

SPECIAL EDUCATIONAL NEEDS AND DISABILITIES (SEND) POLICY

Version 1.1

September 2024

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1. Introduction and Purpose

1.1 This policy sets out our vision and principles for children and young people with SEND and our expectations for our academies across the Trust.

The offer in our curriculum and wider activities within each of our academies can be found in the SEND Information Reports which are published on our academy websites.

- 1.2 These expectations will ensure we are compliant with both the requirements and the ethos of the previous and future SEND reforms and serve to improve outcomes for all learners. This policy refers to the Special Educational Needs and Disability Code of Practice: 0-25 years (July 2014).
- 1.3 Inclusion is a term used to describe the process of ensuring equity of learning opportunities for all children and young people. It is a process of identifying, understanding, and breaking down barriers to participation and belonging. Inclusion is about the quality of their experience; how children and young people are helped to learn, achieve, and participate fully in the life of the school. Inclusion focuses particularly on those groups of children who have historically been marginalised or who have underachieved. Inclusion does not mean that all learners necessarily learn in the same way or together, but that practices are adapted to take account of all learners' needs this is equity in learning.
- 1.4 Educational inclusion is about equal opportunities for all learners, whatever their age, gender, ethnicity, impairment, attainment, and background. All children, including those identified as having special educational needs and / or disabilities have the same common entitlement to a broad and balanced academic and social curriculum, which is accessible to them, delivered by well qualified staff and enables them to be fully included in all aspects of school life.
- 1.5 All schools in England must have regard to the Code of Practice (2014) as it provides statutory guidance on duties, policies and procedures relating to Part 3 of the Children and Families Act 2014 and associated regulations. Schools must fulfil their statutory duties towards children and young people with SEN (Special Educational Needs) or disabilities as set out in guidance and law.
- 1.6 Under the Equality Act (2010) all schools have duties towards individual disabled children and young people. They must make reasonable adjustments, including the provision of auxiliary aids and services required by disabled children and young people to prevent them being put at a substantial disadvantage.
- 1.7 The Teachers' Standards (2012) makes clear the expectation for all teachers to "adapt teaching to respond to the strengths and needs of all learners." Teachers must "have a clear understanding of the needs of all learners, including those with special educational needs; those of high ability; those with English as an additional language;

those with disabilities; and be able to use and evaluate distinctive teaching approaches to engage and support them." (Teachers Standard 5)

2. Scope

2.1 This policy applies to all PKAT staff, as well as professional services staff when considering reasonable adjustments, funding, and provision for learners with SEND.

3. Legislation and Regulation

- 3.1 This policy is compliant with the following legislation and regulation:
 - (a) The Special Educational Needs and Disability Code of Practice 2015.
 - (b) The Equality Act 2010.
 - (c) The Children and Families Act 2014, Part 33.
 - (d) The Special Educational Needs and Disability Regulations 2014.

4. Definitions within this Policy

4.1 Definition of SEND (Special Educational Needs and Disabilities)

There is a clear distinction between 'underachievement,' often caused by a poor early experience of learning, and 'special educational needs. Some learners may be underachieving but will not necessarily have a special educational need; it is our responsibility to identify this quickly and ensure that appropriate support is put in place to help these learners 'catch up.'

A child or young person has SEND if they have a learning difficulty or disability, which calls for special educational provision to be made for him or her.

A child of compulsory school age or a young person has a learning difficulty if they:

- (a) Have a significantly greater difficulty in learning than the majority of others of the same age; or;
- (b) Have a disability which prevents or hinders them from making use of facilities of a kind generally provided for others of the same age in mainstream schools or mainstream post-16 institutions.

For children aged two or more, special educational provision is educational or training provision that is additional to or different from that made generally for other children and young people of the same age by mainstream schools and early years' settings.

4.2 Definition of Disability

Many children and young people with SEND may also have a disability. A disability is described in law (the Equality Act 2010) as 'a physical or mental impairment, which has a long-term (a year or more) and substantial adverse effect on their ability to carry out normal day-to-day activities.' This includes, for example, sensory impairments such as those that affect sight and hearing, and long-term health conditions such as asthma, diabetes, or epilepsy.

