

In this issue:

- 1 **Introducing Sam...** and new Family Voice contact details
- 2 **Family Voice Family Chat** – new dates
- 3 **Family Voice Family Chat** – reports
- 4 **Using SMS to 'ring' 999 in an emergency**
- 4 **SEND e-Newsletter**
- 4 **Remember...** contacting Family Voice Norfolk
- 5 **Norfolk's Local Offer newsletter for schools**
- 5 **Local Offer for children and young people**
- 6 **What to expect during assessment and care planning** – SCIE publication
- 6 **The Local Offer** – how you can help (1) and (2)
- 7 **Family Voice newsletter** – spread the word
- 7 **Norfolk Disability Pride**
- 8 **Early Childhood and Family Service consultation**
- 8 **Publication of a Young Person's guide to SEND disagreement resolution**
- 9 **Independent Living Skills courses**
- 10 **Carers Information Day** – ★ 8 October 2018 ★
- 11 **Early Years and Childcare Annual Conference** ★ 6 October 2018 ★
- 12 **Goodbye and thank you...** Contact adviser
- 12 **Department for Education newsletters**

If there are issues you would like to see in future newsletters, contact comms@familyvoice.org.uk or leave a message on 07535 895748.

Introducing Sam...

We are pleased to introduce our new **Administration Assistant**, Samantha Booker, who has recently joined us. Sam lives in Norwich and is herself the parent of a child with special educational needs. She has taken over the administration of Family Voice representatives, liaising with meeting organisers and the reps themselves to ensure that families' voices are heard where they can make a difference. Contact her on admin@familyvoice.org.uk or by leaving a message on 07579 031671.



Sam's arrival gives Bernadette Pallister (left), our **Administration Manager**, more time to help **Ambassadors Lead** Lisa Lonergan (right) co-ordinate the activities of our ambassadors and our growing programme of parent participation events. These include **Family Voice Family Chat** sessions (see page 2) and annual **Conference** (16 March 2019), which grows larger every year. Bernadette can



now be contacted on office@familyvoice.org.uk or leave a message on 07535 895748.

It's helpful if you book on to **parent participation events** on our dedicated events@familyvoice.org.uk address and if you have suggestions for the newsletter, website or Family Voice leaflets, you can now contact our **Communications Lead**, Nicola Baxter, directly at comms@familyvoice.org.uk. No list of contact details would be complete without Kate Draycott (right), **Membership Secretary**, who is members' main contact and always keen to hear your experiences of services for your family. Contact her on membership@familyvoice.org.uk or 07950 302937.



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

SCHOOL AND COLLEGE TRAVEL AND TRANSPORT?

Join us for coffee at one of our information and feedback sessions to talk about **TRANSPORT** options and what they could mean for your family.

We've invited Niki Park, Head of Passenger Transport at Norfolk County Council, to tell you about options including **Independent Travel**, **TITAN**, the **Personalised Travel Scheme** and the **Local Offer**.

- Ask questions about what could be available for 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.



Monday 5 November 2018

10:15am – 1:15pm
Community Room, South Lynn Community Centre, 10 St Michael's Road,
King's Lynn, PE30 5HE

Thursday 15 November 2018

10:15am – 1:15pm
Grey Monks Room, The Priory Centre,
Priory Plain, **Great Yarmouth**, NR30 1NW

Monday 12 November 2018

10:15am – 1:15pm
The Guild Chapel, The Pennoyer Centre,
Station Road, **Pulham St Mary**, IP21 4QT

Tuesday 20 November 2018

6:00pm – 9:00pm
St Quintin Room, Diamond Centre,
School Lane, **Sprowston**, NR7 8TR

If you can come, please email us at events@familyvoice.org.uk or call/text on 07535 895748.





family voice family chat

During the summer of 2017, Family Voice Norfolk decided on a fresh approach to its parent carer participation events for areas deemed harder to reach within Norfolk. Parent carers had expressed a need to gain knowledge and information from our events and to then share their lived experiences with us. Out of this, the new Family Voice Family Chat events were born. These involve Family Voice working in partnership with other services and organisations to inform and support parent carers within the sessions and to gather and report on the views and experiences of these same families.

