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The same but different ... different but the same

It's true of the strange world we now inhabit and of our families, too. As we are more isolated in one sense, in another there have never been so many opportunities to share and reach out. This newsletter is full of ways to spend time with parent carers who understand the joys and challenges of our family lives and to engage with those working to improve services. Please do join us at our get-togethers (page 2), follow us on Facebook and have your say in our Members Chat Room (page 36). We are working harder than ever to make sure your voices are heard loud and clear where it matters most.





Family Voice online get-togethers

The Family Voice team has loved catching up with so many parent carers for casual, friendly and informal 'coffee mornings', so we've organised some more!

There is no need to book as long as you are a parent carer of a child or young person with SEND. Just click on the link below when you are ready to join.

<https://us02web.zoom.us/j/83006703755>

Refreshments are suggestions only – surprise us!

Join us on:



Tuesday 24 November from 07:00 to 08:00pm
for wine and cheese



Monday 07 December from 10:00 to 11:00am
for tea and gingerbread men

We want these sessions to be a safe, friendly place for parent carers to spend time together. We know this works best when everyone knows what to expect. So it may help you to know that:

- We will aim to start and finish on time.
- The session will be recorded automatically.

This recording will be kept securely and will not be viewed except in the unlikely event that a concern about the session is raised by someone present. It will be destroyed after two weeks.

Newsletter deadlines

The next newsletter will appear in December 2020. To tell us about issues you would like to see covered, or if you would like to contribute an article, email comms@familyvoice.org.uk by **30 November 2020**.



Goodbye and welcome!



In October we said goodbye to Bernadette, who has been our Administration Manager for more than four years.

She has returned to New Zealand with her family, something that had always been a long-term plan but felt like an increasingly good idea during the pandemic.

We were lucky to have had her support for so long and would like to send her warm thanks for the past and good wishes for the future.

We are delighted to have been able to fill Bernadette's role with not one but two administrators, who will job share and bring a wealth of experience and useful skills to our team.



Sally Craythorne (left) will be handling most of the day-to-day administration, including supporting our ambassadors, and can be contacted on office@familyvoice.org.uk



Emma Rolleston (right) will focus on financial matters, our policies, and special projects that need an enthusiastic champion. She can be reached at finance@familyvoice.org.uk

Both Sally and Emma are parent carers who understand the challenges that families face. They hope to combine their administration roles with being Family Voice representatives. As such they will have personal Family Voice email addresses: sally.craythorne@familyvoice.org.uk and emma.rolleston@familyvoice.org.uk



Continuing in their existing admin roles are:

Emma Parncutt (left), Family Voice Co-ordinator. She accepts, seeks and organises our attendance at the hundreds of meetings that our representatives attend each year with education, health and social care professionals and voluntary sector partners. Emma also organises training and mentoring for our reps.



Kate Draycott (right), our Membership Secretary. She is in contact with our members, hearing their experiences and sending them Family Voice surveys, this newsletter, and news of our events.



Lisa Lonergan (left), our Social Media Administrator. She feeds our Facebook and Twitter accounts (see page 36) with a wealth of activities, links and information for parent carers of children and young people with special educational needs and/or disability (SEND). She is also a member of our Steering Group, as Ambassadors Lead.

You can read about our full Steering Group, our ambassadors, representatives and how we work on our website at www.familyvoice.org.uk



Revised guidance for families with children who have been identified as clinically extremely vulnerable (CEV)

The government has published revised guidance regarding children who have been identified as clinically extremely vulnerable (CEV) and what this means for families during the national lockdown, which began 5 November and will be reviewed 2 December 2020.

The full guidance, which was updated on Wednesday, 4 November, can be read at <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19#education-settings>

Families with children and young people classed as clinically extremely vulnerable in the first lockdown should very shortly be receiving a letter to tell them what to do this time. (Some may already have received it.) Most children originally identified as clinically extremely vulnerable no longer need to follow this advice. Speak to your GP or specialist clinician, if you have not already done so, to understand whether your child should still be classed as clinically extremely vulnerable.

However, two new groups have been added to the list of CEV individuals: adults with Down's syndrome and adults on dialysis or with chronic kidney disease (stage 5). It is likely that this group have not received their letters yet and may be unaware of the risk that they can become very ill if they catch coronavirus.

The guidance applies to clinically extremely vulnerable children and young people only. Other people they live with who are not clinically extremely vulnerable themselves can still attend work if they cannot work from home, in line with the wider rules set out in the national restrictions guidance, which can be found at <https://www.gov.uk/guidance/new-national-restrictions-from-5-november>

More evidence has emerged that shows there is a very low risk of children becoming very unwell from COVID-19, even for children with existing health conditions.

Those children whose doctors have confirmed they are still clinically extremely vulnerable are advised not to attend school while this advice is in place. Your school will make appropriate arrangements for you to be able to continue your education at home. Children who live with someone who is clinically extremely vulnerable, but who are not clinically extremely vulnerable themselves, should still attend school.

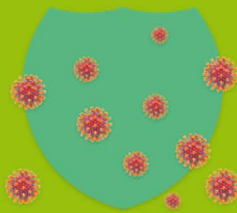
Any carers or visitors who support you, or a child or young person in your care, with everyday needs, can continue to visit. They should follow social distancing guidance where close or personal contact is not required.

The full revised guidance for early years and education settings can be found at <https://www.gov.uk/guidance/education-and-childcare-settings-new-national-restrictions-from-5-november-2020>

On pages 5 and 6, there is an easy-read version of the above advice, which may be suitable for sharing in your family.



Coronavirus: Advice for people who need to be extra careful



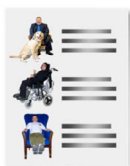
A new lockdown started on 5 November.



Some people were told to be extra careful during the last lockdown because they could get very ill if they caught coronavirus.



These people will get another letter telling them how to protect themselves in this new lockdown.



There are new people who may get a letter this time including adults with Downs Syndrome and adults with stage 5 chronic kidney disease.



These people will also need to be extra careful and will get a letter soon to tell them how to protect themselves.





Everyone can protect themselves and others by washing their hands regularly, keeping a 2 metre distance from other people and wearing a face covering when they go out.



We know that all this can be very worrying for people, but there is help and support for you.



If you, or someone you care about, is in these groups you can get more information about help and support in the links below:



For more information, [click here](#)



For help with medicine, [click here](#)



For help with food, [click here](#)



Or call: 01603 306700

ECCH Speech and Language therapy advice line

If you have any queries, please ring the parent advice line:

Mondays to Fridays 9:00 am to 12:00 pm (noon)

on 01502 719830

This is currently open for parents and professionals for both general and child-specific enquiries. Also remember that there is advice and information on the ECCH website at <https://salt.ecch.org/parents/> and that the ECCH Facebook page can be found at https://www.facebook.com/EastCoastSLT/?ref=py_c





Norfolk
County Council


Carers Matter Norfolk
SUPPORTING YOUNG CARERS & FAMILIES

Is there a young person in your family who is caring for you or another family member?

Does your Young Carer know what to do in an emergency?

Have you thought about preparing an Emergency Plan?

Emergency plans can help young carers and their families manage crisis situations by

- ♦ being prepared
- ♦ knowing what to do
- ♦ knowing who to ask for help



Find out more and download a Template Emergency Plan at

www.youngcarersmatternorfolk.org/emergency-plan/

Or call the Carers Matter Norfolk Free Advice Line on

0800 083 1148



Norfolk SEND Partnership Advice Clinics

Our next advice clinics are on **19 November 2020** and **2 December 2020**. They are online via Microsoft Teams. Each appointment is for one hour and is an opportunity to chat to one of our team face to face and review any paperwork. The appointments must be pre-booked on a first come first served basis by visiting our website at <https://www.norfolksendpartnershiass.org.uk>



Support for Young Carers

The links below and on page 9 show support that is available for Young Carers in Norfolk and how to access it. Most are accessible directly to Young Carers. Those that mention referral will be happy to explain whether this can be self-referral or needs a professional to get in touch. All have various ways of offering support.

