



## Annual General Meeting

15 May 2018 at 18.00 for 18.30

Ayton House  
11 Ayton Rd  
Wymondham  
NR18 0QQ

Report from the Chair	2
Report from the Ambassadors Lead	3
Parent carer participation events	4
Family Voice Norfolk Conference 2018	5
Family Voice representation	8
Family Voice Norfolk website	9
Report from the Treasurer	10
Family Voice Norfolk financial report	11



## Report from the Chair

What a fantastic year we have had!

This year saw the launch of our new Family Voice, Family Chat sessions, making contact with hard-to-reach families within Norfolk. We worked in co-production with Lynette Woodward from SENDIASS and discussed SEN Support and EHC Plans with over 50 parent carers around the county. This format has been so successful that we are planning another series in June, with Frank Crowdy working with us to deliver sessions on Transition into Adulthood.



Our annual Conference was the largest to date, with over 200 parents attending and over 100 professionals offering support and advice to our parent carers. The full Conference report will be available shortly on our new website.

The launch of our website, with funding from the Department for Education and all of Nicola's expertise and hard work has resulted in a modern, secure and user-friendly website, which I am sure you will agree is a vast improvement.

This year we ran several consultations with our parent carer members. Our consultation to members on what you wanted from the parent participation sessions shaped the new Family Voice, Family Chat success and consultations on Short Breaks and Speech and Language Therapy have fed through to health services and the local authority.

We are delighted to report membership numbers over 1,000 for the first time ever, including parent carers, associates and affiliate members. Our Membership Secretary is always in contact with new members and, as of 31 March 2018, we represent over 900 children with special educational needs and/or disabilities (SEND).

The General Data Protection Regulations come into force on 25 May 2018. This will bring new challenges to our steering group and we are working hard to have the necessary processes and documentation in place before this date.

It is with sadness that we say goodbye to Trevor Wang, who will be leaving us after the AGM. When our children reach 25, we step down from steering group responsibilities. Trevor organised our successful Conference in March this year, held a very tight rein on the finances and led negotiations around the website. We wish him well in his future endeavours.

Cheryl Bould also left the steering group during the year to pursue other opportunities. We thank her for her hard work.

Finally, I would like to thank the steering group, representatives and ambassadors for making the forum as successful as it is. I would also like to thank our Administration Manager and Membership Secretary for their continued support throughout the last year. I'm proud to be part of Family Voice Norfolk and look forward to the success and challenges that come with being the parent carer forum in Norfolk with central-government funding.

Tracey Sismey  
Chair, Family Voice Norfolk  
May 2018



## Report from the Ambassadors Lead

The Ambassador Team has had a busy year since the 2017 AGM, attending 35 external events to promote and raise awareness of Family Voice, thereby increasing our parent carer membership and making our voice a more powerful one.



As a forum, we chose to change the style of our events aimed at engaging parent carers in hard-to-reach areas of Norfolk.

November 2017 saw the launch of Family Voice, Family Chat, a series of information, coffee and chat events run by the Ambassador Team. The aim of these is both to provide families with information and to hear from them the kinds of experiences they have of SEND in Norfolk. Our membership was asked via survey which topics they wanted to discuss, what times of the day would best suit and preferred locations and venues to hold the sessions.

The results gave us a clear indication that SEN Support and the EHC Plan process were at the forefront of many concerns. To address these subjects, Norfolk SENDIASS very kindly agreed to work with us to enable parent carers to get the information and support they needed and to share with us their successes and their difficulties. Held in four locations – Attleborough, Great Yarmouth, Sprowston, Swaffham – these were well attended and the feedback from the participants has been superb. On the back of this success, the Ambassador Team is busy organising and advertising the next round of Family Voice, Family Chat, to be held in June 2018 at venues in King's Lynn, North Walsham, Thetford and Wymondham. These sessions will be on the subject of Transition – Preparing for Adulthood, and Frank Crowdy will be working with us to inform, help and support parent carers and provide a platform of information on which they can comment and add their own experiences and views. We hope that many of you reading this will come along.

The 2018 Family Voice Conference was the biggest and best (and most exhausting) yet, with all the ambassadors and many of the reps pulling together to make the day a success for parent carers, professionals and stand holders. Huge efforts from the Ambassador Team had gone into promoting the Conference and we are seeing the benefits of social media in raising awareness. Family Voice had its own area in The Link but this year opened it up to other stands and also a workshop. The FV stand was busy the entire time and many parent carers took the opportunity to learn more about the forum, to share their experiences with us by leaving comment cards and to become members if they were new to Family Voice.

