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Resilient parent carers

All Family Voice representatives, ambassadors and steering group members are parent carers of children and young people with special educational needs and/or disabilities (SEND). We know at first hand the many challenges and joys of our varied families. Recently, two of us attended training organised by the Eastern Region of Parent Carer Forums to think about how to increase our resilience both in our family roles and in the work of our forum. We found that approaching both roles involved very similar stresses and opportunities. We are all – especially at this time of year – busy, but what really stood out in the training as being absolutely vital in managing our complicated lives was the need to:

- take time now and again to step back from everything and really think about the emotions and ideas we so often push to one side in the face of practical problems;
- find someone to listen to our hopes and fears, problems and successes. They don't need to offer solutions. Just hearing ourselves say out loud what is most important to us can start the process of finding the resilience and creativity to move forward.

We look forward to working with you to make 2020 a year of positive change for all of us.



***Season's Greetings
from all at Family Voice***





Norfolk County Council

Learning Disabilities



Accommodation Strategy Thinking Day

For people with learning disabilities



to share ideas on an Accommodation Strategy for people with learning disabilities in Norfolk



Queen's Hills Community Centre, Poethlyn Drive Costessey, Norwich NR8 5GT

December

13

Friday 13th December



If you need support bring them along



Drinks provided but please bring lunch

Call or email us to book:

01603 223509

LDCommissioning @norfolk.gov.uk



What is the Local Offer?

Local authorities in England must publish information about the services and provision available for children and young people from 0 to 25 with special educational needs and/or disabilities (SEND) and their families. This is called the SEND Local Offer.

In Norfolk, the SEND Local Offer can be found at www.norfolk.gov.uk/send It has a huge amount of information plus links to other sources and, of course, is available 24 hours a day to look at whenever you need.

It is very important that the Local Offer is easy to use and comprehensive for families. The Local Offer User Forum, which Family Voice participates in, meets regularly to consider developments and challenges. You can view the minutes of the meetings at <https://www.norfolk.gov.uk/children-and-families/send-local-offer/about-the-local-offer/news-views-and-reviews/views/get-involved/local-offer-user-forum>

You can also feed back directly from the Local Offer via the little faces at the bottom of each web page.



SEND local offer

Family Roadshow

“Listening to children, young people, and their families... supporting inclusion, meeting needs and changing lives together”

Friday 11th October, 10:30-13:00 (Holt Hall)

Friday 6th December, 10:30-13:00 (Knight's Hill Hotel, King's Lynn)

Wednesday 12th February, 10:30-13:00 (Kings Centre, Great Yarmouth)

Wednesday 25th March, 10:30-13:00 (Charles Burrell Centre, Thetford)

Wednesday 20th May, 10:30-13:00 (The Willow Centre, Cringleford, Norwich)

Tuesday send@norfolk.gov.uk (Pensthorpe, Fakenham)

To book your place
send@norfolk.gov.uk



The Local Offer Family Roadshow

Over the next few months, the Local Offer Family Roadshow is enabling parent carers to:

- hear how the Local Offer is developing in Norfolk
- discuss recent feedback received through its online feedback form
- and give their views on local issues.

Organisations such as Family Voice Norfolk, Norfolk SEN Network, SENsational Families and Norfolk SEND Partnership have been invited to be there to offer information about how they work with parent carers who have a child with SEND. There will be refreshments on arrival at 10:30 and a buffet lunch will be provided at 12:30.

To book your **free** place simply email send@norfolk.gov.uk with SEND Family Roadshow in the subject line and include:





Join us for our 2020 Anniversary Conference

There may be a certain festive occasion coming up shortly, but we're also looking forward to celebrating in the spring, at our **10th Anniversary Conference**. It's not too late to let us know if there is something you very much want to see or hear there. You can use any of the usual means of contacting us shown on the poster below. Booking will open on **20 January 2020**.



family voice
norfolk
together improving services

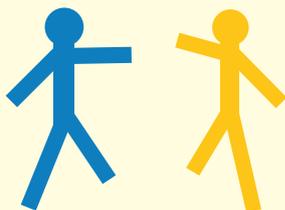
SAVE THE DATE

10th Annual Conference Saturday 14th March 2020

John Innes Centre, Norwich NR4 7UH

Find out about all things SEND from

- *over 40 information stands*
- *9 workshops*
- *face-to-face with professionals*
- *keynote speaker*



