

## Apologies for the late arrival of our newsletter...



For us, as for many of you, the weather has brought extra challenges, with children and young people not at college or school and other commitments just harder to manage.



Take care of yourselves!

We're confident that travel conditions will be back to normal for our annual **Conference on 10th March** and look forward to welcoming all of you who have booked. If you are unable to come for any reason, please contact Bernadette on [admin@familyvoice.org.uk](mailto:admin@familyvoice.org.uk) or 07535 895748 as we have a waiting list of families who would like to come.

We're not expecting it, but if the Beast from the East comes prowling again, or we hear of any other travel issues, we'll put messages on all of the following:



[www.familyvoice.org.uk](http://www.familyvoice.org.uk)



[FamilyVoiceNorfolk](https://www.facebook.com/FamilyVoiceNorfolk)



[@familyvoicenfkc](https://twitter.com/familyvoicenfkc)

### *In this issue:*

- SEND e-Newsletter
- Family Voice Norfolk AGM
- Update from the ambassador team
- Contacting Family Voice Norfolk
- Local authority and parent carer forum surveys
- Family Voice Norfolk newsletter deadlines

- Meet your MP
- Feedback event – Experiences of Mental Health Services for Children, Young People and Families
- Family Voice, Family Chat
- Family Voice Conference 10 March 2018

If there are issues you'd like to see in future newsletters, contact [admin@familyvoice.org.uk](mailto:admin@familyvoice.org.uk) or 07535 895748.

## SEND e-Newsletter

If you do not already subscribe to Norfolk's SEND e-Newsletter, you can do so easily on the Local Offer website ([www.norfolk.gov.uk/send](http://www.norfolk.gov.uk/send)). The newsletter is full of information about events and services in Norfolk that may be of interest to you and your family.



You are warmly invited to...

## Family Voice Norfolk AGM

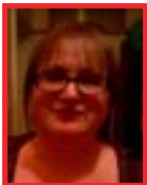
on Tuesday, 15 May 2018

at Ayton House, Ayton Road, Wymondham NR18 0QQ

There will be light refreshments from 6.00pm to 6.30pm,  
when the meeting will begin.

If you would like to come, contact Bernadette on  
07535 895748 or [admin@familyvoice.org.uk](mailto:admin@familyvoice.org.uk)

### Update from the ambassador team



Rachel Clarke, Ambassadors Lead,  
reports:

The ambassador team has been very busy over the past weeks advertising and promoting the upcoming Family Voice Conference.

We have distributed flyers and posters to nurseries, schools and colleges, to Norfolk's libraries, some GP surgeries, to Norfolk hospitals, notice boards... the list is endless. Talk of the Conference has been prominent on social media and we have also ensured that schools have had electronic copies of the flyers so that these could be emailed home or included in newsletters and on websites. The team would like to say a big 'thank you' to all settings and groups who have helped us to get the Conference information out to parent carers, and as it stands today, the number of delegates booked in for the day is

the largest we have seen so far. We would be really interested to know the best ways to get information out to our parent carers and hope that you will spare a few minutes completing a feedback form at the conference so we can see how you heard about our event.

Until 10th March, the ambassador team will be focusing on all things Conference, but some of us will be attending other events as well, including the Early Years Conference and the Autism Anglia Information Sharing Day at the Theatre Royal. Come and have a chat with us if you are attending either of those and have any questions about the Conference or our work as Norfolk's Parent Carer Forum. We always love to hear how things are going for you, whether positive or not, as your voices and experiences are what we work with to strive for improvements in services for our children and families.

### Remember...

If you have news or views to share with us, you can contact our Membership manager Kate on 07950 302937 or email her at: [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk) or contact us on:

 [www.familyvoice.org.uk](http://www.familyvoice.org.uk)

 [FamilyVoiceNorfolk](https://www.facebook.com/FamilyVoiceNorfolk)

 [@familyvoicenfk](https://twitter.com/familyvoicenfk)



## Local authority and parent carer forum surveys

Like parent carer forums across the country, Norfolk Family Voice completed a survey in November 2017 to inform the government about how well the SEN reforms introduced in 2014 were being implemented in our county. The local authority and the parent carer forums each fill in a survey separately. In Norfolk, we then have a face-to-face meeting with a representative of the local authority to share our responses – good or bad. We value the opportunity to have honest exchanges about areas in which the local authority’s assessment and that of parent carers’ may diverge, and what can be done to improve families’ experiences. As you can see below, most, but not all, areas do this.

The government has recently published the national results of the survey and some of these are included below. Interestingly, although 100% of parent carer forums completed the survey, only 82% of local authorities did.

Have you discussed responses to this survey with your parent carer forum/local authority?		
	Local authority	Parent Carer Forum
Yes	84%	79%
No	16%	21%

On some questions, there was a striking difference nationally between what local authorities felt and what parent carers felt.

Overall, how confident are you that schools, including academies, provide good SEN support and that they enable children to achieve good outcomes? (tick one)		
	Local authority	Parent carer forum
Very confident	1%	2%
Moderately confident	80%	36%
Not confident	10%	57%
Don’t know	9%	6%

Many of us know that EHC plans can take longer than 20 weeks to be finalised. It seems that’s not only in Norfolk...