County-wide



Young Carers & Families Service, delivered by Carers Matter Norfolk in partnership with youth and young carers groups
www.youngcarersmatternorfolk.org
0800 083 1148

Commissioned by Norfolk County Council

- Free, 7-day a week Information and advice line
- Whole-family support
- Practical support
- Mentoring, support & activities for young carers (1:1 and group, delivered via telephone/virtually through partner organisations in localities).
- Tablet loan scheme



County-wide

ChatHealth - 07480 635060

- Text messaging service for aged 11- 19 years old.
- It is run by the 5-19 team in the Norfolk Healthy Child Programme.
- Available from 9am to 5pm Monday to Friday
- ChatHealth has experienced clinicians online waiting to answer and deal with any messages from young people.



County-wide

Norfolk County Council

- Direct line for young carers at risk or concerned about safety of a friend:
Text – 07480 635 060
Phone – 0344 800 8029
- Welfare calls to known young carers
- Young Carers Assessments
- Legal right under **Children and Families Act 2014**
- Available to any young carer irrespective of age or who they care for
- Professionals call 0344 800 8021
- Members of the public call NCC Customer Services on 0344 800 8020.



County-wide

Norfolk Family Carers – info@norfolkfamilycarers.org
– Accepting referrals

Support for Young Carers aged up to 24

- Young Carers Family Breaks – short breaks for families with young carers aged under 18 – unable to book breaks currently but can do assessments ready for re-opening
- Young Adult Carers Personal Development Fund – grants of up to £250 for young adult carers aged 16-24 to gain new skills while having a break from their caring role.



County-wide



Caring Together – www.caringtogether.org

- Young Carer awareness-raising with professionals, organisations and young people
- Promoting the voices of young carers and young adult carers through Norfolk Young Carers Forum
- Escalating issues raised by young carers/providers
- Virtual forums
- Telephone support for forum members and linking into other support
- Carer Friendly Tick Award for education, employers, health organisations and community groups



County-wide

The Matthew Project - Affected Others service
unity@matthewproject.org

- Support to children & young people affected by someone else's substance misuse
- Unity Youth Advice Line 0800 970 4866 is open 9.00am-5.00pm (Mon-Thurs)
9.00am-4.30pm (Friday)



Breckland

MTM Youth Services (part of commissioned service) – Accepting referrals

info@mtmyouthservices.org.uk 0800 083 1148

- Virtual Support – Weekly Zoom sessions
- Activity Packs/Wellbeing activities
- Activities on social media

The Benjamin Foundation - Boom Project – Accepting referrals

- boom@benjaminfoundation.co.uk
- Virtual support for young carers in Watton (aged 8-18).
- Practical support (e.g. activity packs, food parcels)

Connects and Co – Accepting referrals

- <http://connectsandco.co.uk/>
- Practical support for young carers in Dereham
- Telephone support



Great Yarmouth (East)

Great Yarmouth & Gorleston Young Carers (GYGC)

<https://gygc.org.uk/> or info@gygc.org.uk

Support young carers and young adult carers across the borough of Gt Yarmouth through:

- Telephone Support
- Virtual support
- Practical Support



Broadland

Benjamin Foundation (part of commissioned service)

boom@benjaminfoundation.co.uk

- Telephone support
- Virtual Support
- Practical Support (e.g. activity packs)



Norwich

Benjamin Foundation (part of commissioned service)

boom@benjaminfoundation.co.uk

- Telephone support
- Virtual Support
- Practical Support (e.g. activity packs)

Connects and Co - <http://connectsandco.co.uk/> - Accepting referrals

Support for Young Carers aged 5+ including:

- Providing telephone support
- Practical support (e.g. food parcels)

Norfolk Family Carers - info@norfolkfamilycarers.org - Accepting referrals

Support for Young Carers aged 5+ including:

- Virtual groups for ages 5 – 11 and 12 – 18 offering respite, fun activities & learning. Groups also include 1:1 support, information, access to grants and bursaries plus support for the wider family
- Welfare calls and activity packs



North Norfolk

Holt Youth Project - www.holt-youthproject.org.uk/ (part of commissioned service)

- Emergency helpline
- Daily clips on their social media platforms
- House drops of activity packs, food, goodies and ingredients for cooking

The Benjamin Foundation Boom Project (part of commissioned service) boom@benjaminfoundation.co.uk

- Telephone support
 - Virtual Support
 - Practical Support (e.g. activity packs)
- They also provide the above support for young carers from the Stalham area



West Norfolk

Speada - info.speada@gmail.com

- In process of setting up virtual support for young carers aged 7-18 in Terrington St Clements.

Swan Youth Project - anna@swanyouthproject.org

- Phone support 9am-5pm
- Virtual support for young carers
- Universal virtual activities

West Norfolk Carers (part of commissioned service) - Accepting referrals

<http://www.westnorfolkcarers.org.uk/>

Support for Young Carers/Young Adult Carers and Adult Carers, including:

- 1-1 telephone/virtual support
- Virtual groups for young carers/young adult carers
- Practical support



South Norfolk

MTM Youth Services (part of commissioned service)

Accepting referrals

info@mtmyouthservices.org.uk

0800 083 1148

<https://mtmyouthservices.imda.com/young-carers/>

- Virtual Support – Weekly Zoom sessions
- Activity Packs/Wellbeing activities
- Opportunities for young carers through YABs
- Activities on social media



Norfolk County Council budget survey

Norfolk residents are urged to comment on Norfolk County Council's budget proposals, as consultation starts on next year's spending plans.

You have until **14 December 2020** to give your views on the Council's proposed share of Council Tax and its savings proposals, which can be found at www.norfolk.gov.uk/budget.

The current situation is described as one of 'almost unprecedented risk and uncertainty'. The budget includes important proposals regarding Council Tax, Adult Social Care and services for children, as well as areas such as roads and waste disposal that affect everyone.

You can respond at www.norfolk.gov.uk/budget or write to

Freepost Plus RTCL-XSTT-JZSK,

Norfolk County Council,

Ground floor – south wing,

County Hall,

Martineau Lane, NORWICH, NR1 2DH. You do not need to use a stamp.





Research into the accessibility of online mental health information and services for Norfolk and Waveney

NHS Norfolk and Waveney Clinical Commissioning Group is looking for volunteers to take part in a psychological study.

Dr Laura Biggart from the University of East Anglia and Katie Fisher from The User Story are investigating the accessibility of online mental health information and services and would like to talk to people about their experiences. The study includes an interview of up to 90 minutes, with intermittent breaks throughout, giving you the chance to talk about what this experience was like for you.

The poster above gives brief information about the study. If you want to volunteer or find out more, please contact uea-research@theuserstory.com. To take part you must be aged 18 or over.

Everyone who participates in the study will be entered into a prize draw. If you have any questions, please feel free to contact the researchers at the above email address.

Learning Disabilities Partnership Board

The October easy-read newsletter of the LDPB can be found at <https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/learning-disabilities/learning-disabilities-partnership-board/our-current-work>. It has been decided not to publish a newsletter in November. If you, or anyone you know, would like to write an article for December's newsletter, please email it to alastair.corrigan@norfolk.gov.uk by **Monday 23 November**. All articles should be in easy-read format and no longer than 250 words.





Norfolk SEND Youth Forum

Norfolk SEND Youth Forum is a new opportunity for young people to share their experiences in education & training, and to work together to improve services for young people with Special Educational needs and disabilities. We are seeking new members, to join us on regular Zoom meetings (virtual), to meet, discuss and create change!

Are you 11 – 25 years, and have something to say, we would like to hear from you.

Our next virtual meeting is on Wednesday 25th November at 6.30pm.
For more information please contact us or visit our website.

To join you can complete the online registration form available on our website.

www.norfolksendpartnershiassi.org.uk

01603 704070



SEND Family Roadshows

These Local Offer events were held last year at various places around the county, specially for parent carers with children or young people with special educational needs and/or disability. This year the events will continue online so that representatives of the Local Offer can have regular conversations with parents and carers about:



- actions that will be taken to address the three serious weaknesses identified by the Ofsted/CQC Area SEND Inspection
- progress on the SEND and Alternative Provision (AP) Transformation Programme
- priorities that have been written into Norfolk's refreshed Area SEND Strategy.

