

Dear parents and carers,

0-25 SEND Service- New Ways of Working.

From 1 October 2023 we are making some changes to the way we provide our SEND service which we believe will help improve how we work with you.

Why are we making these changes?

We're making the changes after feedback received from families, carers and others using the service as well as our own self-evaluation for how we can most effectively support and communicate with you and provide advice in a timely manner. We have listened to how important it is for children and young people to have an allocated SEND lead worker in Wiltshire, as well as clear communications, whilst ensuring the SEND team are as accessible as possible.

From 1 October 2023 we will have:

- One dedicated team to support you through the Education, Health, and Care Needs Assessment Process (EHCNA).
- Four dedicated teams covering each area (north, east, south and west), overseeing the reviewing and monitoring of Education, Health, and Care Plans (EHCPs). These teams will support learners up to the end of Year 9.
- One Preparation for Adulthood/Post 16 Team to work with all learners with an Education, Health, and Care Plan Year 10 and above.
- Education Officers will be dedicated to a geographical area. They will be the key links with schools and settings, as well as working closely with the Preparation for Adulthood/Post 16 team.
- Dedicated email inboxes to manage enquiries, which will specifically relate to your query. This will include inboxes based on your area, for children and young people who are accessing the EHCNA Process, and an inbox for learners who are Year 10 and above.
- Our dedicated telephone line will continue to be in place. More options will be available to direct you to the correct team.

Assessment Team

This team will direct all new requests for EHCNAs, and give advice and guidance to families and settings. They will coordinate and progress EHCNAs. A named SEND Lead Worker will be allocated to each family, and they will support the child/young person, their family, and their educational setting through the EHCNA process up until the conclusion of the assessment or the finalising of the EHCP.

North, east, south and west teams:

These teams will support children and young people with an EHCP up to the end of Year 9. All children and young people will have a SEND lead worker, and this will be determined by the school/nursery, pre-school address. For those Educated Other Than in School (EOTIS), Electively Home Educated (EHE), accessing a Personal Budget (PB) or attending a District Specialist Centre (DSC) area will be determined by home address.

These teams will provide support for families and schools who have a query or question about an existing EHCP. SEND Lead Workers in these teams will be the contact for families at key times of change within this age group including primary to secondary transition.

The west team will also support families, children and young people accessing an Independent Special School placement up to the end of Year 9.

Children and young people will remain within their allocated area, until the point they reach Year 10, at which time they will move to the Preparation for Adulthood (PfA)/Post 16 team or are at a point when they do not require an EHCP (if an EHCP ceases following Annual review).

Preparation for Adulthood/Post 16 Team

This team will support all children and young people with an EHCP or following finalising of a newly issued EHCP who are Year 10 or above.

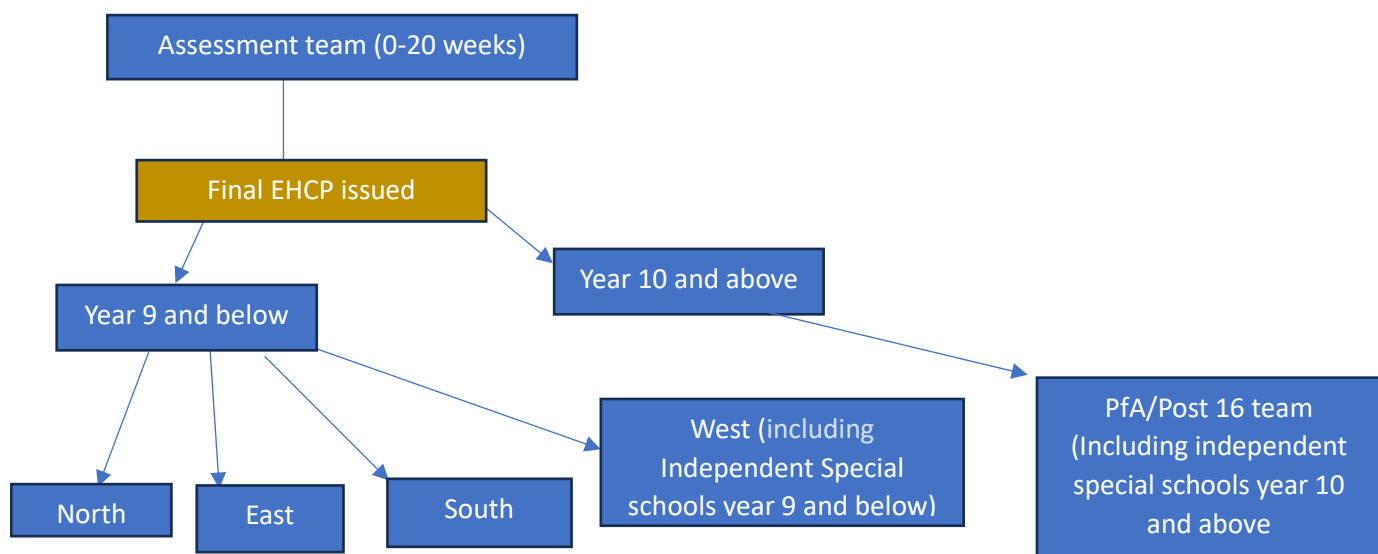
They will provide advice and information relating to the Growing Up and Moving on Guide.

[Growing up and Moving on - Local Offer \(wiltshire.gov.uk\)](http://wiltshire.gov.uk)

This team will support families, schools, colleges, and others who have a question about an existing EHCP. The team will be the contact for families at key times of change within this age group including Secondary to Post 16 education. They will also support families to understand opportunities following education, when an EHCP is due to end. All young people supported by the PfA team/Post 16 will have an allocated SEND Lead Worker, based on the provision they are accessing.

SEND Team Managers and Education Officers will oversee their community areas and will have oversight of each team. This means that schools and settings will continue to have a dedicated point of contact for each area of the county.

How will this work for my child/young person?



How will I benefit from these changes?

We are making these changes after feedback from families, children and young people, our schools, colleges, and other settings. We want you to know who to speak to or contact so we can work successfully together, which ultimately means your child or young person can thrive. This will also provide better communications and partnership working with our families. We know from talking to the families, schools, colleges, and other settings we work with that communication and clear lines of contact from the SEND Team is key to ensuring a successful way of working. This is primarily our key drive for change.

Queries from children, young people, families, and schools will go straight into an allocated team that is best placed to deal with this query. Families, schools, and settings will be able to make direct contact with the team required and raise queries related to that area. We feel that this will give the families we support assurance and reduce time spent for our families when raising queries.

What if I still don't understand something or know which team to contact?

If you are unsure which team to contact, please call **01225 712620** where you will be given options to reach your required team. Monday-Thursday 9am-4:30pm, Friday 9am- 4pm) where a duty SEND lead Worker will assist you with your query. If you know which team you need to contact, please email the dedicated email inbox from the 1 October 2023.

Assessment team:

EHCPassessmentteam@Wiltshire.gov.uk

North and those moving into Wiltshire:

EHCPNorthteam@Wiltshire.gov.uk

East:

EHCPEastteam@Wiltshire.gov.uk

South:

EHCPSouthteam@Wiltshire.gov.uk

West:

EHCPWestISsteam@Wiltshire.gov.uk

Preparation for Adulthood/Post 16:

EHCPPfAPost16@Wiltshire.gov.uk