Find out more at

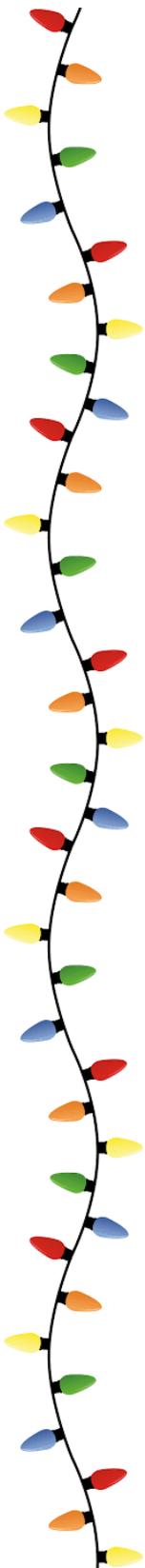
www.familyvoice.org.uk

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

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



Here are two pages of information about NHS services that may be of interest to your family.



JustOneNorfolk.nhs.uk

The new 'go to' health website for Norfolk families. The site features advice and information on childhood illnesses, healthy lifestyles, emotional health, staying safe, child development and additional needs. JustOneNorfolk.nhs.uk uses videos and animations to keep content interesting and easy for users to understand. The website also features short films starring real Norfolk families talking about their own experiences. Users can create an account and complete a health questionnaire to help users gain skills and knowledge.



PAM Health Questionnaire

Who is it for?
Norfolk Parents & Carers

What is it?
An online health questionnaire.



ReciteME - accessibility

Who is it for?
Anyone who needs extra help with accessibility.

- Previous, Play and Next
- Select Language
- Change Font/Text Size
- Enable/Disable Text Mode
- Change the colours
- Download Audio File
- Ruler
- Magnifying Glass
- Screen Mask
- Settings
- Reset Settings

Just one Number 0300 300 0123

Who is it for?
Young people, parents, carers and professionals in Norfolk. **Monday to Friday 8am - 6pm and Saturday 9am - 1pm**

What is it?
A single point of access to get in contact with the Norfolk Healthy Child Programme. Just One Number can help you make or change an appointment, give you clinical advice and information, help you with referrals and connect the right people with the right services.



Parentline

07520 631590

Who is it for?
Norfolk parents and carers of 0-19 year olds. **Monday - Friday 8am-6pm Saturday 9am-1pm**

What is it?
A text message advice service for Norfolk parents of 0-19 year olds. Text messages can be anonymous and will cost the same as a standard text or come out of the message allowance. Texts will be replied to by one of our clinicians who will offer health related advice.



ChatHealth 07480 635060

Who is it for?
Anyone aged 11-19 living in Norfolk.

What is it?
A confidential text message advice service. Young people can ask for advice about contraception, mental health, bullying, alcohol, self harm, healthy eating, drugs, sex and smoking. Text messages can be anonymous and will cost the same as a standard text or come out of the message allowance. Texts will be replied to by one of our clinicians who will offer advice and support.



16 - 19 Health App

Who is it for?
Anyone aged 16 - 19

What is it?
A new app for young people aged 16 - 19 years old. The app has advice on a range of topics including sexual health, drugs, mental health and travel safety. Young people can also access their own GP health record using Evergreen life.



online Solihull



Who is it for?

Norfolk parents and carers and professionals

What is it?

New online learning to help parents, families, carers and professionals feel more confident when looking after children and young people. The learning is interactive, easy to understand and focussed on helping you. The learning is free and once registered can be accessed 24/7.



Health Unlocked



Who is it for?

Norfolk parents and carers

What is it?

An online community forum where parents and carers can support each other, give advice and ask questions.



Podcasts

Who is it for?

Anyone aged 11-19 living in Norfolk.

What is it?

A series of podcasts hosted by BBC Radio One presenter Cel Spellman. Each 20 minute episode features a different topic including self-harm, depression, substance misuse and sexual health. Just search for 'Health Uncovered' in iTunes or podcast app.



#NorfolkCan

Who is it for?

Norfolk families.

What is it?

