

In this issue:

- | | |
|--|--|
| 1 Ofsted/CQC inspection of Norfolk SEND services | 9 Let Active Norfolk know how to help your whole family to be more active |
| 2 Giving your views to Ofsted and CQC inspectors of SEND | 10 Get help to navigate health information on line |
| 3 Family Voice 10th Anniversary Conference – 14 March 2020 | 11 Norfolk SEND Partnership workshops |
| 4 Workshops at our Conference – a preview | 11 Online consultations with your GP |
| 6 Survey on preparing for adulthood | 11 Norfolk SEND Partnership tribunal workshops |
| 6 A resource for young people – EHCP reviews | 12 Don't leave us in the bin! |
| 7 SEND Local Offer Family Roadshow – dates | 12 SEND eNewsletter |
| 7 Keep feeding back – to the Local Offer | 12 Contacting Family Voice Norfolk |
| 8 Lights, camera, health check! – can you help? | 12 Family Voice Norfolk newsletter deadlines |

Ofsted/CQC SEND inspection of Norfolk SEND services

You will have heard that Ofsted and CQC (Care Quality Commission) inspectors are visiting Norfolk **from 2 March to 6 March** to find out how well education, health and social services are performing in three aspects of special educational needs and/or disabilities provision (SEND):

- 1** Identifying the needs of children and young people with SEND
- 2** Meeting the needs of these children and young people with SEND
- 3** Improving their outcomes and chances of taking part fully in society.

They will be looking at this for all children and young people 0–25 with SEND, not just those with an EHC plan.

In the inspections there is a big emphasis on finding out the **views of parents and carers**. Overleaf is a brief summary of all the ways you can make sure that your voice is heard.

There is more information on our website at www.familyvoice.org.uk and on our Facebook page at [FamilyVoiceNorfolk](https://www.facebook.com/FamilyVoiceNorfolk) or on the government website at <https://www.gov.uk/government/publications/local-area-send-inspections-information-for-families>

Please do make sure you tell the inspectors about your experiences and views. Like us, they are interested in what has worked well for you and what has not worked well.

If for any reason you are not able to give your views by the means overleaf, but would like to, please get in touch with us (see page 12) and we will help.



Giving your views to Ofsted and CQC inspectors of SEND A quick guide for parent carers

Ofsted and CQC inspectors want to hear from families about SEND provision for children (0–25) in Norfolk. There are **four** main ways for you to share your experiences and views:

- 1** At <http://bit.ly/LASENDWebinarNorfolkCountyCouncil> until midnight on Tuesday 3 March. This is an online webinar.
- 2** By emailing the inspectors directly at lasend.support@ofsted.gov.uk until Friday 6 March.
- 3** By meeting with the inspectors at the Norwich Professional Development Centre (PDC), 144 Woodside Road, NR7 9QL on Tuesday 3 March between 1pm and 2pm. Allow time for parking.
- 4** If your child attends one of the educational settings below, you can attend a meeting with the inspectors on Wednesday 4 or Thursday 5 March. Your setting will inform you of the exact time and place.



City College Norwich
Sidestrand Hall School
Chapel Green School
Churchill Park Complex Needs School
Short Stay School for Norfolk (Douglas Bader)
City Academy Norwich

UTC Norfolk
Aylsham High School
Nelson Academy
North Elmham Primary
Mile Cross Primary
Magdalen Gates Primary
Bishy Barnabees Day Nursery
Rockinghorse Daycare



For more information, see our website at www.familyvoice.org.uk or our Facebook page. If you cannot access any of these feedback routes, contact us at membership@familyvoice.org.uk or phone 07950 302937.

Only a few places are remaining for our tenth annual Conference this year. Do get in touch by any of the ways below if you would like to come. If you have already booked a place but don't think you will be able to make it, please contact us, so that we can offer your place(s) to another family.

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

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

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

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 14th 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 50 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





Workshops at our Conference

This year we have more workshops for parent carers than ever, covering a wide variety of topics. There will be three workshop sessions, each with a choice of four workshops. So that you can begin to plan your day, here's a list of the workshops with brief descriptions.