Family Voice surveyed its membership during June and July 2017 to find out more about what families want from our events. Three clear priorities emerged about topics of interest to families, as well as useful information about where and when these events should take place. As a result, our first Family Voice Family Chat sessions took place in autumn last year, focussing on **Education, Health and Care Plans (EHC Plans) and SEN Support**.

As always, we compiled a report from these sessions, and this has been used widely with the local authority to ensure that parent carers' voices are heard and can influence decision-makers and planners. The report is available for anyone to read on our website at <https://www.familyvoice.org.uk/articles-reports/parent-carer-participation-events/>

Our second series of Family Voice Family Chat events, again led by what parents had said they needed, took place in June this year, with a focus on **Preparing for Adult Life**. The report summarising parent carers' input from these sessions has been written and will be available in the same place on our website this week.

If you take a few minutes to read these reports, you will quickly see how powerful the actual words and real experiences of parent carers can be. Decision-makers and planners need to know how services or the lack of them affect our lives. We are always careful to anonymise contributions in our reports, ensuring that identifying details are not given.

Our next Family Voice Family Chat events take place in November. See full details on **page 2**. The subject is **Travel and Transport**, a subject that affects all of us. Once again, we will be joined by service planners from the local authority, who will be able to answer questions and concerns and signpost to the variety of services on offer. The focus will not only be on transport to and from school and college, but also on **travel training** and steps towards increased **independence** for our young people.

So there will be plenty of information but also an opportunity for you to express your needs and concerns directly to planners, so that services can improve. We all know that transport in a rural county such as Norfolk presents challenges, but this is a real opportunity to show what really matters to families.

Please contact events@familyvoice.org.uk to book your place.

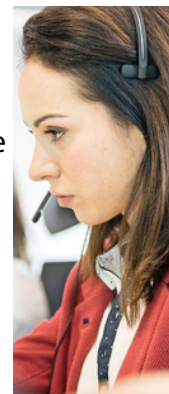
Family Voice Norfolk newsletter deadlines

The next newsletter will appear at the end of October. If there are issues that you would like to see covered, please email comms@familyvoice.org.uk or leave a message on 07535 895748 before 24 October 2018.



Using SMS to 'ring' 999 in an emergency

Many people on the autism spectrum find talking on the phone difficult and prefer to communicate via email, text or social media. But what if you need to call 999 in an emergency? EmergencySMS is a free service that allows you to use SMS (text messaging) to contact any of the UK 999 services (police, ambulance, fire & rescue or coastguard). It's available for anyone who finds making a voice call difficult, including members of the autistic community. To use the service, you need to pre-register your phone on the website – we recommend you do it now so it's ready to use if you need it. For more information on how the service works and to register your phone, visit www.emergencysms.org.uk

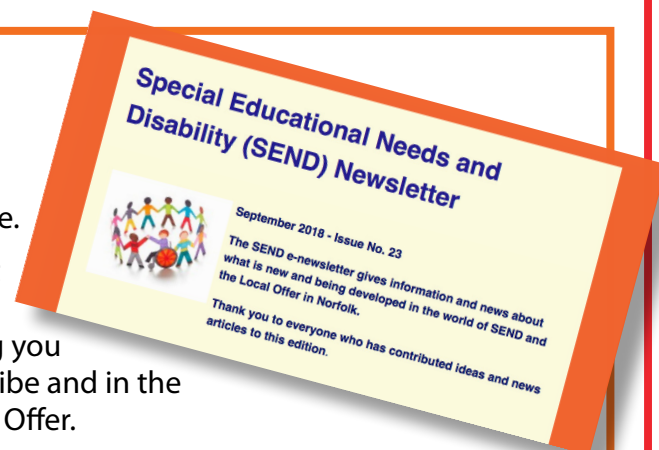


SEND e-Newsletter

If you don't already subscribe to Norfolk's SEND e-Newsletter, you can do so easily at www.norfolk.gov.uk/send – the Local Offer website.