Everyone who books a ticket for this Zoom event will receive the agenda and joining instructions nearer the date. Family Voice will be there, too! Planned dates are:

- Wednesday 25 November 2020, 10:30am–1:00pm via Zoom
- Wednesday 27 January 2021, 10:30am–1:00pm via Zoom
- Wednesday 17 March 2021, 10:30–1:00pm via Zoom
- Wednesday 5 May 2021, 10:30–1:00pm (TBC – Pensthorpe Nature Reserve or Zoom)

Find out more at <https://www.norfolk.gov.uk/children-and-families/send-local-offer/about-the-local-offer/news-views-and-reviews/views/get-involved/send-family-roadshows>





Coffee and Chat

We will be starting up our popular Coffee and Chat sessions for the duration of the second lockdown period.

Join us on a Tuesday morning from 10am to find out more about what Adult Learning has on offer to keep you active and engaged and for general wellbeing discussions.

Dates will be;

10/11/20

17/11/20

24/11/20

01/12/20

To join use the following details to access Zoom (no account required);

Click on: <https://zoom.us/join> Meeting ID: 5530272723 Password: 098743

For more information on all our courses visit our website:

<https://www.norfolk.gov.uk/education-and-learning/adult-learning> or email

CLDO@norfolk.gov.uk

Direct payments frequently asked questions (FAQs)

Norfolk County Council has updated its FAQs for those receiving direct payments in November 2020.

1. I arrange my own care/employ a personal assistant (PA). How do I get my support needs met if my PA is affected by coronavirus?

It would be good to think about how you would manage if your PA or other support is impacted by COVID-19. It might be that your circle of support can help – friends, families, support groups – or you may be able to arrange to share a PA with someone else you know. If this isn't possible then please do ring Adult Social Services on 0344 800 8020. This line is open 24 hours a day.

Advice for people who are at highest risk of becoming very unwell if they catch COVID-19

Some people are at highest risk of becoming very unwell if they catch COVID-19. This is called being clinically extremely vulnerable (CEV). The Government has advised these people to stay at home. The Government advice says **"Any carers or visitors who support you with your everyday needs or those of a child or young person in your care can continue to visit. They should follow social distancing guidance where close or personal contact is not required."**

2. What is self-isolating?

Self-isolating is where someone, or a member of their household or support bubble, has COVID-19 symptoms and is staying at home under the NHS guidelines: [https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/#:~:text=Self%2Disolation%20is%20when,COVID%2D19\).](https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/#:~:text=Self%2Disolation%20is%20when,COVID%2D19).)

3. What are my responsibilities as an employer if my PA is off sick?

- If your employee is absent from work due to sickness, then normal sick pay qualifying rules apply.
- If your employee is self-isolating due to COVID-19 symptoms, they can claim statutory sick pay (SSP) if they qualify. Please tell DPSS on the timesheet they are sick, and we will see if they qualify for SSP. If your employee doesn't qualify you can offer them the option to use their holiday entitlement for the time they are required to take.
- If your employee is not sick but you have asked them not to come into work as you are self-isolating due to COVID-19 symptoms, then as this is at your request you will need to pay your employee for their normal working hours.

If you have any questions about this please contact DPSS Employment Services on 01603 223392 option 2 or email dpssemploymentservices@norfolk.gov.uk

4. What do I do if I have a direct payment and my bill doesn't match the services that I received?

If your bill doesn't match the services you received, or you need us to urgently reconcile your direct payment account and give you a refund, please contact the Financial Assessment Team on 01603 222133 option 1 or email fab@norfolk.gov.uk who will be happy to help.



5. If I ask my PA not to work because I am self-isolating, will I still have to pay my contribution even though I didn't receive my services?

If you ask your PA to stay away from work because you are self-isolating then your PA will continue to get paid for the normal hours that they work. However, as you did not receive a service from your PA you won't need to pay your contribution for these hours.

6. Does my PA (employed directly by me) get paid if I am Clinically Extremely Vulnerable and I have asked them not to attend work?

Yes. If you request that the PA does not attend work, even though CEV guidance states you should continue to receive care, the PA will be paid in full as normal.

7. Does my PA (employed directly by me) get paid if they are Clinically Extremely Vulnerable and they are not attending work?

Yes. If the PA does not attend work they will be paid Statutory Sick Pay if they are eligible. They can claim Employment Support Allowance or Universal Credit if the PA is not eligible for Statutory Sick Pay.

8. How do I or my PA get tested for COVID19

The Government considers PAs as essential workers and so therefore they can use the national testing scheme at <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>. You can book a test for yourself at www.NHS.uk/coronavirus

9. Is my PA eligible for a free flu Injection?

The Department of Health and Social Care and Public Health England have extended the national seasonal flu vaccination programme to include Personal Assistants who provide services through direct payments. Letters were sent to all people with PAs in October. If you have not received this please email dpcst@norfolk.gov.uk or call 01603 223392 option 1.

10. What do I do if I have a direct payment and I need Personal Protection Equipment (PPE) for my PA?

Personal Protection Equipment (PPE) is available free of charge on request. Please email DPPPE@norfolk.gov.uk to order. You need to include your client reference and the quantity you require along with your full name and address.

Deliveries are made within 20 working days. We ask that you order a minimum of 1-month supply.

Masks 1 Size (box of 50)

Gloves Small, Medium or Large (box of 100)

Aprons Individual

Hand Sanitiser 250ml pump bottles



11. How can my PA prove that they are a key worker?

Under the Government's guidelines, PAs are classed as key workers. We have created an updated key worker letter for you to give to your PA that confirms their status as a key worker. This letter is only for PAs of people on direct payments. If you require another PA Key Worker letter please email dpcst@norfolk.gov.uk or call 01603 223392 option 1.

12. Can I get my PA's timesheets to you without having to go outside to post them? What if the post gets delayed?

If you and your PA have an email address and a smartphone you can download the DPSS Payroll App instead of using paper timesheets and posting them. The app is directly linked to our payroll system and once you have approved the hours on your phone we see it straight away! It's quick and easy to setup and we have lots of information, including training videos with voiceover, subtitles and BSL, on our website www.norfolk.gov.uk/papay.

Alternatively, if you only have an email address you can scan or take a photo of your paper timesheet and email it directly to the payroll team at DPSSpayroll@norfolk.gov.uk.

13. I am struggling financially during the coronavirus outbreak. Is there other support I can get?

The Money Support Services is available to help you if you need help with budgeting. You can contact them by phone on 01603 223392 (option 4) or email at MSS@norfolk.gov.uk.

The Norfolk Assistance Scheme may be able to assist with food, cash or household items and support with gas and electricity costs. You can contact NAS on 01603 223392 (option 5) or online at www.norfolk.gov.uk/nas

14. How can I keep up to date with the latest information about direct payments?

You can get regular updated information from the direct payment support services by liking and following our Facebook page www.facebook.com/DirectPaymentsNCC

You can also find more information about direct payments online at www.norfolk.gov.uk/dpss

15. Where can I go for general advice on keeping safe and well during coronavirus?

Public Health updates and guidance: <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

ACAS advice: <https://www.acas.org.uk/coronavirus>

NHS: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

NHS mental health tips: <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>

Mental health resources: <https://www.nhs.uk/conditions/stress-anxiety-depression/moodzone-mental-wellbeing-audio-guides/>

Government Guidance for people receiving direct payments: <https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-people-receiving-direct-payments>



Remember that our teams are here to support you at this difficult time, so if you have any questions about anything here please do contact us on 01603 223392 option 1, or email DPCST@norfolk.gov.uk

Assistive technology for adults

'Assistive technology' refers to a range of electronic gadgets that can help adults to live independently in their own home. This includes things such as:

- Sensors/detectors that link to a monitoring centre (via a rented community 'pendant' alarm). For example smoke, low temperature, falls, and property exit sensors.
- Global Positioning System (GPS) location devices that use a mobile network to raise an alert to a carer or monitoring centre, e.g. the buddi GPS device
- Triggers/sensors that can support a person or their carer in and around the home. For example pendant buttons, door contacts or motion sensors linked to a pager.

How can Adult Social Services' Assistive Technology team help?

This service is for adults over 18 years living in their own home (this excludes residential/care homes).

The Assistive Technology team will carry out an assessment to see if you would benefit from having any electronic gadgets that would help you to stay independent and/or provide support for your carer.