NorfolkCan is a new campaign to help young people and families make healthier lifestyle choices. A referral is not required and anyone can request help and support by calling Just One Number on 0300 300 0123.



our Services 0-19

- Antenatal
- New Birth Visit
- 6 - 8 Week Check
- 1 Year Review
- 2 - 2.5 Year Review
- School Readiness Check
- School Age Immunisations
- Hearing and Vision Screening
- Height and Weight Screening
- Additional Needs Pathway
- Emotional Health Pathway
- Teenage Parents Pathway



Get involved!

We've already had some fantastic input from Norfolk families to help us develop our services. We really value this and would love to get more people involved. If you are a Norfolk parent, carer or professional who would like to help us make our services even better - we would love to hear from you.



Find us on social media



@NorfolkCYP

Find us on

vimeo

CCS NHS Trust

Family Voice Norfolk newsletter deadlines

The next newsletter will appear at the end of January 2020. If there are issues that you would like to see covered, please email comms@familyvoice.org.uk or leave a message on 07535 895748 before 24 January 2020.



SEND eNewsletter

The SEND eNewsletter is about to have a new look! The latest version would have already been published and the new design revealed but the announcement of the General Election has meant that certain local government activities are in 'purdah', which means that some communications are restricted until the voting has ended. Look out for the new newsletter on 13 December!



If you don't already subscribe to Norfolk's **free** SEND eNewsletter, or you've changed your email address, you can easily make sure you receive it at www.norfolk.gov.uk/send – the Local Offer website.

The newsletter is full of information about events and services in Norfolk that may be of interest to you and your family. It is produced as part of the Local Offer in co-production with Family Voice and other interested groups. If you have comments or would like to submit an article, you can contact the newsletter editors on send@norfolk.gov.uk

The SEND Local Offer also has an active Facebook page, which it uses as part of its SEND communication strategy, alongside Twitter and the SEND eNewsletter. Please 'like' the page and spread the word [@sendnorfolk](https://www.facebook.com/sendnorfolk)



Useful contact details

Here are some organisations that have loads of helpful advice in the form of downloadable leaflets, advice lines or signposting to groups that can help.

Contact – advice and support for families with disabled children <https://contact.org.uk>

I CAN – advice and support about communication <https://ican.org.uk>

Government SEND publications, sources, guidance, calls for evidence etc. <https://www.gov.uk/topic/schools-colleges-childrens-services/special-educational-needs-disabilities>

Norfolk SEND Partnership (SENDIASS) <https://www.norfolksendpartnershiass.org.uk>

And don't forget the **Local Offer** at www.norfolk.gov.uk/send, which has an enormous amount of information and links to:

Norfolk Community Directory at <https://communitydirectory.norfolk.gov.uk>

Remember...

At Family Voice we are always keen to hear from you about the services you are receiving or would like to receive, so that we can inform decision-makers about what families really need.

- You can contact our Membership Secretary Kate on 07950 302937 or at membership@familyvoice.org.uk
- Or you can contact us via:



www.familyvoice.org.uk



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



[familyvoicenfkc](https://twitter.com/familyvoicenfkc)



Findings of the Education Committee's inquiry into the SEND reforms

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 special educational needs and/or disabilities. The Government claimed these changes would give families greater choice in decisions. The cross-party Education Committee's new inquiry reviewed the success of these reforms, how they have been implemented, and what impact they are having. Their report was published at the end of October and can be viewed in full at <https://publications.parliament.uk/pa/cm201919/cmselect/cmeduc/20/2002.htm>

Many witnesses appeared before the committee, including Mrunal Sisodia, Co-Chair, National Network of Parent Carer Forums, to which Family Voice Norfolk belongs. The voices of young people themselves were also heard.

