

In this issue:

Family Voice news and events

Contact Family Voice Norfolk	1
Let's talk... about autism	2
Let's talk... about sleep	3
Newsletter deadlines	3
Let's talk... about looking after your child's teeth	4
Stay informed about Family Voice events	4
Let's talk... about sleep	5
Teatime get-togethers	5
May events... about benefits and new educational provision	6

Workshops, training and employment

Contact advice for hospital visits and stays	7
BBC Xchildren in Need Emergency Essentials	7
Free PPE for unpaid carers living separately	7
Health and social care employment opportunities	9
Online learning for all the family	10
ITV Anglia offers opportunity to break into journalism	11
On Track ... employment and training support	14
Helping your child manage anxiety	20
Chances – employment help	27

Surveys, consultations and participation

Young autistic people and the criminal justice system ..	10
The Bridge Norfolk Easton School consultation	13
Norfolk supported living webinars	13

Sensory study of autistic teenagers	21
Sleep workshops	24
Healthwatch children's assessments survey	26

Information and events for parent carers

SEND family roadshows	6
Norfolk SEND Bulletin	6
Education recovery funding	8
Disabled Children's Partnership response	8
Tes award for Norfolk adult learning	10
Incontinence advice	11
Lessons learnt from lockdown	12
Mental health support you can access now	13
Norfolk SEND Partnership (SENDIASS)	15
Norfolk & Waveney Hospitals Carers Conference	16
Transforming care navigators	17
Skills for support report	18
Co-production week 5–9 July 2021	19
Suffolk Parent Carer Network	19
The Skills and Post-16 Education Bill	22
Carers Week 2021: 7–11 June	23
Contact Listening EAar Service	25
The Smile Shop	26

Information for children and young people (CYP)

Learning Disability Partnership Board	9
Know your rights	11
Hearing support service	23
ChatHealth	24

- You can contact our **Membership Secretary Kate** on 07950 302937 or at membership@familyvoice.org.uk

- Or message us via:



www.familyvoice.org.uk



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



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

- Or write to us at Family Voice Norfolk, c/o Ayton House, 11 Ayton Rd, Wymondham NR18 0QQ

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

together we are stronger



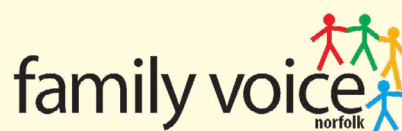
Family Voice events for parent carers

Our online **Let's talk...** events give you a chance to hear directly from professionals on subjects that are important to families with children and young people (CYP) with special educational needs and/or disabilities (SEND).

There is always an opportunity to ask questions, or to find out where to go next if there are subjects that you are not comfortable with raising during the session.

Many parent carers also find that hearing the experiences of other families can be really helpful. Family Voice representatives and ambassadors are all parent carers themselves. We know that other parents can often be our best source of information and suggestions. And it can be a comfort to find that you are not alone in the challenges you have as a family.

Usually, at our annual Family Voice Conference, we are able to give parent carers the chance to 'speed date' professionals – have a short, face-to-face personal meeting with someone who should know how to help. That hasn't been possible this year, but our Let's talk... sessions are proving a good alternative. Do let us know if there are subjects you would like us to cover.



about autism

with

Tom Bassett

Partnership Boards Transformation Manager

If you are the parent carer of a child or young person with SEND, join us online to:

- Gain an overview of developing action for autism in Norfolk
- Learn about the Norfolk Autism Partnership Board
- Hear about the free autism e-learning available in Norfolk

Monday 7 June 2021
10:00am to 12:00pm

This is an opportunity to meet with other parent carers in a relaxed setting and learn about what is new for autism in Norfolk.

Tom will be happy to answer questions and will be interested in your views and experiences.

Email Sally at events@familyvoice.org.uk to receive full joining details.



Let's talk... about sleep

- Being the parent of a child or young person with additional needs who has difficulty sleeping can affect your own wellbeing as well as theirs.
- Come along to a friendly meeting on Zoom to learn about techniques and tips that really work.

