

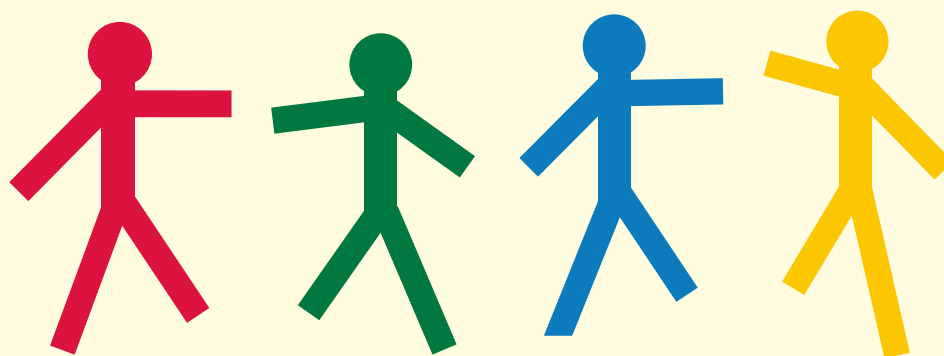


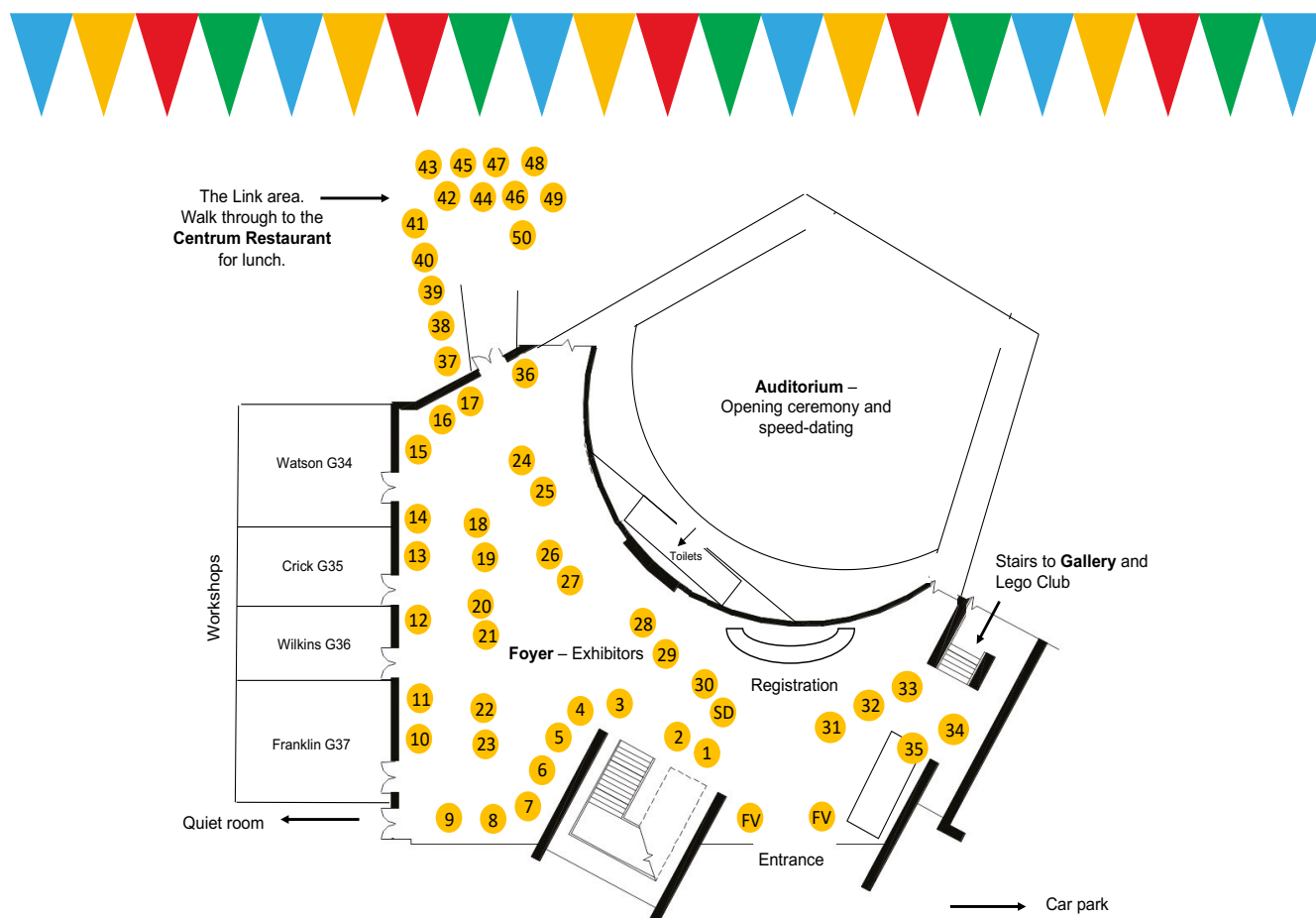
**FREE CONFERENCE AND EXHIBITION**  
for parents and carers  
of children and young people (0–25 years)  
with special educational needs and/or disabilities (SEND)