We are currently managing to issue most (at least 90%) of new EHC plans within 20 weeks (unless statutory exceptions apply)	
Local authority	Parent carer forums
38%	49%

For the full report and to receive the Department for Education’s 0–25 SEND Newsletter, email [SEN.Implementation@education.gov.uk](mailto:SEN.Implementation@education.gov.uk).

## Family Voice Norfolk newsletter deadlines

The next newsletter will appear at the end of March. If there are issues that you would like to see covered, please contact Bernadette at [admin@familyvoice.org.uk](mailto:admin@familyvoice.org.uk) or leave a message on 07535 895748 before 24 March 2018.





# Meet your MP

A **FREE** event for people with learning disabilities from North Norfolk



Friday 9th March 2018



**Merchants Place  
16 Church Street  
Cromer  
NR27 9ES**



**You can ask  
a question**



**Everybody is  
welcome**



**Have a drink  
and a chat**

**Please tell us if you are coming**



**[admin@openingdoors.org.uk](mailto:admin@openingdoors.org.uk)**



**01603  
631433**



## Feedback Event - Experiences of Mental Health Services for Children, Young People and Families

Suffolk Parent Carer Network (SPCN) are working with Norfolk and Suffolk NHS Foundation Trust (NSFT) to provide opportunities for parents and carers to feedback their experiences of mental health services and to hear about the improvements NSFT plan to make following the outcome of the Care Quality Commission (CQC) inspection.

**Date: Friday 9<sup>th</sup> March 2018**

**Venue: The Kirkley Centre, 154 London Road South, Lowestoft NR33 0AZ**

**Time: 10am to 2pm**

We want to hear what you think about the Improvement Plan NSFT have put together following the recent CQC report and your views about how NSFT can involve people who use their services to help develop the best possible service to the communities they serve. These meetings will be your chance to help shape the future of the Trust and to help them better engage with and involve service users and carers in sustaining improvements throughout 2018 and beyond.

We would like to invite any parent/carer whose child or young person aged 0-25 is using or has used (in the last 12 months) NSFT services. This is for any NSFT service including Wellbeing, ADHD, ASD, Eating Disorders, Early Intervention in Psychosis, Integrated Delivery Teams (IDTs), Child, Family and Young Person Service, Under 14 (CAMHS). This event is also open to support groups or voluntary organisations who are involved with children, young people and families in the area.

Refreshments and a light sandwich lunch will be provided.

Reimbursement of reasonable travel expenses for attendees living within the Great Yarmouth and Waveney area will be available when supported by receipts. If you wish to attend and are traveling from further afield or need to travel by taxi for reasons such as a disability this may be possible but needs to be agreed by prior arrangement through calling Dawn Edwards on 01603 421414



Book your place here <http://bit.ly/2FnNk0p> or use the QR code





After the success of the Family Voice, Family Chat sessions that we ran last term, in conjunction with Norfolk Send Partnership, we will shortly be able to announce dates for our next set of sessions, which will take place in June.

The next sessions will focus on **Transition** and we are delighted that Frank Crowdy, Norfolk County Council Transition Lead, has agreed to assist with these. The sessions will take place in:

- Wymondham
- North Walsham
- King's Lynn
- Thetford

Look out for further details in future newsletters. or from your local Family Voice ambassador.

## Family Voice Conference 10 March 2018

For those of you who have booked a place at our annual Conference, here is a sneak preview of the exhibitors whose stands you can visit. The Conference begins at 10am but doors open at 9.30. We advise arriving between those times to give yourselves time to register and be in your seats in the auditorium by 10.00.

### Exhibitors' stands

1	Norfolk Community Health and Care	21	NNAB Young Eyes
2	Norfolk Community Health and Care	22	Linked Families
3	Home from Home Care	23	Transition
4	TITAN	24	Acorn Park School
5	Access through Technology	25	The Hamlet
6	Access through Technology	26	Norfolk Portage Service
7	Down's Syndrome Norfolk	27	Easton & Otley College
8	Children's Autism Services	28	HealthWatch
9	Autism Anglia	29	Virtual School Sensory Support
10	Carers Matter Norfolk	30	Acute Learning Disability Liaison Nurses NNUH
11	City College Norwich	31	Volunteering matters – CSV Futures
12	Speech and Language Therapy	32	SENSational Families
13	Local Offer	33	Norfolk Healthy Child Pathway
14	Norfolk and Waveney CCG	34	Norfolk Healthy Children & YP's Health Services
15	BUILD Charity and Gig Buddies	35	Child and Adolescent Mental Health Service
16	Special Olympics Norfolk	36	Contact
17	Sunbeams	37	Sleep East
18	Musical Keys	38	Norfolk Family Information Service
19	Norfolk Library Services	39	SEND Information, Advice and Support
20	Norfolk Register of Disabled Children and Young People, and Specialist	40	Services (SENDIASS)
		41	Family Voice Norfolk

We hope you enjoy the day!