Joy Bishop

Sleep East

and

Louisa van Melsen

NANSA Sleep Practitioner

will be happy to answer your questions and have a wealth of experience in helping families like yours.

Join us on

Tuesday 15 June 2021
from 10:00am to 12:00pm

If you are a parent carer of a child or young person with SEND, simply email events@familyvoice.org.uk and we will send you details of how to join in.



Newsletter deadlines

The next newsletter will appear at the end of June 2021. To tell us about issues you'd like to see covered, or to contribute an article or idea for an article, email comms@familyvoice.org.uk by **25 June 2021**. We don't often publicise commercial events but we are always happy to share the experiences of families. You can contribute anonymously if you prefer.



Let's talk...

about looking after your child's teeth

If you are the parent carer
of a child or young person
with SEND, join us online to:

- Find out how to help your child develop good dental habits
- Learn techniques and tips to tackle challenging issues
- Ask questions in a relaxed setting

with
Angela Simms
Clinical Lead

and
Gemma Sargent
Dental Therapist

from Norfolk & Waveney
Special Care Dental Service

Monday 26 July 2021
10:00am to 12:00pm

Email Sally at events@familyvoice.org.uk to receive full joining details.

Stay informed about Family Voice events and news

Our [Facebook page](#) not only has our own events and information but lots of other news about what is happening in Norfolk for children and young people with special educational needs and/or disabilities (SEND) and their parent carers. Also on Facebook, our [Family Voice Members Chat Room](#) is a closed group where you can give your views on whatever is concerning you and discuss issues with us and other parent carers.

Our [website](#) tells you more about how we work and our own events. You can find reports, news and our past newsletters there. And our Membership Secretary Kate may email you about special events and surveys.

If you have been handed this newsletter by a friend or know someone else who is not yet a member, do please direct them to our website at www.familyvoice.org.uk where it is easy to join. Membership is **free**. **Full membership** is open to parents, carers and close family members of children and young people (0–25) with special educational needs and/or disabilities (SEND). **Associate membership** is for others wishing to support our work, such as practitioners and extended family. **Affiliate membership** is for groups and organisations.



You are always welcome to drop in at our friendly afternoon get-togethers to chat to other parent carers of children and young people with SEND.

There's no need to book. Just use this link:

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



We have two more sessions this term:

Thursday 24 June 2021 13:45pm–14:45

Thursday 15 July 2021 13:45pm–14:45



May events... about benefits and new educational provision

In May, Family Voice hosted a popular online event for parent carers about benefits – what can be claimed and who can help. Greg Lonergan of Norfolk County Council's Welfare Rights Team explained how he and his colleagues can assist with information and help with claims. Audrey Watts, Norfolk Supporting Families & Disability Employment Officer, Department of Work and Pensions (DWP), talked about how her team can help. She can be contacted at audrey.watts@dwp.gov.uk. Greg supplied lots of useful links for sources of advice and information. You can find the slides from his talk, with links and phone numbers, on our website at <https://www.familyvoice.org.uk/articles-reports/parent-carer-participation-events/>.



Sources such as Contact, the charity for families with disabled children, also have a huge amount of information about benefits and money on their website at <https://contact.org.uk/help-for-families/information-advice-services/benefits-financial-help/>.

At our second May Let's talk... session, Nicki Rider, Interim Head of Education High Needs SEND Service at NCC gave information about the plans for new specialist schools, specialist resource bases (SRBs) and other developments in Norfolk, designed to supply more carefully targeted specialist places that will also help to reduce the amount of travelling that some children have to do. As well as details of the new provision, Nicki was also able to talk about the processes that lead to decisions about which children will be considered for places and how and when parent carers are involved. Again, slides from the talk can be found on our website at the link above. Consultation periods and links to the websites of new schools have been announced in previous editions of this newsletter, all of which can be downloaded at <https://www.familyvoice.org.uk/articles-reports/newsletters-4/>.



SEND family roadshows

The SEND family roadshows are opportunities for the SEND Local Offer team to share information and hear the views of parents and carers who have a child with special educational needs and/or disabilities (SEND).

These events are exclusively for parents and carers who have a child with SEND.