**SATURDAY, 14 MARCH 2020**

John Innes Conference Centre  
Norwich NR4 7UH

10:00am–3:30pm  
Doors open at 9:30am





- |    |  |    |  |
|----|--|----|--|
| 1  | Norfolk Portage Service                                | 26 | SEND Travel Assistance   |
| 2  | Twinkles SEN Activity Days                             | 27 | BUILD Charity  |
| 3  | National Autistic Society – Norwich branch             | 28 | Norwich NHS Wheelchair Service   |
| 4  | Nansa (Norfolk & Norwich Scope Association)            | 29 | The Hamlet   |
| 5  | Access Through Technology                              | 30 | Sunbeams Play  |
| 6  | Access Through Technology                              | 31 | Home from Home Care  |
| 7  | City College Norwich (Paston, Easton, Norwich sites)   | 32 | Norfolk Library and Information Services   |
| 8  | Virtual School Sensory Support                         | 33 | Carers Matter Norfolk  |
| 9  | Vision Norfolk   | 34 | Norfolk Family Information Service   |
| 10 | The Garage   | 35 | Shine (East Norfolk)   |
| 11 | Able2B   | 36 | Family Voice Facebook Page – leaflets from various organisations                         |
| 12 | Norfolk Area SEND Strategy                             | 37 | SENDIASS   |
| 13 | SEND local offer                                       | 38 | About with Friends (Leisure Team)  |
| 14 | Preparing for Adult Life (PfAL) Service                | 39 | SENSational Families   |
| 15 | Total Ensemble Theatre Company                         | 40 | ASD Helping Hands  |
| 16 | Direct Payment Support Service                         | 41 | Norfolk SEN Network  |
| 17 | Norfolk Register of Disabled Children and Young People | 42 | Healthwatch Norfolk  |
| 18 | Children with Disabilities (CWD) Short Breaks          | 43 | Speech and Language Therapy (ECCH)   |
| 19 | The WillMaker Group                                    | 44 | Acute Learning Disability Liaison Team   |
| 20 | Early Childhood and Family Service                     | 45 | Norfolk and Waveney CCG  |
| 21 | Special Olympics Norfolk                               | 46 | Child and Adolescent Mental Health Service   |
| 22 | Norfolk Constabulary                                   | 47 | Norfolk Community Health and Care  |
| 23 | Community Dental Services                              | 48 | Norfolk Community Health and Care  |
| 24 | Nurtureuk East   | 49 | Norfolk Healthy Child Programme and Just One Norfolk (Cambridgeshire Community Services) |
| 25 | Musical Keys   | 50 | Family Voice Norfolk   |
|    |  | SD | Speed-dating Information Desk  |





## Welcome

### from Family Voice Norfolk

A very warm welcome to our **tenth annual Conference** for parent carers of children and young people with special educational needs and/or disabilities (SEND). We want to mark this anniversary by celebrating the good work that we and other organisations do in partnership in Norfolk. We know that these are difficult times for families with children and young people with SEND, and we don't want to minimise that, but we would like to celebrate the organisations and wonderful people we have worked with over the years and continue to work with.

One way we are doing this is to make a huge artwork featuring some of the work we have been involved in and those who have worked alongside us. We are calling it **The Big Picture** and the theme is that by working together we can all achieve so much more for the families we care about.

You can see it on the way to the Link area and we'd love you to take a selfie in front of it to remember the day. If you post it to social media with the hashtag **#FVConference2020**, we'll be able to see it, too.

This year's Conference is bigger than ever. We hope you'll find time to:

- ▶ enjoy our **opening ceremony** performances
- ▶ visit the **50 stands** exhibiting
- ▶ take the opportunity to speak to professionals in our **15-minute 'speed-dating' sessions**
- ▶ attend up to three varied **workshops**
- ▶ take the chance to **share views** with other parent carers over refreshments or lunch.



Come into the Link and meet members of the **Family Voice Norfolk team** at our own stand. This is a great opportunity to find out more about what we do and how you can help us to improve services for families like yours by making sure your voice is heard.

There is lots more to enjoy, too. The Norwich branch of the National Autistic Society is running a Lego Club upstairs. Family Voice Norfolk Rocks are hidden around the Conference Centre for you to find and re-hide, and Total Ensemble are running a workshop for young people. **Your children** are very welcome at the Conference, but please remember we are not able to care for them and they **must be with you at all times**. If you are separated from your child, please report to the reception desk as soon as possible.

We are aware that it will be a busy and noisy environment. Should you need time out in a quiet environment, please speak with a member of our team and they can direct you to **the quiet room**.

We hope you are as excited as we are about today and will find it informative and enjoyable.

Family Voice Norfolk





## Programme

<b>09:30 onwards</b>	<b>Registration</b> and time to look around the stands. Please be seated in the Auditorium by 10:15am for the opening ceremony
<b>10:15 to 10:45</b>	<b>Opening ceremony:</b> Tracey Sismey, Chair, Family Voice Norfolk, with performances by D4Dance and Total Ensemble Theatre Company
<b>11:00 to 12:00</b>	<b>Workshops</b> (details on page 9) <ul style="list-style-type: none"> <li>1. Q&amp;A session on education, health, social care and local policing</li> <li>2. Supporting children at SEN Support in mainstream schools</li> <li>3. Direct Payment Support Service</li> <li>4. KIDS SEND Mediation</li> </ul>
<b>11:30 to 14:00</b>	<b>Buffet lunch</b> in the Centrum Restaurant. Please walk through the Link area to access the restaurant. Time to visit the stands
<b>12:45 to 13:45</b>	<b>Speed-dating</b> in the Auditorium (details on pages 5–8)
<b>12:30 to 13:30</b>	<b>Workshops</b> (details on page 11) <ul style="list-style-type: none"> <li>1. Keeping it in the family – wills and trusts</li> <li>2. Positive experiences of hospital encounters</li> <li>3. Just One Norfolk</li> <li>4. Total Ensemble Theatre Company</li> </ul>
<b>14:00 to 15:00</b>	<b>Workshops</b> (details on page 12) <ul style="list-style-type: none"> <li>1. Preparing for Adult Life (PfAL)</li> <li>2. Supporting your child to develop their communication skills</li> <li>3. Pathological Demand Avoidance (PDA)</li> <li>4. Reviewing an Education, Health and Care Plan</li> </ul>
<b>15:00</b>	Last chance to visit the stands and give feedback
<b>15:30</b>	<b>Close</b>





## Speed-dating

12:45 to 13:45

Auditorium

This is your opportunity to have a one-to-one 15-minute discussion with service providers and professionals who are with us today.

After registering at the reception desk, please visit our **Speed-dating Information Desk** before 10:00am, where you can book your 15-minute slot and will receive advice about who can best answer your questions and give you key information. Please note that the slots fill up quickly.

Please keep strictly to your 15-minute time slot as others will be waiting to follow you.

**Sue Ackerley** is an Educational Psychologist with Educational Psychology and Specialist Support (EPSS), part of the Education and High Needs SEND Service with Norfolk County Council Children's Services. In this role, she works closely with professional partners to support children and young people and their families, either as part of the statutory process or through earlier intervention in the schools that she works in. Before joining the EPSS, she worked as a specialist teacher in Suffolk, working to support students with autism in their mainstream schools. Her interest in autism has continued into her present EPSS role. She is the lead trainer for schools in Norfolk's Autism Education Trust (AET) hub. The hub is currently offering training to all schools across Norfolk as part of the EPSS core offer.

**Roger Allen** is the Team Manager for the new Preparing for Adult Life (PfAL) Service for Norfolk County Council. The PfAL Service sits in Adult Social Services but is a collaboration with Children's Services. It went live in January 2020 and aims to support young people who are moving from Children's Services to Adult Social Services or who are likely to need support from Adult Social Services to achieve their PfAL outcomes (employment/education, good health, independent living and community inclusion). The PfAL Service will work closely with young people, families and all relevant services in order to ensure that the young people it supports achieve the best possible outcomes as they move into adult life.