How much does it cost?

The assessment is free, and many of the gadgets are available on free loan. The person carrying out your assessment may also suggest items that are not available under the scheme and suggest places where you can buy these directly.

How to contact the service

If you already have ongoing support from Adult Social Services please speak to your social worker about referring into the service.

Or you can contact the Norfolk County Council's Customer Service Centre to ask for a referral to the Assistive Technology team.

Telephone: 0344 800 8020 Fax: 0344 800 8012

Minicom/Text phone: 0344 800 8011

Email: information@norfolk.gov.uk

Mobile phone text: 60046

The team has produced a video to give you more information. You can find it at <https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/making-living-at-home-easier/assistive-technology>





Positive Behavioural Support

+ What is Positive Behavioural Support?

Positive Behavioural Support (PBS) aims to improve the quality of life of people with a learning disability or autism. It often has benefits for those caring for them, too. It is especially appropriate for people whose behaviour is challenging.

+ How does it work?

PBS involves everyone around the person and the person themselves working together to identify their needs. It recognizes that challenging behaviour is often the result of a person's attempt to communicate or change something in their life. When a plan is developed to fulfil a person's needs positively, their quality of life improves, and the challenging behaviour is reduced.

+ Where can it be used?

PBS can be used in any setting to support a person with a learning disability or autism and those who care for them. It is most successful if everyone uses it – for example, when the person's family, care provider and educational setting all do the same thing. They all contribute to a shared PBS plan and communicate regularly.

+ What are we doing in Norfolk about PBS?

Norfolk County Council has committed to ensuring that individuals who have a learning disability or autism and who live in adult residential or supported living arrangements will be cared for by staff trained to use the PBS approach.



Norfolk County Council



Find out more

www.pbsacademy.org.uk
www.challengingbehaviour.org.uk
www.bild.org.uk
Norfolk Positive Lives document





**Norfolk SEN
Network**

Registered charity no. 1044353

helping to access special needs education

Join us for  **zoom**

SEND Training for Parents & Interested Professionals

Wednesday 21st October 2020 or

Wednesday 18th November 2020

From 10am to 2.30pm

Delivered by national trainers ACE Education

The programme will include:

- Lessons learnt in lockdown
- The SEND Review – “House of Commons Education Committee SEND: 1st Special Report of Sessions” July 20
- Norfolk’s Written Statement in respect to Joint Area SEND inspection
- The Code of Practice
- Getting extra help in school – Norfolk PEASS
- Working with schools
- Resolving and avoiding conflict
- Preparation and planning for Transition
 - **Workbook of useful information**

Thanks to the Geoffrey Watling Charity for funding this training

To book a place:

Email: norfolksennetwork@hotmail.co.uk or phone: 01603-300178

Cost: £15 per NSENN member or £20 non-members/professionals

Payment in advance by BACS (phone or email for bank details) or

Cheque made payable to Norfolk SEN Network and sent to: 2A

Eastern Crescent, Thorpe St. Andrew, Norwich, NR7 0UE



New advice for parent carers on Elective Home Education

On Wednesday 20 October, the Department for Education published advice for parents considering Elective Home Education (EHE). The advice makes clear the distinction between home-schooling, during the period where schools were closed due to the pandemic, and EHE, which is where parents choose not to send their child to school full-time on a long-term basis. The advice also highlights the implications of withdrawing children and young people from school and the challenge involved in providing EHE. Below are extracts from the advice. The full advice can be read at <https://dfemedia.blog.gov.uk/2020/10/20/all-you-need-to-know-about-home-schooling-and-elective-home-education-ehe/> with links to further information about EHE. [Bold highlighting below is ours – FVN]

During the period when schools were closed to all but vulnerable children and children of key workers, most pupils were educated at home. This is known as home-schooling. Children remained on their school roll and received a combination of support from schools, online learning resources such as [Oak Academy](#), and other resources parents may have provided themselves.

What you need to know about school attendance

From the start of the autumn term 2020, all pupils have been able to return to schools. The new term means attendance is mandatory and the usual rules on attendance apply. This includes parents' duty to ensure their child, of compulsory school age, attends their registered school regularly.

What is Elective Home Education (EHE)?

Elective Home Education (EHE) is when a parent chooses not to send their child to school but assumes responsibility for making sure their child receives a full-time education other than at school.

Educating children at home works well when it is a positive choice and carried out with proper regard for the needs of the child. In many cases, elective home education is appropriate, well-delivered and involves considerable sacrifice on the part of parents.

What you need to know about EHE

EHE requires parents to take full responsibility for their child's education, including all associated costs (such as exam fees).

*Schools are not required to provide any support to parents that have withdrawn their child for EHE. **Support provided by Local Authorities (LA) is discretionary, including support for a child's special educational needs.***

Parents should not be placed under pressure by schools to electively home educate their child. This is a form of 'off-rolling' and is never acceptable. If you feel under pressure to keep your child at home and educate the child yourself rather than sending them back to school full-time, we recommend you discuss this with your LA.

Thinking about EHE?

If you think EHE might be in the best interests of your child, the Government expects your LA to coordinate a meeting with you involving your child's school and social workers where appropriate. We strongly recommend you meet with your LA to consider whether EHE is appropriate for your family and your child before you decide whether to withdraw them from their school's roll.

Where a pupil is withdrawn from school for EHE, there is no obligation for the school to keep that place open. If the parent wishes to return their child to school, they may not be able to return to the same school.





We're in this together.

It only takes 10 minutes to help shape the future! We need families to help us improve the services of all Norfolk's councils, health providers, police, and organisations working with children. Please complete our quick and easy online survey by Monday 30 November

Norfolk Safeguarding Children survey

The Norfolk Safeguarding Children Partnership would greatly appreciate it if you could complete a very quick and short survey it is running to improve the public sector services you receive.

The partnership's job is to make sure all the different organisations in Norfolk including councils, police, local NHS services, and voluntary organisations all work together to keep children and young people in the county safe. It is always looking for ways to improve services and learn lessons.

Right now we need to learn lessons about the way services have worked during all the challenges that COVID-19 has presented.

The survey can be found at <https://www.smartsurvey.co.uk/s/NSCP-public1/>

The more responses we get, the better the data, and the more we can use people's experiences and perspectives to help us improve services.

The survey is open until **Monday 30 November**. It only takes 10 minutes, it's quick and easy, you can skip any questions you don't want to answer and anyone who completes it remains anonymous.

We're grateful for your support.

Together we are stronger.














Self Care Week - Interactive Online NHS Sessions for Families

During Self Care week 2020 (16 – 22 November), health professionals from the Norfolk Healthy Child Programme are hosting themed interactive online sessions for Norfolk parents; looking at different areas of self care including healthy lifestyles, emotional health for older children and even weaning.

Each session lasts about an hour and is a great opportunity to get some practical advice, ask our specialist team/guest colleagues questions and speak with other parents with similar interests.

Online Sessions 16th - 20th November 2020

Mon 16th	Tues 17th	Wed 18th	Thu 19th	Fri 20th
 <p>Family Session 1 Talk and Play with Norfolk Library and Information Service 1:30pm - 2:30pm</p> 	<p>Family Session 2 A guide to Just One Norfolk for parents 10am - 11am</p> 	<p>Family Session 3 Baby Days with ECFS 10am - 11am</p>  <p>Family Session 4 Supporting Older Children with Their Emotional Health 4pm - 5pm</p> 	 <p>Family Session 5 Weaning 10am - 11am</p> 	 <p>Family Session 6 Healthy Lifestyles 10am - 11am</p> 

For more Information or to book on a session visit:

www.justonenorfolk.nhs.uk/self-care-week-2020

Internet search:

'Just One Norfolk Self Care Week 2020'



Share your experience of using Norfolk and Suffolk NHS Foundation Trust (NSFT) services

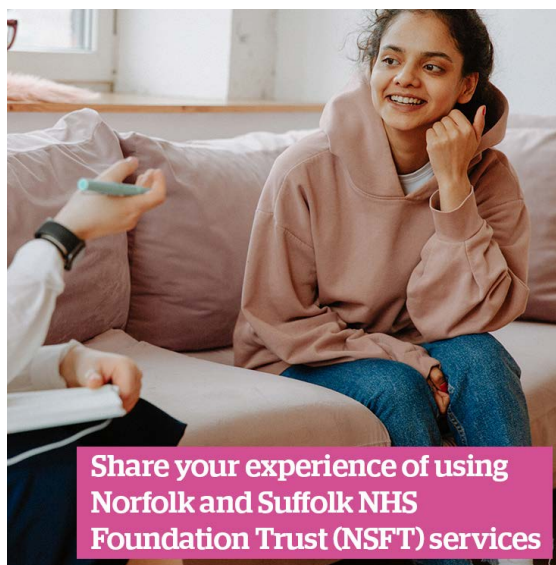


Healthwatch Norfolk are working with the Care Quality Commission (CQC) to understand the experiences of people who have used NHS mental health services in Norfolk over the last 12 months. All feedback we receive will be kept anonymous and used to inform the CQC's ongoing monitoring of Norfolk and Suffolk NHS Foundation Trust (NSFT).

