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## Free digital accessibility training course

This course is open to all young adults aged 18–35 with specific learning difficulties (e.g., dyslexia, autism, ADHD), physical disabilities or who are deaf, blind, or partially deaf/sighted.

This course will teach them how new technologies can help them with their studies and with their everyday life. It will explore up-to-date and user-friendly digital tools and apps, such as voice recognition software, text-to-speech and subtitling tools, and students will use Apple and Android devices to create their own accessible digital media content. The course will enhance employability skills, add value to CVs and should be fun too!

Participants will receive a certificate and a £60 Amazon or Co-op voucher for taking part.

It takes place on **Wednesday afternoons on 5, 12 and 26 February 2020 (2–5pm) at the UEA**. Refreshments are provided, in a friendly and welcoming environment. BSL interpreters and travel assistance can also be provided.

To find out more contact Sharon and Carlos:

Email: [da4you.uea@gmail.com](mailto:da4you.uea@gmail.com)

Call/Text/FaceTime/Whatsapp: 07835 736059

Facebook: [facebook.com/DA4YouUEA](https://www.facebook.com/DA4YouUEA)





Norfolk County Council



# Learning Disabilities

# Accommodation Strategy Thinking Day

For people with learning disabilities



to share ideas on an Accommodation Strategy for people with learning disabilities in Norfolk



Kings Centre  
30 Queen Annes Road,  
Great Yarmouth,  
Norfolk,  
NR31 0LE

February

13

Thursday  
13<sup>th</sup>  
February



10:45



2:00



If you need support bring them along



Drinks provided but please bring lunch

Call or email us to book:

01603 223509

LDCommissioning  
@norfolk.gov.uk



## The Local Offer Family Roadshow

The Local Offer Family Roadshow enables parent carers 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 there as well as a representative of the new **Preparing for Adult Life service**. 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](mailto:send@norfolk.gov.uk) with SEND Family Roadshow as the subject with:

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



# SEND local offer

## Family Roadshow

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

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

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

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

Tuesday 30<sup>th</sup> June, 10:30-13:00 (Pensthorpe, Fakenham)

To book your place  
[send@norfolk.gov.uk](mailto:send@norfolk.gov.uk)



## The Local Offer needs your feedback

Local authorities in England must publish information about the services and provision available for children and young people from 0 to 25 with special educational needs and/or disabilities (SEND) and their families. **This is called the SEND Local Offer.** You can find Norfolk's Local Offer at [www.norfolk.gov.uk/send](http://www.norfolk.gov.uk/send). It has a huge amount of information plus links to other sources and, of course, is available 24 hours a day.

The Local Offer is developing all the time, so that it can include up-to-date information and services but also so that it is as easy to use as possible. It's important that users feed back about how well they have found it meets their needs. Is it easy to navigate? Does it use language that is straightforward and accessible? Does it have everything you need?

Each page has three little faces at the bottom. Clicking on one will take you to further opportunities to give your views, either by simply selecting options or by writing about what you think. **Please do!**



## Going, going...

Within 72 hours of booking being open for our 10th Anniversary Conference, 250 tickets had been reserved. Please contact Family Voice as soon as possible by any of the means below to ensure that you can attend this year.

10  
YEARS

10  
YEARS



**FREE conference for all parents and carers  
of children and young people (0–25 years) with  
Special Educational Needs and/or Disabilities (SEND)**

**Booking opens  
20 January 2020**

For more  
information and to book  
a place, contact:

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

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

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

[events@familyvoice.org.uk](mailto:events@familyvoice.org.uk)

Or call/text 07535  
895748 and leave a  
message with your  
contact details

Please book early.  
Places will be allocated  
in order of booking.

**Saturday 14<sup>th</sup> March 2020**  
10.00–15.30

John Innes Conference Centre  
Norwich NR4 7UH

**Increase your knowledge of all  
things SEND and find out about  
services for your family at**

- ▶ over 40 information stands
- ▶ 12 workshops
- ▶ face-to-face sessions with professionals
- ▶ opportunities to network with other parent carers

- Open to members and non-members ● Free buffet lunch
- On-site parking ● **BOOKING ESSENTIAL**

10  
YEARS

10  
YEARS



## Norfolk and Suffolk NHS Foundation Trust needs your views



Norfolk and Suffolk NHS Foundation Trust provides mental health and learning disability services in Norfolk and Suffolk. It is well known that the Trust's services and resources have experienced a great deal of challenge in the recent past, but did you know that you can help shape its Annual Plan and influence the Trust through its Governors?