They are supported by Family Voice Norfolk, Norfolk SEND Partnership, Norfolk SEN Network and SENSational Families.

Parent carers have the opportunity to listen to presentations, ask questions and spend more time with the organisations above in separate breakout rooms to network and share experiences.

- Wednesday 14 July 2021
- Wednesday 15 September 2021
- Wednesday 17 November 2021
- Wednesday 12 January 2022



All sessions are 10:30am to 1:00pm and take place on Zoom.

You can 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>

Norfolk SEND Bulletin

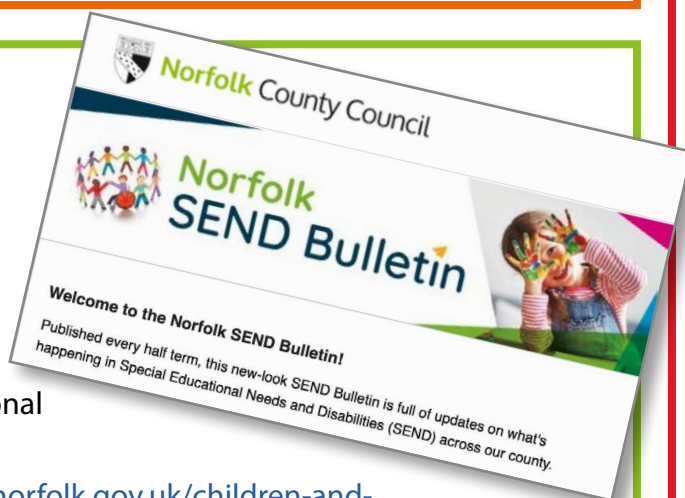
The new Norfolk SEND Bulletin will be published every half term or six times a year.

It contains updates from across the SEND system on education, health, social care and support as well as keeping you informed about the £120 million programme to transform education for children and young people with special educational needs and disabilities.

You can read the Bulletin online at <https://www.norfolk.gov.uk/children-and-families/send-local-offer/about-the-local-offer/news-views-and-reviews/news/newsletters> or sign up in the same place to receive it as an email.

In the first edition there are articles – and links to find out more – about:

- the updated Norfolk Area Special Educational Needs and/or Disability (SEND) Strategy
- support for good transitions
- progress on work following last year's Ofsted/CQC Local Area SEND inspection
- new speech and language services
- SEND Family Road shows
- Norfolk SEND Youth Forum
- support for those awaiting assessments
- annual health checks
- new special school places
- new specialist resource bases (SRBs)



Does your child have regular appointments or stays in hospital?



Contact, the charity for families with disabled children, is running virtual Coffee & Chat drop-ins where you can meet Hospital Parent Advisers from the By Your Side team and other parents to share experiences and get advice. Contact advisers can help with a range of topics, including benefits, education, sleeping, encouraging positive behaviour and more.

Tuesday 8 June 2021

11:00–12:00 noon

Book now at <https://www.eventbrite.co.uk/e/by-your-side-virtual-coffee-morning-june-tickets-155576414243?aff=ebdsoporgprofile>

Tuesday 13 July 2021

11:00–12:00 noon

Book now at <https://www.eventbrite.co.uk/e/by-your-side-virtual-coffee-morning-july-tickets-155648056527?aff=ebdsoporgprofile>

Tuesday 14 September 2021

11:00–12:00 noon

Book now at <https://www.eventbrite.co.uk/e/by-your-side-virtual-coffee-morning-september-tickets-155648901053?aff=ebdsoporgprofile>

contact For families with disabled children

BBC Children in Need Emergency Essentials

BBC Children in Need Emergency Essentials Programme supports children and young people who are facing exceptionally difficult circumstances, and is delivered by Family Fund Business Services. The programme provides items that meet a child's most basic needs such as a bed to sleep in, a cooker to provide a hot meal and other items or services critical to a child's wellbeing.

All applications must be made by a registered referrer. Registration is straightforward but needs to be from a professional organisation directly supporting vulnerable children and young people.