As Ambassador Lead, I would like to say a big thank you to our ambassadors – Lorraine, Lisa, Claire, Kate, Cheryl and Zita – for their hard work, dedication and passion for Family Voice. Over the coming weeks, we will be welcoming Julia to the team and saying a sad goodbye to Cheryl and to Zita, who are both moving on to pastures new. We are, therefore, looking for new ambassadors to join us, especially from the north of the county. If you love chatting to people, are passionate about SEND and the Family Voice ethos of working in partnership with all those connected to services for our families, we would love to hear from you.

Rachel Clarke  
Family Voice Norfolk  
Ambassadors Lead  
May 2018



## Parent carer participation events

Family Voice Norfolk's new parent participation format – Family Voice, Family Chat – proved popular with parent carers. The first round of sessions featured SEN Support and the EHC Plan process at parent carers' request. Family Voice Norfolk was delighted to work in partnership with Norfolk SENDIASS to give participants both information and the chance to inform us about their experiences and views.

A full report on the first round of sessions can be found on the Family Voice Norfolk website at <https://www.familyvoice.org.uk/articles-reports/parent-carer-participation-events>

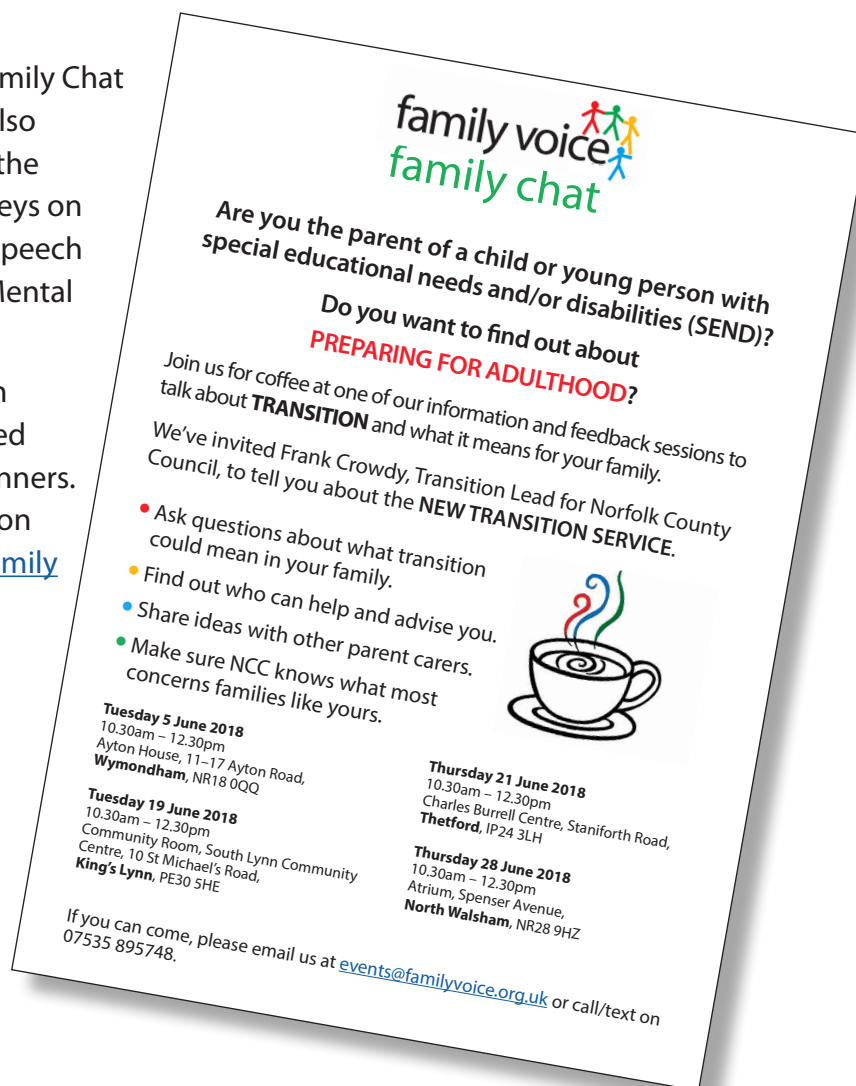
If you need a printed copy, contact Kate on [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk) or telephone 07950 302937.