If you have previously received the newsletter, but didn't in September, it may be that in a flurry of GDPR emails, you missed the one from NCC asking you to update your preferences. If so, you can resubscribe and in the meantime read the newsletter online on the Local Offer.

The newsletter is full of information about events and services in Norfolk that may be of interest to you and your family. It is produced as part of the Local Offer in co-production with Family Voice and other interested bodies. If you have comments or would like to submit an article, you can contact the newsletter editors on send@norfolk.gov.uk



Remember...

At Family Voice we are always keen to hear from you with news or views about the services you are receiving or would like to receive. We never share personal or identifying information but anonymise what you tell us and use it to affect decisions made by the education, social care and health authorities. You may want to praise excellent services or tell us about more negative experiences. It is all useful information that means our representatives, who attend meetings

and boards, can speak authoritatively about the experiences of families like yours. It's easy to tell us how things are for you:

- You can contact our Membership Secretary Kate on 07950 302937 or email her at membership@familyvoice.org.uk
- Or you can contact us via:



www.familyvoice.org.uk



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



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



Norfolk's Local Offer newsletter for schools

In this newsletter we always remind readers about the SEND e-Newsletter from the Local Offer (see page 4). It's full of news of interest to families with children or young people with special educational needs and/or disabilities. Family Voice representatives meet with Claire Jones from the Local Offer before each edition to discuss content and suggest ways in which it can be made even more useful to families.

But did you know that there is also a one-page Local Offer newsletter for schools? It appears about five times a year.

It seems that in some schools this is a well-kept secret. We would be interested to know if your child's school sends the newsletter or a link to it home to you, or shows it on their website. Please just email a one-line response, mentioning the name of your school, to Kate at membership@familyvoice.org.uk and put 'LO schools newsletter' in the subject line.



Local Offer for children and young people website

SEND Local Offer for children and young people

Welcome to the area of the SEND Local Offer which is for young people age 10-25



You may remember that the Local Offer for children and young people website was launched at this year's Family Voice Norfolk Conference. It has been designed with the help of many different groups of children and young people in Norfolk. The result is an easy-to-navigate, colourful website. You can find it at www.norfolk.gov.uk/children-and-families/send-local-offer/local-offer-for-children-and-young-people

Like all parts of the Local Offer, the Local Offer for children and young people is being added to and improved all the time. The latest addition has been created by young people themselves. Students from Churchill Park School and the College of West Anglia have designed and created some games. You will need a PC with Adobe Flash installed to play these games. Other computer types will be supported from 2019.

You can find the games on the Local Offer for children and young people by following the links: **My free time** → **Play or learn online** → **Play games**.



What to expect during assessment and care planning

SCIE (the Social Care Institute for Excellence) has published a quick guide for people using adult social care services, as some of our young people do from the age of 18.

People who use social care services should be treated as individuals. Their care and support should be based on what they can already do, what they want to achieve and the help they need to live their lives in the way they want to. This guide will help people to understand

what they should expect from social care staff during assessment and care planning. It covers:

- Making decisions
- Support from an advocate
- Needs assessment
- Care planning

The resource is free to download from the SCIE website at <https://www.scie.org.uk/person-centred-care/>



The Local Offer – how you can help (1)

The Norfolk Local Offer is made up of two main parts:

- The **SEND Local Offer webpages**, which contain information explaining what support is available for children and young people who have SEND and how this is accessed, along with information to support parent carers and guidance on preparing for adult life. You can find these at www.norfolk.gov.uk/send
- A searchable on-line directory of service providers called the **Norfolk Community Directory**. You can access it on the home page of the SEND Local Offer webpages. It contains over 3,500 services, from childminders and after school clubs through to specialist Short Breaks providers and specialist support groups.

