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Positive Behavioural Support in Norfolk

In September, Family Voice attended a workshop to explore how Positive Behavioural Support might become the behavioural strategy used throughout settings and organisations in Norfolk to enable children and adults with learning disabilities to live full lives and reduce the need for restraint and restrictive intervention. The event was supported by the British Institute of Learning Disabilities (BILD).

The overall aim of Positive Behavioural Support (PBS) is to improve the quality of a person's life and that of the people around them. It considers the person as a whole – their life history, physical health and emotional needs – and focuses on the teaching of new skills to replace behaviours that challenge.

Consultation on the use of restraint and restriction

There is still time to respond to the Department for Education's (DfE's) consultation about whether there is a need for guidance for **mainstream schools, mainstream post-16 settings and alternative provision** on reducing the need for restraint and restrictive intervention. The survey can be found at [here](#) and continues until **17 October 2019**.





SEND local offer

Family Roadshow

“Listening to children, young people, and their families... supporting inclusion, meeting needs and changing lives together”

Friday 11th October, 10:30-13:00 (Holt Hall)

Friday 6th December, 10:30-13:00 (Knight's Hill Hotel, King's Lynn)

Wednesday 12th February, 10:30-13:00 (Kings Centre, Great Yarmouth)

Wednesday 25th March, 10:30-13:00 (Charles Burrell Centre, Thetford)

Wednesday 20th May, 10:30-13:00 (The Willow Centre, Cringleford, Norwich)

Tuesday 30th June, 10:30-13:00 (Pensthorpe, Fakenham)

To book your place
send@norfolk.gov.uk



The Local Offer Family Roadshows are designed to give parent carers the chance to:

- hear how the Local Offer is developing in Norfolk
- discuss recent feedback received through its online feedback form
- and give their views on local issues.

Organisations such as Family Voice Norfolk, Norfolk SEN Network, SENSational Families and Norfolk SEND Partnership have been invited to be on hand to offer information about how they work with parent carers who have a child with SEND. We will certainly be there.

There will be refreshments on arrival at 10:30 and a buffet lunch will be provided at 12:30.

To book your **free** place simply email send@norfolk.gov.uk with SEND Family Roadshow in the subject line and include:

- the date you wish to attend
- your name
- any dietary and accessibility requirements.

Half-term ideas

It seems as though the new term has only just started but it's already October and almost half term. There are lots of places to find fun things to do for your family.



Keep an eye on our [Facebook page](#). There are an amazing number of events going on in Norfolk every week.

- Visit the SEND Local Offer at www.norfolk.gov.uk/send and click the 'Training, events and things to do' button.
- Sign up to the email updates from Norfolk County Council. Simply go to www.norfolk.gov.uk and at the bottom of the home page you'll find a 'Sign up for email updates' button. News will come directly into your inbox about all sorts of activities for children and young people – and lots of other interesting Norfolk developments, too.
- Search the Norfolk Community Directory at <https://communitydirectory.norfolk.gov.uk> and click the 'Things to do' button.

WE NEED YOU!

Are you a mum, dad or carer for children in Norfolk, aged 0 - 19 years?

If so we would like you to join us and work together to make sure our JustOneNorfolk.nhs.uk website and family health services offer is what families in Norfolk need.

16th October 2019
09:30am - 11:30am
ACLE Library, Bridewell Lane,
NR13 3RA



Refreshments provided, children welcome and travel expenses covered.

Contact the Coproduction team on
ccs.norfolk-coproduction-team@nhs.net

JustOneNorfolk.nhs.uk

Transport for 16-19 year olds

Contact, the charity for families with disabled children, reports that there is a 'loophole in the law that means more and more disabled youngsters at 16 are losing or being charged for school transport, even if they stay on at the same school and their needs haven't changed. The impact of losing school transport is huge... We're calling on the government to close the loophole in the law.'

Contact's **freephone helpline at 0808 808 3555** and website at <https://contact.org.uk> have a huge amount of advice and information for parent carers on this and hundreds of other subjects.



Consultation on transport for 5-16 year olds

The Department for Education is consulting on revised statutory guidance for local authorities on home-to-school travel and transport for children of compulsory school age (5-16). The guidance was last updated in 2014. There have been no changes to the law.

The revised guidance seeks to clarify local authorities' statutory duties in relation to home-to-school travel and transport policy, in response to feedback from local authorities and other interested parties.