The second round of Family Voice, Family Chat events will take place in June 2018. Bookings are now being taken (see below) for these sessions, which will focus on Preparing for Adulthood, working in partnership with Frank Crowdy, Transition Lead for Norfolk County Council, and an officer from the Local Offer.

If there are further topics or areas of the county that you would like to see covered, please contact Kate as above.

In addition to Family Voice, Family Chat events, Family Voice Norfolk also sought its members' views at the 2018 Conference and via surveys on experiences of Short Breaks, Speech and Language Therapy, and Mental Health Care.

All of these surveys resulted in reports that were widely shared with decision-makers and planners. You can find all these reports on our website at <https://www.familyvoice.org.uk/articles-reports/survey-results>



**family voice**  
**family chat**


Are you the parent of a child or young person with special educational needs and/or disabilities (SEND)?

Do you want to find out about **PREPARING FOR ADULTHOOD?**

Join us for coffee at one of our information and feedback sessions to talk about **TRANSITION** and what it means for your family.

We've invited Frank Crowdy, Transition Lead for Norfolk County Council, to tell you about the **NEW TRANSITION SERVICE**.

- Ask questions about what transition could mean in your family.
- Find out who can help and advise you.
- Share ideas with other parent carers.
- Make sure NCC knows what most concerns families like yours.



**Tuesday 5 June 2018**  
10.30am – 12.30pm  
Ayton House, 11–17 Ayton Road,  
Wymondham, NR18 0QQ

**Tuesday 19 June 2018**  
10.30am – 12.30pm  
Community Room, South Lynn Community  
Centre, 10 St Michael's Road,  
King's Lynn, PE30 5HE

**Thursday 21 June 2018**  
10.30am – 12.30pm  
Charles Burrell Centre, Staniforth Road,  
Thetford, IP24 3LH

**Thursday 28 June 2018**  
10.30am – 12.30pm  
Atrium, Spenser Avenue,  
North Walsham, NR28 9HZ

If you can come, please email us at [events@familyvoice.org.uk](mailto:events@familyvoice.org.uk) or call/text on 07535 895748.





## Family Voice Norfolk Conference 2018

With over 40 stands, 10 workshops and 15 speed-daters, Family Voice Norfolk's eighth annual Conference for parents and carers of children with special educational needs and/or disabilities (SEND) was our largest ever. As usual it was held at the John Innes Centre and more than 300 people attended. Our Conference has become an important event for parent carers and this was highlighted by Wally Webb, who came along to feature the Conference on Radio Norfolk just before the start. The keynote speaker, Jonathan Stanley, gave a presentation on redesigning the mental health system for children and young people in Norfolk. Child and Adolescent Mental Health Services (CAMHS) is a hot topic nationally and has been under a great deal of scrutiny in Norfolk, so it was fitting that we gave it centre stage at this Conference, both through Jonathan's presentation and our workshops.

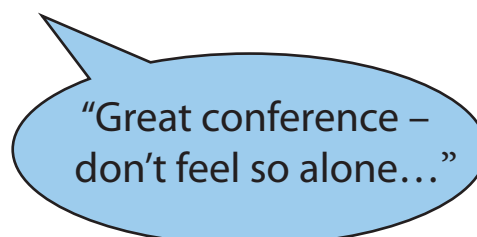


As usual, following the keynote speech, the first five workshops took place, co-hosted by a member of Family Voice and a speaker from the local authority or health services or a service provider, service manager or commissioner. These covered Personalised Travel Payments (PTPs), Education, Health and Care Plans (EHCPs), Preparing for Adult Life (the most popular workshop), Health Services identifying Pre-School Age Children to Norfolk County Council, and Speech and Language

Therapy services. The last is under review currently by Norfolk County Council and has been raised as a concern by many parents. The provider, East Coast Community Healthcare, gave a well-received presentation and fielded questions from parents.

In the afternoon sessions, there were workshops on Independent Travel Training, Health Transition and Annual Health Checks, the Children and Young Person section of the Local Offer, Carers Matter – What Matters to You?, and Questions and Answers on CAMHS. All the presenters were very knowledgeable and engaged, which was appreciated by parents. Two hundred people attended the workshops and most of the presentations will shortly be available on our website.

Since we were able to expand into an additional area of the conference complex, we increased the number of stands compared with previous years. There were sports charities, many local and national SEND charities, healthcare organisations, services from the local



authority, educational organisations, care homes and many others represented.