However, what is in the Norfolk Community Directory is just the tip of the iceberg. Help to make this a great resource for families by filling in the gaps. If your child or young person goes to a good club or group, one that makes things accessible for them, look to see if they are in the Norfolk Community Directory. If they are not, email the Local Offer team and they will speak to the group organisers and help them to get in the Directory, so that many more families can benefit from their service.

The Local Offer – how you can help (2)

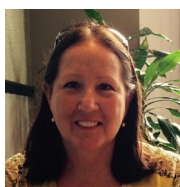
The **Preparing for Adulthood** section of the Local Offer (www.norfolk.gov.uk/send) is being refreshed. Independence means different things to different people, from a tiny step forward in self-care that is momentous for the young person and their family, to moving out into the world. Do you have examples of steps towards independence that have worked for you and your family? Please consider sending details about them to send@norfolk.gov.uk. You can supply ideas in writing, a video, a drawing or photos. Most of us have found how useful it can be to hear the experience of other families and young people. We are the experts. Please do consider sharing your expert knowledge with others.



Family Voice Norfolk newsletter – spread the word

- If you receive our newsletter as an **affiliate member**, for professionals working with children and young people with SEND, do you have colleagues who could also benefit from becoming a member and receiving the newsletter? If so, do suggest it. It's quick and easy to join online on our website at <https://www.familyvoice.org.uk/contact/join/>
- Do you currently receive the newsletter in **paper form** but would prefer a digital version? Or vice versa, of course. If so, contact our Membership Secretary Kate on membership@familyvoice.org.uk
- Don't forget that all our newsletters are available and downloadable from our website at <https://www.familyvoice.org.uk/articles-reports/newsletters/>
- Remember, membership (and the newsletter) is **free**.

Norfolk Disability Pride



Steering group member Caroline Karimi-Ghovanlou was there:

Following over a week of 'fringe' performances and activities, Norfolk Disability Pride culminated at the Forum in Norwich on Sunday 16th September. It was organised and planned in partnership with Equal Lives, Norwich City Council, Norfolk County Council, the Forum and the UEA. The event was opened by Simon Kindleysides, who is most famous for the incredible achievement of walking the 2018 London Marathon in an exoskeleton.

There were 27 stalls available to browse, featuring disabled-accessible activities, schools and charities, information from the UEA, Police, Fire and Rescue, and Legal services, and Mind and Wellbeing Services. Norwich Pride Access Group were also chatting to colleagues from the LGBTQ community about making Norwich Pride more accessible in future years.

Outside the Forum there were live music performances throughout the day, and talks inside the Forum auditorium from personalities such as Simon Kindleysides (as mentioned above), Tom Shakespeare (how we can support our disabled activists better) and Andrea Rippon (how to look beyond behaviour and understand the message behind it).



In the Millennium Library there were more talks going on from the UEA regarding accessible design, mindfulness, British Sign Language and studying with a disability.

The enthusiasm at the event was overwhelming, bringing together the support of local groups, individuals, businesses and organisations, as well as a whole range of performers, poets and artists. A real community event.

And the best bit for me was seeing the Mobiloo parked outside the Forum!



Early Childhood and Family Service consultation

You may have heard that there are proposals to close some children's centres and change the way that others operate. This is part of a wider re-design of services for 0–5-year-olds and their families. Norfolk County Council has now published details of the plans and is asking for families to comment on the proposals. You can find the document and survey at <https://norfolk.citizenspace.com/consultation/childrenscentres-2/consultation/subpage.2018-09-07.2724822510/>

The deadline is **9 November 2018**.

Norfolk County Council says the proposed new service aims to:

1. Bring the services out of the buildings and into the community, to the children and families who need them most.
2. Help communities and parents offer local activities and groups.
3. Make it easier for families to access the information and advice they need, through providing better joined-up online and digital services.
4. Change how NCC works to make sure it delivers in the best way for today's families.