The policy for transport to post-16 education and training is different from that of children of compulsory school age, and as such is **not included** within this consultation (see above right).

To give your views, go to: <https://consult.education.gov.uk/home-to-school-transport-and-admissions-team/home-to-school-travel-and-transport-statutory-guid/>

The consultation closes on **31 October 2019**.



SEND e-Newsletter

If you don't already subscribe to Norfolk's free SEND e-Newsletter, or your former subscription has lapsed because you've changed your email address, you can easily make sure you receive it at www.norfolk.gov.uk/send – the Local Offer website.

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 groups. If you have comments or would like to submit an article, you can contact the newsletter editors on send@norfolk.gov.uk



The SEND Local Offer also has an active Facebook page, which it uses as part of its SEND communication strategy, alongside Twitter and the SEND e-Newsletter.

Please give the page a like and spread the word [@sendnorfolk](https://www.facebook.com/sendnorfolk)



Ambitious
about Autism

Are you a parent or carer of a child

with autism aged 0 - 25?

Ambitious about Autism would like to hear about your experiences of early years support and the education system.

Please complete our short online survey to tell us your experience – and also be in with a chance to win a £50 Love2shop voucher!

Our parent/carers survey:

<https://www.surveymonkey.co.uk/r/parent-and-carer-survey-2019>

Deadline Friday 25 October

Remember...

At Family Voice we are always keen to hear from you about the services you are receiving or would like to receive, so that we can inform decision-makers about what families really need.

- You can contact our Membership Secretary Kate on 07950 302937 or 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)

Family Voice Norfolk newsletter deadlines

The next edition of this Family Voice newsletter will be published 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 2019.



Help us make our 2020 Conference the best ever!

We'd like our **10th Anniversary Conference** (see below) to be everything you could wish for – so please give us your views on our **very quick survey** [here](#). It will only take five minutes. We'd love to have your views by **11 October 2019**.

A couple of people recently have commented that the title 'Conference' sounds very formal and official. Honestly, it isn't. The dictionary says the word means 'a meeting for discussion' and really that's what goes on at our Conference – a chance to talk to professionals, providers and other parent carers about the things that concern your family most – and enjoy lunch, of course.



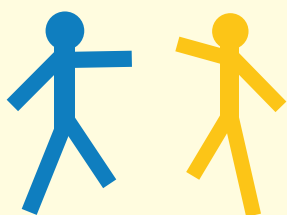
SAVE THE DATE

10th Annual Conference Saturday 14th March 2020

John Innes Centre, Norwich NR4 7UH

Find out about all things SEND from

- *over 40 information stands*
- *9 workshops*
- *face-to-face with professionals*
- *keynote speaker*



Find out more at

www.familyvoice.org.uk



[FamilyVoiceNorfolk](#)



[@familyvoicenfk](#)



Major government review into support for children with special educational needs and disabilities (SEND)

In 2014, new legislation (the Children and Families Act) came into force and affected how services in education, health and social care for special educational needs and/or disabilities (SEND) were funded and organised.

In September 2019, five years on, the government announced a review that aims to improve the services available to families who need support, and equip staff in schools and colleges to respond effectively to their needs, as well as ending the 'postcode lottery' they often face.

You can read all of the announcement [here](#) but below are some extracts.

The review comes a week after the government announced a major funding boost of £700 million in 2020/21 for pupils with the most complex needs, delivering on the Prime Minister's pledge to ensure every pupil can access the education that is right for them.

It will conclude with action to boost outcomes and improve value for money, so that vulnerable children have the same opportunities to succeed, as well as improving capacity and support for families across England.

Education Secretary Gavin Williamson said: 'I want parents to know that we're committed to boosting outcomes and ensuring the right support is in place for children with special educational needs, by breaking down the barriers to a good education and making sure the system works for families. That is why the Prime Minister committed to providing an extra £700 million next year, an 11% increase, to make sure these children can access the education that is right for them.

Our reforms in 2014 gave vital support to more children, but we know there have been problems in delivering the changes that we all want to see. So it's the right time to take stock

of our system and make sure the excellence we want to see as a result of our changes is the norm for every child and their families.'