A one-stop shop for information & people of whom you can ask...

During the lunch break, the ever popular and always oversubscribed event – ‘speed-dating’ with a professional from health services or the local authority – was held. This allowed individual carers to have a short one-to-one session to get their questions answered. This year we managed to fit 15 into the auditorium to answer all your questions. Throughout the Conference, we also had our own information available at the Family Voice stand.



This year our children with SEND were looked after by The Clare School, Norwich, with help from staff at other special schools and from providers. Although the school is a short drive from the conference centre, it allowed us to look after more children, including children with a wider range of needs than previously.

There is so much to take in and so little time!

There was much positive feedback about the childcare. It was fortunate that we chose this venue as, just a few weeks before the Conference was held, part of the facility we normally use was damaged by bad weather. This meant we couldn't take up that area to accommodate our extra stands and had to double up in an area also used for workshops – not an ideal situation as some of your feedback noted!

As always, we invited feedback from every participant, whether parent carer, professional or practitioner. You provided comments on what you found most useful about the event, what could have been better, and many other issues. We were also able to get your updates on the reviews we have carried out over the last year. Half of the individual parent carers attending and many stand holders gave us their responses and we should like to thank you all.

Thank you, Family Voice, for bringing this conference together...





Of the parent carers who responded, 90% said they would definitely recommend our Conference to a friend and we were given an overall satisfaction rating of 95% from parent carers for their Conference experience. Next year we will aim to make it 100%!

A brilliant day, thank you! 😊

Details of the feedback from everyone will be available on our new website ([www.familyvoice.org.uk/articles-reports/conferences](http://www.familyvoice.org.uk/articles-reports/conferences)). If you would like hard copies of this or any of the materials from individual workshops, please email [admin@familyvoice.org.uk](mailto:admin@familyvoice.org.uk) or write to Family Voice at Family Voice (Norfolk), PO Box 1290, Long Stratton, Norwich NR15 2HD.



Thanks to all who attended for making it such a successful day again. See you next year!

Trevor Wang  
Treasurer and Administration Lead  
Family Voice Norfolk  
May 2018

It's never too early to save the date...

**Family Voice Norfolk**  
**Ninth Annual Conference**  
**Saturday, 16 March 2019**



## Parent carer participation events

These are just some of the groups and topics that Family Voice Norfolk representatives have been involved with this year. You can find a fuller list on our website at [www.familyvoice.org.uk/current-projects/boards-meetings-projects/](http://www.familyvoice.org.uk/current-projects/boards-meetings-projects/)

Eastern Region  
Parent Carer Forum  
(ERPCF)

All Age Autism  
Partnership Board

SEND eNewsletter  
Planning Meeting

SEN Support  
Guidance  
Document Review

Children and  
Young People  
Health Network

Norfolk Health  
Overview and  
Scrutiny Committee  
(HOSC)

SEND Post-16  
Learning Group

Communicative  
Technology Aids  
(CTA) Advisory  
Panel Board

SENTravel, Personalised  
Transport Payments  
(PTP) Working Group

Carers Council  
Partnership  
Meeting

Clinical Commissioning  
Groups' (CCGs)  
Community  
Engagement Panels

Wheelchair User  
Group

Transforming Care  
Meetings

Local Offer User  
Forum

Wheelchair  
Personal Health  
Budget Steering  
Group

National Network  
of Parent Carer  
Forums (NNPCF)

Short Breaks  
Redesign Working  
Group

Palliative Care  
Network

Norfolk Area SEND  
Multi-Agency  
Steering Group  
(NASMA)

