

# SEND

## Weekly Newsletter

10 July 2019



Issue 45

## We're improving the way you contact our team

After listening carefully to the concerns of parents we will soon be improving the way you contact the SEND Statutory Team.

There will be a new partnership with Somerset County Council's Contact Centre offering longer opening hours with trained Specialist Advisors who can provide advice, support, guidance and signposting.

A Senior member of the SEND team has been working alongside Specialist Advisors in the Contact Centre's Children's Team on a daily basis providing SEND training, including arrangements for advisors to shadow our staff. We aim to launch this new service from August.

The SEND team continually reviews its systems - following parental feedback last summer we introduced the SEND Duty Line in September 2018.

It was well received by parents and schools, but EHC assessment requests increased very rapidly and it was not possible to sustain the opening hours as staff had less time to progress cases.

We went back to parents for further feedback - they told us they value being able to talk to someone about the EHC process.

So we developed this new service with the Contact Centre. We are also working with our IT team and the Parent Carer Forum to develop a web-based portal for parents to be able to track the EHC process.



### Big Survey reminder

Have you taken part in our survey yet? We need your views on the support children and young people with Special Educational Needs and/or Disabilities receive in Somerset. What is working, or not working across Education, Health and Social Care as a whole? You can complete the surveys online:

**For children and young people:**

[www.somerset.gov.uk/SENDchildsatisfaction](http://www.somerset.gov.uk/SENDchildsatisfaction)

**For parent carers:**

[www.somerset.gov.uk/SENDparentsatisfaction](http://www.somerset.gov.uk/SENDparentsatisfaction)

**For practitioners:**

[www.somerset.gov.uk/SENDpractitionersatisfaction](http://www.somerset.gov.uk/SENDpractitionersatisfaction)

For a paper copy of any of the surveys please contact: Jemma Lang [jxlang@somerset.gov.uk](mailto:jxlang@somerset.gov.uk)



## Apps can help you keep healthy

There's a handy collection of apps which can help young people with everything from coping with stress and anxiety to making sure you clean your teeth properly.

The NHS Apps Library has a range of digital tools to help you manage and improve your health, including managing emotions for young people and a confidential messaging

service that allows you to anonymously chat to healthcare professionals.

All of Somerset's GP surgeries are signed up to the Engage Consult app where you can book appointments, order repeat prescriptions and have online consultations with your GP.

You can access the NHS Apps Library here: <https://www.nhs.uk/apps-library/>

## Portal tech problems?

Calling all SENCOs.

Are you experiencing technical issues when trying to access the Professional Portal?

We have put together a useful help document which can be accessed on the [Somerset Learning Platform here](#).

You can download the document which covers a range of possible log-in issues.

However if problems persist please contact Schools IT Helpdesk on 01823 355090.

## Sen.se-Sational Pop-Up Shop makes headlines

A ground-breaking project that supports young people with Special Educational Needs and/or Disabilities to gain valuable work experience has made the news.

The BBC went along to the sen.se - Sational pop-up shop in Frome's Bath Street to take a look at how young people are running it and selling stock made by special schools across the county.

There have already been pop-up shops in Taunton and Yeovil which were a great success and the project was a finalist in the Somerset Education Business Awards 2019.



You can watch the excellent video here: <https://tinyurl.com/y2rcax8u>

And you can read more about the shops here: <https://tinyurl.com/y5wftl2>

