



Norfolk SEN Network

Registered charity no. 1044353

First Floor, Portal House, 7B Alkmaar Way, Norwich, NR6 6BF

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Annual Report & Accounts 2024 – 2025



*Linton Crescent Charity of the
Year 2024*

*BrickFEST @ The Brickmakers and
B2, 2025*



Norfolk Cribbage Association

Trustees Report 2024-25

I am delighted to present the annual review and accounts of Norfolk SEN Network for the period 1st November 2024 to 31st October 2025.

In what has once again proven to be a busy period for the charity, I would like to thank all staff, volunteers and trustees for their dedication, commitment and hard work in ensuring that we are able to continue to support children, young people and their families in accessing the education provision and support that they deserve and are entitled to. Without the knowledge, expertise and passion of our staff to ensure we achieve the best possible outcomes for families, our work would not be possible.

During the period, ***we supported 64 children from 60 families***. Although the numbers are not too dissimilar from the previous year, the breadth of need and complexity of cases that we have seen throughout the period really does demonstrate that Norfolk SEN Network is as vital now for families as it has ever been. ***The number of identified diagnoses amongst the children and young people supported increased by 24%*** from 78 in the previous year, to 97 in the current period

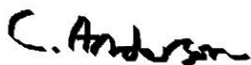
We saw ***an increase of 46% in the level of activity and support*** we delivered during the 2024/25 period. We particularly saw increases in the number of meetings and support with schools for families, and an increase of 57% in tribunal support delivered. ***We provided over 1,586 hours of direct one-to-one support*** with families, averaging around almost 26.5 hours per family, or 24.75 hours per child or young person.

Our helpline continued to be a busy and accessible resource for families, and we once again saw an increase in the number of calls received ***up from 405 calls in 2023/24 to 667 calls in 2024/25, an increase of 65%***. The helpline took calls on 21 different subjects.

As many will be aware, without income, we would not be able to deliver our work and no work by Norfolk SEN Network is government or statutory funded as we are entirely independent. This means we rely on our own fundraising efforts, the support in donation and fundraising from others, income from our membership and grant and trust donations. We thank anyone that has donated to our charity, no matter how large or small your donation. If you would like to discuss ways in which you may be able to support our work, please do get in touch! Claire Brooks, landlady of The Brickmakers in Norwich continues to be an Ambassador for the charity and she is a great example of how others can support us. Thank you, Claire, for your ongoing support!

Thanks also to our Landlords NM Finance for their support throughout our tenancy.

Clayton Anderson



Chairperson

9th March 2026

Norfolk SEN Network Annual Report for 2024-25

Membership @ 31.10.25:	71 supported members
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96 free email members

Ambassadors:	Claire Brooks of the Brickmakers
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Norwich Computers

Trustees:	Clayton Anderson	(Chair)
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Pat Brickley	(Vice Chair)
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Julie Playford

Lucy Pollard

Tara Durrant

Alex O'Sullivan

Treasurer:	Chris Jay
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Employees:	Nichola Corcoran	Development Worker (Lead from 01-09-25)
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Karla Cooper	Development Worker
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Rebecca Clifton	Development Worker
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Melissa Sole	Development Worker
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Danielle Cann	Administrator/Helpline
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Bankers:	Barclays PLC, St. Stephens Branch, Norwich
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Our aims and objectives

- Norfolk SEN Network has been supporting parents of children with special educational needs throughout Norfolk since 1987. Since the changes to the law through the Children & Families Act 2014, we now also support young people themselves (16 to 25) who have special educational needs to find the right educational provision.
- Our committee is elected in accordance with our constitution from our Membership each year at our Annual General Meeting

Our aims: are to help *all* parents of children with special educational needs to find the education which is right for their child and to support young people 16 to 25 to also find the right provision to meet their needs.

