




# Norfolk's Local Offer

## Education, health and care plans





### Easy read guide for parents

#### Who is this guide for?

	<p>This guide may be useful if you:</p> <ul style="list-style-type: none"><li>• are a <b>parent</b></li><li>• you have a learning disability</li><li>• you have a child who has <b>special educational needs</b> or <b>disabilities</b>.</li></ul>
	<p>If you do not have a learning disability, this guide can still help you to understand the support that <b>children</b> and <b>young people</b> who have <b>special educational needs</b> and <b>disabilities</b> can get.</p>
	<p>In this guide, the <b>person</b> who <b>parents</b> look after will be called 'a <b>child</b>'. They will be called a child no matter what <b>age</b> they are.</p>

Thank you to Photosymbols for the images in this guide and the Department for Education and Mencap for some of the definitions of important words used in this guide.

## What is an Education, Health and Care plan (EHC) plan?

 <p>An illustration showing a person with a red beanie sitting at a desk, writing. Behind them are several black silhouettes of people. The word "Plan" is written in white on a purple curved banner at the bottom of the illustration.</p>	<p>This is a new way of looking at the needs of your child, with a focus on the views and wishes of you and your <b>child</b>.</p> <p>This is called <b>person centred planning</b>.</p>
 <p>A photograph of a diverse group of people standing together. In the foreground, a young woman with a disability is smiling. Behind her are several other people, including a man in a suit and a woman in a blue uniform.</p>	<p>It will look at <b>education support</b>, <b>health support</b> and the <b>social care support</b> your <b>child</b> needs.</p>
 <p>A photograph of a woman with glasses and a red patterned top sitting at a desk. She has her right hand raised, pointing upwards.</p>	<p>You can ask for an <b>education, health and care needs assessment</b> if your child:</p> <ul style="list-style-type: none"><li>• is under the age of 25</li><li>• has <b>special educational needs</b></li><li>• is in <b>school, college</b> or <b>training</b></li><li>• needs more support than their <b>school</b> or <b>college</b> can provide on their own</li></ul> <p>If your child is aged 16 or over, they can ask for it themselves.</p>
 <p>An illustration of a document titled "Plan" with a paperclip at the top left. A large green checkmark is drawn over the document. The cover of the document shows a photograph of a person sitting at a desk.</p>	<p>The <b>education, health and care plan</b> will use the information from the <b>education, health and care needs assessment</b> to say what the views and wishes of you and your child are and what support is needed to help your child.</p>



As your child gets older there will be a focus on helping them **prepare for the future**.



**Education, health and care plans** replace the old system of **Statements of Special Educational Needs (Statement)** and **Learning Difficulty Assessment (LDA)**.



You can ask for a **personal budget** to be part of your child's **education, health and care plan**.



**Education, health and care plans** must be **reviewed** each year.



You can get help and support with your application for an **education, health and care plan** from **Independent Supporters**.

In Norfolk this help is provided through:

- Scope Freephone: 0808 800 3333
- Norfolk SEND Partnership Telephone: 01603 704070



Other organisations which may be able to help with the **education, health and care plan** process can be found on the **local offer** at <https://www.norfolk.gov.uk/children-and-families/send-local-offer/help-and-advice/support-groups-and-organisations-offering-help>

## How are families involved?



It is important the **education, health and care plan** is focused on the views and wishes of you and your child.



There are resources on the **local offer** which may help you put together your views and wishes.



Things you may want to think about

- their **education**
- their **health**
- your child's **future** and how they would like to **prepare** for it
- where they would like to **live**
- **relationships**
- control of their **money**
- how they would like to be part of the **community**
- how they will become more **independent**
- do you want to use a **personal budget** for some of the support in your child's **education, health a care plan.**



You will be contacted by an **Education, Health and Care plan Coordinator** to get your views and wishes.

### How long will it take?



The **county council** will let you know if they think your child needs an **education, health and care needs assessment** within **6 weeks** of you asking for an **assessment**.

If the **county council** do not think your child needs an **education, health and care needs assessment** and you disagree you can **appeal** against their **decision**.



The **county council** will let you know if they think your child needs an **education, health and care plan** within **16 weeks** of you asking for an **assessment**.

If the **county council** do not think your child needs an **education, health and care plan** and you disagree you can **appeal** against their **decision**.



The **county council** must finish the **education, health and care plan** within **20 weeks**, when they agree your **child needs** one.




Certain things may make getting an **education, health and care plan** take **longer than 20 weeks**.

They include:


- your child **missing appointments** with people asked to carry out **assessments**



	<ul style="list-style-type: none"> <li>• your child being <b>outside</b> of <b>Norfolk</b> for <b>more than</b> 4 weeks</li> <li>• the <b>school</b> or <b>college</b> being <b>closed</b> for <b>more than</b> 4 weeks</li> <li>• <b>you</b> can ask for a <b>pause</b> in the process because of a <b>personal circumstance</b>.</li> </ul>
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## How to request an education, health and care needs assessment?


	<p>You can ask for an <b>education, health and care needs assessment</b> by</p> <ul style="list-style-type: none"> <li>• if you are the <b>parent</b> or <b>carer</b> of the child you can call 0344 800 8020 and ask for the SEN Centre of Excellence</li> <li>• use the <b>online form</b> on the <b>local offer</b></li> <li>• you can make the request in <b>writing</b> and <b>post</b> it to <b>Norfolk County Council</b></li> </ul> <p>Norfolk Children's Services  SEN Centre of Excellence  Professional Development Centre  Room 18  144 Woodside Road  Norwich  NR7 9QL.</p>
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## How will the county council decide if they will carry out an assessment?