The Equality Act requires early years' providers, schools, colleges, other educational settings, and local authorities to:

- (a) Not directly or indirectly discriminate against, harass, or victimise disabled children and young people.
- (b) Make reasonable adjustments, including the provision of extra aid services (for example, tactile signage or induction loops), so that disabled children and young people are not disadvantaged. This duty is known as 'anticipatory.'

5. Learners with SEND

- 5.1 The Code of Practice (2014, updated May 2015) makes clear the four broad areas of Special Education Need, these are:
 - (a) Communication and Interaction (C&I)
 - (b) Cognition and Learning (C&L)
 - (c) Social, emotional, and mental health difficulties (SEMH)
 - (d) Sensory and/or physical needs (S/PD)
- 5.2 In line with the Code of Practice, all academies follow the graduated approach to a learners' special educational needs. This support should take the form of a cycle through which decisions and actions are revisited, refined and revised with a growing understanding of the learner's needs and of what supports the learner in making good progress and securing good outcomes." This is referred to as the Assess, Plan, Do, Review (APDR) process.
- 5.3 The Responsibility and leadership of SEND is well evidenced when there is a clear strategic approach to SEND provision across the school, with key personnel identified and recognised, and where continuing professional development (CPD) and performance management are successful in improving outcomes for learners with SEND.
- 5.4 Enjoyment and innovation for learners with SEND is well evidenced through high quality teaching and intervention, which is targeted and appropriate and which

enthuses and engages, resulting in consistently high expectations and aspirations and a belief that learning is without limits.

- 5.5 The aspiration and development of learners with SEND should be scrutinised through robust tracking and monitoring processes, which ensure levels of achievement and attainment are substantial and sustained, based on individual starting points, and where all learners are well-prepared for the next stages of their educational journey.
- 5.6 There should be a continual focus on preparing students with SEND for adulthood within the curriculum offer. The Preparing for Adulthood agenda requires a focus on supporting learners to develop independence in:
 - (a) Living.
 - (b) Accessing employment and training.
 - (c) Accessing the community.
 - (d) Managing their health.
- 5.7 Collaboration and inclusion is most successful when the provision for learners with SEND is carefully considered and innovative, with opportunities available for personalisation and flexibility. This may include providing a curriculum offer which is different from and / or additional to that already offered and which secures effective partnership working for all involved including parents / carers.
- 5.8 Honesty and integrity are essential to the early identification of learners' needs; where the SEND register is an accurate and regularly updated 'live document' and where specialist support is available 'at the right time' there is greater impact from the intervention.

6. Policy statement

- 6.1 PKAT is committed to working across academies and utilising Trust expertise, local and special agencies, parent support and guidance to ensure a child-centred approach.
- 6.2 PKAT is committed to legal compliance and a genuine desire to support all children and young people.
- 6.3 The Trust will ensure that:
 - (a) All academies have regard for the voice of the child or young person with SEND as well as those of the parent or carer, and consider their feelings, wishes and views.
 - (b) Academies will work closely with local authorities including the local authority in which the academy is located, and the home local authority of children with SEND to assist them in fulfilling the obligations under Part 3 of the Children and Families Act 2014 and its associated guidance.

(c) All academies have procedures and professionals in place to enable them to fulfil their statutory duties and to drive the ethos and vision that runs through the SEND Code of Practice.

7. Support for PKAT Academies

- 7.1 The Director of SEND will ensure that the strategic direction of SEND is embedded and considered across all the academies by working with school leaders to develop and sustain effective systems and structures to maximise outcomes for learners with SEND. This will include identifying training for staff and direct support for SENDCos.
- 7.2 From time-to-time, PKAT academies may require support and guidance from the Director of SEND, for example in:
 - (a) Training for senior leaders.
 - (b) Support in identification and intervention of need.
 - (c) Legal advice, for example attendance at tribunals or mediation to support school staff.
 - (d) Whole staff training and conferences.
 - (e) SEND audits and reviews of provision.
 - (f) Brokering of support services within regions.
 - (g) Cluster meetings to inform and share best practice.
 - (h) Parent / carer consultation groups.
 - (i) Reviewing and advising on complex cases.

8. Education and Health

8.1 All academies must work jointly with education and health care professionals and agencies to secure the best possible outcomes for the children and young people in their setting. Academies will work with local and national providers to secure the services needed to improve outcomes for children and young people with SEND.