Norfolk SEN Network Annual Report for 2024-25

Who we support

The children we supported during 2024/25 had the following diagnosis:

Diagnosis	2024/25	2023/24
ADHD	19	17
Anxiety	6	2
Autism Spectrum Disorder (ASD)	42	34
Attachment and trauma issues	1	1
Awaiting diagnosis	1	-
Dyslexia	3	4
Dyspraxia	3	3
GLUT1 Deficiency Syndrome	1	-
Hypermobility	2	-
Non-verbal	1	2
Obsessive Compulsive Disorder (OCD)	1	-
Pathological Demand Avoidance (PDA)	4	11
School trauma	2	-
Selective Mutism	2	2
Sensory and Sleep Difficulties	1	-
Sensory Processing Disorder (SPD)	1	-
Severe Demand Avoidance	1	-
Social, Emotional. And Mental Health needs (SEMH)	3	2
Speech, Language and Communication Needs (SLCN)	1	-
Turner Syndrome	1	-
Visual Stress/Meares-Irlen Syndrome	1	-
Total:	97	78

Some children had a single diagnosis; many children had a multiple diagnosis. The table above demonstrates the breadth and complexity of diagnosis for the children, young people and families who we work with, highlighting how many children and young people have multiple needs that need to be understood and met to ensure they can access the best possible education and provision. The work of our Development Workers is key in identifying what support children and young people need and helping their families to achieve this.

“As a family, we have been navigating the world of SEN for six years with two children. We have spoken to so many services, charities, the Local Authority, coordinators, managers, helplines and read endless policy and law. Norfolk SEN Network has been the most helpful service in Norfolk for us as a family. Their advice line helped us with emergency review, rewriting the EHCP, naming a school, the SRB system, reports going missing and enforcing Section F of the EHCP. Nowhere else will answer the phone and actually help you. Their advice has been invaluable, and without it, I don't think my other child would be in education at all now. We are so grateful to them.”

During the year, we supported a total of 64 children and young people. Their age and genders were as follows:

Age	Male	Female	Total
4	2	1	3
5	3	2	5
6	2	2	4
7	1	-	1
8	5	2	7
9	3	-	3
10	2	-	2
11	5	1	6
12	7	1	8
13	1	4	5
14	-	6	6
15	5	4	9
16	2	1	3
17	1	-	1
18	-	1	1
Total:	39	25	64

This year, 61% of children and young people we supported were male, 39% were female. In our previous year, 68% were male and 32% were female. This represents a slight increase in the number of females we are supporting.

The ethnicity of families supported this year, based on categories from the GOV.UK 2021 census were:

Ethnicity	2024/25	2023/24
Asian or Asian British	2	2
Black, Black British, Caribbean or African	1	2
White	61	62
Total:	64	66

Our Development Work

Our Development Workers continue to work at full capacity, tirelessly supporting children, young people and their families to ensure that children and young people can access the education and support they deserve and are entitled to. In September 2025, Nichola Corcoran became our Lead Development Worker, overseeing our work and the staff team.

“As a parent navigating the tribunal process for my son, I cannot express how grateful I am. The development worker meticulously handled all the paperwork and consistently followed up with solicitors, guiding us seamlessly up to the hearing. Their support alleviated much of the stress, keeping me calm and focused during a challenging time.

Thanks to Norfolk SEN Network, we successfully obtained the EHCP our son desperately needed. I wholeheartedly recommend their services to anyone facing similar challenges. They truly make a difference!”

This year we have supported families with:

Type of Work	2024/25	2023/24
Annual Reviews	20	15
Applying for EHC assessments	14	18
Checking draft and final Plans	10	13
DDA Appeals	0	1
Early Review	5	3
Education Otherwise Than in a School (EOTIS)	2	0
Exclusions	4	2
Mediation	7	3
Medical Needs	3	0
Provision in school / alternative provision	9	9
School complaints governors	2	0
School placements and meetings	15	12
School refusal	7	7
School support and meetings (including Family School Partnerships (FSP), Early Help Assessment and Plan (EHAP), Team Around the Family (TAF), Child Planning Meeting (CPM), SENCo)	22	0
Tribunals and tribunal support	22	14
Total:	142	97

Overall, we saw **an increase of 46% in the level of activity and support** we delivered during the 2024/25 period, as demonstrated by the previous table. We particularly saw increases in the number of meetings and support with schools for families, and an increase of 57% in tribunal support delivered. This clearly demonstrates the increasing need for our services, and the increased level of capacity required to keep up with demands.