Go along to one of the Annual Plan Consultation Events taking place in Norfolk and Suffolk, where Trust members will have the opportunity to feed back what they believe is going well in the Trust and what can be improved upon.

This feedback will be given to the Council of Governors who will use it to inform their priorities and to represent the Trust membership in the 2020/21 Annual Plan.

Governors, local Care Group leadership and Trust management will be in attendance and look forward to hearing what you have to say.

### King's Lynn

Monday, 10 February 2020  
1.30pm–4.30pm  
Duke's Head Hotel  
5–6 Tuesday Market Place  
King's Lynn PE30 1JS

### Norwich

Friday, 14 February  
9.30am–12.30pm  
The King's Centre  
King Street, Norwich NR1 1PH

### Bury St Edmunds

Friday 28 February 2020  
9.30am–12.30pm  
The Athenaeum, Angel Hill  
Bury St Edmunds, Suffolk, IP33 1LU

**A buffet lunch will be served from  
12.30 to 1.30pm at all events.**

If you have any questions or to book your place, please contact the membership office ([membership@nsft.nhs.uk](mailto:membership@nsft.nhs.uk)) stating which event you will be attending.

All Trust members are welcome and, if you are not yet a member, **there will be an opportunity to sign up for membership at the event.** You can also become a member on the NSFT website at <https://www.nsft.nhs.uk> where there is a great deal of information about the Trust's services and a direct way of feeding back on the website about experiences you or your family have already had of the Trust.



## Family Voice Norfolk newsletter deadlines

The next newsletter will appear at the end of February 2020. If there are issues that you would like to see covered, please email [comms@familyvoice.org.uk](mailto:comms@familyvoice.org.uk) or leave a message on 07535 895748 before 22 February 2020.



## Department for Work & Pensions survey

The DWP Customer Accessibility team is carrying out a survey to find out how to improve [www.gov.uk](http://www.gov.uk), specifically to help customers with a disability who need them to adjust the way they communicate.



Department  
for Work &  
Pensions

The survey closes on **9 February 2020**. You can find it here:

<https://getinvolved.dwp.gov.uk/06-service-excellence-group/8abc00c5/>

The survey should only take a few minutes to complete. It asks about the terms you might use to search for accessible information. You may be interested in responding because you yourself have a disability, but also consider that when children with special educational needs and/or disability reach adulthood, they too may need to be able to access government websites and information.

On a related subject, a parent carer recently told us:

*The government website where you can put yourself on the electoral roll is very clear and simple. My children were able to fill in the form online with very little support, which made them feel empowered and adult. When it came to benefits, however, there was no way they could get through the 'press 2 for...' stage, and then the first question my son was asked, when with my help he did get through to a human being, was about whether he had a 'non-contributory pension'. He had no idea what that meant and simply handed me the phone. I know that my children will almost certainly always need help to navigate these sites, but the more they can be involved, the better.*

### 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](mailto:membership@familyvoice.org.uk)
- Or you can contact us via:



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



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



[familyvoicenf](https://twitter.com/familyvoicenf)

### Sleep issues – where to go for help

Children with disabilities are more than twice as likely as their peers to have sleep problems, which often affect the whole family. Some sources of help, as well, of course, as your health visitor and/or GP are:

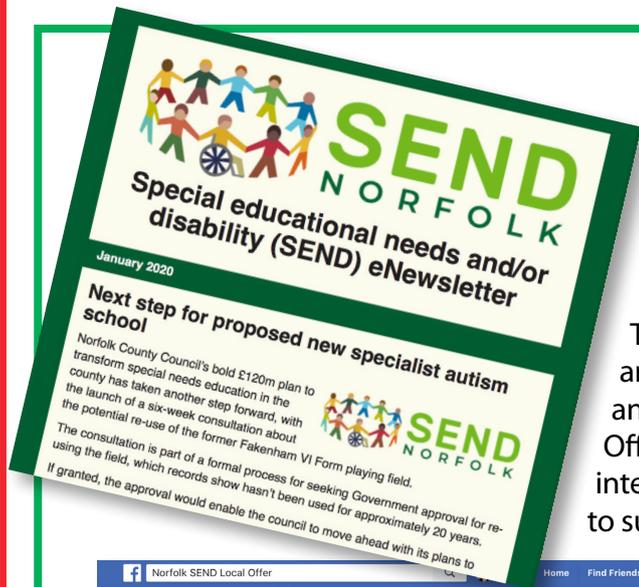


<http://www.nansa.org.uk/sleep-service.aspx>

<http://www.sleepcast.com>

<https://www.scope.org.uk/advice-and-support/help-disabled-child-sleep/>





## SEND eNewsletter

If you don't already subscribe to Norfolk's **free** SEND eNewsletter, or you've changed your email address, you can easily make sure you receive it at [www.norfolk.gov.uk/send](http://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, contact the newsletter editors on

[send@norfolk.gov.uk](mailto: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 eNewsletter. Please 'like' the page and spread the word:

[@sendnorfolk](https://www.facebook.com/sendnorfolk)



## Supported internships update

The supported internships project trained 34 job coaches (a key part of the programme) last year and there are now 41 young people with SEND accessing employment through supported internships – twice as many as last year.