Whatever your experience, sharing your feedback with Healthwatch Norfolk could make an impact. Hearing directly from service users, carers and their relatives will help build a true picture of the service Norfolk and Suffolk NHS Foundation Trust (NSFT) is providing.

Complete the short survey here: <https://www.smartsurvey.co.uk/s/NSFT-feedback-2020/>

The survey should take around 10 minutes to complete. All responses are anonymous and will be used in a final report that will be shared with CQC. The report will also be publicly available on Healthwatch Norfolk's website: <https://healthwatchnorfolk.co.uk/>



Share your experience of using Norfolk and Suffolk NHS Foundation Trust (NSFT) services

Letter to all children and young people with special educational needs and disabilities (SEND), their parents/carers and families, and others who support them

Parliamentary Under-Secretary of State for Children and Families Vicky Ford MP has written a further letter outlining the government's current guidance for our families. It is reproduced in full on the following pages.

The National Network of Parent Carer Forums (NNPCF), of which Family Voice Norfolk is a member, has regular contact with the minister and have contributed to her understanding of the issues for families with children and young people with SEND. Family Voice Norfolk in turn feeds back to the NNPCF the experiences and views of families in Norfolk, so that your voices are heard at the highest level and can have a direct effect on government thinking.

As well as feeding back directly to the NNPCF, Family Voice Norfolk attends regular meetings (online currently) with the Eastern Region of Parent Carer Forums, which gives us an insight into what is happening in the rest of the region and allows us to share experiences with colleagues in neighbouring forums.

Vicky Ford is the Conservative MP for Chelmsford, and has been an MP continuously since 8 June 2017.





Vicky Ford MP

Parliamentary Under-Secretary of State for Children and Families

Sanctuary Buildings 20 Great Smith Street Westminster London SW1P 3BT
tel: 0370 000 2288 www.education.gov.uk/help/contactus

9th November 2020

To all children and young people with special educational needs and disabilities (SEND), their parents/carers and families, and others who support them

On Saturday 31 October, the Prime Minister announced New National Restrictions which came into force on Thursday 5 November until Wednesday 2 December to control the spread of coronavirus (COVID-19).

I know that a return to national restrictions will be a source of great anxiety to many people across the country, particularly those children and young people with special educational needs and disabilities (SEND), their families and those who work tirelessly to support them. I want to re-emphasise that the Government continues to prioritise the wellbeing and long-term future of our children and young people and early years settings, schools, colleges and universities remain open.

As the Minister for Children and Families, I am committed to ensuring that appropriate education and support is available for all children and young people during the period of new national restrictions.

School attendance

It remains very important for children and young people to attend their education setting, to support their education and wellbeing and to help working parents and guardians. Education settings have implemented a range of protective measures to make them as safe as possible and the latest medical advice from senior clinicians is that school is the best place for children and young people to be. In light of this, the balance of risk continues to be in favour of their continued attendance at school or college.

There are, however, a small number of children and young people who are clinically extremely vulnerable who will be advised to stay at home, except for specific purposes. I know that for those children and young people, and their families, the next few weeks may be challenging and we want to reassure them that those children and young people affected will continue to receive support through remote education and other support services where appropriate.



Children and young people who are clinically extremely vulnerable

The Department for Health and Social Care (DHSC) has published new guidance for clinically extremely vulnerable people in England. This is available here:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>.

During the course of the pandemic, further evidence has emerged which shows that the risk of children becoming very unwell from COVID-19 is very low – including those who have existing health conditions. Parents whose children were originally identified as being clinically extremely vulnerable should speak to their child's specialist clinician or GP, if they have not done so already, to understand whether their child should continue to be classed as clinically extremely vulnerable and what the appropriate advice is. Those aged 18 or over who have been identified as clinically extremely vulnerable will receive a letter informing them of the new guidance they are advised to follow. They do not need to contact their clinician.

Where a doctor has confirmed that a child or young person is still clinically extremely vulnerable, the child should not attend school or college during the period that the new national restrictions are in place and their absence should not be penalised. Where a meeting with a GP or specialist clinician has not taken place, the public health advice is that the child is still clinically extremely vulnerable and should not attend school or college.

If a child was not previously identified as being clinically extremely vulnerable, but their parent considers that there are good clinical reasons for them to be classed as such (for example, because they have a health condition that has become more severe since the start of the pandemic), they should discuss this with their GP or specialist clinician.

The DHSC guidance for clinically extremely vulnerable children is not compulsory, although parents are strongly advised to follow the guidance in order to keep their child safe. However, in some exceptional circumstances parents whose children are clinically extremely vulnerable may need to balance the health risk with the wider implications associated with the child or young person not attending their usual education setting and accessing the support that would normally be delivered through this placement. This may be based on the level of support that a child or young person needs, their ability to access remote education and additional services such as therapies, and the impact on wellbeing for the wider family of their child being at home full time. In these circumstances, parents, education settings, health professionals and local authorities should work together to agree the best arrangement for that individual child or young person and their family to ensure that they continue to receive the support they need.

We are continuing to work closely with our Strategic Reform Partner, the Council for Disabled Children, and will be asking them to convene a meeting of Designated Medical and Clinical Officers to identify and share best practice in supporting children and young people who are clinically extremely vulnerable, both where they are at home and in the exceptional cases where they may be continuing to attend their education setting. I hope that this will reassure parents that every local area has access to the best approaches for keeping clinically extremely vulnerable children and young people safe.



Children and young people who are not clinically extremely vulnerable should continue to attend school or college so that they can receive high quality teaching and specialist professional care. This includes those children who may have a clinically extremely vulnerable parent or sibling in their household. This is based on advice from senior clinicians that education settings are the best place for them and is particularly important for those who have an education, health and care (EHC) plan, as the majority of provision specified in plans is designed for delivery in education settings.

I know that some children and young people who are not clinically extremely vulnerable and their parents may experience anxiety about attending school or college during this period. Where this is the case, the education setting should work with the child or young person and their parents (and the local authority, if the child or young person has an EHC plan), to understand their concerns and provide reassurance regarding the protective measures that have been put in place to reduce the risk of transmission in the setting.

Remote education

Where a child's attendance at school would be contrary to government guidance or legislation on COVID-19, including because they are clinically extremely vulnerable, settings have a duty to provide remote education for state-funded, school-age children. We have worked with schools to co-design the remote education service for schools, FE providers and teachers, which can be accessed here: <https://www.gov.uk/guidance/remote-education-during-coronavirus-covid-19>. In addition, the Oak National Academy education offer provides free video lessons across a broad range of subjects for every year group from Reception to Year 11, including specialist content for pupils with SEND.

Where children and young people who are classed as vulnerable (due to having an EHC plan, a social worker, or because they are otherwise vulnerable) are not able to attend their education setting because they are following public health advice, including because they are clinically extremely vulnerable or are self-isolating, it is important that their education setting puts in place a system to keep in contact with them.