**Steph Askew with Dawn Jones.** Steph is the Head of the Virtual School for SEND (VS SEND) for Norfolk County Council. The VS SEND offers advice and support to schools and academies regarding all aspects of SEND, with a focus on SEN Support and provision in schools. The VS SEND aims to work collaboratively to ensure that the educational experiences of all children and young people with SEND in Norfolk are positive. Steph's background is as a teacher and SENCO, and she has also worked as an Early Years Advisor and SEND Advisor. Steph is happy to discuss the SEN provision that parent carers can expect for their children. Dawn is a SEND Advisor with the Virtual School for SEND (VS SEND) for Norfolk County Council. Dawn's background is as a teacher and SENCO in primary and junior schools. Dawn has only recently moved to NCC, so has recent direct experience of what schools are expected to provide for learners on SEN Support.





**Michael Bateman** is Programme Director for Special Educational Needs and Alternative Provision for Children's Services, Norfolk County Council. Michael has direct responsibility for Norfolk's Area SEND Strategy and leads the council's £120 million SEND and Alternative Provision Transformation Programme. Michael continues to have overall responsibility for the commissioning of SEN provision and services across mainstream and special schools, including jointly with health (e.g. speech therapy). Michael has previously managed Education, Health and Care Plan teams, and Educational Psychology and Specialist Services. He can, therefore, also provide advice, guidance and signposting on all aspects of the local authority's work and the associated responsibilities of early years settings, schools and colleges for SEN.

**Francesca Bond** is the Assistant Manager at Nansa Family Services. Francesca is a qualified nursery practitioner and since qualifying in 1988 has spent 13 years managing a private nursery in Essex, 12 years working as a senior family Support Worker for BREAK, and the last 5.5 years in her current post. Francesca is a qualified sleep practitioner and has conductive education and sensory training. As well as managing the staff team, Francesca leads School for Parents and sense sessions for preschool children with additional needs and their parents/carers and is one of four sleep practitioners who hold weekly sleep clinics at the Nansa Family Centre. The 15-minute speed-dating is a great opportunity for families to share their child's sleep hygiene needs and receive advice/tips on how to introduce a structure/routine around bedtime that will support their child's natural melatonin levels, leading to quicker settling and quality sleep. They can receive our sleep advice information pack and information on how to self-refer to our sleep service if they would like further support.

**Karl Chapman** is the new TITAN lead Locality Co-ordinator but previously worked for HCT delivering the independent travel training programme, as well as working for 15 years in further education supporting young people. Karl enjoys creating a supportive learning environment for young people, helping them achieve greater independence and building their confidence to maximise their personal development. Karl is happy to discuss independent travel.

**Nikki Corcoran** with **Claire Cumberlidge**. Nikki has been a Development Worker for Norfolk SEN Network for almost three years. She has completed her IPSEA Level 1 and 2 training and has wide experience of helping parent carers to obtain the right education for their child. Claire has recently joined the team and is currently taking her Level 1 IPSEA training.

**Susanna Diegel** is the Regional SEND Mediation Manager for the KIDS SEND Mediation Service. The service works with around 20 local authorities, including Norfolk. Susanna is an accredited and practising mediator herself, and able to give full information about KIDS SEND Mediation. She will happily answer your questions and discuss your concerns. The KIDS SEND Mediation service provides independent mediation and disagreement resolution free of charge to parent carers and young people to help settle disagreements between parents or young people and local authorities and education providers.







**Karen Dures** is the Practice Consultant for the new Preparing for Adult Life (PfAL) Service for Norfolk County Council. The PfAL Service sits in Adult Social Services but is a collaboration with Children's Services. It went live in January 2020 and aims to support young people who are moving from Children's Services to Adult Social Services or who are likely to need support from Adult Social Services to achieve their PfAL outcomes (employment/education, good health, independent living and community inclusion). The PfAL Service will work closely with young people, families and all relevant services in order to ensure that the young people it supports achieve the best possible outcomes as they move into adult life.

**Kat Ghrairi** is the Direct Payments Champion for the Direct Payment Support Service (DPSS), which offers a variety of support for those accessing Norfolk County Council funding via Direct Payments. Kat will be able to offer general advice and guidance on payroll, recruitment of PAs, Prepaid Financial Services (PFS) account set-up, PFS cards and payments via invoice.

**Lee Gibbons** is the Operations Manager for ASD Helping Hands, a charity set up in 2010 to meet the specific needs of those with autism and those who care for them. ASD Helping Hands offers support services to everyone effected by an Autism Spectrum Disorder, as well as training programmes for both parents and carers. Lee has both professional and personal experience of autism with family members on the spectrum and over 10 years supporting those with autism and co-morbid conditions or challenges such as behaviour, housing, education and sensory issues.

**Anna Golamy** is a sleep practitioner working for Nansa, a local charity supporting people with disabilities. Anna originally qualified as a Conductor-Teacher, training at the Peto Institute in Hungary, and as such has worked with children and young people with disabilities since 1998. Nansa's sleep clinics offer one-to-one support for families of young people with additional needs struggling to get a good night's sleep. The 15-minute speed-dating session will give families an opportunity to talk about their individual children's sleep difficulties. Anna will provide tips on how families can create a calming environment before bedtime, thereby increasing the body's natural melatonin (sleepy hormone) levels, and also what to do if your child wakes in the night. If more support is required, she can give further details of how to be referred into the Nansa sleep clinics.

**Mark Gower** is the Designated Clinical Officer (DCO) Special Educational Needs and/or Disabilities for NHS Clinical Commissioning Groups (CCGs) across Norfolk and Waveney. Mark can offer advice, guidance and support on the current commissioned health services across Norfolk and signpost to relevant existing services that may be accessible across the area, along with the CCGs' duties in delivering the SEND Agenda 0–25 years.

**Helen Hards** is the Lead Specialist Teacher of the Access Through Technology (ATT) Team. ATT is a small, specialist team within Children's Services, comprising specialist teachers and support staff. ATT works within schools across Norfolk, supporting children and young people with severe and complex communication difficulties to achieve their potential through the appropriate use of relevant technology.





**Alan Hunter** is Head of Children's Services for Norfolk Community Health and Care (NCHC) NHS Trust. He started his career as a Speech and Language Therapist, focussing on children with complex needs, and has long experience of working in mainstream and complex needs schools around Norfolk. His portfolio of services now includes Children's Occupational Therapy, Starfish, Starfish Plus, Community Paediatricians, Neurodevelopmental services, Looked After Children, Children's Nursing, and Continence, and he is happy to answer queries about any of these.