Part of the funding for supported internships was spent on producing a video, told from the viewpoint of the employer, to be used to engage employers at events

or use as an introduction to supported internships.

You can view it at: <https://www.youtube.com/watch?v=r1iMZHEgmiM&feature=youtu.be>

There are many young people with SEND who need work opportunities. If you know of an employer who might be interested in employing such a young person or offering an internship, please show them the video.



The business benefits of Supported Internships include:

- Access to a wider pool of labour
- Promoting an inclusive culture
- Increasing staff morale and retention
- Reducing recruitment costs
- Championing a diverse workforce which reflects the customers it serves and the community in which it is based



# A new CCG for Norfolk and Waveney

Update - January 2020



Great Yarmouth and Waveney  
North Norfolk, South Norfolk  
Norwich, West Norfolk  
Clinical Commissioning Groups

Hello,

This is an update to keep you up to speed with the merger of our five NHS Clinical Commissioning Groups, and launch of a new CCG for Norfolk and Waveney, on 1 April 2020. We continue to operate from our offices in King's Lynn, Norwich and Beccles so we can stay close to local issues, maintain important relationships with all of our partners and so our staff can work in local bases.



**Melanie Craig**  
Chief Officer

## What will the new CCG look like?

The new Governing Body will comprise the following:

- 5 Healthcare Professionals from member practices
- 4 Lay Members
- 1 Secondary Care Doctor
- 1 Registered Nurse
- Accountable Officer
- Chief Finance Officer

There are five "Local Delivery Groups" and 17 "Primary Care Networks" supported by local teams.

[More information about about Governing Body members and the senior leadership team on page 2](#)

Our CCGs are viewed positively for the way we have agreed a merger with member practices and are on track to deliver by 1st April 2020.

Indeed we have been authorised with only 'standard' conditions.

Merging the CCGs and creating one, strong new Governing Body for Norfolk and Waveney makes sense for the patients we serve, makes sense to our partners, reduces the burden of running five separate Governing Bodies and means we can save about £13 million in running costs.

April 2020						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

## Current timeline

**October 2019** - merger approved 'in principle' by NHS England and Improvement with just two standard conditions, to have a constitution and to appoint the Governing Body before 1 April 2020.

**December 2019** - Election by all practices returns five clinical members of the new Governing Body (see below)

**13 January 2020** - recruitment commences of new Governing Body lay members plus two further independent clinicians (from outside primary care)

**31 January 2020** - closing date for lay member and independent clinician applications

**3 February 2020** - election begins of Governing Body Chair, by all Norfolk and Waveney GP practices

**7 February** - closing date for Chair election voting

**February 2020** - announcement of Chair and remaining Governing Body members

**1 April 2020** - New CCG launched, first Governing Body meeting



## The new Governing Body is taking shape

Our practices in Norfolk have elected the following clinicians to help lead our new Governing Body:



Dr Hilary Byrne



Dr Anoop Dhesi



Dr Clare Hambling



Dr Ardyn Ross



Tracy Williams  
(Queen's Nurse)

We are now advertising for six more Governing Body members:

**4 x lay members with remits for:**

[Patient and public involvement](#)  
[Finance & Performance](#)  
[Primary Care](#)  
[Financial Management and Audit](#)