Education Health and Care plans, launched in 2014, mean that now more than 350,000 children and young people aged 0–25 with the most complex special educational needs are receiving the tailored support they need to thrive and receive a world-class education. Of those in schools around half (130,000) are continuing in mainstream education.

The new review will look at how the system has evolved since then, how it can be made to work best for all families and ensure quality of provision is the same across the country. Recognising the importance of joined-up support, it will also explore the role of health care in SEND in collaboration with the Department of Health and Social Care.

...The review ... will look at and put forward new actions on:

- *the evidence on how the system can provide the highest quality support that enables children and young people with SEND to thrive and prepare for adulthood, including employment;*
- *better helping parents to make decisions about what kind of support will be best for their child;*
- *making sure support in different local areas is consistent, joined up across health, care and education services, and that high-quality health and education support is available across the country;*
- *how we strike the right balance of state-funded provision across inclusive mainstream and specialist places;*
- *understanding what is behind the rise in education, health and care (EHC) plans and the role of specific health conditions in driving demand; and*

[contd on page 8]



- ensuring that public money is spent in an efficient, effective and sustainable manner, placing a premium on securing high quality outcomes for those children and young people who need additional support the most.

Minister for Care Caroline Dinenage said: 'The support and care for people with special educational needs and disabilities is one of my top priorities. The SEND review will be crucial in widening our knowledge of the parts of the system which are working well and the areas which need improvement. The Department for Health and Social Care will play a key role in the review so we can ensure that high quality healthcare support is available for all.'

Secretary of State for Work and Pensions Amber Rudd said: 'Children with special needs and disabilities need to get the right educational support and health care so they can thrive. This review will help make sure all families get the support they need so every child, young person and their parents feel extremely positive about their future.'

Through our membership of the National Network of Parent Carer Forums (NNPCF), Family Voice Norfolk will ensure that Norfolk voices are included in evidence and advice given to this government review.



This year's Disability Pride was again a **celebration of disabled people and the diversity of our Norfolk community.**

Held at The Forum in Norwich, which ran it in partnership with Equal Lives, Norfolk County Council and the University of East Anglia, Disability Pride took place on Sunday 29 September.



Family Voice Ambassadors Kate and Rachel were there to tell families about what we do and to hear parent carers' views about services, so that we can represent these fairly in meetings with the local authority and NHS and in the reports that we circulate.

Our Ambassadors feel privileged when families share their experiences, whether positive or negative. They attend events such as Disability Pride, our Family Voice Family Chat events and anywhere that families affected by SEND may be represented. All of them are themselves parent carers of children or young people with SEND.

If you have a few hours a term to spare, enjoy engaging with families like yours and would like to help make sure that their voices are heard by planners and decision-makers, do contact us at membership@familyvoice.org.uk. Kate (above) will be very happy to tell you more about what is involved. Ambassadors are paid for their time and expenses.



As autumn 2019 gets underway, we've been busy!



As we reported in the last newsletter, it has been a busy summer for Family Voice representatives and ambassadors, and the new school year has brought even more areas in which we can represent the views and experiences of parent carers of children and young people with special educational needs and/or disabilities (SEND). Of course, in order to do this, we first of all need to hear from *you*, our members.

Family Voice Family Chat sessions

These information and feedback sessions have become increasingly popular with parent carers. Our latest series of sessions were on the subject of **SEN Support and Education, Health and Care Plans (EHCPs)**.

We invited Norfolk SEND Partnership Information, Advice and Support Service (**SENDIASS**) and a representative of the Local Offer to join us so that parent carers could:

- Find out more about SEN Support and EHCP assessments
- Tell us about their own experiences of support for their child with SEND
- Ask questions in a relaxed setting
- Share ideas with other parent carers

As usual, we aimed to spread the sessions across the county, with events in King's Lynn, Great Yarmouth, Dereham, Long Stratton and Aylsham.

The sessions, which took place between mid-September and early October, were very well received. You can see some comments from feedback forms opposite. We will prepare a report, capturing what parent carers told us, and share it widely with decision-makers and service designers in the local authority. You will be able to see it soon on our website at <https://www.familyvoice.org.uk/articles-reports/parent-carer-participation-events/>

You can also see there the reports of earlier Family Voice Family Chat events, on Transport and Preparing for Adult Life.

If there are subjects that you would like us to feature in future Family Voice Family Chat sessions, do please let us know via membership@familyvoice.org.uk, our Facebook or Twitter. See page 4 for all the ways you can contact us.