The full report is long and detailed. Here is a shortened version of its findings and recommendations:

- The 2014 reforms were the right ones and if challenges – including finance – are addressed, can work well.
- The DfE set local authorities (LAs) up to fail by making serious errors in how it administered money intended for change and failing to provide extra money when it was needed.
- Funding alone will not address the failure of schools and LAs to meet the needs of children and young people with SEND. There needs to be a systemic cultural shift by everyone.
- The recent spending review process was insufficient in tackling the challenges facing both children's and adult social care.
- The Department for Education and the Department for Health and Social Care should work together to share costs and challenges.
- There seems to be a lack of responsibility for driving any change or holding anyone accountable when changes do not happen.
- The joint CQC and Ofsted inspections should not continue to be one-offs but should become part of an annual inspection process to which all local authorities are subject.
- Two select committees have identified a problem with the current extent of the powers of the Local Government and Social Care Ombudsman. The Government should, at the earliest opportunity, bring forward legislation to allow the Ombudsman to consider what takes place within a school, rather than – in his words – only being able to look at “everything up to the school gate”.
- The DfE is not taking enough responsibility for ensuring that its reforms are overseen, that practice in local authorities is lawful, that statutory timescales are adhered to, and that children's needs are being met.
- The Government should introduce a reporting and accountability mechanism for non-compliance so that parents and schools can report directly to the Department for Education where local authorities appear not to be complying with the law.
- It should also implement an annual scorecard, completed no later than three months after the end of the year, for local authorities and health bodies to measure their success against the SEND reforms, including reports of non-compliance; the school placement of children and young people with SEND, including those without a school place; tribunal hearings, and how local authorities meet statutory timescales.
- The Government should urgently ensure that the funding system works for children and young people with SEND who do not need EHCPs so that they are not inevitably dragged into that part of the system.
- The DfE should identify local authorities with excellent examples of good practice and ensure that these examples are shared.



- Not enough is being done to ensure that every pupil with SEND receives a high standard of education and that all schools are inclusive. Ofsted must deliver a clear judgement on this, with a focus on the school's responsibility to deliver for pupils on SEN Support and ensure that truly inclusive schools get the recognition they deserve.
- The DfE should strengthen the guidance in the Code of Practice on SEN Support and amend the guidance on Education, Health and Care Needs Assessments and Plans with the aim of reducing paperwork and simplifying processes for all involved.
- All SENCOs should undertake the NASENCO course upon taking on a SENCO role. The DfE should also examine the cost implications of requiring all schools and colleges to have a full-time dedicated SENCO and the size of school which should only be required to employ a part-time SENCO.
- The Government should encourage local authorities to bring all SENCOs from all schools in their area together, in order to share best practice, knowledge and training.
- Ofsted and CQC should inspect the training and professional development regarding SEND law of all local authority professionals who are engaged in EHCP assessments, plan writing and reviewing, and tribunal work.
- The Government's SEND review should map therapy provision across the country and identify cold spots as a priority, then set out a clear strategy to address the problem.
- The DfE should explore creating a neutral role, allocated to every parent or carer with a child when a request is made for a needs assessment, which has the responsibility for co-ordinating all statutory SEND processes including the annual review, similar to the role of the Independent Reviewing Officer for looked-after children.
- Navigating the SEND system should not be a bureaucratic nightmare, requiring significant

levels of legal knowledge and personal resilience. A child's access to support should not be determined by a parent's education, their social capital or the advice and support of people with whom they happen to come into contact. Parents currently need a combination of special knowledge and social capital to navigate the system, and even then are left exhausted by the experience.

- The Government must see support for SEND as a system-wide issue and ensure that all policies are 'SEND proof'.
- The Department for Education should, in the absence of other plausible solutions, enable local authorities to create new maintained specialist schools, including specialist post-16 provision outside of the constraints of the free school programme. This should not detract from the principle of inclusion and right to mainstream schooling. If necessary, local authorities should also be able to build more mainstream schools outside of the free school programme.
- More needs to be done to include children and young people in the writing of their Plans and decision-making about support.
- The DfE and the country as a whole is not ambitious enough for its young people with SEND. A lack of focus by the DfE on quality post-16 provision and opportunities for young people with SEND perpetuates this lack of ambition and impacts on the routes that young people are taking post-16. Unless there is a greater focus on supporting young people into meaningful and sustainable employment and independent living opportunities, we are letting down an entire generation of young people and putting greater pressure on the benefits and adult social care systems.
- The Department for Education, the Department for Health and Social Care, the Department for Work and Pensions and the Ministry for Communities, Housing and Local Government should work together to develop sustainable supported internship, apprenticeship and employment opportunities for young people with SEND.



