These are the key perspective shifts that she has experienced:

- New relationship with parents (listening to and meeting aspirations);
- Person centred planning (needs of the person not the needs of service/centre);
- Voice of the child (listening to and facilitating capacity in children);
- Outcomes planning for all (all provision has to be purposeful and have measurable outcomes);
- Measuring progress of all SEN pupils (setting out the unique journey and recognising success);
- Costing provision
 (knowing and sharing what additional costs are incurred for Special Educational Needs, Health and Social Care budgets);
- Health provision including mental health (being recorded with educational impacts evaluated);
- Family support recording and provision (additional time being evaluated and shown);
- Co-ordinating external support (request for specific input and feedback as added value);
- Transition planning (using a 'continuous journey' approach where key information is shared not lost).