You can find out more at <https://www.familyfundsolutions.co.uk/emergency-essentials/>

BBC CHILDREN IN NEED
EMERGENCY ESSENTIALS



Family Fund
Helping you, helping others

Free PPE for unpaid carers living separately

Norfolk County Council can still provide a free PPE pack to any unpaid carers who live separately from the person they are caring for.

The pack will include Personal Protection Equipment (PPE) to support them in their role as a carer. Gloves, masks, aprons and bottles of hand sanitiser are included.

If you know someone who would like to receive a pack, please share the link below, where they can register their details and request a pack to be delivered to their home or nearby collection point. https://www.careplace.org.uk/Information/PPE_UnpaidCarers/?LA=Norfolk



Education recovery funding

The Department for Education has announced that children and young people across England will be offered up to 100 million hours of free tuition to help them catch up on learning lost during the pandemic. The DfE announcement said:

As part of the next step in the government's plans to boost education recovery, a total of £1.4 billion is being invested, including £1 billion to support up to six million, 15-hour tutoring courses for disadvantaged school children, as well as an expansion of the 16–19 tuition fund, targeting key subjects such as maths and English.

£400 million will help give early years practitioners and 500,000 school teachers across the country training and support, and schools and colleges will be funded to give some year 13 students the option to repeat their final year.

It builds on the £1.7 billion already announced to help children catch up on what they missed during the pandemic, which includes summer schools and mental health support, bringing total investment to over £3 billion.

The next stage of the recovery plan will include a review of time spent in school and college and the impact this could have on helping children and young people to catch up. The findings of the review will be set out later in the year to inform the spending review.

Sir Kevan Collins, the government's education recovery commissioner, resigned following the announcement, saying that the proposals were inadequate. He had recommended that schools and colleges should be funded for a flexible extension to school time – the equivalent to 30 minutes extra every day.

Disabled Children's Partnership response

Amanda Batten, Chair of the Disabled Children's Partnership and CEO of Contact, said that the recovery plan 'does not meet the complex challenges that many disabled children and families have met during the pandemic. The focus of the plan is on the education that many children have missed out on, but countless disabled children and young people will not be able to benefit from this if their wider needs are not met.

'This includes vital therapies such as physiotherapy and speech and language therapy – which over 50% are still missing out on ... Without accessing these therapies, many children simply will not be ready to learn...

'There is also nothing in this plan to support families exhausted by the pressure the pandemic has placed on them. Over 80% of families with disabled children have seen delays to formal and informal care. This has resulted in both parents and children being far more socially isolated than the rest of the population, and parent carers suffering higher levels of symptoms of anxiety and depression.'

The Disabled Children's Partnership is calling for dedicated catch-up funding in services for disabled children and families – such as therapies and respite – to address the disproportionate impact they have felt during the pandemic and to allow them to heal. The Partnership calls upon the government not only to fund this recovery but to go further and commit to funding the £434 million pre-pandemic gap in disabled children's social care services. 'Disabled children should not only be able to heal from the pandemic, but also have the best possible chance to live a healthy and happy life in a post-COVID world.'



LD Partnership Board newsletter May 2021



Welcome to our ninth newsletter!

We hope you enjoy reading the articles.

We plan to continue to send out these newsletters every month, at least until we can all meet face to face again.



Peter Moule
(Co Chair)



Amanda Dunn
(Co Chair)



Learning Disability Partnership Board

The Learning Disability Partnership Board newsletter for May will shortly be available to view at <https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/learning-disabilities/learning-disabilities-partnership-board/our-current-work>.

If you would like to receive an emailed copy of the newsletter each month, please contact Alastair Corrigan at alastair.corrigan@norfolk.gov.uk or phone 01603 223960.

