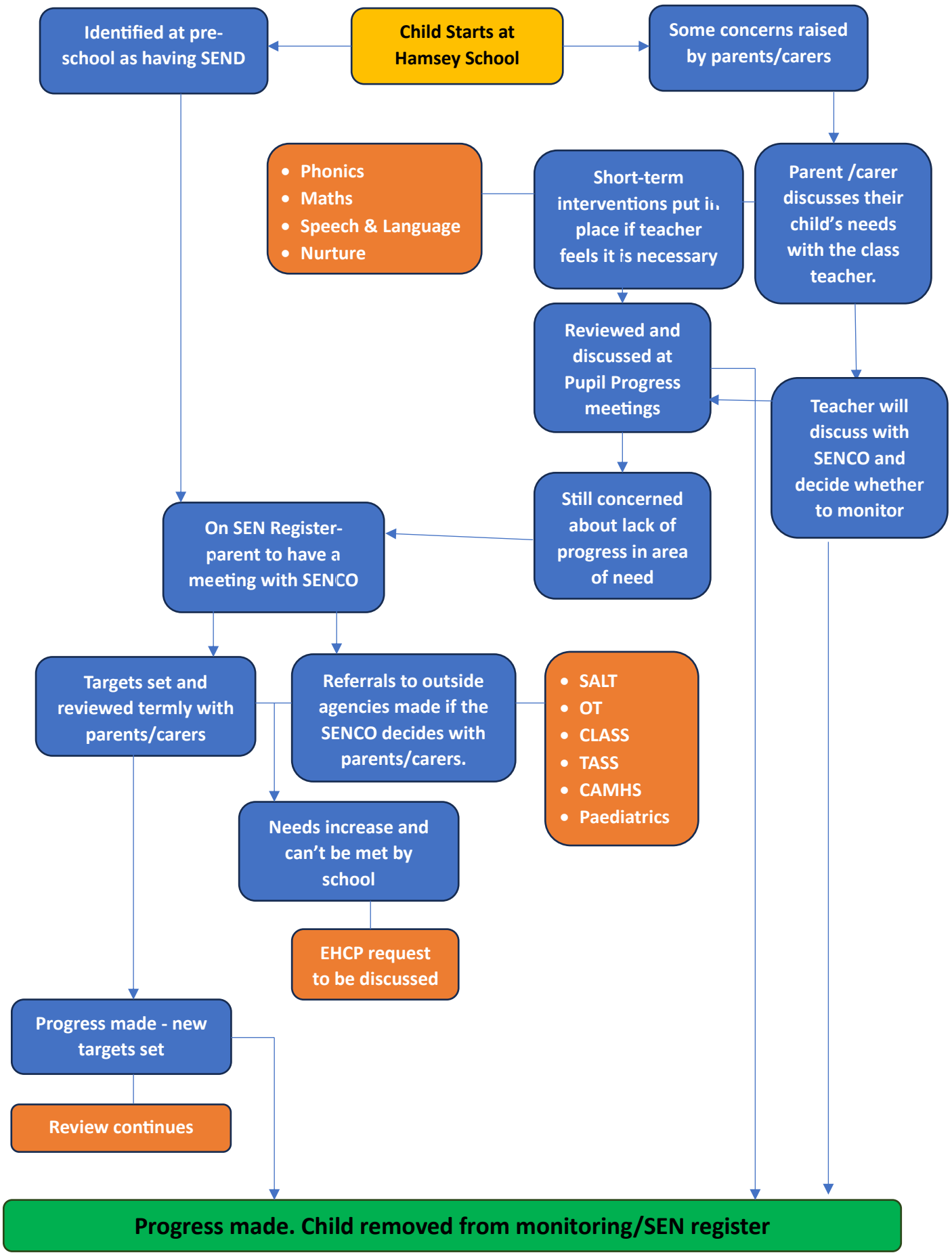SEN Flow Chart for parents and carers