	<p>The <b>county council</b> will speak to the people who have supported your child asking them about the support your child needs. This could include:</p> <ul style="list-style-type: none"> <li>• your child's <b>school</b> or <b>college</b></li> <li>• <b>doctors</b> or <b>therapists</b>, such as a <b>speech and language therapist</b>, if your child sees them</li> <li>• <b>social workers</b>, if your child uses social services or needs to</li> <li>• If your child has problems with <b>hearing</b> or <b>sight</b>, <b>specialist teachers</b> who can help advise other teachers</li> </ul>
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	<ul style="list-style-type: none"> <li>• an <b>educational psychologist</b>, someone who can advise teachers on how to teach your child</li> <li>• organisations you have asked for</li> <li>• and most importantly, <b>information</b> that <b>you</b> have <b>given</b>.</li> </ul>
	<p>When the <b>county council</b> has this information they will <b>decide</b> if your child's <b>school</b> or <b>college</b>:</p> <ul style="list-style-type: none"> <li>• has a <b>clear idea</b> of your child's <b>needs</b></li> <li>• can show that they have <b>tried</b> to <b>support</b> your child to the <b>best of their ability</b></li> <li>• can show your child is still <b>not making</b> expected <b>progress</b>, even with the support they currently get.</li> </ul>
	<p>The <b>Education, Health and Care plan Coordinator</b> will contact you to explain the <b>decision</b> and talk about what happens next.</p>

## Questions you might want to ask

	<p>You might want to find out more information about <b>education, health and care plans</b> and <b>education, health and care needs assessments</b>.</p> <p>Here are some questions you might want to ask the <b>county council</b> or your local <b>information, advice and support service</b>:</p> <ul style="list-style-type: none"> <li>• Who can I talk to about <b>education, health and care needs assessments</b> and <b>education health and care plans</b>?</li> <li>• How can I get an <b>education, health and care needs assessment</b> for my child?</li> <li>• Who will be involved in my child's <b>education, health and care needs assessment</b>?</li> <li>• What does an <b>education, health and care plan</b> look like and what information is in it?</li> </ul>
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	<ul style="list-style-type: none"> <li>• What can I do if I do not agree with what is in my child's <b>education, health and care plan</b>?</li> <li>• What happens after my child has got an <b>education, health and care plan</b>?</li> </ul>
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## Important words

	<p>An <b>appeal</b> is what someone does when they want to try and change a decision about their support that they do not agree with.</p>
	<p><b>Assess / assessment</b> is a way of working out what kind of support someone needs.</p>
	<p><b>Children</b> are aged between 0 and 16.</p>
 <p>College</p>	<p><b>College</b> is where young people go to learn skills that they might need when they are older.</p> <p>If someone is aged between 16 and 25 years old, then they can go to a college.</p>
 <p>Council</p>	<p>The <b>county council</b> is the group of people who look after things in a local area like services to support children and young people who have special educational needs and disabilities.</p>





**Decisions** are choices people make about what happens in their life.

Some people may need support to make decisions. For example, having things explained in a different way.



A person who has **disabilities**:

- may have problems with their health
- may find it harder to do things than other people.



An **education health and care needs assessment** will look at what extra support children and young people with special educational needs might need in their life.



An **education, health and care plan** says what support a child or young person who has special educational needs must get.



An **educational psychologist** looks at how a child or young person can be better supported to learn. This includes children and young people with special educational needs and disabilities.



**Education support** can help someone to learn things like reading and writing.

	<p><b>Health support</b> can help someone to stay healthy, like having physiotherapy.</p>
	<p>An <b>independent supporter</b> is someone who can support a young person or their family during an education, health and care needs assessment.</p>
	<p>An <b>information, advice and support service</b> is where children, young people and parents can go to find out more information about special educational needs and disabilities and how to get the support they need.</p>
	<p>A <b>local offer</b> is information about the support and services that children and young people, who have special educational needs and disabilities, and their families can get.</p>
	<p><b>Parents</b> are people who look after children and young people.</p> <p>Often that is a mum or dad. But some children and young people are looked after by other people who act as parents. This could be:</p> <ul style="list-style-type: none"> <li>• a grandparent</li> <li>• a brother or sister</li> <li>• a carer.</li> </ul>



A **personal budget** is money set aside for a young person or a parent by their local council.

It can be used to buy some of the support a child or young person gets in their education, health and care plan.

Sometimes a local council will keep this money and use it to buy some support that a young person or their family might need.



**Preparing for the future** is when children and young people think about what they want to do when they are older.



A **review** is a meeting where the county council, a school or a college, and some other people look at the support a child or young person gets and if it is right for them.



**School** is where children and young people go to learn skills that they might need when they are older.

If someone is aged between 2 and 5 years old, they can go to a **nursery school**.

If someone is aged between 5 and 16 years old, they must receive an education.



**Social care support** is the support someone gets to help them do things like washing, cooking and meeting up with friends.



A **social worker** is someone who works with families to help make sure they get the support they need.



A child or young person who has **special educational needs** may:

- find it harder to learn than other people of their age
- face challenges that make it hard to go to school or college
- need different or extra help to learn.



A **speech and language therapist** is someone who helps children and young people who might find it harder to communicate.



A **statement of special educational needs** is the document that used to be given to children and young people with special educational needs in school who needed a lot of support.

It said what support someone needed to help them learn.

This was called a **learning difficulty assessment** for young people in colleges.



**Training** can help someone get the skills they need for things like getting a job, looking after their money, and getting on with their life.

There are lots of types of training that support someone to do these things.



**Young people** are aged between 16 and 25.