If you have any queries or questions please email childrenscentrecommissioning@norfolk.gov.uk



Publication of a Young Person's guide to SEND disagreement resolution

Following the 2017 review of disagreement resolution arrangements, the Department for Education commissioned Mott MacDonald, as part of the Delivering Better Outcomes Together (DBOT) consortium, to develop and publish a guide for young people aged 16–25 on how to resolve special educational needs and disability (SEND) disagreements. Mott MacDonald worked with a range of organisations and groups, including the young people's group FLARE, to produce the guide.

The guide 'When people can't agree – Special Educational Needs and Disability Complaints: a guide for Young People in education' can

be found here: <https://www.sendpathfinder.co.uk/send-complaints-a-guide-for-young-people-in-education>

The guide provides advice and information about how young people who are unhappy with the support they are getting for their special educational needs or disability can find the right help and advice to resolve their issues. The guide explains who young people can go to for support and the steps to take.

The guide is aimed at young people with special educational needs and/or disabilities (SEND), their families and the individuals and organisations that provide them with support.

Please share this guide with anyone you think would be interested. If you have any questions relating to the guide please contact SENDdeliverysupport@mottmac.com

Independent Living Skills

If you would like to find out more information, please contact:

.....
01603 306530
independent.living.skills@norfolk.gov.uk
.....

Courses for people with learning disabilities



Exciting new programme for 2018-19

These courses for adults with learning disabilities are available countywide at Norwich, Sheringham, Cromer, Great Yarmouth, Dereham and Holt, and consist of two pathways:

Pathways to employment programme, which includes options to study skills towards vocations in:

- Business administration • Hospitality and catering • Digital skill • Horticulture
- Health and social care • Customer services

These programmes include English, Maths and Employability. All of the employability options offer progression pathways into year two and will focus at this stage on traineeships and apprenticeships. The ILS programme is delivered on a weekly basis for 30 weeks (five hours, one day a week).

Enhancement programme, which is a personal development programme offering choices in:

- Get healthy • Get independent • Get creative • Get moneywise • Get cooking
- Get online • Get fit • Get confidence • Get volunteering.

These 2.5 hours sessions run for 10 weeks and have a small fee attached to them.

Contact the email address above for further courses in Lipreading, Mental health awareness, and Keep fit with gentle exercise.

Information can also be found online at <https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses/adults-with-learning-disabilities>



It is sometimes difficult to think of ourselves as carers, when most of the time we think of ourselves simply as parents with some additional challenges. But this can mean that we miss out on some of the support we need. Our families may also include young carers, who deserve support. The Carers Information Day is for anyone with caring responsibilities.



CARE FOR CARERS

TOGETHER WE ARE STRONG



Norfolk and Suffolk
NHS Foundation Trust

“Carers Information Day”

Organised by Care for Carers

In Partnership with Norfolk & Suffolk NHS Foundation Trust
at

The Norwich Forum

Millennium Plain, Norwich, NR2 1TF

Monday 8th October 9.00am till 3.00pm

Learn more about Mental Health Awareness

Come along, meet people who offer, Help, Information, and Advice
for Carers, Young Carers, Ex-Carers, Older People and the Lonely

Including:

Fibromyalgia Support

AGE UK Norwich – Family Voice

Norwich Access Group - Sing Your Heart Out

Arthritis Care - Alzheimer's Society – Pets as Therapy

Carers Matter Norfolk - Dementia Services - Equal Lives

Macular Society - BUILD – Musical Keys

Norfolk Family Carers – Headway

Plus many more

* * * * *

For more information call:

Care for Carers – 0300 777 8880

or

Email: info@careforcarers.org.uk

www.careforcarers.org.uk

“Care for Carers” works in partnership with the Norfolk & Suffolk NHS Foundation Trust





Early Years and Childcare
Woodside Centre Community Hub
Witard Road
Norwich
NR7 9XD

Email: earlyyearsandchildcare@norfolk.gov.uk
Tel: 01603 222900

Early Years and Childcare Annual Conference 2018

****Rearranged date – Sat 6th October 2018*****

**This year our conference will aim to provide
'Inspiration in the Early Years'**

This is a great opportunity to build on your continued professional development as an EYFS practitioner, and come away feeling creative, inspired, motivated and encouraged. As well as networking with colleagues from different areas of early years and childcare there will be exhibition stalls providing a wealth of information and resources to buy, alongside a number of interactive drop-in workshops at both venues including; music, woodwork, creating an art installation, baby room project, plus more. Lunch, refreshments, raffle ticket and a delegate pack are included within the price.