**Tracy McLean** is Head of Children, Young People and Maternity Services across Norfolk and Waveney. This role is working in partnership with providers, commissioners, voluntary sector, education and Children's Services, so that they co-produce seamlessly with Family Voice high-quality pathways that are timely and easy to navigate. Tracy is a paediatric nurse with over 30 years' experience in the NHS.

**Elaine Nickolls** is a Senior Educational Psychologist with Educational Psychology and Specialist Support, part of the Education and High Needs SEND Service with Norfolk County Council Children's Services. She has worked as an EP in Norfolk and, briefly, in Kent, since 2002 and was an SEN teacher and secondary SENDCo before this. Elaine works closely with EHCP co-ordinators and their line managers and undertakes statutory needs assessments and pre-statutory assessments and consultation with one cluster of schools. She has contributed to the ongoing development of the SEN Support Guidance (what schools are expected to do to meet pupils' SEND) and the on-line surveys inviting feedback about SEND processes. Elaine will be able to answer questions about the role of educational psychologists and specialist learning support teachers and the way in which they can work with schools to develop additional support for children, often without the need to apply for an Education, Health and Care Plan.

**Amy Pease** is from the SEND Partnership Information Advice and Support Service (SENDIASS), a confidential and impartial service. The service supports young people, parents, carers and children with SEND in education. Amy is available to talk over your concerns and support you to understand what should be in place and how the system works.







## Workshops

11:00 to 12:00

### 1. Q&A session on education, health, social care and local policing (Auditorium)

Led by Sara Tough, Rebecca Hulme, Caroline Horton and Andy Collier with Tracey Sismey

This workshop aims to answer questions that you may have regarding education, health, social care and local policing, and how they work together to support and protect vulnerable children and young people.

**Sara Tough, Executive Director of Children's Services**, joined Norfolk County Council at the end of October 2017. She trained as a social worker and play therapist and over the last 20 years has held many senior leadership roles. Her focus has been on improving outcomes for children through relationship-based practice, working with whole families and whole systems to effect change. Sara recently joined the board of Research in Practice and is the chair of the Families, Communities and Young People Policy Committee of the Association of Directors of Children's Services (ADCS).

**Rebecca Hulme, Associate Director of Children, Young People and Maternity for the Norfolk and Waveney CCG and Norfolk Children's Services**, is a registered nurse and has worked in the health service for 36 years. She is privileged to be part of a team of experienced and innovative registered nurses, commissioners and business support teams who are focussed on working with children and young people, families and the wider system in Norfolk and Waveney to improve support and outcomes. Her particular interest is system working and transformation.

**Caroline Horton, Head of Social Work for Children with Disabilities (CWD)** There are four CWD teams that cover the county of Norfolk, working with children and young people from 0 to 18 years with a substantial and permanent disability. These teams are located in three offices across the county, in Breckland, King's Lynn and Sprowston. The CWD teams are multi-disciplinary and include social workers, assistant practitioners and occupational therapists.

**Andy Collier, Temporary Detective Superintendent for Norfolk Constabulary's Safeguarding Department** has been a police officer for 26 years. His role covers a range of vulnerability issues, including domestic abuse, sex offender management, vulnerable adult protection, child protection, human trafficking, missing people and the exploitation of children. He is particularly keen to talk about the exploitation of children and the multi-agency work that is underway to address this, but he will try to answer any questions you have about vulnerability-related issues.

### 2. Supporting children at SEN Support in mainstream schools (Watson room G34)

Led by Steph Askew with Natasha Oakley-White

This workshop aims to explore the document 'Provision expected at SEN Support'. This co-produced document explains what 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.





### **Steph Askew, Head of the Virtual School for SEND (VS SEND) for Norfolk County Council**

The VS SEND offers advice and support to schools and academies regarding all aspects of SEND, with a focus on SEN Support and provision in schools. The VS SEND aims to work collaboratively to ensure that the educational experiences of all children and young people with SEND in Norfolk are positive. Steph's background is as a teacher and SENCO, and she has also worked as an Early Years Advisor and SEND Advisor.

### **3. Direct Payment Support Service** (Crick room G35)

Led by Kat Ghrairi with Anita Evans

#### **Kat Ghrairi, Direct Payments Champion for Direct Payment Support Service (DPSS)**

DPSS offers a variety of support for those accessing Norfolk County Council funding via Direct Payments. Kat will be able to offer general advice and guidance on payroll, recruitment of PAs, Prepaid Financial Services account set-up, PFS cards and payments via invoice. This workshop will provide an overview of the services on offer from the Direct Payment Support Service (DPSS) team.

### **4. KIDS Mediation** (Franklin room G37)

Led by Susanna Diegel with Claire Jack

**Susanna Diegel, Manager for the KIDS Regional SEND Mediation and Disagreement Resolution Service** is an accredited and practising mediator herself. The service works with around 20 local authorities, including Norfolk.

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 parent carers and young people. The service helps to settle disagreements between parents or young people and local authorities and educational providers. KIDS SEND Mediation provides this service for parents/carers and young people in Norfolk.

This workshop aims to give families a detailed insight into the SEND Mediation process, including what makes mediation different to a tribunal appeal and hearing. You will have an opportunity to ask the Service Manager any questions you may have about SEND Mediation.

The workshop will also consider children's and young people's (over 16) participation in their mediation, together with group discussion about how to increase this: What would help? What might be a barrier? Children and young people are therefore especially welcome to take part in this workshop.





## Workshops

12:30 to 13:30

### 1. Keeping it in the family – protecting what you have spent a lifetime earning and looking after those you love after you have gone! (Watson room G34)

Led by Jamie Walker with Nicola Baxter

**Jamie Walker, founder of The WillMaker Group**, 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.

### 2. Positive experiences of hospital encounters (Crick room G35)

Led by Mel Bruce and Fiona Springall with Kate Draycott

**Mel Bruce, Clinical Psychologist and Lead for Starfish Plus, and Fiona Springall, Children and Young People's Learning Disability Specialist Nurse**, 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. They will share and showcase examples of how this approach is currently being used, and explore and discuss challenges. They would value hearing the lived experiences of patients and families and listening to your feedback.

### 3. Just One Norfolk (Wilkins room G36)

Led by Fay Spencer and Jacqui Millard with Pamela Durham-Green

**Fay Spencer, Just One Norfolk Lead, and Jacqui Millard, Special Practitioner Additional Needs** invite you to come and have a look at the Norfolk Healthy Child Programme digital platform: [JustOneNorfolk.nhs.uk](https://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. This is a chance to give feedback, find out about new developments and hear how you and your family can be involved.