This year, ***we provided over 1,586 hours of direct one-to-one support*** with families, averaging around almost 26.5 hours per family, or 24.75 hours per child or young person. The amount of time supporting each family ranged from just 1 hour, up to 128 hours.

Our Helpline Work

Our helpline is a free resource that families may call for advice and support. During the year, it was open Monday to Friday, 9am–2pm, with an answerphone service in place during other hours. ***We once again saw an increase in the number of calls received to our helpline, up from 405 calls in 2023/24 to 667 calls in 2024/25, an increase of 65%.*** The helpline took calls on 21 different subjects including:

- Annual Reviews
- Application for statutory assessment
- Early Annual Review
- Exclusion (fixed term)
- Exclusion (permanent)
- LA refusal to assess
- LA refusal to issue
- Mediation support
- Medical Needs
- Post 16 placement
- Provision/ Alternative provision
- Reading a Draft Plan
- School non-attendance / refusal
- School not meeting needs / not following a plan
- School placement
- School problems / help in school
- Secondary placement
- Support with behaviour
- Transferring EHCP from one LA to another
- Transport
- Tribunal support

The most often discussed subjects were tribunal support with 18% of all calls, application for statutory assessment at 10% of the call share and school placement and school not meeting needs / following a plan, each with 9%.

Social Media

We continue to post relevant updates and news stories to our social media accounts, accessed by families and professionals alike. ***We had a total of 3,414 followers across our social media accounts, an increase of 190 people, up by 8%.*** Our Facebook account performed well, showing an increase of followers increasing from 2,412 to 2,602.

Training events and coffee mornings

During the year, we ran a selection of informal coffee mornings and slightly more formal training events. These sessions included:

- Coffee morning with Wendy Matsell, Senior Travel & Transport Officer, Norfolk County Council on Transport in November 2024
- Training Day on Exclusions and Independent Review Panel with Melanie White in December 2024
- Webinar on Annual Reviews with Madeleine Oakley, Solicitor, from Birkett Long Solicitors in June 2025
- Coffee morning with Sam McCallum, Head of Statutory SEND, Norfolk County Council, on new updates to SEN Procedures in July 2025
- Coffee morning with Susi Bauer, a freelance ADHD Coach, Facilitator, Training Designer and Consultant on ADHD and neurodiversity in September 2025
- Coffee morning with James Brown, Senior Solicitor, from SEN Legal on SEN Transport in October 2025



We thank all trainers and speakers for their time and contribution during the year in providing learning, support and advice to families and professionals.

Newsletter

Our free newsletter was sent out on four occasions to an average of 150 people each time during 2024/25. The newsletter includes information on our work and events, advice for families and information about our fundraising activities. If you would like to sign up for our newsletter, please do so via our website.

Fundraising

During 2024/25, we were thankful and fortunate to be supported by a range of funders, business, community groups and individuals. This support is invaluable in allowing us to continue our work with children, young people and their families, ensuring they can access the education and support they deserve and are entitled to. Support included:

Grants: We were fortunate to be supported during the period by Norfolk Community Foundation (via a Love Norfolk grant), The Masonic Charitable Foundation, The Paul Bassham Charitable Trust, an anonymous grant and our largest supporter, The National Lottery Community Fund. Thank you to all our funders for supporting our work.

Linton Crescent Christmas Lights: Thank you once again to Tony and Jeanette Fairweather for supporting us with their Christmas lights switch on in Linton Crescent, Norwich. The event raised £625.



Brickmakers BrickFEST: Our thanks to Claire Brooks and all involved in organising the great music event that is BrickFEST at The Brickmakers and B2 venues on Sprowston Road in Norwich. They donated an amazing total of £1,000!



Norfolk Cribbage Association: Thank you to the Norfolk Cribbage Association for supporting us, raising £295!



Selling donated goods: Several parents donated goods to the charity which we sell on Marketplace and at Garage Sales and Car Boot sales. We also sell books in our office.

Two Old Catton Garage sales raised £63. Thank you to Mike and Christine Shoot for lending us their garden.

Broadland Heart Lottery: Did you know that you can nominate us when buying tickets for the Broadland Heart Lottery which raises funds towards Independent Reports for parents? You can also win some good prizes! During the year, we raised £232, meaning we have now raised over £1,200 since we joined.