Very informative session.
Really appreciate the chance to learn more about the support that should be in place. Thank you to all involved.

Excellent session, informative speakers and a friendly atmosphere. Very well organised and has clarified a fair few things for me. Highly recommend.

This was a fantastic session, we learnt so much about SEN Support.

family voice
family chat

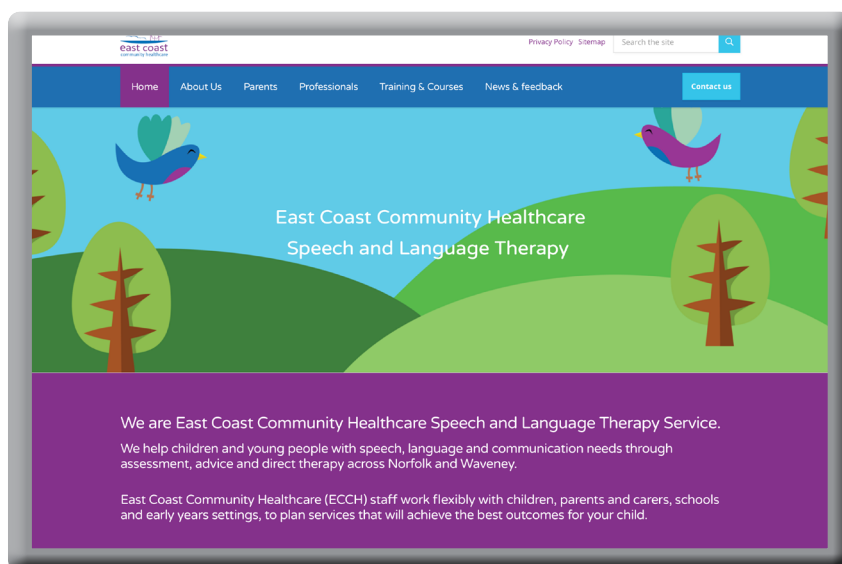


Speech and Language Therapy (SALT)

Many of you responded to our survey this summer on your experience of speech and language therapy services or the lack of them. The results of the survey will be presented to the Health Overview Scrutiny Committee (HOSC) in October but you can read the full report now on our website at <https://www.familyvoice.org.uk/articles-reports/survey-results/>

Although families report some improvements following changes to the service provided by East Coast Community Healthcare (ECCH), there are still areas that many parent carers who responded to the survey say need improvement, including:

- waiting times between referral and assessment or between assessment and receiving a service;
- frequency of sessions;
- the therapist is often a different person each time, which means that progress is more difficult to monitor and relationships between the child and therapist are hard to establish;
- when delivery of SALT is transferred to them, schools having the training, resources and staff to carry it out;
- poor communication and feedback from the therapist to the parent carer;
- not enough proactive advice, strategies or ideas to help both the child and the parent carer wanting to help their child;
- a lack of a jointly commissioned, seamless service where SALT services work with various educational settings and other services to provide a holistic package for children and young people.



ECCH has recently been developing a new website and the first phase is now live, with sections for professionals and parent carers, giving further information about all aspects of the service and how to support children with speech, language and communication needs.

You can find it at <https://salt.ecch.org>

Norfolk Community Directory

Do you run a local community group or do you know someone who does? Use the Norfolk Community Directory to promote your services and activities and get more people involved! Go to <https://communitydirectory.norfolk.gov.uk> to find out more.



Direct Payment Support Service



Direct Payments Support Services Autumn 2019 workshops



Meeting

Get the latest updates on what is happening with Direct Payments in Norfolk



Free "Employ with confidence" training session for employing Personal Assistants. Presented by FISH insurance company



Tell us what you think and have a cup of tea or coffee (and a biscuit)

To book a place

Call or Text: 07827 239336 / 07768 803285

Or Email: dpssfeedback@norfolk.gov.uk

Or via Facebook: [DirectpaymentsNCC/](https://www.facebook.com/DirectpaymentsNCC/)

Where and when?