### 4. Total Ensemble – a practical drama-style workshop (Franklin room G37)

Led by Rebecca Chapman and Laura de Oliveira with Julia Fromings-Hill

The drama workshop will be friendly, fun, unthreatening 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 with behavioural/intimate/specific additional support have their parents/carers with them.





## Workshops

14:00 to 15:00

### 1. Preparing for Adult Life (Watson room G34)

Led by Roger Allen and Karen Dures with Rachel Clarke

**Roger Allen, Team Manager for the new Preparing for Adult Life (PfAL) Service for Norfolk County Council, and Karen Dures, Practice Consultant,** 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. They 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.

### 2. Supporting your child to develop their communication skills (Crick room G35)

Led by Claire Taylor, Clare Angell, Hannah Sherwood and Rachel Gates with Lorraine DeVere

**Claire Taylor, Children's Speech and Language Therapy Team Manager; Clare Angell, Senior Commissioning Manager for Children, Young People and Maternity; Hannah Sherwood, Specialist Speech and Language Therapist, and Rachel Gates, Health and Disability Strategic Commissioner** will provide an overview of communication development and strategies that you can use to support your child's communication. They will guide you through the 'communication pyramid' and how this relates to your child, and explain the support available from their service. The aim is to give you greater understanding of communication development as well as practical ideas.

### 3. Pathological Demand Avoidance (PDA) (Wilkins room G36)

Led by Rebekah Muttitt, Mel Bruce, Stephanie Summers, Elaine Nickolls and Susan Ackerley with Cheryl Bould

Pathological Demand Avoidance (PDA) has received a lot of attention and discussion and Norfolk does not yet have a clear and joined-up position regarding PDA. The purpose of this workshop is to work together with parent carers to share experiences, views and ideas and develop a shared, co-produced position statement for Norfolk. We recognise that this is likely to be the first step in developing this, however, we see this as an ideal opportunity to work in partnership with parents.

### 4. Reviewing an Education, Health and Care Plan (EHCP) (Franklin room G37)

Led by Amy Pease with Lisa Lonergan

**Amy Pease, SEND Partnership Information Advice and Support Service (SENDIASS),** will explain why every EHCP must be reviewed at least annually, so that the child or young person, parents and professionals have a chance to consider what needs to be in place for the following year. 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 and what to do if you disagree with the LA's decision.







## Exhibitors

We have invited a number of specialist organisations to exhibit at the Conference. See the plan on page 2 for where to find them. They include:

**Able2B** (stand 11) aims to improve the day-to-day abilities of young people with disabilities by improving physical strength, endurance and aerobic fitness, alongside co-ordination, control, concentration and team building. We have open classes running regularly for children and for adults with a range of disabilities. We also have the ability to set up bespoke classes and sessions for any interested groups or individuals at their request. Find out more about our sessions, whether you wish to improve your day-to-day function, improve your fitness, improve your co-ordination and confidence, meet new people with similar issues or just come along and have fun!

Set up by Rachael Hutchinson, consultant orthopaedic surgeon, and Jon Thaxton, retired professional boxer and personal trainer, the classes can be adapted to any level of disability, including wheelchair users and those with learning disabilities. Contact us for more information – we would love to hear from you. Do it today!

**About with Friends (Leisure Team)** (stand 38) runs sessions for our members aged 18+. These happen every Monday evening, every Thursday evening and every other weekend. We put the leisure programme together based on our members' ideas at the planning evenings we have. We also run two Monday–Friday respite breaks and a Friday–Monday respite break throughout the year. The respite breaks also involve a planning evening for our members to give us ideas of where they would like to go. Activities include bowling, disco, trip to a zoo, cinema days and much more.

**Access Through Technology (ATT)** (stands 5 & 6) is a small, specialist team within Norfolk County Council's Children's Services. We are specialist teachers and teaching assistants who work within schools across the county, providing assessment, equipment, advice, support and training for children, schools and parents/carers of children who benefit from using communication technology to communicate and to learn.

We work closely with occupational therapists, speech and language therapists, physiotherapists, and sensory support teachers in whatever combination is appropriate for the individual pupil.

The pupils that we support have severe and complex communication difficulties and are currently involved with at least one health professional.

The **Acute Learning Disability Liaison Team** (stand 44) comprises three Learning Disability Nurses and is based at the Norfolk and Norwich University Hospital. The team includes a Lead Learning Disability Liaison Nurse, a Children and Young People's Learning Disability Liaison Nurse (0–18 years) and an Adult Learning Disability Liaison Nurse.





The team works alongside patients, their families and carers, and hospital staff to ensure that patients with a learning disability and/or autistic spectrum condition have equitable access to healthcare.

The team offers transition support from children's to adult care, and can provide a person-centred service for patients accessing the hospital as an inpatient or an outpatient, including the development of emergency admission plans and support in preparing for hospital. The team is able to liaise with both hospital staff and external services to ensure a consistent approach.

**ASD Helping Hands** (stand 40) is a registered charity founded in 2010 by Julie Adcock, who has over 30 years' experience of supporting autistic children and adults. ASD Helping Hands offers a wide variety of individual support packages for families, children and young people affected by an Autistic Spectrum Condition and co-morbid mental health issues. We offer weekly support groups for families in four locations across Norfolk, as well as days out during term holidays and the summer break. We are also able to offer a wide variety of training courses for parents/carers and professionals in both face-to-face and online formats, including our brand new course 'Just Diagnosed?' and our sell-out 'Safer Handling Course'.

**BUILD Charity** (stand 27) is a Norfolk-based independent charity, established in 1967, providing small-group social, leisure and learning opportunities to anyone, with any disability, aged 16 or over in Norfolk. Opportunities are located at various locations across the county and published in a three-monthly programme. They include the Fuse Party Nights in Norwich and King's Lynn, Fitness for Fun, Sunday Lunch Club and Weekend Walkabout as well as our GetAways service providing days out, short breaks and holidays, and our travel service supporting individuals to make their own arrangements. In addition, we run a monthly Skills for Life Programme, promoting bite-sized Saturday morning workshops on independent living skills. [www.buildcharity.co.uk](http://www.buildcharity.co.uk) or 01603 618029

**Carers Matter Norfolk** (stand 33) offers support to carers of all ages and their families through a seven-day-a-week advice line, telephone and online counselling services and in-person support through a team of Carer Connectors and Trainers. We also provide a 3–6-month structured activity programme (including one-to-one mentoring, skills training and positive activities) for young carers, and carers of all ages can benefit from opportunities to get involved and have a voice in service development as well as keeping you up-to-date with developments local to you.