Session 1: 11:00 to 12:00

Q&A session on education, health, social care and local policing

Led by Sara Tough, Rebecca Hulme, Caroline Horton and Andy Collier in the main auditorium

It is vital that services work together to support and protect children and young people with SEND. Here is an opportunity to find out what that means in practice and ask how different services approach complex issues across a range of settings.

Supporting Children at SEN Support in mainstream schools

Led by Steph Askew in the Watson room G34

This workshop aims to explore the document 'Provision Expected at SEN Support'. This co-produced document sets out the provision that should be available for all children and young people with SEND and at SEN Support in mainstream schools. There will be an opportunity to ask questions during the session.

Direct Payments Support Service

Led by Kat Ghairi in the Crick room G35

The Direct Payment Support Service (DPSS) team is there to help if you have chosen to receive a direct payment for supported activities. The team also offers support and training for personal assistants (PAs) or carers, as well as employer support, advice and training; a list of PA carers on the Norfolk Community Directory; and payment services (payroll).

KIDS SEND Mediation Service

Led by Susanna Diegel in the Franklin room G37

The provision of mediation and disagreement resolution is a statutory requirement for local authorities. KIDS SEND Mediation Service is an independent mediation and disagreement resolution service, which is free of charge for parents/carers and young people. The service helps to settle disagreements between parents or young people and local authorities and schools or other education providers.

Session 2: 12:30 to 13:30

Keeping it in the family – protecting what you have spent a lifetime earning and looking after those you love after you have gone!

Led by Jamie Walker in the Watson room G34

This workshop will discuss why you should make a will, sideways dis-inheritance, lifetime trusts – dos and don'ts, lasting powers of attorney and pre-paid funeral plans. Questions are welcomed.



Positive experiences of hospital encounters

Led by Mel Bruce and Fiona Springall in the Crick room G35

This workshop will explore how community and acute services are working together to use a model of Positive Behaviour Support to support children with additional needs to attend hospital, for both planned and urgent investigations and treatments. We will share case examples of how this approach is currently being used, and explore and discuss challenges. We would value hearing the lived experiences of patients and families and listening to your feedback.

Just One Norfolk

Led by Fay Spencer and Jacqui Millard in the Wilkins room G36

Come and have a look at our Norfolk Healthy Child Programme digital platform – JustOneNorfolk.nhs.uk. The site is designed to be a self-care resource and all content has been created and approved by qualified NHS professionals, and verified by external stakeholders, so families know they can rely on the advice. Tell us what you think, find out about new developments and hear about how you and your family can be involved.

Total Ensemble Theatre Company – a practical drama-style workshop

Led by Rebecca Chapman and Laura de Oliveira in the Franklin room G37

This drama workshop will be friendly, fun, unintimidating and very free and organic, evolving naturally with whoever joins us on the day, with lots of music and movement. People will ideally wear comfy clothes, trainers etc. All abilities are welcome on a first come, first served basis. We can take 20–25 participants, ideally aged 16 and above, as long as those needing behavioural/intimate/specific additional support have their parents/carers with them.

Session 3: 14:00 to 15:00

Preparing for Adult Life

Led by Roger Allen and Karen Dures in the Watson room G34

This workshop will focus on the four Preparing for Adult Life (PfAL) outcomes and consider how parents/carers can be involved in supporting children and young people to achieve them. We will also look at what support there is for young people/parents/carers in Norfolk and beyond around PfAL, including the role of the new PfAL service.

Supporting your child to develop their communication skills

Led by Claire Taylor, Clare Angell, Hannah Sherwood and Rachel Gates in the Crick room G35

This workshop will provide an overview of communication development and strategies that you can use to support your child's communication. We will guide you through the 'communication pyramid' and how this relates to your child, as well as providing information about support available from our service. We hope you will come away with both greater understanding of communication development and practical ideas.