King's Lynn
Tuesday 1st October 2019
10:00 am – 1:00 pm
Knights Hill Hotel
South Wooton
King's Lynn
PE30 3HQ



Great Yarmouth
Wednesday 2nd October 2019
10:00 am – 1:00 pm
Palm Court Hotel
9 – 12 North Drive
NR30 1EG



North Walsham
Tuesday 8th October 2019
1:30 pm – 3:30 pm
North Walsham Community Centre
New Road
NR28 9DE



Norwich
Wednesday 9th October 2019
10:00am – 1:00 pm
Stafford Hall
The Costessey Centre
Longwater Lane
NR8 5AH



Thetford
Thursday 10th October 2019
10:00am – 1:00 pm
The Charles Burrell Centre
Staniforth Road
IP24 3LH



Even more top tips from parent carers

A parent carer told us: 'I've bought lots of useful bits and pieces from **Fledglings** over the years and I wondered if other families know about them.' This online shop has toys, clothing and sensory products for disabled children and this year became part of Contact, the charity for disabled children (see page 3 of this newsletter for their details).

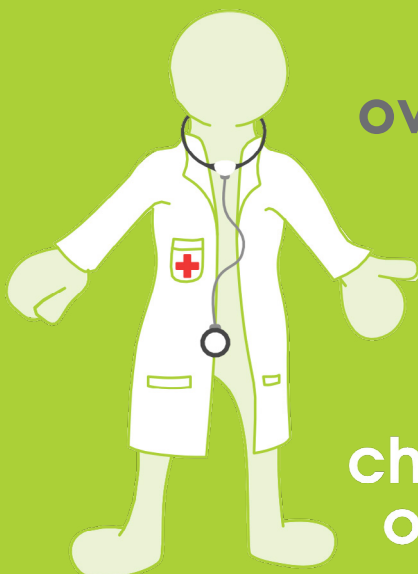


Contact says: 'We recognise that families often don't know what equipment or support is available and that having the right aids can make a real social impact.'

Fledglings aims to source and supply products that help make life a bit easier for a parent, and more fulfilling for their child, including many specially designed for disabled children with specific needs. The products are intended to be simple solutions to complex problems, and if Fledglings don't stock a product themselves, they can often point you in the direction of someone who does.

You can see what they offer at <https://fledglings.org.uk>

free health check ^{NHS} for over 14s



get checked out



- Do you have a learning disability?
- Are you over 14?

Ask for a **free** learning disability health check at your local GP practice.

www.norfolk.gov.uk/children-and-families/send-local-offer/local-offer-for-children-and-young-people/my-health/how-to-stay-healthy



What can you do



- Visit your GP for a free health check for people with learning disability.
- When you visit your GP take this flyer to help you ask.



Community micro-enterprise project in Norfolk

Community Catalysts is a social enterprise working across the UK to try to make sure that people who need care and support to live their lives can get help in ways, times and places that suit them, with a real choice of attractive local options. They help local people use their energies and talents to deliver sustainable community enterprises that can support other local people, creating jobs and volunteering opportunities.

Community Catalysts are working with Norfolk County Council on a two-year programme to stimulate the development and growth of community micro-enterprises that provide a wide range of help and support for older and disabled people who want to live life their way. The initial primary focus will be in North Norfolk (Aldborough, Cromer, Mundesley, North Walsham) and the Greater Norwich area.

What is a community micro-enterprise?

People with talents, passion and local knowledge run community micro-enterprises. They aim to make a difference to the lives of local people. This project has a focus on enterprises that support older or disabled people who need some care or help to live a good life. The enterprises should:

- have fewer than 8 full-time staff or volunteers
- be independent of any larger organisation

but they can be set up in many different ways, such as: sole trader, partnership, small business, social enterprise, charity or voluntary organisation.

Community Catalysts can support people who are currently running a community micro-enterprise or those who are interested in starting one. They would also like to connect with others who have an interest in building stronger communities.

For more information about the project, contact Debra Morris on 07384 835722 or debra.morris@communitycatalysts.co.uk

Government consultation – Good Work Plan: Proposals to support families

The government is seeking views on proposals to better support parents to balance work and family life. There are three distinct but related parts to the consultation:

- Parental leave and pay – deadline **29 November 2019**
- Neonatal leave and pay – deadline **11 October 2019**
- Transparency – deadline **11 October 2019**

The consultation asks interesting questions about when in a child's life parental leave is most valuable, how leave could be split between parents, what we can learn from the arrangements other countries have in place and what the obligations of employers should be. There did not seem to be any specific questions about how having a child with additional needs might affect parental leave and pay, but there are lots of places where your experiences of this could be usefully given. Go to <https://www.gov.uk/government/consultations/good-work-plan-proposals-to-support-families> to respond.