- The DfE, in partnership with the Department for Health and Social Care, the Department for Work and Pensions and the Ministry for Communities, Housing and Local Government, should review the capacity of local authorities to meet the independent living needs of young people with SEND. A shared action plan should set out how it will increase capacity and opportunities as necessary and stimulate the market to enable all young people with SEND to live as independently as possible as adults.
- The Equality and Human Rights Commission should conduct a monitoring review of apprenticeship participation by gender, ethnicity and by people with SEND every three years. Each review should recommend changes to improve Government policy and employer practice.
- Government should bring forward legislative proposals to place the role of the Designated Medical Officer/Designated Clinical Officer on a statutory footing at the earliest opportunity.
- There is not sufficient emphasis on joint working within the Government. Local authorities and CCGs should be held jointly responsible for measuring the health-related delivery of support for children and young people with SEND. Ownership of these outcomes should belong jointly to CCGs and LAs, as well as the Department for Health and Social Care, NHS England and the Department for Education.
- The DfE should ensure that local authorities are producing local offers that demonstrate leadership and a grip on their obligations, including co-production, innovation, interactivity and accessibility. The Department for Education and the Department for Health and Social Care should jointly conduct biennial reviews of each local authority's offer to ensure that the Departments take central oversight of both policy intention and delivery. These reviews should be done in collaboration with

children, young people and their parents and carers.

- The DfE should map provision available through each local authority's local offer, identifying lack of provision available to children and young people with SEND and set out a plan for ensuring that all local authorities, through their local offers, provide a minimum level of provision.
- The Ministry of Justice should, as part of its reporting on SEND tribunal cases, publish a yearly digest, setting out trends and information to enable local authorities to improve their service and ensure they are making lawful decisions.
- Parliament was warned that if the reforms were not done properly, the system could become more adversarial. Not enough was done to prevent this happening. We have a system of unmet need and strain. This unmet need is creating poor broader experiences, for children, young people and their families, schools, colleges and local authorities.

In summing up, the report is forthright about the need for urgent action. It says:

The weight of the evidence, gathered through our inquiry and by others in their own work, reviews and experiences, is clear. The system is not working – yet. There are clear and fundamental problems that need fixing now, not left waiting on the outcome of another review. Apparently random examples of children getting good support are not enough. A reliance on relationships, luck or family circumstance is not enough. Families are in crisis, local authorities are under pressure, schools are struggling. And they cannot wait for the outcome of another review: they have waited patiently for long enough.

The Government must act decisively and soon. It must implement our recommendations with immediate effect and move swiftly to address the many other problems that we identify in our report. A generation of children depends on it.



Tribunal Workshop

For parents wishing to appeal their final Education, Health and Care Plan (EHCP).

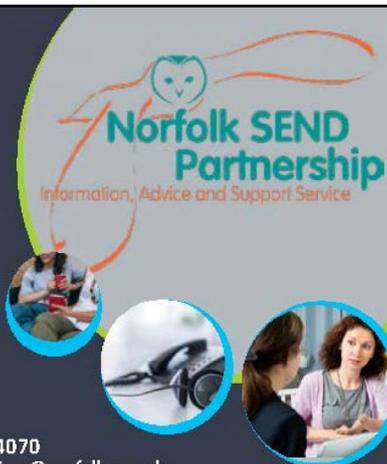
BOOK YOUR PLACE -
www.norfolksendpartnershiass.org.uk/



SCAN ME

Contact us: 01603 704070
 email: sendpartnership.iass@norfolk.gov.uk

Support for parents/carers & young people



Where

The Professional Development Centre,
 144 Woodside Road,
 Norwich NR7 9QL

When

28th February 2020
 - 9.30am - 12.30pm

Individual advice slots are available after the workshop and must be booked alongside the Tribunal Workshop

Cost - Free
 Tea & Coffee available

Guidance with;

- Appeal forms
- Preparing your case for appeal
- Appeal timetable
- Evidence needed
- What should be in an EHCP

This workshop coincides with phase transfer and will therefore focus on appealing EHCP content and placement rather than other appeal types.

Training packs will be provided for all delegates.