Pathological Demand Avoidance

Led by Rebekah Muttitt, Mel Bruce and Mark Gower in the Wilkins room G36

The existence of PDA as a diagnostic term and how it fits within the autism spectrum is widely debated. What is generally agreed upon is what is often referred to as a PDA profile.



People with a PDA profile are driven to avoid everyday demands and expectations to an extreme extent. This demand avoidance is often (but not always) accompanied by high levels of anxiety.

Reviewing an Education, Health and Care Plan (EHCP)

Led by Amy Pease in the Franklin room G37

Reviewing the plan gives the child or young person, parents and professionals a chance to consider what needs to be in place for the following year. Every EHCP must be reviewed at least annually. It is a time when the EHC Plan is looked at to check that all the sections are still up to date, appropriate and to make sure it is still necessary. The workshop will include: when a review may be necessary; what should happen before, during and after a review; what a parent's, child's or young person's role is; what you can do if you are not happy with the LA decision.

Other Conference highlights

The Conference will also feature **over 50 stands** and the ever-popular '**speed-dating**' sessions, where you have the opportunity to book a 15-minute one-to-one with a professional. These sessions are booked on the day and places go very quickly, so do arrive early if you are interested.

Survey on preparing for adulthood

This survey is part of a project funded by the Department for Health and Social Care (DHSC) and delivered by Contact, Carers UK, National Development Team for Inclusion, and National Network of Parent Carer Forums (to which Family Voice Norfolk belongs).

Contact is planning some new resources for families where a child is transitioning to adulthood. To make sure these are what families need, please respond to the survey at:

<https://contact.org.uk/news-and-blogs/transitions-survey/>

A resource for young people

Amy, a member of the Council for Disabled Children's youth advisory group FLARE, has created a resource to support children and young people who have an Education, Health and Care plan (EHCP).

An EHCP has to be reviewed at least every 12 months, and you should be given two weeks' notice of the review date. However, young people often do not know exactly what this meeting is for, who is going to be there or what it even means for them.

Amy has made a leaflet that will help young people understand this meeting, what they should do, how they could prepare, and where they can find free independent advice and

How to share your views in your EHCP annual review



– a resource by
Amy

support about it. It's really important that young people are able to get their thoughts and experiences across. Amy has given some suggestions on how young people can prepare to do this.

You can find the resource at: <https://bit.ly/34MwNPh>



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, send an email to send@norfolk.gov.uk with SEND Family Roadshow in the subject line and state:

- 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 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



Keep feeding back...

Often what is obvious to us as parent carers is not obvious to those planning and delivering services and what is clear to *them* is not clear to us. (Acronyms, anyone?)

As parent carers we often feel that those responsible for budgets and services should be knowledgeable about the realities of our lives. But most of them have not walked in our shoes. They may not understand the feelings of powerlessness, panic and simple exhaustion that we feel when it seems impossible to find the information we need or access services for members of our families.

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. It has a huge amount of information plus links to other sources and, of course, is available 24 hours a day.

If you have not been able to find what you need, **please tell the Local Offer**. Click on the links via the Local Offer home page/About the SEND Local Offer/SEND Local Offer news, views and reviews or use this link: <https://www.norfolk.gov.uk/children-and-families/send-local-offer/about-the-local-offer/news-views-and-reviews/views/tell-us-what-you-think>



SEND
NORFOLK



free health check  **for over 14s**



get checked out

Check up

- 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

Check up

- 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.



Lights, camera, health check!

People with a learning disability are entitled to an **annual health check** from the age of 14 and for the rest of their lives. Make sure your young person is registered with your GP as having a learning disability and you should receive an invitation to come each year. If you don't, ring up and ask for one. This is an opportunity to begin to put in place scaffolding for your young person's adult life.

Family Voice Norfolk representatives have been working with NHS colleagues to try to increase the number of young people with a learning disability who have this regular check. These are young people who may find it harder than most to judge when something is not quite right with their health and ask for help at an early stage. They may also need more support to make healthy decisions about diet, exercise and self care.