These services might include:

- (a) speech and language therapy
- (b) physiotherapy
- (c) occupational therapy
- (d) educational psychology assessment
- (e) mental health services

- 8.2 All academies will make reasonable adjustments for disabled children and young people and will make arrangements to support those with medical conditions.
- 8.3 Each PKAT school will cooperate with the relevant Local Authority in developing and reviewing its local offer.

9. What PKAT Academies will do

- 9.1 Academies will designate a qualified teacher to be responsible for coordinating SEND provision (the designated SENDCo) who will have completed the relevant SENDCo qualification within three years of taking up the position.
- 9.2 Academies will prepare a SEND Information Report in accordance with paragraphs 6.79 onwards of the DfE (Department for Education) *SEND Code of Practice* and publish their Information Reports on their website. This will be reviewed and updated every September to coincide with the start of the academic year.
- 9.3 Academies will ensure that all teachers accept that SEND is their responsibility, and that class and subject teachers take full responsibility for the progress of the children and young people with SEND whom they teach.
- 9.4 Academies will ensure that learners with SEND acquire the knowledge and cultural capital they need to succeed in life. They will have the same opportunity to partake in all areas of school life. Reasonable adjustments, where possible, must be made to ensure equal opportunity to participate.
- 9.5 Academies will ensure there is high ambition for learners with SEND and ensure they are not provided with a reduced curriculum. It will be broad and balanced and support progression to the next phase of education.
- 9.6 Academies will employ a variety of assessment and screening tools to assess a child or young person's skills and attainment to identify and build on information received from previous settings in consultation with their parents and carers. This could lead to learners being placed on 'SEND support.'
- 9.7 As part of the screening process, academies will consider any evidence that the young person may have a disability under the Equality Act 2010 and make reasonable adjustments for them.
- 9.8 In their settings, academies will ensure that children and young people with SEND engage in all activities alongside those who do not have SEND unless a particular provision or arrangement is agreed with the parents or carers, and the child or young person.

- 9.9 If academies are running provisions for pupils with complex SEND, they will establish guidance, curriculum offer and assessment, and appropriate staffing.
- 9.10 Class and subject teachers, supported by the SENDCo and school line management system, will make regular assessments of the progress for all learners and identify appropriate actions, particularly those making less than expected progress, given their age and prior attainment.
- 9.11 Academies will inform parents and carers when they are making special provision for their child and shall then work in partnership with them to establish support needed and specialist input, to secure best outcomes, taking full account of their views and wishes. For all children and young people on 'SEND Support,' academies will make arrangements for an appropriate member of staff, with input from the SENDCo as appropriate, to meet with the parents or carers at least three times a year to review progress and support.
- 9.12 Academies will ensure that a graduated approach using the 'Assess, Plan, Do, Review' cycle (as set out in paragraphs 6.44-6.56 of the SEND Code of Practice, see Appendix 1) is in place for all young people on 'SEND Support.' Where a young person has an EHCP and need / diagnosis has changed, they will also have provisions made within the graduated approach.
- 9.13 After consultation with the parent or carer and the child or young person, an academy will request the local authority to undertake an Education, Health, Care needs assessment for any child or young person for whom we believe this is necessary.
- 9.14 Academies will do everything they can to meet the needs of young people with SEND including delivering the elements of an EHCP (Education, Health, and Care Plan), and completing Section M best endeavour documentation in the rare event that a provision cannot be made.
- 9.15 Academies will work with relevant local authorities in a timely manner to undertake annual reviews of EHCPs (Education, Health, and Care Plan), so that they are conducted within the statutory timeframes and so that they consider the views of the child or young person and those of the parent or carer.

10. Training

- 10.1 Academies will ensure training is provided to all staff on identifying special educational needs. They will learn about and develop best practice in supporting learners with SEND both inside and outside of the classroom. The collaboration within and across PKAT academies will support the sharing of best practice for SEND.
- 10.2 PKAT and individual academies will provide training for SEND staff to ensure they are skilled in completing evidence-based interventions both in small groups and within

class where applicable. Where possible, this will also include the sharing of best practice from PKAT academies.

