



**November 2020 - Keep updated with our e-newsletter**



## **Advice Clinics**

We run monthly advice clinics online via Microsoft Teams. Each appointment is for one hour and is an opportunity to chat to one of our team face to face and review any paperwork.

These appointments must be pre-booked on a first come first served basis.

Please call us if the sessions are full to be put on a cancellation list in the event of a slot becoming available in the future.

Upcoming dates

19th November 2020

2nd December 2020



## Children and Young People

Norfolk SEND Youth Forum is a new opportunity for young people to share their experiences in education & training, and to work together to improve services for young people with Special Educational needs and disabilities. We are seeking new members, to join us on regular Zoom meetings (virtual), to meet, discuss and create change!

If you are 11 – 25 years, and have something to say, we would like to hear from you.

You can watch our new [animation video](#) of how we can help.

**For more information and to register to join the Forum**



## Mediation and Dispute Resolution

If you wish to register an appeal with the First Tier Tribunal (SEN and disability) you first have to consider whether to take part in mediation. You do not have to use mediation if you do not want to – you only have to consider whether to or not.

You must contact the mediation adviser within two months of getting the decision from the LA. There are two exceptions to this rule. You can register an appeal without considering mediation first if the appeal:

- Is only about the name of the school or college named in section I of the plan, the type of school or college specified in the plan or the fact that no school or other institution is named
- Is a Disability Discrimination appeal

## Disagreement Resolution:

Disagreement Resolution is there to help resolve disagreements between parents or YP and the organisations that are responsible for making provision for children and YP with special educational needs. Disagreement resolution is voluntary for all parties. A parent or YP can ask for disagreement resolution at any time during the SEND process. The dispute can be about Education, Health or Social Care provision. Access to disagreement resolution covers all

children and YP with SEND - whether or not they have an Education, Health and Care Plan (EHCP). Disagreement resolution meetings are conducted in the same way as mediation meetings. Mediators manage the meeting, and make sure that everyone is fully heard and treated fairly. They ensure that the focus of the meeting stays on the needs of the child or YP.

To find out more about mediation and dispute resolution please watch our video below:



### *SEND Mediation and Disagreement Resolution - Information for Families in Norfolk*

## **Is it worth going to Mediation/Dispute Resolution?**

### **Facts & Figures:**

As the mediation service for Norfolk, Kids produce quarterly data on what mediations have taken place and what the outcomes were. Here is some of the data for Q1 of this year –

**52** referrals were made to Kids to discuss mediation and dispute resolution. Of these, **23** opted for mediation and **5** opted for dispute resolution (**total 28**).

#### **Of those 28:**

- **21% (6)** were resolved prior to the meeting taking place
- 71% (20) had a mediation/DR meeting
- 7% (2) withdrew as they were unable to attend.

#### **The outcomes of the 20 that had a meeting was:**

- **35% (7)** reached full agreement at the meeting

- **50% (10)** reached partial agreement
- **15% (3)** no agreement/action points only

This shows that mediation/DR can be useful tools to resolve issues and can prevent you from having to go through the stressful process of a SEND Tribunal.



### *Written Statement of Action*

Norfolk County Council and Norfolk and Waveney Clinical Commissioning Group have produced a statement of action outlining what steps will be taken to further improve support for children with special educational needs and disabilities in Norfolk. It addresses the areas of weakness identified by Ofsted and the Care Quality Commission in their March 2020 inspection.

### [Written Statement of Action](#)

### *Norfolk SEND Partnership UPDATE*

We have been busy in the last few months adjusting to the changes brought about by COVID-19, continuing to offer support and advice to parents/carers, children and young people.

We have produced a parent/carer online survey regarding us delivering free training. We had over 500 people complete this and are working at developing some online training packages. [SURVEY REPORT.](#)

Bridget Robinson, our Children & Young Person Supporter and Dawn Jones from Virtual School have created the [Norfolk SEND Youth Forum](#), giving children and young people an opportunity to share experiences and work together to improve services within SEND.

We have successfully recruited two Advisors within our [team](#) and welcome Liz and Lindsay to the team.



### *Contact us*

You can contact us during these difficult times by calling 01603 704070 and leaving a voicemail which we will pick up regularly during working hours. Email us at [sendpartnership.iass@norfolk.gov.uk](mailto:sendpartnership.iass@norfolk.gov.uk), TEXT us on 07860033614 or contact us via our [website](#)



### *Information Booklets*

You can read and download our [information booklets](#) including Education, Health and Care Plan's, SEN support and What to do if you don't agree with a decision. You can read these in any language or contact us for a different format.

We are in the process of developing our [audio booklets](#) which you can find on our website.



*Who are we and how can we help?*

**Our mailing address is:**

Norfolk SEND Partnership  
148 Woodside Road  
Norwich  
NR7 9QL

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