Other support: Thank you to Kate Quentin-Hicks, a member of Norfolk SEN Network, for raising £510 at their coffee and cake morning. Also, thank you to Mike Shoot for raising £20 from his Christmas carvings and to our very own Development Worker Beckie who raised £18 with a collection from Beebops, fun and interactive sensory music classes.

Other ways to help us: We can receive donations via PayPal and the PayPal Giving Fund. This has raised £967 in the financial period. Easy Fundraising raised £35 and Recycle4Charity raised £7.

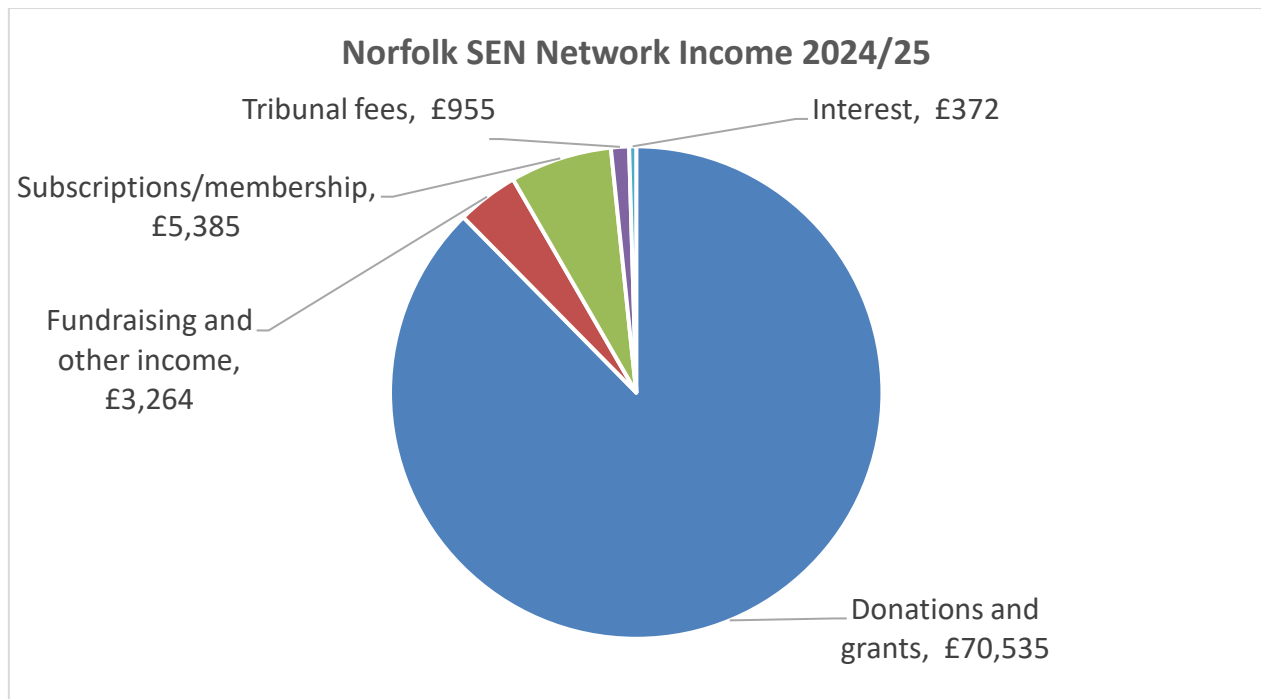
Gift Aid your donation to give us an extra 20% on top of your donation.

Collecting tins – do you know an office or shop who would take one of our tins? If you do, please do get in touch!