**2 x clinical members:**

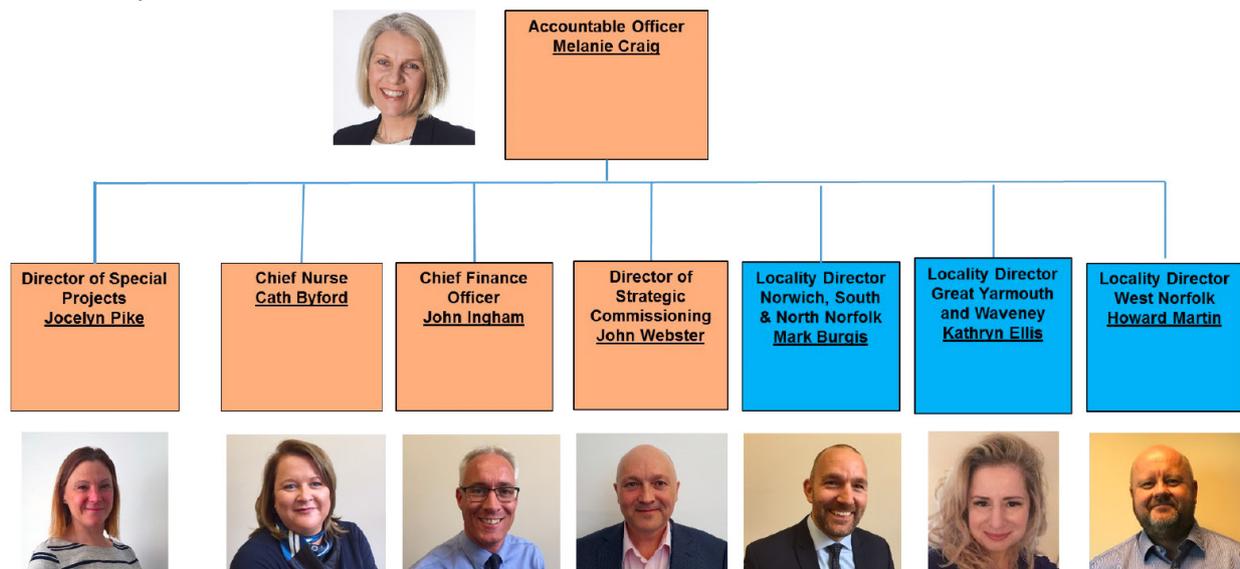
[Registered Nurse](#)  
[Secondary Care Doctor](#)

The closing date is 31 January 2020 - please tell colleagues who you think may be interested.

## One CCG - one team of staff

The five CCGs have nearly finished creating one single team of staff, and the senior leadership is below.

We have dedicated locality teams to ensure Norwich, West Norfolk, North Norfolk, South Norfolk and Great Yarmouth and Waveney have a dedicated focus, plus strategic and quality teams working right across the patch.



## Help Healthwatch help you



Healthwatch is the independent national champion for people who use **health and social care services**. It aims to find out what matters to people, and help make sure their views shape the support they need.

There is a local Healthwatch in every area of England. Norfolk Healthwatch is there to find out what people like about services, and what could be improved, and to share these views with those with the power to make change happen. It also helps people find the information they need about services in their area.

You can find Norfolk Healthwatch at <https://healthwatchnorfolk.co.uk>

Healthwatch is currently supporting Norfolk County Council (NCC) by running a survey to ask you how you access information, advice and guidance on anything from health and social care, financial and legal support through to transport and activities in your local area.

The **short survey** can be found at <https://healthwatchnorfolk.co.uk/news/help-us-improve-information-advice-and-guidance-in-norfolk/> and asks you to tell them about:

- Any difficulties you may have experienced in finding the information, advice or guidance you need.
- What you think could be done to make information more useful and accessible.
- How and where you would like to be able to access information, advice and guidance in the future.

Your experiences will help shape what kind of information and advice is available, and how it is communicated to the public.

## Norfolk SEND Partnership tribunal workshops

Norfolk SEND Partnership is running a **free** Tribunal Workshop for parents/carers and young people appealing a final Education, Health and Care Plan (EHCP) on three dates.



**Friday, 28 February 2020** and

**Thursday, 23 April 2020**

09:30–12:30 GMT

Norwich Professional Development Centre

144 Woodside Road

Norwich NR7 9QL

**Saturday, 28 March 2020**

09:30–12:30 GMT

Sprowston Diamond Centre

School Lane

Norwich NR7 8TR

The workshops will focus on appealing EHCP content and placement rather than other appeal types and include guidance on mediation, EHCP appeal forms, preparing your case, appeal timetable and evidence needed.

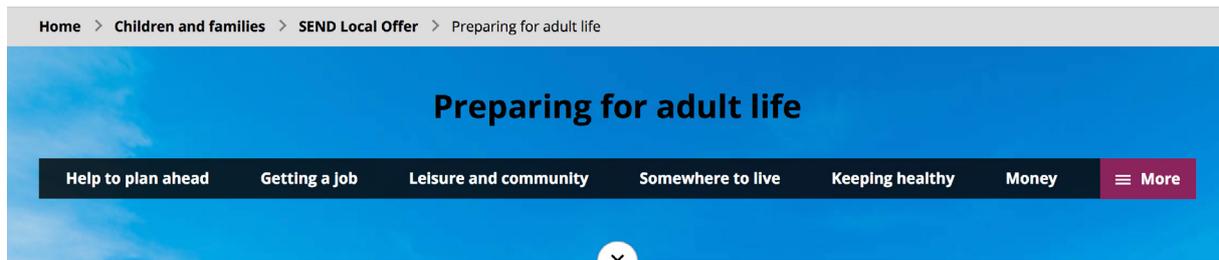
You can book via the Norfolk SEND Partnership website at <https://www.norfolksendpartnershiass.org.uk> where you will also find relevant information and booklets, or by ringing 01603 704070.