Norfolk SEND  
Partnership

Adoption Steering  
Group

Norfolk and Suffolk  
NHS Foundation  
Trust (NSFT)  
Improvement Plan

Local Offer  
Preparing for  
Adulthood (PfA)  
Section Review

Local Offer  
Peer Review  
Workshops



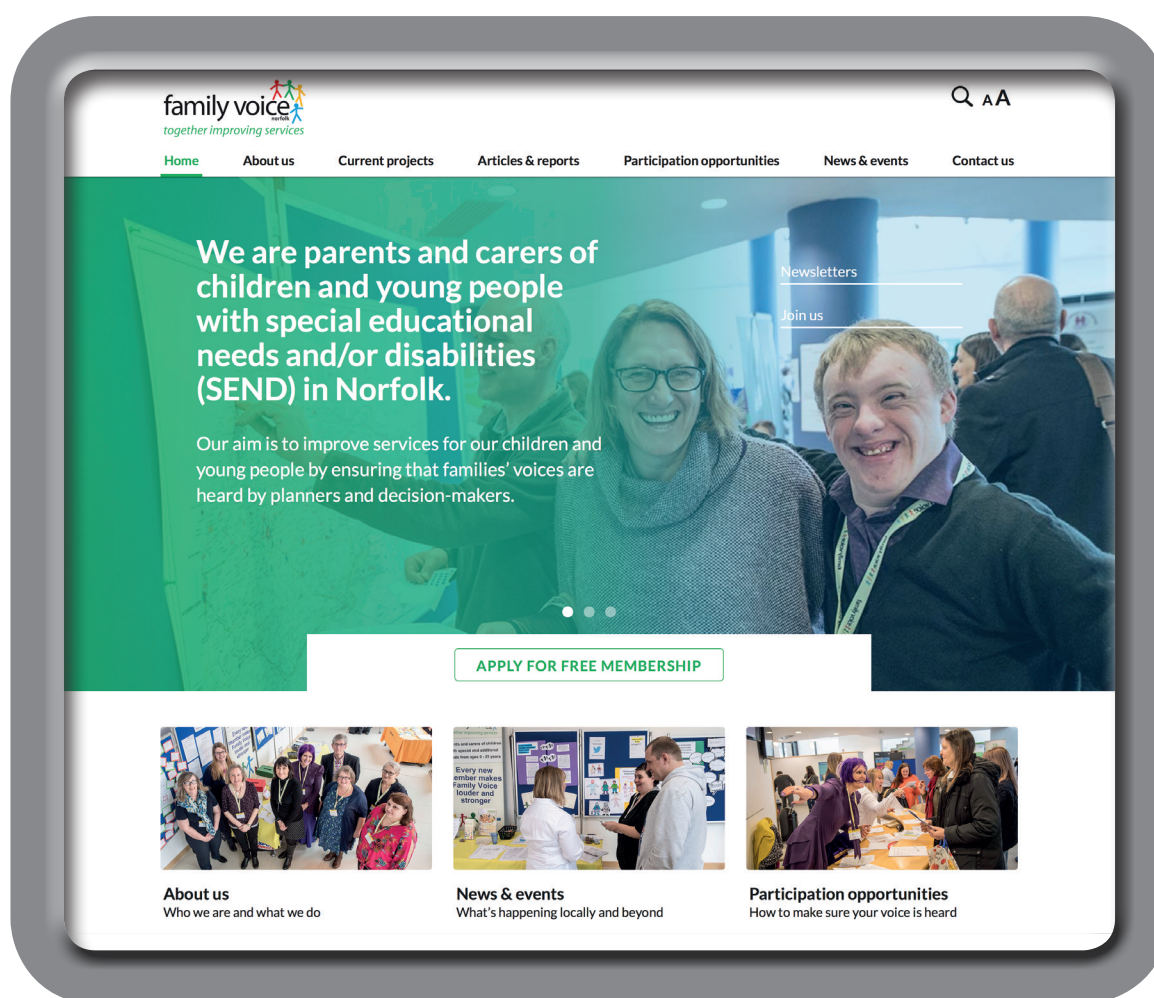


## Family Voice Norfolk website

A new website has been planned for some time but 2018 has turned out to be the year it finally happened. Our Administration Manager had tussled long enough with the old one and our Communications Lead shuddered at some of the ancient content. Increasingly, we and our members are accessing most of our information about SEND and local initiatives online. It is important to us that our communication with members is as clear and direct as possible. With funding acquired, our Treasurer was determined to leave us with a website we could easily update and confidently point towards.

After investigation and tendering, Jason Hubbard of JMJ Web Design was chosen to create the new site. He proved to be an excellent choice, quickly understanding our needs and building a site that is easy to use and flexible enough for future development.

We are still at the stage of adding basic content, but already are delighted to find that this is straightforward and will enable us to keep our members informed about our work as well as wider issues. You will also be able to join us, give feedback and book events online.



Please do go to [www.familyvoice.org.uk](http://www.familyvoice.org.uk) and explore. As always, we welcome your views and look forward to being able to reflect your wishes and experiences more fully than ever.