Schools must continue to use their best endeavours to meet the special educational needs of their pupils and should work collaboratively with families, putting in place adjustments to enable pupils with SEND to successfully access remote education alongside their peers. However, I know that some children and young people with the most complex needs may struggle to engage with remote education and that they and their families may struggle without the support and routine that would normally be provided through attending school or college. I would like to reassure you that any carers or visitors who provide care or support for a child or young person's everyday needs can continue to visit them in their home while the new national restrictions are in force, ensuring that they follow social distancing guidance where close or personal contact is not required. This includes for the delivery of therapies that would normally be provided in an education setting. Where a child who is clinically extremely vulnerable has an EHC plan, parents should discuss with their local authority and, where applicable, health lead and their child's education setting, to determine what arrangements should be put in place to provide support during this period.



As part of over £195 million invested to support remote education and access to online social care, over 340,000 laptops and tablets are being made available this term to support disadvantaged children whose face-to-face education may be disrupted, with 100,000 of these having already been delivered. This supplements over 220,000 laptops and tablets and over 50,000 4G wireless routers, which have already been delivered during the summer term. Where a child who has been advised not to attend school by their GP or specialist clinician does not have access to a device, their school should contact the Department for Education so that we can help them to provide support. Further information is available through this link: <https://www.gov.uk/guidance/get-laptops-and-tablets-for-children-who-cannot-attend-school-due-to-coronavirus-covid-19>.

We are also providing £37.3 million for the Family Fund in 2020-21, including £10 million specifically in response to COVID-19, to support low income families with disabled and critically ill children, including helping to buy specialist equipment and devices. More details on how to apply can be found here: <https://www.familyfund.org.uk/>.

New winter package to provide further support for children and families

I know that many families have faced particular challenges as a result of the pandemic. Building on the significant support given to the most vulnerable during the pandemic, we recently announced a new £170m Covid Winter Grant Scheme that will be run by councils in England. The funding will be ring-fenced, with at least 80% earmarked to support with food and bills, and will cover the period to the end of March 2021. Local authorities will receive the funding at the beginning of December 2020.

This funding will allow councils to directly help the hardest-hit families and individuals, as well as provide food for children and young people who need it over the holidays. Local councils understand which groups need support, and are best placed to ensure appropriate holiday support is provided – which is why they will distribute the funds, rather than schools, who will continue providing meals for disadvantaged children and young people during term-time.

In addition, the Holiday Activities and Food programme, which has provided healthy food and enriching activities to disadvantaged children and young people since 2018, will also be expanded across England next year. It will cover Easter, Summer and Christmas in 2021, and cost up to £220m. It will be available to children and young people in every local authority in England, building on previous programmes – including this summer's, which supported around 50,000 children across 17 local authorities.

The vast majority of pupils are now back in school or college, and kitchens are open to provide healthy, nutritious meal options to all children and young people, including those eligible for free school meals. We have put additional guidance in place to ensure we support children and young people who are eligible for free school meals who are having to self-isolate during term-time, or who are clinically extremely vulnerable and therefore not attending their school or college, asking education settings to work with their caterers to provide food parcels.



Further information is available here: <https://www.gov.uk/government/news/new-winter-package-to-provide-further-support-for-children-and-families>

Face coverings in education settings

The World Health Organisation published a statement on 21 August about children and face coverings, in which they advise that “children aged 12 and over should wear a mask under the same conditions as adults, in particular when they cannot guarantee at least a 1-metre distance from others and there is widespread transmission in the area.” In primary schools and education settings teaching year 6 and below, where social distancing between adults in settings is not possible (e.g. when moving around in corridors and communal areas), adults (staff and visitors) should use face coverings. Younger children should not wear face coverings. During the period that the new national restrictions are in force, in education settings where pupils in year 7 and above are educated, face coverings should be worn by adults and pupils when moving around the premises, outside of classrooms, such as in corridors and communal areas where social distancing cannot easily be maintained. Face coverings should also be worn by pupils in year 7 and above when travelling on dedicated school transport.

Some individuals are exempt from wearing face coverings. This includes people who cannot put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability, or people who are speaking to or providing assistance to someone who relies on lip reading, clear sound or facial expression to communicate. The same exemptions will apply in education settings and may be particularly relevant to children and young people with SEND.

Where a child or young person is exempt from wearing a face covering, we would expect teachers and other staff to be sensitive to those needs. Parents should discuss any concerns with the education setting. In addition, education settings may want to consider recommending the use of clear face coverings, as many children and young people, including those who are deaf, hearing impaired or with other additional needs, rely on lip reading or seeing facial expressions to be able to communicate fully.

We have published guidance on face coverings on education settings, which is available here: <https://www.gov.uk/government/publications/face-coverings-in-education/face-coverings-in-education>.

Respite

I recognise the importance of providing respite care for disabled children and young people and their families. That is why parents and carers may continue to access respite care to support them in caring for their disabled children while the new national restrictions are in force, with specific provision in the new regulations allowing for both services which care for children away from home and care which is delivered in the family home. The Council for Disabled Children has produced guidance for families, local authorities and short break providers on respite and short breaks under the new national restrictions, which is available here: <https://councilfordisabledchildren.org.uk/help-resources/resources/family-support>.

We continue to encourage local authorities to prioritise this support for disabled children, and to consider flexible and pragmatic options to deliver that support. For



example, some local authorities have made more use of direct payments beyond their usual criteria. The Council for Disabled Children has also worked with providers to produce Short Break Learning Examples, which are available here: <https://councilfordisabledchildren.org.uk/help-resources/resources/short-break-learning-examples>. These case studies are examples of the effective ways that services can operate so that children, young people and their families can access vital support with confidence.

I know that it is also important that parents whose children have particularly complex needs are able to access informal support during this period. For this reason, carers of disabled people of any age who are dependent on round-the-clock care, as well as all children under the age of five, are not counted towards the limit on two people meeting outside while the new national restrictions are in force.

Health services for children and young people with SEND

I know that limited or altered provision during the pandemic will have been extremely challenging, particularly for children and young people with SEND who require health services (such as speech and language therapy, occupational therapy and community children's nursing) and their families. During the summer, NHS England published detailed guidance to ensure that community health services for children and young people with SEND (including therapies) could be restored as quickly as possible. In her letter of 7 October to Directors of Nursing, the Chief Nurse made clear that maintaining support for families is a priority during planning and prioritisation for services as we enter winter and that professionals supporting children and families (such as health visitors, school nurses, designated safeguarding officers and nurses supporting children with SEND) should not be redeployed to other services. Accessing medical services is specifically allowed in the new regulations, whether they are delivered at home, in an education setting or in the community.

I recognise that this is an extremely challenging period, especially for children and young people with SEND, their families and carers and those who work to support them. I hope this letter gives you some reassurance that the education, health and wellbeing of children and young people with SEND continue to be a top priority for the government during these difficult times and we continue to be incredibly grateful to all those who work so hard to support children and young people with SEND.

Yours sincerely,



Vicky Ford MP
Parliamentary Under-Secretary of State for Children and Families



Further free workshops for parent carers

Contact, the charity for families with disabled children, is running further virtual workshops for parent carers, in addition to those featured in the last newsletter. All are accessible online via Zoom. These are stand-alone events – alternative dates are just that, not continuations of a course. Full instructions for using Zoom and accessing the workshops, together with booking forms and further information, is available if you click on the links below.

How to handle meetings - for parents/carers of young children with additional needs

It is very natural to feel overwhelmed about attending a meeting to discuss your child's specialist needs and get the right support for them. You may be finding this even more challenging during the disruption of COVID-19.



This workshop will help you to :

- develop your skills for online and face-to-face meetings to help you make the right decisions for your child
- feel more confident and better able to express yourself in meetings with professionals
- understand how to prepare for and how to get the best from a virtual meeting
- recognize your strengths when communicating and to remember that you are the expert!

There are three dates available:

Tuesday, 1 December 2020, 10:00am–12:00pm

<https://www.eventbrite.co.uk/e/how-to-handle-meetings-for-parentscarers-of-children-with-additional-needs-tickets-126796390417>

Wednesday, 2 December 2020, 19:30pm–21:30pm

<https://www.eventbrite.co.uk/e/how-to-handle-meetings-for-parentscarers-of-children-with-additional-needs-tickets-127166868527>

Wednesday, 9 December 2020, 10:00am–12:00pm

<https://www.eventbrite.co.uk/e/how-to-handle-meetings-for-parentscarers-of-children-with-additional-needs-tickets-127167899611>

Encouraging positive behaviour in children aged up to 16

Friday, 13 November 2020, 10:00am–12:00pm

<https://www.eventbrite.co.uk/e/encouraging-positive-behaviour-a-workshop-for-parent-carers-tickets-127856493213>



A chance to develop your understanding of your child's behaviour and explore ways to support them

It is common for all children to display behaviour that can be difficult to understand or manage as a parent. The behaviour of children with additional needs can be particularly challenging to deal with.