The joint working group is looking at lots of different ways of getting the word out to families, GPs and anyone who works with young people with a learning disability. One plan is to produce a very short film to show what happens during a learning disability health check, so that young people can see that there's nothing difficult or scary about it. In fact, it's a really good time to talk about any concerns and, for example, for a young person to make sure the GP surgery understands how he or she wants to be supported. Is it OK for parents to be given information? How does the young person like to be communicated with?

Of course, every film needs a star! Would your young person like to feature in the film? Great care will be taken to ensure that everyone is comfortable with what is shown. If you have a potential star in your family, contact Mark Gower at mark.gower1@nhs.net. He would love to do the filming before the end of March.



Let Active Norfolk know how to help your whole family to be more active

Following a consultation last year, Active Norfolk has gathered lots of data about how people, including young people, with a long-term condition access activity, how important it is to them and what the barriers are to them living a more active life.

You can find lots of information about this on the Active Norfolk website. The average age of respondents to the survey, however, was 52, so Active Norfolk would love younger people (or their families on their behalf) to fill in the survey. They are also particularly keen to hear from Black, Asian and Minority Ethnic (BAME) respondents and people living with physical and learning disabilities or severe mental health issues. If you can help fill in the picture for them, please go to the survey at the address at the bottom of the page.



Long-term condition consultation

In 2019 Active Norfolk coordinated a Norfolk-wide **long-term condition consultation** to gain insight into how people living with long-term conditions (LTCs) in Norfolk feel about physical activity, what their potential barriers to being active are, and where there might be opportunities to embed physical activity recommendations.



1,108
respondents
52
average age

The online survey ran between August and October 2019 and gathered 1,108 questionnaire responses.

We engaged with partners including healthcare providers, community groups, local and county councils, and activity providers to get as wide a sample as possible.

We still need more data from certain segments - see below for how you can help.

We need your support to gather more data!

To make our data more robust, we would like more responses from:

- ▶ **BAME** respondents
- ▶ **Men**
- ▶ **Under 35s**
- ▶ People classed as '**inactive**' (less than 30 minutes' activity a day)
- ▶ People living with **diabetes, cardiovascular disease, cancer, physical and learning disabilities, or severe mental health issues**

The survey can be filled in at www.activenorfolk.org/LTC-consultation



Get help to navigate health information online

A free service is being piloted in Norfolk libraries to help people navigate health information online.

Residents in Norfolk are able to receive help via the **Healthy Libraries Connect** service, the bespoke digital health hub at the Millennium Library at The Forum in Norwich.

The service will promote the use of the Norfolk Community Directory, Just One Norfolk, the NHS website and NHS apps such as One You. You may remember that we featured many NHS apps and services in the November/December 2019 edition of this newsletter.

Healthy Libraries Connect will show you how to use apps, websites and digital tools to help understand and manage your own and your family's health. One-to-one appointments are available so that individuals can learn how to access digital health resources, make GP appointments, or order repeat prescriptions online.



Tracy Williams, Advanced Nurse Practitioner, Chair Norwich CCG and NHS App Ambassador said: "This is a great, free service to help people get on board with managing their health online. The service is for anyone, young and old and can provide health information advice, help people book GP appointments online with their surgery, manage their existing conditions, and also sign up to the NHS app and other NHS recommended apps to support self-care."

Councillor Margaret Dewsbury, Norfolk County Council's Cabinet Member for Communities, said: "Libraries are safe, trusted and non-stigmatised places, so they are the perfect place to learn about using your computer or device to find out health information. Our libraries have all sorts of other ways of finding out information and support, too – plus a huge number of social activities, groups and volunteering opportunities that can help you stay active and healthy."

You can self-refer by contacting the Millennium Library for a one-to-one appointment on 01603 774703 or by emailing millennium.lib@norfolk.gov.uk. Alternatively, you can be referred through social prescribing via Citizens Advice, Adult Social Care, the Integrated Care Team, and certain GP practices in Norwich, who use the same contact route.