**Child and Adolescent Mental Health Service (CAMHS)** (stand 46) Norfolk and Suffolk NHS Foundation Trust (NSFT) provides a wide range of health and social care services, specialising in mental health and wellbeing for children and young people.





**Children with Disabilities (CWD) Short Breaks** (stand 18) give disabled children and young people aged 5 to 17 the chance to meet new people and enjoy different experiences and opportunities. These include group activities such as a youth club, Saturday group, holiday play schemes, sports, arts or music activities or one-to-one support to access activities such as cinema trips, meeting friends for lunch etc.

**City College Norwich (Paston, Easton, Norwich sites)** (stand 7) is passionate about supporting students with learning disabilities and/or difficulties. The aim at the college is to ensure young people have information and support to enable participation and to assist in achieving the best possible educational outcomes and preparation for adulthood. Curriculum Services will assess special educational needs to understand the learning disability or difficulty that requires special educational provision to be made for a young person. Please come and talk to us about a learning pathway plan and what can be expected at college.

Easton Otley College offers courses for students with learning difficulties and disabilities. There is a focus on pre-entry and entry-level courses, bespoke and individual. Subjects include animal care, horticulture, floristry, life skills, healthy lifestyles, cooking for life, enterprise, employability and more.

Paston offers a range of entry level, vocational and A Level programmes.

**Community Dental Services** (stand 23) are different to most dentists as we are mostly a 'referral' dental service, providing specialist care and expertise to patients most in need. We care for some of the most vulnerable in society and our highly experienced team pride themselves on being able to deal with almost any dental emergency or condition that comes through our doors.

The majority of our patients come to us because they would find it difficult to receive their care from a High Street dentist, perhaps owing to a disability, learning difficulty or behavioural condition, such as dental anxiety.

We also treat patients who need highly specialised or complex care, which is not available from their usual dentist. In these cases, patients are referred into our service for a specific course of treatment, and then once completed, they return to receiving their routine care from their own dentist again.

Our award-winning Oral Health Improvement Service engages with families and delivers training to key professionals, optimising better oral health in ever more communities.

**Direct Payment Support Service (DPSS)** (stand 16) offers a variety of services to support parent carers who access a Short Breaks Budget for their child/children and have opted for a Prepaid Financial Services (PFS) account and/or a Personal Assistant. Services include payments, payroll, recruitment and general account support. [www.norfolk.gov.uk/dpss](http://www.norfolk.gov.uk/dpss)





The **Early Childhood and Family Service** (stand 20) offers support to 0–5-year-olds and their families in Norfolk. Sometimes families need a little extra help or support. You can join a group activity session or a free course for parents. You can be visited at home, or somewhere else where you feel comfortable. You can be put in touch with other people who can help. You can get help online or digitally. Or you can get support to set up your own group.

**Healthwatch Norfolk** (stand 42) is the independent voice for the people of Norfolk. We gather service users' views of health and social care services in the county and make sure they are heard by the people in charge. Our stall will have a member of the team on it who will speak to the public about their experiences of local health and social care services, e.g. GP surgeries, hospitals, pharmacies, care homes etc. On the day, we will have examples of our engagement work, merchandise and collecting anonymous feedback about people's experiences of health and social care services.

**Home from Home Care** (stand 31) Created by parents to make the difference, Home from Home Care provides specialist residential care to adults (18+) with learning disabilities and complex needs, including autism, epilepsy, complex health needs, sensory needs, behaviours that challenge, mobility needs and PMLD (profound and multiple learning disabilities) and associated mental health needs. We design bespoke support packages and tailor environments to suit each individual's needs. We use creative solutions and technology to promote independence, support individuals to lead fulfilled and active lives and build on the life skills that young people have been taught at school and college.

**Musical Keys** (stand 25) is a Norwich-based charity providing music and arts-based activities for people with disabilities and additional needs, working with individuals and groups of all ages across East Anglia.

**Nansa** (stand 4) is a local independent charity working to improve the lives of people in Norfolk with physical, sensory and learning disabilities. Our objectives are to empower families and individuals to achieve their life aspirations through support, education, training and advice. We provide a range of services to people of all ages and disability levels, from pre-school to adult, including Sleep Clinics, Conductive Education, SENSE groups, Short Breaks, Transition support, Social groups, Adult Services, and Train and Trade.

**National Autistic Society Norwich branch** (stand 3) provides local support and fun activities for autistic people and their families. It is run by volunteers who have children/young people on the spectrum, and by autistic people. We offer coffee mornings, craft events, sensory play sessions and a Lego Club. Most importantly, support, friendship, understanding and acceptance is always available. We will be running a Lego Club upstairs at the Conference today. Please pop up and join us with your children. Lego is available at the stand for those who are unable to use the stairs.







**Norfolk and Waveney CCG** (stand 45) will provide representatives from Children's Commissioner, Designated Clinical Officer and Children's Continuing Care. There will be information about annual health assessments, health passports, NHS Continuing Healthcare, Home Based Respite Care and the 'Ready, Steady, Go' Traffic Light System.

The **Norfolk Area SEND Strategy** (stand 12) has been produced by the Area SEND Leadership Board and has had input from key organisations working with those involved with SEND: Family Voice Norfolk, Norfolk County Council, NHS (Great Yarmouth and Waveney Clinical Commissioning Group), Educate Norfolk, Norfolk Governance Network. It outlines the strategic aims and key priorities for ensuring that the challenges facing SEND in Norfolk can be addressed and the good work that has been achieved can be celebrated. On our stand you will be able to collect a copy of the Strategy and find out about the action plan that has been co-produced to achieve the four priorities.

**Norfolk Community Health and Care, Children's Community Services** (stands 47 & 48)  
NCH&C provides a specialist care service for children up to age 19 who have complex health needs or disabilities. We provide care and support to enable children and young people to lead as independent a life as possible.

**Norfolk Constabulary** (stand 22) Safer Schools Officer: The work of the Safer Schools Partnership provides an opportunity for early intervention, prevention and support for students and their families. Currently we work within 14 secondary schools across Norfolk, building positive relationships between pupils and the police and promoting shared values. I'm looking forward to meeting you at the Conference, and happy to answer any questions.

**Norfolk Family Information Service** (stand 34) is a free and impartial information and advice service for all your childcare and family wellbeing needs. We can help families with children aged 0–19 (children and young people aged 0–25 with SEND).