Following the disruption of the Covid-19 lockdown and summer period, there have been challenges for many children and their families around transitioning to new or changed routines or environments, or re-establishing routines and activities. This may have affected your child's behaviour in different ways and brought extra challenge around supporting their needs, and the wellbeing and safety of yourself and your family.

This online workshop gives you the opportunity to:

- gain a general understanding of the origins and purpose of behaviour
- understand more about what might be causing a particular behaviour, or set of behaviours
- hear other parents' experiences
- share as much or as little of your story as you wish
- learn new strategies to support your child
- explore how you can obtain further help and guidance if you need it

Wellbeing for parents/carers of children with additional needs

Wednesday, 18 November 2020 19:30–21:30

<https://www.eventbrite.co.uk/e/wellbeing-for-parents-of-young-children-with-additional-needs-tickets-125610675913>



Hear other parents' stories while learning strategies to help manage your stress and improve your wellbeing

Parenting can seem full of challenges and stressful times. Supporting the needs of a disabled child can affect your wellbeing in many different ways. The disruption of the Covid-19 lockdown this year has brought additional unforeseen challenges which might have further impacted your wellbeing, and limited opportunities to deal with stress.

Parent carers from Norfolk have priority for bookings to this workshop.

This online workshop will give you an opportunity to:

- understand clearly what stress is and how it affects you
- identify those factors which cause you stress and establish how you cope with these at present
- learn about coping mechanisms and each other's coping styles
- identify new ways of coping with stress and reducing your stress levels (the 5 Steps to Wellbeing)
- be motivated to try new stress-busting ideas until you find ones that fit with you!
- hear other parents' experiences
- share as much or as little of your story as you wish
- explore how you can obtain further help and guidance if you need it



Helping your young child sleep

Tuesday, 17 November 2020, 19:30pm–21:30pm

<https://www.eventbrite.co.uk/e/helping-your-young-child-sleep-tickets-125608013951>

An opportunity to hear other parents' experiences, learn new strategies and share as much or as little of your story as you wish.

During the disruption of COVID-19, it can be extra challenging to manage young children's sleep patterns. This online workshop gives the opportunity to hear other parents' experiences, learn new strategies and share as much or as little of your story as you wish.

It is common for all young children to have sleep issues, but more common for children with additional needs. This webinar will explore some of the issues around sleep and will look at ways of supporting your child, raising awareness of the importance of sleep and the effect on the whole family. Participants will gain a better understanding of sleep processes, why sleep problems may occur and examine possible causes. Group discussions will explore what might help and where to get support.



Support for speech and language issues in young children

Tuesday, 24 November 2020, 10:00am–12:00pm

<https://www.eventbrite.co.uk/e/support-for-speech-and-language-issues-in-young-children-tickets-125611594661>

Wednesday, 25 November 2020, 10:00am–12:00pm

<https://www.eventbrite.co.uk/e/support-for-speech-and-language-issues-in-young-children-tickets-125614086113>

Suitable for parents of young children with speech, language and communication issues.

During the disruption of COVID-19, it can be extra challenging to cope with your child's communication needs. This online course gives the opportunity to hear other parents' experiences, learn new strategies and share as much or as little of your story as you wish.

This workshop will help you to think about how you can best communicate with your child and how you can share this knowledge with those in their early years and school settings.

Written and delivered by a very experienced speech and language therapist and advisor to the children's communication charity, I CAN.

Please direct any enquiries relating to your bookings to claire.robinson@contact.org.uk

For further info and support from Contact, please email info@contact.org.uk or see www.contact.org.uk



contact *For families with disabled children*



Report from the Children's Commissioner for England

Children's
COMMISSIONER

The Children's Commissioner for England is Anne Longfield OBE.

She speaks up for children and young people so that policymakers and the people who have an impact on their lives take their views and interests into account when making decisions about them.

Independent of Government and Parliament, the Children's Commissioner has unique powers to help bring about long-term change and improvements for all children, particularly the most vulnerable.

She does this by first gathering evidence: talking to children and young people, requesting information from public institutions and then carrying out research and compiling information on the wide range of things that affect children's lives.

Her most recent report, **Some sort of normal**, has just been published. Her introduction to it is given below. The full report can be read at <https://www.childrenscommissioner.gov.uk/wp-content/uploads/2020/11/cco-some-sort-of-normal.pdf>

Some sort of normal

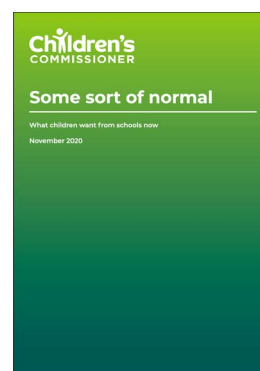
All children have a fundamental right to get an education; the six months children spent out of school this year was the biggest disruption to that right since the Second World War. Most children in England were unable to go to school for most, if not all, of lockdown, leading to the loss of roughly 575 million school days between March and the summer holidays.

We wanted to hear directly from children how they've found going back to school this September, and the good news is that it has gone extremely well for the vast majority of children. 7 out of 10 told us they were excited to be back at school, and this rose to 8 out of 10 among primary school kids. When asked to pick the words that best describe how they feel about being back in the classroom, 59% chose 'happy'. As one girl put it, it's just "being with my friends again and a bit of normality".

Given the ongoing impact of the virus, some children were still worried about it, but it was still good to see that 71% of children said they feel safe at school and that 9 in 10 felt they understood and could follow the new Covid-19 rules. As one 16-year-old boy said, his school was "doing everything possible to keep us safe". When asked what they were most worried about, 6 in 10 children mentioned having to be sent home again.

Children also spoke of the impact of lockdown on their schoolwork. One boy said how much easier it was at school to "understand my work and if I'm not sure it's easy to ask". Half the children surveyed said they were worried they would struggle to catch up this year, and 1 in 3 wanted more help to catch up.

This research shines a light on children's own feelings about the impact of lockdown and going back to school. It highlights just how important it is – for children themselves – that schools stay open as far as possible, so that they can carry on learning, catch up on what they've missed, spend time with their friends, and enjoy "some sort of normal".





SIGNING A STORY ALIVE

Bring your child's favourite book to life! Learn how to create a 'Storysack' in this FREE online course. Create the characters and scenery from their favourite book with support of our dedicated tutor and learn some fun games.

Not sure? Join our 'Come & try' session to find out more and take part in fun, craft-based learning activities with a nursery-rhyme theme.

Sessions are delivered using British Sign Language (BSL) and are suitable for hearing and D/deaf children aged 0-7 years, with their parents/carers.

Come & Try Signing a Story Alive (single session)

Tuesday 3 November, 9.30-11am

Signing a Story Alive (5 week course)

Starts Tuesday 17 November, 9.30-11am



To book your place:
www.norfolk.gov.uk/familylearning
0344 800 8020 option 5





Pupils from across the UK are invited to take part in an end-of-term lockdown pantomime!

In partnership with The Come and Sing Company, St George's Theatre, Sheringham Little Theatre and NYMAZ, Norfolk Music Hub are excited to announce Rapunzel The Lockdown Pantomime – a school-friendly end-of-term celebration written especially by Nick Earnshaw.

Targeted at Primary students either in school or learning from home, this exciting new project will feature six songs to sing along to, with accompanying resources supplied to learn in advance by The Come and Sing Company.

On **Wednesday 16 December 2020**, students across the UK will be able to tune in to the livestream and sing along with a live band. The performance will be signed and captioned to ensure it is accessible to all.