Working with autistic people, the Norfolk Autism Partnership Board (NAPB) has created an All-Age Autism Strategy called My Autism, Our Lives, Our Norfolk, which sets out how support and services need to develop in Norfolk.

The board meets four times a year to inform the creation and implementation of an action plan to deliver the national Autism Strategy in Norfolk. The NAPB particularly aims to influence the local authority and NHS commissioners to develop improved services for children, young people and adults who may have autism.

The board itself is inclusive, ensuring the active participation of a wide range of experts by experience, parents and carers, including a representative from Family Voice Norfolk. It constantly seeks to raise awareness of autism within the wider

community and works to enable autistic people to be fully included in society.

There are many different ways to get involved in the work of the NAPB.

You could:

- Receive the NAPB newsletter
- Receive information about involvement opportunities
- Attend a forum for autistic people, their families/carers and people interested in autism
- Get involved in the priority work of the board through joining a working group
- Join the Board itself, meeting four times a year.

If you would like to get involved, please complete the NAPB application form at <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/policy-performance-and-partnerships/partnerships/all-age-norfolk-autism-partnership-board> and return it to autism@norfolk.gov.uk



You may well have seen some of the media launch of the Department for Education's Hungry Little Minds initiative. It's a three-year campaign to encourage parents and carers to engage in activities that support their child's early learning and help set them up for school and beyond.

The ideas offered are simple and valuable for *all* children, including those with special educational needs and/or disabilities (SEND).

Search <https://hungrylittleminds.campaign.gov.uk> for simple tips and activities, or to find out what's available where you live.



If continence is an issue for your child or young person with SEND, you may like to respond to a consultation being run by the University of Exeter. The ICoN study aims to find out how NHS staff assess and treat children with special educational needs and disability to help them become continent.

Research to evaluate the ways to improve continence for children with special educational needs and disability was in the top 10 research priorities

as voted for by families and clinicians. The study wants to hear from families, young people, NHS staff, and school and social care staff about their experiences. To find out more, go to <http://sites.exeter.ac.uk/iconstudy/>



Norwich City FC sensory pack

Lisa, our Ambassador Lead, writes: After many months of contact and meetings with Norwich City FC, Family Voice were delighted to be the first to test the new **sensory pack**. We picked up the bag from the ticket office with no problems and were escorted to our seats by an assistant, which was an easy process.

The bag contains noise-cancelling headphones, fidget spinner, scarf and lanyard. We used the headphones inside and outside in the disability areas. They worked well. Some dull noise could still be heard but they cancelled out the loud roars.

Inside the disability area was a refreshment area serving drinks and food. This area had a TV screen and could be used as a quieter area to watch the match if needed.

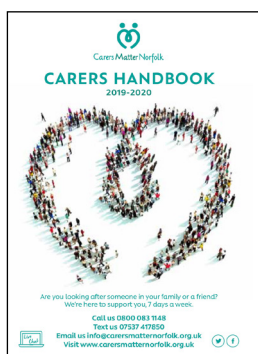


Before the match started, a member of staff came round and asked if anyone wanted to pre-order drinks for half time (to be paid for) and they would bring them to you. It was quieter and calmer inside than outside but still had a fantastic atmosphere. We also tried out the commentary headphones for people with visual impairments which was really great.

If you do require a sensory bag, you can collect one from the ticket office before the game and return it after. If you would like a disability and carer ticket, you need to be a member, which costs £35 plus the price of one ticket. I spoke to the Disability Liaison Officer Stephen Graham after the match and he is happy for you to contact him directly if you require support, tickets, sensory bags or have any questions. He can be contacted on 01603 721902 or at stephen.graham@canaries.co.uk

It was a fantastic match – that night Norwich won 3–2.

Well done to Norwich on their win and for supplying the new sensory bags.



Carers Handbook 2019–2020

Carers Matter Norfolk have published an updated edition of the Carers Handbook. You can download it from their website at <https://carersmatternorfolk.org.uk> or order a hard copy there.

The handbook contains hundreds of useful contacts regarding such topics as money matters, taking care of yourself as a carer, young carers and handling practical matters. You'll find Family Voice Norfolk on page 12.

