.uk/send) or at www.norfolk.gov.uk/children-and-families/send-local-offer/education-and-training-0-25/special-educational-provision-we-expect



contact

*For families
with disabled children*

Do you have a child with a disability or additional need?

Do you find it easy to get the right information and support?

Meet parents in a similar situation and discover the wide range of support and information Contact offers.

Contact will be running a FREE information stand after the regular Storytime in the Children's Library on the following dates:

Fri 11 May, Fri 25th May, Fri 8 June, Fri 22 June

10:30am-12:30pm

Early Years Library, Millennium Library

Meet the Contact Parent Advisor for the East of England who will answer questions and offer information on:

Support services and how to access them
Understanding and managing your child's behaviour
Money matters
Sleep
Managing stress
And more!

Your child does not need to have been diagnosed to attend.

Contact is a charity which provides families with the support and information they need, helps put them in touch with one another for mutual support and when they are ready enables parents to give back through fundraising, campaigning and volunteering

Contact is a trading name of Contact a Family. Charity registered in England and Wales (284912) and Scotland (SC039169)

 **Norfolk** County Council



Speech and language service consultation

Back in the autumn of 2016, during Family Voice 'Round the County' parent participation events, we became aware that families had many concerns about the speech and language therapy (SaLT) services they were – or often were not – receiving. We raised these concerns at Norfolk County Council's Health Overview and Scrutiny Committee (HOSC) and were invited to bring evidence to the committee. You may remember taking part in a survey we carried out last year. You can see our report of the results of the survey on our website at www.familyvoice.org.uk

The County Council and NHS Norfolk Clinical Commissioning Groups have now commissioned an independent review of speech and language therapy services in Norfolk, led by Better Communication CIC (www.bettercommunication.org.uk), a not-for-profit community interest company. They support change for children and young people with speech, language and communication needs.



Family Voice Norfolk gathered more information from families at our Conference this year and at the beginning of May we also formed one of the focus groups giving evidence to Better Communication.

On the Local Offer, you can find an **online survey for both families and professionals**. Please do respond to this – it's quite quick and easy. The more SaLT users speak up about their experiences, the more likely it is that real improvements can give us a better service in the future.

The survey can be found on the Local Offer at www.norfolk.gov.uk/send where you will find a link to it on the home page.

The deadline for the consultation is Thursday 24 May 2018.



Education Committee inquiry into special educational needs and disabilities (SEND)

In 2014, the Government introduced wide-reaching changes to the SEND system, with the intention of offering simpler, improved and consistent help for children and young people with SEND. The Government claimed these changes would give families greater choice in decisions. The Education Committee's new inquiry is intended to review the success of these reforms, how they have been implemented, and what impact they are having in meeting the challenges faced by children and young people with special educational needs and disabilities.

The Education Committee has called for **evidence**. Parent carer forums, including Family Voice Norfolk, will respond and we would welcome your feedback, but you can also respond directly. You can find further information, the terms of reference and a link for your response at <https://www.parliament.uk/business/committees/committees-a-z/commons-select/education-committee/inquiries/parliament-2017/special-educational-needs-and-disability-inquiry-17-19/> **The deadline is Thursday 14 June 2018.**



EHC Plan survey results

In March 2018, the Department for Education (DfE) published two related studies identifying the factors that shape positive user experiences of the Education, Health and Care (EHC) planning process.

The key results from each of the reports are:

EHC plans: parents and young people national survey (2017)

This survey involved over 13,000 parents and young people who received an EHC plan in 2015, and found that:

- Two thirds of parents and young people (66%) were satisfied with the overall process of getting an EHC plan
- Two fifths (41%) of respondents felt that the process of getting an EHC plan was a positive experience for the child/young person
- Three fifths (62%) of parents and young people agreed that the help/support described in the EHC plan will achieve the agreed outcomes for the child/young person
- The majority (73%) of respondents agreed that the EHC plan had already made a difference to the child/young person getting the help and support that they need.

EHC plans: A qualitative investigation of user experiences of the EHC planning process (2018)

This report identifies a number of factors that led to positive individual experiences of the EHC plan process, including:

- Dedicated specialist support
- Having the EHC plan ready before a transition
- Sustained face-to-face contact between the family and professionals
- Involving the child / young person in the process in a meaningful manner

Aspects of the EHC plan process about which respondents reported feeling less satisfied include:

- Limited communication with local authorities
- A lack of accessible guidance and support
- A lack of transparency about delays
- Limited scope for families to be involved.

Experiences of EHC plans: An analysis of factors affecting satisfaction with the EHC planning process

This report highlights a number of key considerations for local authorities:

- The length of the EHC plan process is an important factor affecting satisfaction: higher levels of satisfaction are reported when the process takes less than 20 weeks
- 16–25 year olds are less likely to agree that their EHC plan will achieve its agreed outcomes: local authorities may want to consider how the EHC plan process can ensure that plans reflect achievable outcomes for young people
- Local authorities should ensure that children, young people and parents/carers are listened to and that their wishes and opinions form a part of the EHC plan. When respondents agreed that this happened, they were significantly more likely to:
 - feel that the EHC plan would achieve its goals
 - feel that the EHC plan process had been a positive experience
 - feel satisfied with the overall process
- It is important that local authorities maintain clear communication between parties and ensure that services work together to develop the EHC plan: when this happened, it led to increased satisfaction across all key measures.



In the January newsletter, we gave notice of this consultation and of two workshops in March to enable interested parties in Central Norfolk to share their views. The findings of the workshops were captured beautifully (in every

sense) by Pen Mendonça and are shared with her permission below. A final workshop will be held to review work to date on **26 June from 10am to 12.30pm in the Jerningham Room at the Costessey Centre, NR8 5AH**. Contact Lea Littleford, Integrated Commissioning Manager, Norwich Clinical Commissioning Group, at Lea.Littleford@NHS.net or telephone 01603 751650.