Schools and pupils learning from home are encouraged to dress up as their favourite pantomime character for the day. The organisers would love to see your rehearsal and performance videos or photos! Please tag them on Facebook (<https://www.facebook.com/NorfolkMusicService>), Twitter (<https://twitter.com/nmhub>) and Instagram (<https://www.instagram.com/norfolkmusichub/>) and share using the hashtag #RapunzelNorfolk

Event details

Wednesday 16 December 2020

1:30pm – warm-up with Tom and Ellie from The Come and Sing Company

1:45pm – 2:40pm – one-act pantomime

Where? Your school, front room or anywhere where you can sing along and join in.

How to register

Register online at <https://www.norfolkmusichub.org.uk/site/rapunzel-the-lockdown-pantomime-registration-form/>

You will receive an email to confirm your registration and further details.

Any students registering at home must have permission from a parent/carer and must be registered by a parent/carer.

You will be given access to resources to learn the songs from the pantomime. The link to this will be emailed to you directly.

Performance day

You will be sent a code for the day on **15 December** that will include instructions on how to tune in to the stream

Tune in from 1:30pm to get warmed up with Tom and Ellie from The Come and Sing Company, ready to sing along and watch the production at 1.45pm

Don't forget to dress up as your favourite pantomime character for the day!



New tools for supporting and managing SEND provision in Norfolk

Virtual School SEND at Norfolk County Council has produced two new tools that are freely available to all mainstream settings to support their provision for children and young people with Special Educational Needs and Disabilities (SEND).

The new tools are:

1. Individual Needs Descriptors for Educational Settings (INDES)
2. An Inclusion and Provision Self-Evaluation Framework (IPSEF)

Why have these tools been produced?

The vast majority of children and young people can have their needs met in their local school and be part of the community alongside their peers. These tools aim to help settings to give children and young people the support they need, by enabling settings to:

- clearly, confidently, and quickly assess needs at an early stage
- identify strengths and areas for development
- access appropriate support and funding.

What are the benefits of these tools?

The INDES and IPSEF will help NCC to plan the services it provides to support settings to meet the needs of their children and young people.

Individual Needs Descriptors for Educational Settings (INDES)

- describe the needs of children and young people in seven areas:
 - Physical disability (including physical and neurological impairment, medical, independence and sensory)
 - Hearing impairment
 - Visual impairment
 - Speech and language difficulties
 - Social communication and interaction difficulties
 - Social, emotional and mental health difficulties
 - Learning and cognition difficulties (including behaviour for learning)
- quickly identify needs, using a shared language to improve communication between settings, professionals and families
- provide a picture of a child or young person's needs throughout their education
- support planning and reviews, both for children and young people at SEN Support and for those with Education, Health and Care Plans (EHCPs)



Inclusion and Provision Self-Evaluation Framework (IPSEF)

Schools can use this tool to help them identify strengths and areas for development against key Norfolk and National standards and legislation, in order to develop more inclusive education practice.

The IPSEF includes:

- whole school culture and ethos
- provision
- independence and transition planning, including transition to adult life
- involving children and young people and parent carers in decision making

The plan is for all settings to complete an IPSEF once a year.

There is more information here: <https://www.schools.norfolk.gov.uk/pupil-needs/special-educational-needs-and-disabilities/identification-of-need-and-inclusive-provision>

If you have any questions regarding the INDES and IPSEF, please contact Norfolk SEND Partnership: sendpartnership.iass@norfolk.gov.uk 01603 704070



Norfolk Video Consultations Parent/Carer Feedback Session

Thursday 19th November 10am - 11:30am



In Norfolk lots of health providers have been using video appointments to see children and families during COVID.

Join us to tell us about your experience of video appointments;

- What has worked well in the video appointments you have had for your baby, child or young person
- What would have improved the experience
- Barriers you think there are to this type of appointment

We would also like to hear your thoughts and ideas about how health providers could use video appointments in the future.

This will be an informal event on Microsoft Teams, with opportunity to share your thoughts via text and polls.



**Book your place
CLICK HERE**

our use this link:
bit.ly/videofeedback1

Contact us...

- You can contact our **Membership Secretary Kate** on 07950 302937 or at membership@familyvoice.org.uk
- Or write to us at Family Voice Norfolk, PO Box 1290, Long Stratton, Norwich NR15 2HD



www.familyvoice.org.uk



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



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

- Or join our **Family Voice Members Chat Room** on Facebook at <https://www.facebook.com/groups/674209366743395/about/>





Join us for a virtual cuppa

The People Participation Leads are holding live Q and A events for family, friends and carers of people being cared for by NSFT.

This is an opportunity for us to explain our role, listen to your experiences, answer your questions and for us to hear how we can support you. It would be great if you could join us.

The events will take place on:

Monday, 16 November 4-5pm

Tuesday, 17 November 12.30-1.30pm

If you have any questions and/or would like to join us, please contact:

Robyn Ward

Tel: 01603 421590

Mobile: 07771663804

Email: robyn.turner@nsft.nhs.uk

Charlotte Rump

Mobile: 07385 413902

Email: charlotte.rump@nsft.nhs.uk

GFX:7049





It's **Carers Rights Day** on **Thursday 26th November** and to celebrate, we are hosting activities on Zoom from **10.30am-12.30pm** These include:

- Prize Bingo
- Prize Countdown
- Prize Quiz
- And more!

To register your interest, please click on the button below or email sophielittle@carersvoice.org. The deadline to register is **Monday 16th November**.

Your views needed: Experiences of Speech and Language Therapy (SLT) services for children and young people in Norfolk and Waveney

We are asking people living in Norfolk and Waveney for feedback on their experiences of Speech and Language Therapy services for children and young people. Your views are important, and will be used in improving services locally.

Speech and Language Therapy services provide assessment, diagnosis and treatment of communication difficulties. They help children and young people who have problems with speech, language and communication or difficulties with eating and swallowing. These services are sometimes called 'SaLT' or 'SLT'.

Parents and carers in Norfolk and Waveney have helped to design a survey, aimed at parents and carers of children or young people who are receiving, or have received, Speech and Language Therapy. The survey can be found here: <https://www.smartsurvey.co.uk/s/SLTServices/>

The survey will close on **6 December 2020**.

All responses to the survey will be anonymous. A report on the survey results will be presented to the SLT Project Group in December, and will be used by Norfolk County Council and NHS Norfolk and Waveney Clinical Commissioning Group to improve SLT services in the future.



Patient Stories at NNUH

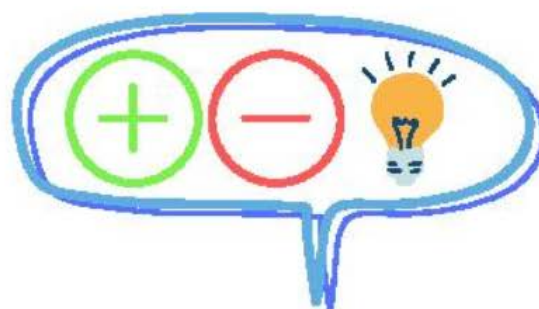
At NNUH we listen to patient feedback to learn about the things we do well and consider where we can make improvements. For this reason, we invite patients to share their experiences with us, by telling a 'patient story'.

What is a Patient Story?

A Patient Story is where you can describe your experience of healthcare in your own words.

The idea is for the Trust to gain an understanding of what your experiences were like for you and/or your family or carers.

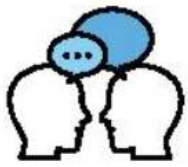
You could share with us what you felt was positive, what was not so good, and what would have made your experience more positive.



What's involved in sharing a Patient Story?

The NNUH Patient Experience team support patients wanting to share their story. Details of the process followed are described overleaf...





The Patient Experience team listen to your story, either in person or virtually. You will be asked to sign a consent form, before being asked about your experience of care in our hospital.



The discussion will take around 30 minutes and may be audio/video recorded with your agreement.



Anything you say will not affect in any way the care, support or treatment provided to you.

The main themes from your discussion will be used to help us improve our services.

Quotes from your story, or part/all of the recording may be used by the Trust in discussions around improving our services.



You will be asked if you consent to your story being shared.

You may be invited to attend meetings or training sessions to share your story in person.

If you are interested in taking part and would like to share your experiences with us by telling your patient story, please contact our Patient Experience team who will be pleased to talk more about the process:

✉ Patient.Experience@nnuh.nhs.uk ☎ 01603 288 295