11. Learners with English as an Additional Language (EAL) and Learners from Minority Ethnic Groups (MEG)

- 11.1 The term EAL learner is often used interchangeably with 'bilingual learner' (DfE 2007); the government definition of a bilingual learner is that it refers to 'all learners who use or have access to more than one language at home or at school it does not necessarily imply full fluency in both or all languages. (DfE 2003).
- 11.2 To ensure equity of learning for EAL and MEG learners, it is important that recognition and respect is given to the value and significance of the first language and the associated cultural expectations and norms. "EAL learners, their families / carers and communities are not homogenous groups; it is important to know and understand who they are, in order to effectively support their needs."
- 11.3 English as an Additional Language (EAL) is not considered a Special Education Need. Differentiated work and individual learning opportunities must be provided for children who are learning English as an Additional Language as; this may be underpinned by the approaches highlighted for the disadvantaged and more able, where appropriate.
- 11.4 Enjoyment and innovation for EAL and MEG learners is well evidenced through high quality teaching and intervention, which is targeted and appropriate and which enthuses and engages, and actively promotes a safe environment where risk taking is encouraged to enhance independence.
- 11.5 Collaboration and inclusion is well evidenced when the provision for EAL and MEG learners is well developed and innovative, with opportunities available for personalisation and flexibility; providing a curriculum offer which capitalises on opportunities for active and practical learning experiences and which secures effective partnership working for all involved. This actively includes parents / carers so that they feel confident that their home and community language, and the narratives and culture in which their language is embedded, is respected by the school.
- 11.6 Honesty and integrity is well evidenced in the appropriate and accurate identification of SEND needs specific to EAL and MEG learners, where an ethos of high expectations for all is promoted and a development of identity and belonging in contemporary British society is embedded.

12. Responsibilities

- 12.1 Headteachers are responsible for ensuring an appropriately qualified member of staff is the designated SENDCo within their academy. Headteachers are responsible for enabling the SENDCo to work strategically within their academy to ensure the best possible education for learners with SEND. Headteachers must ensure SENDCOs have appropriate administration support to manage their workload.
- 12.2 SENDCos are responsible for ensuring the education within the academy is compliant with this Trust policy, as well as supporting parents and carers and the learners in meeting their responsibilities.
- 12.3 Teachers are responsible for working in line with the DfE Teachers' Standards 5 and providing appropriate education for all the learners within their class(es) as outlined in Section 6 of the SEND Code of Practice 2015.
- 12.4 Trustees and the Executive Leadership Team have overall responsibility for the implementation and approval of this policy.
- 12.5 All academies are committed to providing:
 - (a) High Quality Teaching (HQT) which meets the needs of all learners, and which is appropriately differentiated.
 - (b) Trust Ordinarily Available Provision.
 - (c) Effective systems for tracking and monitoring progress, so that early intervention can address gaps in learning; this includes, but is not exclusive to, monitoring and evaluation through learning walks and work scrutiny, across all learner groups.
 - (d) Opportunities to extend and challenge all learners, so that they can achieve their potential.
 - (e) Effective lines of communication between home and school, so that through collaboration, a shared understanding of 'what success looks like' is achieved for each learner and their family.
- 12.6 It is best practice for all academies to also have the following:
 - (a) SEND Action Plan for Improvement.
 - (b) A coordinated provision map, which identifies additional support / strategies by learners, and which can be filtered according to learner characteristics.
 - (c) Links to disadvantaged, SEND and more-able learners in the academy Improvement Plan.

13. Monitoring and Compliance

13.1 Headteachers will monitor compliance with this policy within their academies. Through the agreed assurance activities, the Director of SEND will scrutinise the impact of this policy in supporting SEND learners and in meeting the SEND Code of Practice.

14. Version History

VERSION	ACTION	RESPONSIBLE	DATE
1.0	Policy created and approved by Education Committee	Jude MACDONALD	02/10/2023
1.1	Minor amends and appendices	Jude MACDONALD	27/06/2024

15. Appendix 1: TRUST GRADUATED APPROACH TO SEND

	WAVE 1	WAVE 2	WAVE 3	WAVE 4	WAVE S
SUMMARY	UNIVERSAL	PRE-REGISTER	K CODED	EHCP	AT GUIDANCE FOR SPECIALIST
		(Short-term intervention / monitoring)	(Long-term intervention)		
EXAMPLES	QFT	RSL interventions Fine motor skills	Nurture Altern8	Provisions in plan are in place and monitored	
	ΟΑΡ	Social skills Dyslexia adjustments	Forest School External advice		
	Teacher interventions and	OT adjustments	1:1 SALT		
	additional support	PD Swimming Phonics intervention SEMH support Sensory circuits	Communication plan Therapeutic analysis Behaviour Panel		
APDR	NO	NO	DETERMINED BY SENDCO (Maximum 12-weeks)	YES Maximum 12-weeks	YES Maximum 12-weeks
LEAD	CLASS TEACHER	CLASS TEACHER	CLASS TEACHER / SENDCO / Phase Lead / CAL	CLASS TEACHER / SENDCO	CLASS TEACHER / SENDCO