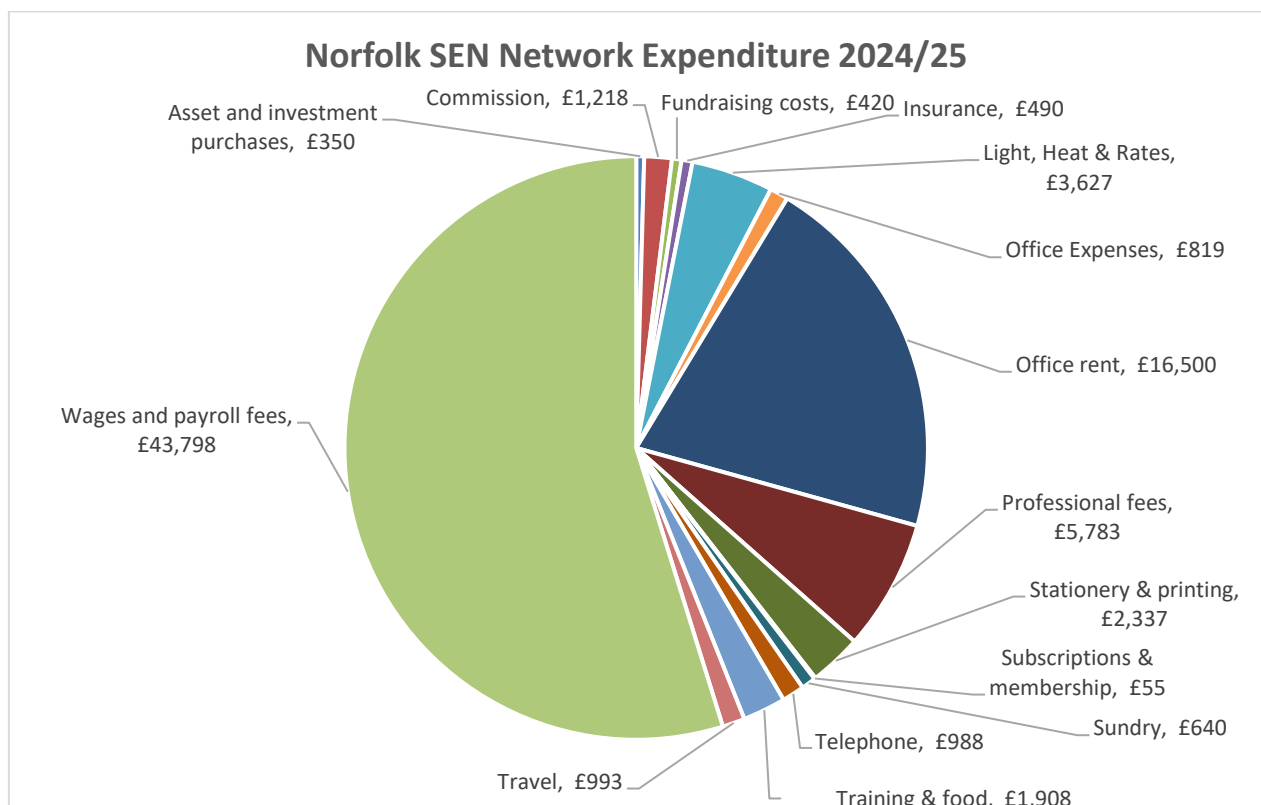
Are you looking to do a run, jump out of a airplane or do another type of activity? Please do consider asking people for sponsorship to raise money for Norfolk SEN Network!

Income and expenditure

Our income level demonstrated a slight increase from £79,095 in 2023/24 to £80,511 in 2024/25.



Most areas of income remain consistent, with subscriptions and memberships showing an increase of 29%, up from £4,170 in 2023/24 to £5,385 in 2024/25 and donations and grants showing a 4% increase up from £67,635 in 2023/24 to £70,535 in 2024/25. Fundraising and other income demonstrated a 46% reduction in 2024/25, down to £3,264 from £6,091 in 2023/24. Expenditure was as follows:



During 2024/25, our expenditure was slightly up on the previous year by £1,273, totalling £79,927. This was largely due to the increased wages and payroll fees which were up 36% by £11,666. This was largely because of running a full year with our extended staff team. Light, heat and rates also saw a substantial increase in expenditure of 143%, up to £3,627 from £1,490 in 2023/24, a difference of £2,137. Overall, we gained a surplus for the year of £441.

" We would highly recommend Norfolk SEN Network to any parent or carers seeking support.

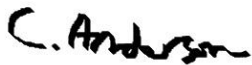
Our development worker had so much knowledge and experience, having them advocate in our corner gave us confidence during the whole tribunal and left us feeling informed and empowered to continue to fight for what we know our little boy desperately deserved.