For more information, visit www.learnmyway.com/health.



Norfolk SEND Partnership tribunal workshops



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

Saturday, 28 March 2020

09:30–12:30 GMT

Sprowston Diamond Centre

School Lane

Norwich NR7 8TR

Thursday, 23 April 2020

09:30–12:30 GMT

Norwich Professional Development Centre

144 Woodside Road

Norwich NR7 9QL

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.

Online consultations with your GP

As previously reported in this newsletter, Norfolk's and Waveney's five Clinical Commissioning Groups (CCGs) are joining to form one CCG from 1 April 2020. One result is the opportunity to share good practice across the whole of Norfolk and Waveney.

Many GP practices across Norfolk and Waveney have begun to offer patients online consultations – in addition to all the other ways of contacting your practice such as telephoning. It means people are getting the help they want quicker and more conveniently. For practices it reduces the pressure on phone lines and helps them keep face-to-face appointments for those who really need it.

It may be particularly useful for families with children with disabilities or where the care needs of one child make it difficult for parents to access health care for themselves or another family member. Patients can request advice or an appointment 24/7,

dealt with during normal working hours.

Fakenham Medical Practice in North

Norfolk reports a drop of 90% in waiting times

and a drop of 82% in appointments not kept by patients, as a result of the new website.

Comments received by practices include:

"I submitted a form and then 28 mins later I had been seen and sent away with a prescription. Can't get better than that!"

"I just wanted to say that since the introduction of the new system, I think it is brilliant. It seems to be a far greater use of resources and you are dealt with in a far more efficient way. Well done!"

Online consultations are expected to be available across Norfolk and Waveney by the summer.



Don't leave us in the bin!

Our Membership Secretary has a plea for all of you who receive emails from us.

Please check your junk and trash folders for our emails. Some internet providers or the settings on your device assume that anything sent as a bulk mailing is spam and put it straight into a junk folder.

Of course, our mailings to you are sent out as bulk mailings, and some of you have said that you haven't received mail we know has been sent. Please don't miss out on important information that could affect your family – delve in the darkest corners of your email folders and see if you find us there. Put our email addresses in your Contacts or Address Book to make sure we don't end up there again...

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)



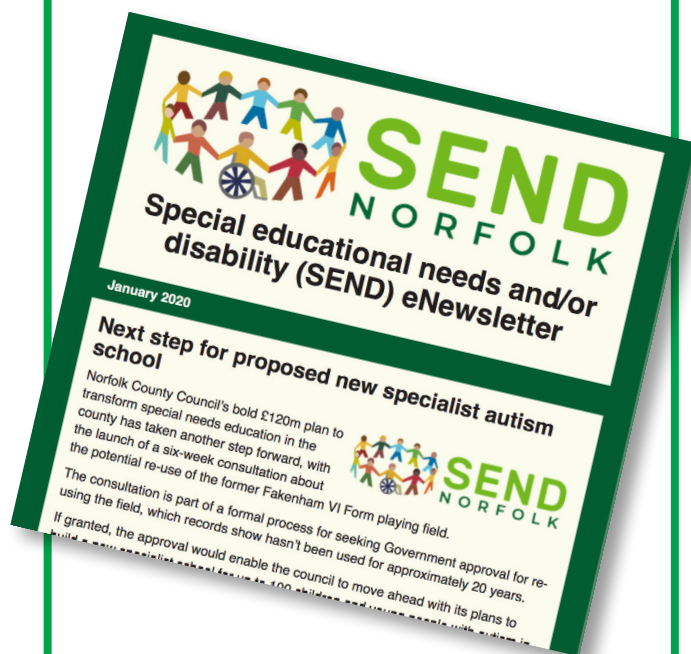
[familyvoicenf](https://twitter.com/familyvoicenf)

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 – 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

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)



Family Voice Norfolk newsletter deadlines

The next newsletter will appear at the end of March 2020. 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 March 2020.