16. Appendix 2: ORDINARILY AVAILABLE PROVISION BY AREA OF NEED

ORDINARILY AVAILABLE PROVISION FOR SEMH

- Alternative lunch or break arrangements with access to adult support where necessary.
- Assemblies on social, emotional, and mental health topics e.g., bullying, worrying, exam stress, and bereavement.
- Whole school events e.g., #HelloYellow and World Mental Health Day.
- In-class movement break, for example giving a student a job to do.
- Strong sense of routine in classrooms, to enable students to have a greater sense of belonging and calmness in school.
- Welcome students at the door.
- A quieter space in a classroom with minimal sensory stressors.
- Use of 5-point emotions cards.
- Use of appropriate praise notice and refer to the behaviour you want to see.
- Clear classroom displays including a visual breakdown of how the lesson is likely to progress.
- Noise level indicators shared and used.
- Clear goals, expectations and timescales are shared with the class and adjusted for individuals as needed.
- School staff should ensure that they provide children and young people with effective feedback regularly focusing both on the student's effort level as well as their performance.
- Ear defenders, fidgets, wedges and writing slopes available to students who need them.
- Now / next is used with the whole class to prompt a better sense of belonging and achievement, particularly with lower school.
- Groupings or classroom dynamics school staff should consider how they group students with SEMH needs within the class. It can be helpful to pair students with peers that they respect and like. This may mean working with students with different learning needs. Student personalities (i.e., if they are introverted or extroverted) could also be considered when thinking about groupings, tasks, or group work.
- Seating plans reflect the children's and young people's needs and views. This should include considering where they sit in class, with whom they sit and how close they sit to the teacher, teacher assistant, resources. It may be appropriate to have a specific assembly seating plan which could include differentiated expectations and seating arrangements.
- Check in 10.
- Students who are avoiding learning tasks (either by refusing to work, asking to leave the classroom, passively ignoring instructions, or copying others) may initially be considered to have SEMH needs. It is important that adults supporting these students also consider their learning (literacy and numeracy skills) and their listening and metacognitive skills. Adaptations in these areas may have an impact on the student's emotional and mental health needs.

ORDINARILY AVAILABLE PROVISION FOR COGNITION AND LEARNING

- Repetition and over-learning of new key words and concepts.
- Pre-teaching last 5 minutes of a lesson used to introduce a key concept that will arise in the next, giving processing time.
- Opportunities to read and speak to an adult in every lesson.
- Allow processing time during Q&A. Put a question on the board, read it out, say you will be taking hands up in a few moments.
- Written instructions should be clear and simple.
- Worksheet design ensure images are not distracting and that text is clear and visible.
- Fonts and font size should be easy to read such as using Arial, Verdana, Tahoma, Century Gothic, Trebuchet, Calibri font sizes no less than 12.
- Where possible, provide copies of any reading rather than expect students to read from the board.
- Display key vocabulary in class, with supporting visuals where appropriate.
- Use visuals alongside text to support understanding and word recognition (such as drawer labels, visual timetables, and instructions).
- A 'reading window' may help support reading. A reading window is a guide so only one line of text is displayed. This helps the child focus on one line and supports their tracking, this could be a piece of card with a slit only big enough to read one line of text through.
- Reducing the contrast between writing and the background it is on can make reading more comfortable for some students.
- Provide opportunities for alternative forms of recording which enable the student to demonstrate knowledge without the requirement for an extended written response.
- Support students to understand how they can help themselves if they do not know how to do something, so they feel empowered as learners. Explicitly teach skills such as how to use a dictionary and Google.
- Use resources to support memory, for example, number bond strips, multiplication tables, and number operation cards; ensure the student knows how to access these resources and have them readily available.
- Always start with concrete or practical examples before moving on to pictorial and then abstract instruction. Give concrete resources and manipulatives to support learning (Numicon, counters, magnetic numbers). Ensure manipulatives are purposefully and appropriately and relate to the task.
- Relate learning to the student's interest to encourage motivation to learn.
- Provide specific meaningful praise and feedback. Feedback can relate both to attitude and skill.
- When giving verbal feedback, allow processing time then check back to ensure the student understood the next steps.