BOOKING IS ESSENTIAL

Norfolk SEND Partnership is an impartial and confidential service funded by Norfolk County Council



Tribunal Workshop

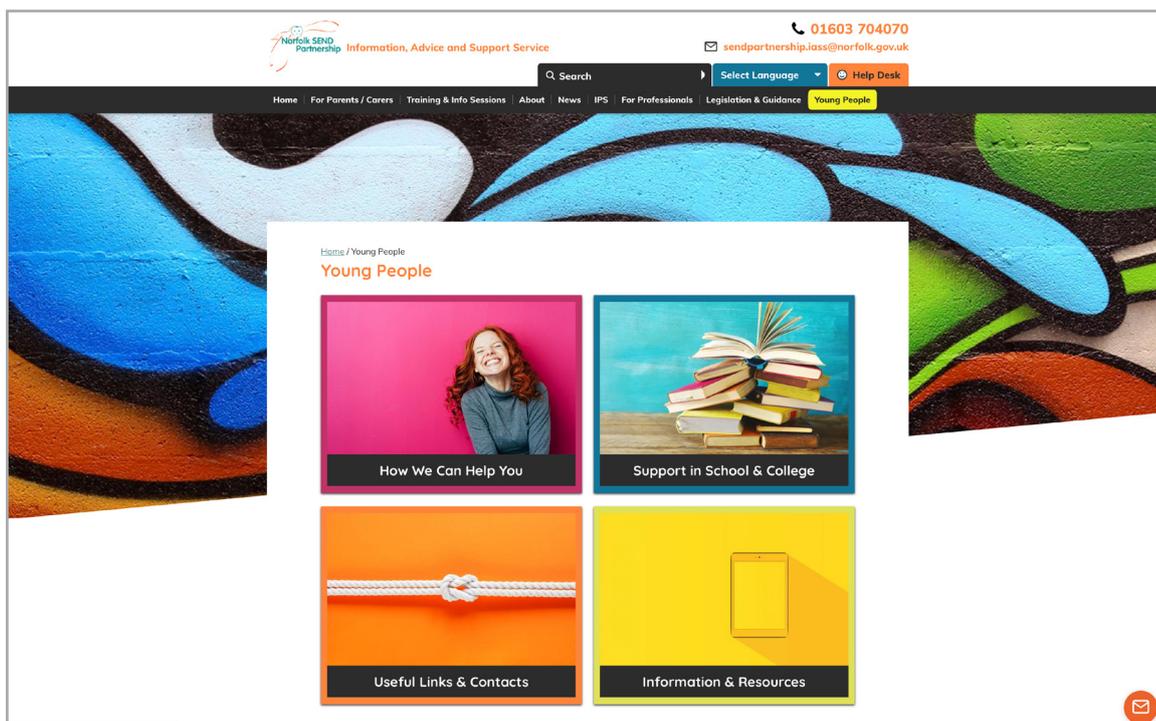
This a Tribunal Workshop run by Norfolk SEND Partnership for parents wishing to appeal their final Education, Health and Care Plan (EHCP).

The workshop is free but places must be reserved beforehand. Tickets can be booked at <https://www.norfolksendpartnershiass.org.uk>

Training documents and advice leaflets can also be downloaded from the SENDIASS website.

Children's and young people's section

A section of the Norfolk SEND Partnership website (shown below) is aimed specifically at children and young people with special educational needs and disabilities (SEND). It includes useful information, links and resources, and details of how to contact Norfolk SEND Partnership.



The National Mental Capacity Forum Awareness Survey 2019

The National Mental Capacity Forum (NMCF) was established in 2015, following the publication of the House of Lords' Select Committee's post-legislative review of the Mental Capacity Act (2005), in order to improve implementation of the Act across all sectors, but with a tiny budget.

This research is being conducted in order to assess whether there have been improvements in empowering and supporting those with impaired mental capacity to live as fully and independently as possible. If you are supporting a young person to whom these issues apply, please complete [this short survey](#), which will take approximately eight minutes to complete.

Please answer all questions relating to the last four years.

Please note that the deadline for completion of the survey is **6pm on 31st December 2019**.



100,000 more people to be given personal health budgets

A change in the law means people who use wheelchairs or need mental health support will have greater choice and control in managing their own health and care.

The change in law came into force on Monday 2 December, following legislation being laid in Parliament on 31 October 2019.

From 2 December, everyone eligible for an NHS wheelchair and people who require aftercare services under section 117 of the Mental Health Act will have access to a personal health budget.