Without the invaluable support we received I don't think we would have had such a positive experience during what is a very challenging, time consuming period for parents.

We could not have wished for a better outcome. Thank you all at Norfolk SEN Network for providing such a beneficial service."

Thank you to everyone involved in another successful year for Norfolk SEN Network where we continue to support and advocate for children, young people and families to ensure that they can access the education they deserve and are supported to achieve the best possible outcomes in their educational setting.

Clayton Anderson



Chairperson

9th March 2026

NORFOLK SEN NETWORK
Receipts and Payments Account
12 months ended 31 October 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds £	Last Year 2024 £
Receipts					
Subscriptions		5,385		5,385	4,170
Tribunal fees		955		955	645
Delegate fees			0	0	175
Donations	1	300	70,235	70,535	67,635
Fundraising and other income	2	3,264		3,264	6,091
Interest received		372		372	379
Total receipts		10,276	70,235	80,511	79,095

Payments

Wages and payroll fees		692	43,106	43,798	32,132
Commission		1,218		1,218	946
Professional fees		2,885	2,898	5,783	7,157
Fundraising costs		420		420	2,083
Insurance		104	386	490	612
Subscriptions & membership		55		55	50
Light, Heat & Rates		0	3,627	3,627	1,490
Telephone		0	988	988	704
Office Expenses		819		819	651
Stationery & printing		2,337		2,337	1,999
Travel		993		993	1,066
Office rent			16,500	16,500	19,801
Training & food		200	1,708	1,908	3,852
Sundry		640		640	795
<i>Sub total</i>		10,365	69,212	79,577	73,338

Asset and investment purchases

Conference room chairs				0	200
Mini PC, Curved screen, floor cover				0	708
Newline Elara Interactive touchscreen and stand				0	3,700
Tea and Coffee urn				0	48
Laptops for new DW's				0	590
Furniture from Unitas				0	50
Furniture - lockable cabinet				0	20
				0	
Norwich Computers		350		350	
Mobile phone				0	
Laminator				0	
Shredder				0	
<i>Sub total</i>		350	0	350	5,316

Total payments	10,715	69,212	79,927	78,654
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Net receipts/(payments)	(439)	1,023	585	441
Transfers between funds			0	0
Cash funds last year end	218	28,182	28,400	27,959
Cash funds this year end	(221)	29,205	28,984	28,400

Clayton Anderson

C. Anderson

Chairperson
9th March 2026

NORFOLK SEN NETWORK

Notes to Receipts and Payments Account

31st October 2025

1. Donations and Grants

NCF Grant

Anonymous Grant

Masonic Charitable Foundation grant

National Lottery grant

Paul Bassham grant

Donation Joanne Manners

Other

Unrestricted Funds £	Restricted Funds £	Total £
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	5000	5000
	3000	3000
	2900	2900
	57335	57335
	2000	2000
300		300
		0
		0
		0
		0
		0
		0
		0
		0
		0
		0
		0
300	70235	70535

2. Fundraising and Other Income

Linton Crescen collection

Bee Bops collection

Linton crescent Collect

Old Catton Garage Sale

money for books in the office

Easy fundraising

Recycle4Charity

Mike Shoot xmas carvings

Norfolk Cribbage

Old Catton Garage sale

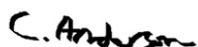
Brickmakers BrickFEST Fundraiser

PayPal Donations - Unrestricted

At Heart Lottery - Unrestricted

487		487
17.91		18
137.89		138
32.04		32
3		3
34.73		35
6.6		7
20		20
295		295
31		31
1,000.00		1000
967.26		967
231.50		232
		0
3264	0	3264

Clayton Anderson



Chairperson

9th March 2026



Section A

Independent Examiner's Report

Report to the trustees

Charity Name
Norfolk SEN Network

On accounts for the year
ended

31 October 2025

Charity no
(if any)

1044353

Set out on pages

One to three

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/10/2025.

Responsibilities and
basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

Date:

16 March 2026

Name:

Maria Brydon ACA

Relevant professional
qualification(s) or body
(if any):

Chartered Accountant

Address:

Saxon House

Hellesdon Park Road

Norwich, NR6 5DR

Section B**Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.