# New Preparing for Adult Life site on the Local Offer

This new site for parent carers of children and young people with SEND can be found at <https://www.norfolk.gov.uk/children-and-families/send-local-offer/preparing-for-adult-life> or from a link on the home page of the Local Offer at <https://www.norfolk.gov.uk/send>.

It provides information and links for things to consider when planning with a young person for their future. Aimed mainly at 14–25-year-olds, the site also stresses that it is never too early to start thinking and sharing ideas about the future.



This section of the SEND Local Offer has been designed for parent carers, so you can help your young person with SEND prepare for adult life.

Your young person will need your support and encouragement, to get ready for the challenges and increased independence of adult life.

Our Preparing for Adult Life section focuses on young people in the time of transition - 14-25-years-old. But it is never too early to start this process. Children are learning skills they will need from the day they are born. Learning is something that carries on however old you are.



## Help to plan ahead

How to help your young person on their journey to adulthood

[Prepare for the future >](#)



## Getting a job

Advice and guidance to help your young person find work

[Work and training >](#)



## Leisure and community

How to help your young person be an active part of the community

[Activities and relationships >](#)



## Finding somewhere to live

Advice and guidance to help your young person find somewhere suitable to live

[Living independently >](#)



## Keeping healthy

How to help your young person keep healthy when they enter adult life

[Health and wellbeing >](#)



## Money

Advice and guidance on money

[Benefits, allowances and budgets >](#)



## Travel

Advice on how you can help your young person travel independently

[Getting out and about >](#)



## Family Voice survey results

In August 2019 we ran 5-Minute Focus Surveys on Childcare Provision and Short Breaks. **Thank you to everyone who took part.** We have produced reports on both surveys and shared these at relevant meetings in the local authority. You can read both reports in full on our website at [www.familyvoice.org.uk](http://www.familyvoice.org.uk) under Articles & reports. Some of the key findings are given below.

### 5-Minute Focus on Childcare Provision

Parent carers of children and young people with Special Educational Needs and/or Disabilities (SEND) were asked about childcare provision and how this impacted their desire and/or ability to return to paid employment. Some key themes that emerged were:

- Families with SEND are not a homogeneous group. Each family has a different set of challenges. The needs of the child or young person with SEND, the other stresses on the family, the degree of isolation or support, the expectations and culture of the family and the age, past experience and economic and geographic situations of parent carers are very varied. **Families need a child-centred and family-centred approach to suit their own situation.** Above all, this requires access to someone who can engage with family members to discuss their specific needs and signpost to services.
- Several families reported that there was less difficulty in accessing childcare when their child was very young and their additional needs were less obvious and/or easier to manage. **For many, social opportunities outside school for the child decrease as they grow older,** making preparation for adult life and meetings around this (e.g. at a Year 9 EHCP review) much more difficult.
- Many parent carers are so occupied in simply managing the situation they are in that they have little time, space or opportunity to consider what *might* be. Their priority is being able to continue to support and care for their child and they know that their own wellbeing and mental health is vital for this. It is not surprising that **more saw suitable childcare as a way for them to keep going than as a way to access the workplace.**

### 5-Minute Focus on Short Breaks

Four important themes emerged in what parent carers told us:

- All our respondents and their children or young people with SEND come into contact with professionals of various kinds, but few had found out about Short Breaks by this means. **There does not seem to be a consistent and comprehensive way of ensuring that families know that Short Breaks may be available to them** and understand how the system works and how decisions are made.
- **Many families find the work involved in acquiring and administering Short Breaks quite overwhelming** – in fact, an additional stress in lives that are already extremely difficult.
- **There is a lack of appropriate support and provision that can be accessed,** even when funding has been supplied through Short Breaks. Employing suitable personal assistants (PAs) is very difficult in some areas, and finding help that is sufficiently skilled and flexible is often impossible, while groups are often not appropriate through lack of proper understanding and support for children's and young people's varying needs.
- One result of this is that often activities for children and young people involve the parent carer having to be with them. **This is not a break for the parent carer or an experience of independence from parental care for the child or young person.**