Agenda:

Coffee and arrival	9.20am
Opening address	9.45am
Neil Griffiths	10.00am
Author, trainer and creator of the 'Story Sack' concept	
Refreshments	11.00am
Alice Sharp	11.30am
Managing Director, Experiential Play	
Lunch and interactive spaces	12.30pm
Pete Moorhouse	2.30pm
Artist Educator and Early Years Consultant	
Raffle & Close	3.30pm

Target audience

EY, CC, CM, OSC, SCH

Training provider

Norfolk County Council

Cost per place

£35 – Childminders

£40 – Early Years Group
Settings, Children's
Centre and Out of
School Club Staff

£165 – School Nursery
and Reception Class
Staff

Code

J001

Venue

The John Innes Conference Centre - Norwich

Date

Saturday 6th October 18

Time

9.20am-3.45pm

Apply online: www.norfolkchildcarejobs.com/training-application

Please indicate on your booking form if you have any additional dietary or access requirements.

Key for target audience:

EY	Early Years Group settings including Children's Centre daycare provision	OSC	Out of School Clubs
CC	Children's Centre staff working directly with children & families	SCH	School EYFS Staff in Reception & Nursery Classes
CM	Childminders & Home Childcarers		
COMMS	Committee Members of Early Years Group Settings		



Norfolk County Council



Goodbye and thank you from Marian Pearson, Contact Parent Adviser, East of England

Regretably the funding for the Contact project that employed Marian Pearson as Parent Adviser, East of England, will come to an end after 30 September 2018.

Marian said, "I am sad about this. I have thoroughly enjoyed working for Contact and have built up a good network of contacts with families and professionals in Norfolk and Suffolk. The need for information and support for parents to negotiate getting the services their children need and managing the challenges of family life of course continues."

The Contact national helpline 0808 808 3555 continues to answer queries for information and support on topics such as:

- Money
- Disability benefits
- Sleep
- Behaviour management
- Rare conditions
- SEN Support

Or you can email Dawn Stilwell at dawn.stilwell@contact.org.uk, the remaining Parent Adviser for the East of England (based in Peterborough).

Contact is the name for the organisation that used to be called Contact a Family. You can find its website at <https://contact.org.uk>. Describing itself as 'the charity for families with disabled children', Contact aims to support families with guidance and information and to bring families together to support each other.

Contact also supports the development of parent carer participation, a process in which parents work together with professionals to make improvements to local services, which, of course, is what Family Voice Norfolk is all about. If you'd like to learn more about parent carer participation, <https://contact.org.uk/get-involved/parent-carer-participation/introduction-to-parent-carer-participation/> gives an overview, and you can read more on our Family Voice website at <https://www.familyvoice.org.uk/what-are-parent-carer-forums/>.



Department for Education SEND newsletters

The Department for Education's 0-25 Special Education Needs and Disability Unit publishes a newsletter for anyone working in special educational needs and disabilities – statutory and voluntary agencies across education, health and social care; and users of the system, such as children, young people and parents.

You can find the latest (and previous) editions on the Council for Disabled Children website, which also has a great deal of useful information for families.

Go to <https://councilfordisabledchildren.org.uk/help-resources/resources/departement-education-send-newsletters>

The latest edition (July 2018) covers a vast range of topics, including Early Years Disadvantage (VCS) Grants 2018-20, Pre-key stage standards to be used from the 2018/19 academic year, SEND mediation standards, SEND Schools' Workforce programme of work, NHS England: Ask. Listen. Do, Making Participation Work, and SEND statistics.

