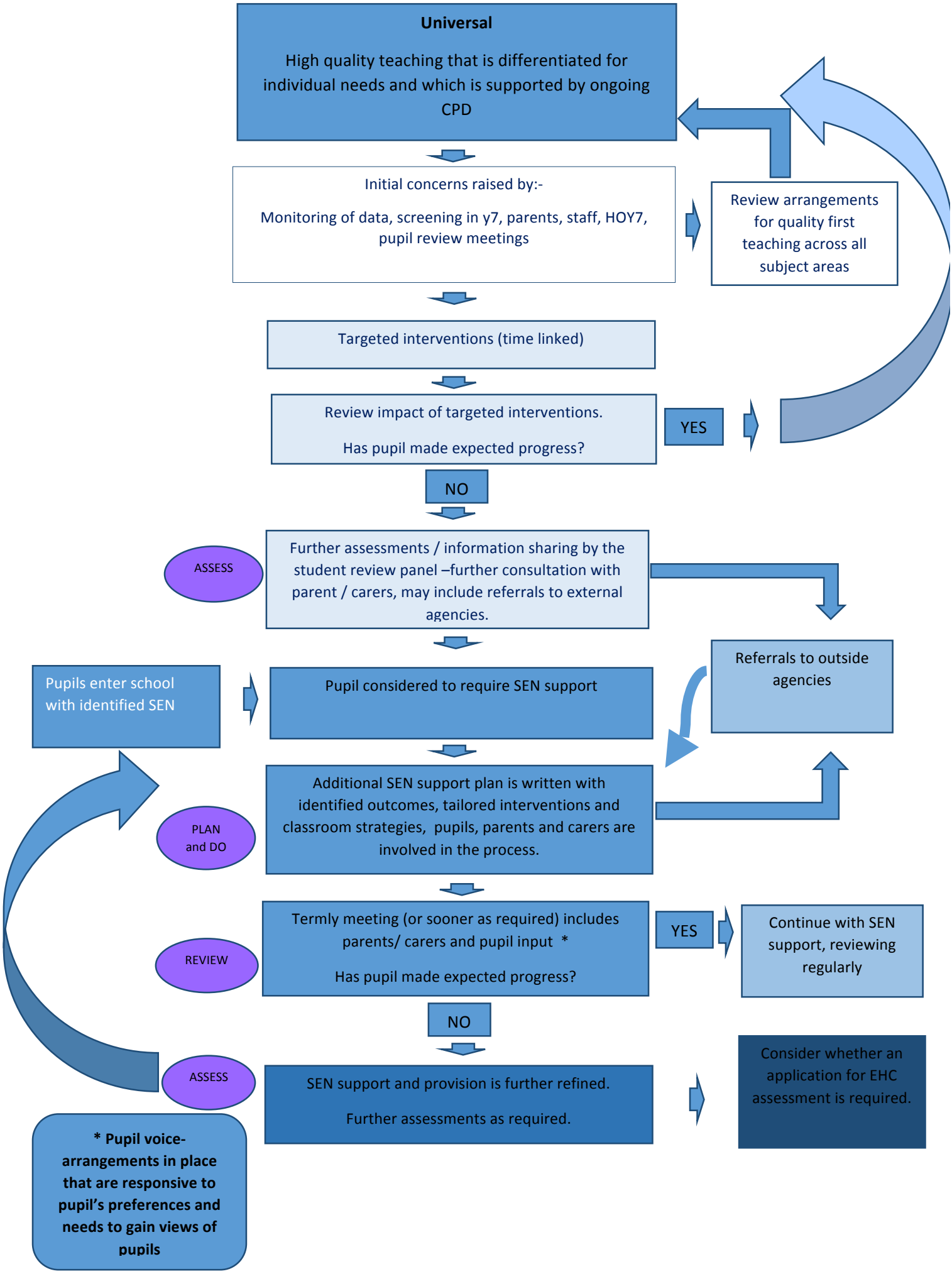Identification of SEN and the graduated response at Norbury Manor