## Report from the Treasurer

Thanks to the generous support of Norfolk County Council (NCC) and the Department for Education (DfE) via Contact (formerly Contact a Family), we were able to carry out a full range of activities on behalf of our members this year. This included the annual Conference attended by more than 300 people, our new Family Voice, Family Chat events around the county and our attendance at numerous meetings with the local authority (LA), health services and at national and regional parent carer events to represent your views. It also meant we were able to revamp our website, which is officially launched at this AGM, to make it more informative, easier to use, more accessible and secure.



The accounts have been presented as usual to show the monies we received that were earmarked for specific activities (restricted) and those that can be used more flexibly at our discretion (unrestricted). Restricted funds come in part from the LA (£20,000), earmarked to pay for our Membership and Administration staff, and in part from the DfE (via Contact) for agreed activities. All the agreed activities have to be justified and vetted beforehand and audited afterwards. The money for these comes in two parts from the DfE, one as a fixed sum of a maximum of £15,000 that is given to all forums during the summer and an additional amount received later in the year. In total we received £19,170 of restricted funds from the DfE, less than in the last financial year. Our unrestricted funds (£28,000) came from the remainder of our LA allocation and supported our ambassadors and representatives when they attended meetings, and also helped us carry out activities, such as the annual Conference, the cost of which dropped from £18,018 last year to £16,191 this year, mainly due to bulk buying promotional materials in the previous year that we were able to use this year. The Conference is our largest single item of expenditure, but is very well received by both our parent carers and the professionals who attend. This year we had an increase in the number of people who attended, an increase in the number of stands we were able to host (see Conference report) and we had the capacity to look after 50% more children than in previous years by working with a local special school.

On May 25 this year, the General Data Protection Regulation comes into effect. This means we have to have specific permissions from you so that you can continue to be a member and we can continue to hold information about you and your family. Although this does not have a major financial impact on us, it has consequences in that we have to ensure all our IT systems are compliant. So, if you haven't done so already, please respond to our recent communication on the subject as we do not want to lose your valuable membership.

Our reserves have been maintained again this year so that we can continue for a short while should our other sources of support be lost. Again, I should like to thank our Administration Manager for her support in making my role much easier and allowing us to track payments much more readily. This year I will give verbally the breakdown of our expenditure in more detail, so that you can hear where all the money goes.

Trevor Wang  
Treasurer  
Family Voice Norfolk  
May 2018



## Family Voice Norfolk financial report

### Financial year ending 31 March 2018

	Financial year 2017/18		Financial year 2016/17
<b>Balance brought forward</b>	<b>£61,074.56</b>		<b>£57,371.87</b>
<b>INCOME</b>	<b>£39,170.00</b>		<b>£41,120.00</b>
Restricted	£28,390.65		£28,000.00
Unrestricted	£60.99		£5.37
<b>TOTAL INCOME</b>	<b>£67,621.64</b>		<b>£69,125.37</b>
<b>EXPENDITURE</b>			
Restricted	£42,261.76		£40,075.00
Unrestricted	£24,678.68		£25,347.68
<b>TOTAL EXPENDITURE</b>	<b>£66,940.44</b>		<b>£65,422.68</b>
<b>Balance carried forward</b>	<b>£61,755.76</b>		<b>£61,074.56</b>

<b>INCOME</b>			
<b>Restricted</b>			
DfE Grant	£19,170.00		£21,120.00
NCC staff	£20,000.00		£20,000.00
<b>Total restricted income</b>	<b>£39,170.00</b>		<b>£41,120.00</b>
<b>Unrestricted</b>			
NCC participation	£28,000.00		£28,000.00
Reimbursement of UEA costs	£390.65		
Interest income	£60.99		£5.37
<b>Total unrestricted income</b>	<b>£28,451.64</b>		<b>£28,005.37</b>
<b>TOTAL INCOME</b>	<b>£67,621.64</b>		<b>£69,125.37</b>

<b>EXPENDITURE</b>			
<b>Restricted</b>			
DfE restricted	£20,421.49		£22,176.06
NCC restricted	£21,840.27		£17,898.94
<b>Total restricted expenditure</b>	<b>£42,261.76</b>		<b>£40,075.00</b>
<b>Unrestricted</b>			
Travel, room hire, claims	£24,678.68		£25,347.68
<b>TOTAL EXPENDITURE</b>	<b>£66,940.44</b>		<b>£65,422.68</b>