ORDINARILY AVAILABLE PROVISION FOR COMMUNICATION AND INTERACTION

- Ensure clear line of sight to the board / screen.
- Reduce classroom stimulus.
- Avoid literal language, such as 'it's raining cats and dogs.'
- Get to know whether praise is calming or triggering to the student and adjust feedback accordingly.
- When a lesson contains several parts, provide a list of activities on the board, and rub them out as they are completed.
- Use of 'first and then' to follow an adult-led task.
- Do not insist on eye contact.
- Use student's name first to gain attention, or before giving an instruction.
- Structured opportunities for peer interactions.
- Use a calm voice, avoid speaking too loudly.
- Use consistent scripts and key vocabulary across all staff.
- Avoid abstract language, i.e., say 'put the book on the desk' rather than 'put it over there'.
- Repeat what the child has said, modelling the correct word order or grammar.
- Avoid using idioms, metaphors, and sarcasm.
- Language should be explicit and unambiguous.
- Tell the child what to do, rather than what not to do, i.e., 'Walk' rather than 'Stop running'.
- Simplify language in the correct order, e.g., shoes, coat, bag.
- Check for understanding and repeat instructions if necessary.
- Provide processing time.
- Ask questions at the right level.
- Use of behaviour analysis tools such as Anxiety Mapping to identify triggers.
- Individual planning, such as Predict and Prevent Plan or Risk Reduction Plan.
- Provide structure and prewarn planned changes, i.e., 'First and then' boards, Social Stories, Visual timetables, Task Plans.
- Support for an unexpected change by acknowledging it, then providing reassurance.
- Verbal or visual warning ahead of transitions and activities ending, i.e., sand timer.
- Use of motivators and interests to engage student in learning.
- Movement and Sensory breaks built into daily routines.
- Use of sensory regulators as a calming strategy, such as individual student calm boxes.
- Reduce demands and reduce staff language, increase the use of visuals to support understanding.
- Use of emotions fans, symbols, keyrings, and pictures. Ensure staff consistency of approach if these are being used.
- Ensure use of language and visuals is consistent between school and home.
- Use limited choice strategies within activities, to give the student some control over how to complete a task.

ORDINARILY AVAILABLE PROVISION FOR PD AND SENSORY

- Enable access to IT equipment including computers, tablets.
- Ensure there is space to move around with a walker or in a wheelchair-arrange the room to make access easier.
- Keep a tidy, clutter free room to help students with visual and physical difficulties.
- For students with visual difficulties use contrast for example on the screen, placing resources on a contrasting background.
- Allow opportunities of rest throughout the day by building in calmer activities within lessons.
- Place resources onto tables carefully to ensure they do not slip off.
- Ensure you have access to individual student's accessible resources as outlined on the school's provision map.
- Ensure lesson activities are accessible to students with PD / sensory needs.
- Consider body language including facial expressions, practitioner positioning at student's level, eye contact, face to face.
- Gain the student's attention prior to giving an instruction.
- Use visuals (objects or reference, photographs of objects of reference and signs and symbols) together with speech to support the student.
- Know the student's individual evacuation plan in the event of an emergency.
- Reduce background noise for students with HI.
- Reduce visual stimuli for students with VI.
- Use blinds to reduce glare on the board or screen.
- Avoid standing in front of a window while you are talking.
- Ensure students are using their accessibility resources including glasses, hearing aids, etc. If you need to prompt them, do so quietly. If the resource is broken or unavailable. Adjust the lesson accordingly.
- If you have a student who mouths or chews resources, ensure you only use non-toxic resources.
- Flexibility of approach is demonstrated by making reasonable adjustments to activities, lessons (including PE), timetables and their delivery, as necessary.
- Ensure any extra-curriculum opportunities can be made accessible for PD and sensory pupils.
- Use closed captions when watching video clip resources. If the click does not have closed captions, find, and use a different version.
- Students to be involved as appropriate in their assessments, plans and reviews to ensure that their voice is fully heard.