We provide a brokerage service if you are unable to find childcare and maintain the records of over 1,300 Ofsted-registered childcare providers on the Norfolk Directory [www.norfolk.gov.uk/directory](http://www.norfolk.gov.uk/directory). We can provide information about help you can get with childcare costs, including childcare for working parents. We can also signpost you to support services.

Keep in touch via our Facebook page [www.facebook.com/NorfolkFIS](https://www.facebook.com/NorfolkFIS) or Twitter at @FISNorfolk. For further information, visit [www.norfolk.gov.uk/fis](http://www.norfolk.gov.uk/fis), email [fis@norfolk.gov.uk](mailto:fis@norfolk.gov.uk) or call 0344 800 8020.

**Norfolk Healthy Child Programme** and **Just One Norfolk** (stand 49) (0–19 years) aims to protect and promote the health, wellbeing and development of all children, young people and their families. Our team of professionals (health visitors, school nurses, staff nurses, nursery nurses,





assistant practitioners, resilience and emotional wellbeing practitioners and healthy lifestyle coaches) offer advice and support on a range of health issues both at home and in school. Our service can be accessed via our Just One Number contact service (JON) on 0300 300 0123 and our Teenage Texting service 'Chathealth' on 07480 635060, our Just One Norfolk website or Parent texting service 07520 631 590. We listen to feedback from service users and are striving to improve outcomes and ensure that our services are easy to access.

**Norfolk Library and Information Services** (stand 32) Libraries have lots to offer children, young people and their parents and carers. They are free to join and there are books and other resources to suit every child. Have you seen Bag Books, Story Sacks, large print and braille picture books and our eBook service? Visit our stand to see a range of resources for you and your family.

**Norfolk Portage Service** (stand 1) Portage is a home-visiting, educational service for children 0–5 with additional needs and their families. It is offered by Norfolk County Council's Children's Education Services and is governed by the National Portage Service, a worldwide intervention. Regular home visits are free and follow an assessment by a senior Portage practitioner. It is a Small Steps approach to learning and your practitioner will leave activities and suggestions around play to help motivate, encourage and celebrate the positives with your child.

**Norfolk Register of Disabled Children and Young People** (stand 17) is a voluntary register, completed by parents/carers of children and young people with additional needs or, if over 16, the young people themselves. The purpose of the register is to provide Norfolk County Council and health organisations with a source of data to inform the planning and implementation of services in Norfolk aimed at children and young people with additional needs and their families.

**Norfolk SEN Network** (stand 41) is an independent charity that helps parents of children with special educational needs and young people 16 to 25 through the assessment of their child's/young person's needs, goes through their draft EHC Plan to ensure it meets their needs and prepares their case for a tribunal hearing where agreement with the LA cannot be made. We also attend Annual Reviews, Mediation meetings, and help when a child is excluded from school. We hold training workshops across the county and produce a bi-monthly newsletter.

**Norwich NHS Wheelchair Service** (stand 28) The team consists of clinicians and support staff providing a comprehensive wheelchair service for residents registered with a GP in Norfolk. We see patients for their full lifespan (anyone aged 3–100+) and therefore provide continuity. Our role is to help families navigate the world of wheelchairs. We provide wheelchairs and buggies as a primary mobility aid when commercially available buggies are no longer suitable. If you think your child might be eligible for an NHS-issued wheelchair and it will be used a minimum of four times weekly, a healthcare professional will need to make an initial referral to the service for assessment.





**Nurtureuk East** (stand 24) provides support to families (with our parachuting PSA and Circle of Security sessions) and schools to improve the social, emotional and mental health wellbeing of pupils. Our website is: <https://www.nurtureuk.org/our-services/nurtureuk-east> and contact details are Victoria Norris mobile: 07871 247912 and email [victoria@nurtureuk.org](mailto:victoria@nurtureuk.org).

The new **Preparing for Adult Life (PfAL) Service** (stand 14) is part of Adult Social Services and aims to support young people to achieve their PfAL outcomes (employment/education, good health, independent living and community inclusion). The service will take referrals for 14–17-year-olds where a young person has a disability (learning disability, mental health needs, autism or physical disability) and is likely to need support from Adult Social Services (under the Care Act 2014) to achieve their PfAL outcomes.

**SEND Information, Advice and Support Service (SENDIASS)** (stand 37)

Norfolk SEND Partnership Information Advice and Support Service is an impartial and confidential arm's-length service of the Local Authority. We support young people, parents and children, giving information, advice and support on special educational needs in education, including health and social care where it impacts on education.

The **SEND local offer** (stand 13) is the term used to describe all the provision, services and support available in a local area for children and young people with special educational needs and/or disabilities (SEND). The SEND Local Offer is the name of the Norfolk website that brings all this information together in one place so that it is easily accessible. Come and take a tour with us – we will be happy to help you find the information you need.

**SEND Travel Assistance** (stand 26) Learning to travel and get about independently can mean many different things for young people with SEND. It may mean being able to go to the local shops on their own, using public transport to get to school or college, or seeking support in relation to specialist transport where appropriate. Norfolk County Council offers a variety of supportive services that aim to help students with SEND to achieve appropriate levels of independence based on individual circumstances. For example, support from the newly restructured TITAN team provides training to young people to reach their full potential as independent travellers. The team will be focussing on independent travel and will be on hand to discuss a wide range of travel assistance questions, too.

**SENSational Families** (stand 39) supports parents and carers in Norfolk who have children with SEND. We run two weekly support groups, have a weekly advice clinic, run a range of training, provide one-to-one support and have a very active online support forum. For more information, visit our website [www.sensationalfamilies.org.uk](http://www.sensationalfamilies.org.uk).





**Shine (East Norfolk)** (stand 35) is a registered charity, based in Great Yarmouth, that provides services for children and young people with disability and additional needs aged from two to 19 years and their families. Services are delivered from our purpose-built building, which is fully accessible and based between Gorleston and Great Yarmouth.