Personal health budgets are planned and agreed between individuals and clinicians, giving people greater choice, flexibility and control over their health and care support.

A personal health budget could be spent on:

- specially adapted wheelchairs designed to maximise independence
- a choice of personal care assistants who can be trained to meet the individual's needs
- exercise classes to help maintain a healthy lifestyle, gain confidence and reduce stress.

Over 70,000 people are already benefiting from personal health budgets, helping people with complex needs stay healthy and independent for longer.

As part of the NHS Long Term Plan, the health system will increase access so up to 200,000 people can receive one by 2024.

The NHS Long Term Plan aims to expand personalised care. This will be given to 2.5 million people by 2024 through measures including personal health budgets and social prescribing, where people are referred by their GPs to local community or voluntary activities.

Last year DHSC and NHS England consulted on extending the right to a personal health budget. The consultation revealed strong support, with nearly 9 out of 10 respondents supporting the proposals.

The NHS will continue to explore further extension of legal rights to other groups covered in the consultation as appropriate, including people with ongoing mental health needs and those with learning disabilities.





Lauren asks: could you help make sure the Local Offer works for young people?

Are you between 16 and 25? Do you have a disability, even if it is hidden? Do you want to help to make a difference? This might be a good opportunity for you.

Hello, my name is Lauren and I am the young person representative on the SEND (special educational needs and disability) Local Offer Forum (I promise it's not as scary as it sounds).

As a member of this group I have the chance to give my views and opinions on the SEND Local Offer and help shape it into a finished product that can be used by everyone who has a disability.

Everyone who attends meetings is friendly and accepting (there is also a range of homemade biscuits that go down a treat). We even have a card system which allows you to let others know when you have something to say or don't understand and want it explained to you or if you simply want a break because it's a bit too much for you.

During my time as a member of this group I feel my confidence grow as at the start I was too shy to talk to anyone and now after a few meetings I feel comfortable enough to speak up and chat with other members of the group.

If this is something you are interested in joining or if you just want more information email Claire Jones on claire.jones2@norfolk.gov.uk. Claire is a lovely woman who will look after you and will help you if you have any problems.

Lauren

Hello from the Carers Voice team

Catherine Kennedy (left) Carers Voice & Co-Production Facilitator and Sophie Little (right) Membership and Grants Officer are both really excited to have joined Carers Voice Norfolk and Waveney!



They took up their posts at the end of the summer and have been very much enjoying talking with carers and learning from your experiences.

They are keen to reach as many carers as possible that don't yet know about the services offered by Carers Voice. Please feel free to show this article to anyone you might know. The Carers Matter Norfolk Advice Line number is **0800 083 1148**.

Catherine and Sophie plan to send out a regular newsletter with information relevant to carers, including updates on any changes to the support that is available.

To find out more, go to the Carers Voice page of the Carers Matter website at <https://carersmatternorfolk.org.uk/carers-voice/> where you will find many ways to connect with Carers Voice, give your views and access support and information.



Transitions for young children

Recently Family Voice Norfolk representatives have been taking part in some work with the local authority about transitions at all stages of a child's or young person's education. These times, when moving from one setting to another, or even from one class to another, can be positive for everyone when handled well. When careful consideration of the needs of individual children, especially more vulnerable ones, does not take place, these can be very difficult times for all concerned.

Norfolk County Council has produced some leaflets to highlight good practice for Early Years transitions. Google 'Early Years transitions in Norfolk' to find downloadable versions on the NCC website.



Books for children with SEND

Some children with special educational needs and/or disabilities may find achieving literacy a challenge but there is so much that they can gain by sharing books with you. Book Trust is the UK's largest children's reading charity and its website at <https://www.booktrust.org.uk> offers many ideas for encouraging children to enjoy books. Two may be of particular interest:



Search for 'special educational needs' on the website and you will find a wonderful selection of inclusive books. Many children's books today reflect our multicultural society, but not so many reflect other forms of diversity, for example the fact that one in five school-age children has special educational needs.

This is especially true of books for very young children. A full list aims to help you to find early years **books showing positive images of disability**, as well as titles that may prove useful in discussing disability and diversity.

Another list suggests **Books for young people to encourage mental wellbeing in troubled times**. The list includes books for all ages as well as links to other articles to help you choose books for your family.