The services offered by Shine include a fully inclusive day nursery offering high-quality teaching and learning for children aged two to five years. The early years educators are highly qualified with a breadth of experience working with children with additional needs. In addition, we provide a youth club for young people eight to 16 years and holiday activities for children and young people aged five to 19 years. These aim to provide meaningful social activities, which enhance the children's and young people's confidence, self-esteem and independence while they have fun. Shine has an ethos of high expectations for children and young people and all activities provided will be tailored to meet the need of all children whatever their ability, which means a positive experience for everyone. Shine recognises the difficulty many families experience on a daily basis trying to find appropriate and accessible services for their children outside the home, and works together with families to remove barriers and support them. [www.shine-gy.org.uk](http://www.shine-gy.org.uk)

**Special Olympics Norfolk** (stand 21) is part of the Special Olympics worldwide sports organisation for people with learning difficulties. The Norfolk branch is part of Special Olympics Great Britain, which is the country's largest provider of year-round training and competition programmes for children and adults with intellectual disabilities. Special Olympics Norfolk currently provides opportunities in athletics, boccia, cricket, football, artistic gymnastics, skiing, swimming and tennis.

The **Speech and Language Therapy (ECCH)** service (stand 43) is jointly commissioned to provide speech and language therapy to children aged 0–19 years as part of the wider provision for children with Speech, Language and Communication Needs (SLCN). We work with families, schools and professionals, providing assessment, advice and intervention as needed. We provide support for children with communication and/or eating and drinking difficulties. For further information, please visit [www.ecch.org.uk](http://www.ecch.org.uk) or Norfolk County Council's Local Offer website: [www.norfolk.gov.uk/send](http://www.norfolk.gov.uk/send).

**Sunbeams Play** (stand 30) is a registered charity that provides a fun, safe and caring environment where children and young people aged 3–21 with an Autistic Spectrum Disorder can thrive. We understand how difficult it can be for them to engage in mainstream activities due to a variety of social needs and anxieties. At Sunbeams Play they can relax, play and socialise in a comfortable environment, alongside or with others who have similar needs. We also support parents and siblings, provide one-to-one support, workshops, parenting programmes, and Dad's Lego Club. <https://www.sunbeamsplay.org.uk> or find us on Facebook.

**The Garage** (stand 10) is an important creative space for the communities of Norfolk, working with local and national partners to provide high-quality performing arts programming, participation, education and training for all ages. It is a place for everyone but has a particular focus on young







people from all backgrounds. The charity has a strong emphasis on engaging those with least access to the arts. The outreach team works with funders, local authorities, schools, statutory agencies and referral partners to deliver year-round access, inclusion and development initiatives based both at The Garage and beyond.

**The Hamlet** (stand 29) supports children and adults with disabilities and complex health needs from 0 to 29 and beyond. We work with families to overcome the daily barriers that they face from birth to adulthood, so that they no longer feel alone on their journey.

Our activities are fun, age-appropriate and often ambitious. Our Children's Services are based in Norwich city centre, and make full use of the central location as well as being building-based with a state-of-the-art sensory room, purpose-built kitchen, soft-play room, sensory garden and secure outside play area. As well as play schemes during the holidays and weekends, we run a youth club, a preschool, stay-and-play sessions, a nurture group for babies and support groups for families.

We have a strong track record of helping teenagers transition into adulthood with the service 'City breaks', boosting independence skills and confidence when out in the community. We also have day services for adults and an 'out of hours' social programme for young people and adults over 16.

Our ambition is to support our children, young people and young adults to be able to do more, grow in confidence and reach their full potential. We try to promote independence and self-help as much as possible, listening and personalising their experience to their individual needs.

For more information please visit our website: [www.thehamletcharity.org.uk](http://www.thehamletcharity.org.uk)

**The WillMaker Group** (stand 19) offers expert local will writing services – come along to our stand and find out more about wills, trusts, lasting powers of attorney, funeral plans and probate. We cover all of Norfolk and Suffolk, and are based in Bungay, Suffolk, and Dereham. Telephone: 01603 927273. For more information, please visit our website: [www.thewillmaker.co.uk](http://www.thewillmaker.co.uk)

**Total Ensemble Theatre Company** (stand 15) makes original theatre for public performance. Trailblazing in Norfolk and remaining unique in the county to this day, Total Ensemble has been producing original ensemble productions with large casts made up of disabled and non-disabled performers since 2011. The company creates totally original and unique pieces of theatre. We receive commissions from a wide range of organisations to produce bespoke pieces of theatre for public performances and events. Ideas from every performer make their way into all productions.

Our passion is celebrating art and creativity in the community, enriching our lives and the lives of every single person who joins us, both as performer and audience. With 100% commitment to artistic integrity and a genuine ethos of equality, there is no barrier to participating in fantastic theatre. Being part of a Total Ensemble cast or seeing our work as an audience member can change a life for the better for ever. [www.totalensemble.org](http://www.totalensemble.org)





**Twinkles SEN Activity Days** (stand 2) is a group set up to help parents like ourselves access fun activity days for SEN children and their families without being judged by the world around them. A group where both children and parents feel comfortable and at ease, where stress and anxiety is at a minimum and where these children feel safe and secure.

**Virtual School Sensory Support (VSSS)** (stand 8) aims to deliver high quality, comprehensive and flexible services for children who have a sensory loss. Our team consists of teachers of the deaf and visually impaired with additional qualifications and experience in working with and supporting young people with a sensory impairment.

**Vision Norfolk** (stand 9) (formerly Norfolk and Norwich Association for the Blind) runs a range of activities and events for Vision Impaired Children and Young People and their families across Norfolk.

**Family Voice Facebook Page** (stand 36) Family Voice is happy to promote SEN-related events, information and services throughout Norfolk and today we have flyers from a variety of organisations that are unable to have a stand here today. Are you part of our Facebook family?

**Family Voice Norfolk** (stand 50) Find out about our work and how you, parent carers, make this possible. Come and meet our ambassadors and find out who makes up our steering group and what their responsibilities are. Not already a member of FVN? Come and find out all about what membership means to you and how you can help to imagine and shape services for our children with SEND and their families. We are really looking forward to meeting you.



## Please let us know...

All we ask, in return for your attendance today, is that you take a few minutes before you leave to give us some feedback. We have evaluation sheets available on our Family Voice stand and at reception. Also please fill in our red and green cards so we know what is working well and what is not working quite so well for you and your family at the moment. You don't need to give your name.

Please put completed sheets and cards in the box at the Family Voice stand or hand in to reception.

Thank you for your participation.



## Wi-fi access

Domain: nbiconf

Password (case sensitive): 6&FDCgaG

Please note that the password has changed from last year and wifi access will not work if you are using Windows XP.

Our **photographer**, Matt Wells, will be taking photographs during the Conference. The images may be used on our website or for publicity purposes. If you do not want your image to be used, please inform him or another member of the Family Voice team – we will be wearing yellow lanyards and Family Voice scarves.



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

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

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

Twitter: @familyvoicenfk



We hope you have a safe journey home  
and look forward to seeing you again  
in 2021.