Health and social care employment opportunities across Norfolk and Waveney

The Norfolk and Waveney Health and Care Partnership is looking to support 75 young people across Norfolk and Waveney to secure a job in health and social care employment by next year. There are an enormously wide range of roles within this area, including apprenticeships, admin, pharmacy, facilities/maintenance, portering, catering, domestics, lab technicians, nursing, mental health teams – and many more. And the possibilities for employment are wide-ranging geographically, as well. Across Norfolk and Waveney we have:



- 3 acute hospitals (NNUH, QEH and JPH)
- 190 community pharmacies
- 105 GP practices
- 1 mental health trust (NSFT)
- 3 community health providers (NCHC, NSFT and ECCH)
- 572 CQC-registered care providers
- 1 ambulance service (East of England Ambulance Service)
- 17 primary care networks (PCNs)

If you have a young person who is looking to find out more about health and social care roles, needs help with applications, or would like to talk to somebody about upcoming opportunities, please get in touch by emailing peter.hennessey@nhs.net.

When they have signed up, the team will be able to work with each individual to create a personalised employment plan, so they can improve the success rate for young people securing health and social care employment.

Once a young person is signed up, the team will complete a quick assessment process with them to map out their individual employment plan. This will help to fast-track them into suitable opportunities and potential employment outcomes.

If you have any questions, please feel free to contact Peter on the email address above.



Young autistic people and the criminal justice system

The National Autistic Society (in partnership with the University of Kent), would like to invite you to take part in an online survey about young autistic people's experiences or worries with being involved in the criminal justice system. Simply go to <https://www.smartsurvey.co.uk/s/YJgeneral/>. There are separate surveys for autistic adults, family members and professionals



For its range of online learning opportunities throughout lockdowns and extraordinarily challenging times for education, Norfolk County Council Adult Learning has won the Tes Adult and community learning provider of the year award. See some of what it offers below.

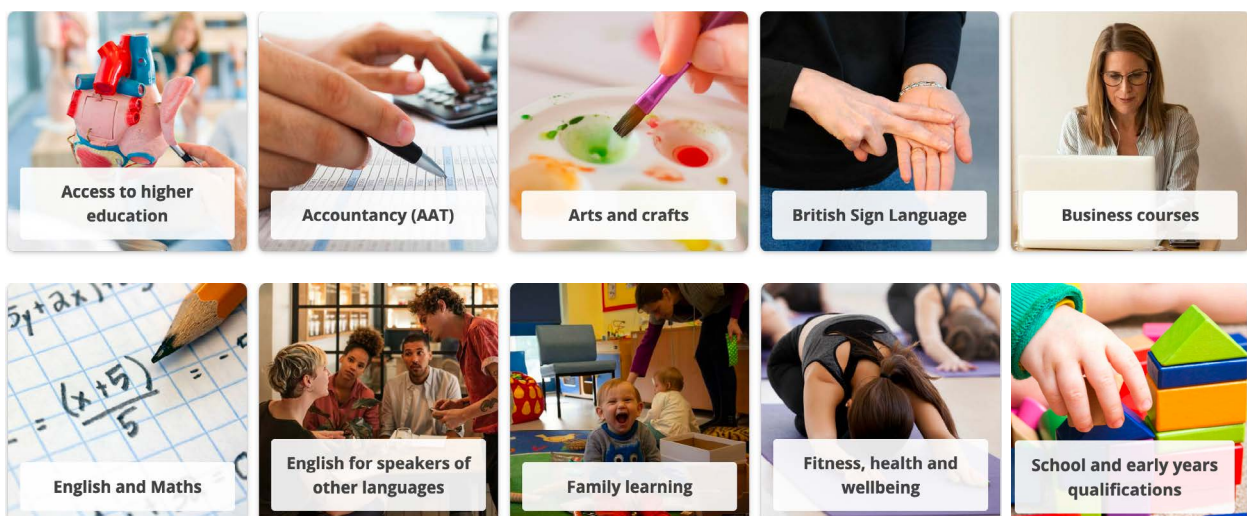
Fun and free online learning for all the family

If you are a parent or carer of a young child, the most important teacher in your child's life is you. The Family Learning team offer interactive 'Come and Try' tasters and online courses to replace their 'usual' face-to-face courses in libraries, schools and Early Childhood Family Centres.

From understanding your child's maths and English to exploring your natural surroundings, healthy eating and craft activities, dedicated tutors will give you hints, tips and tricks for running some great, mind nourishing activities for all the family to give your children a break from their PC, games console or mobile phone.

The online sessions are a great way for you to interact with other parents or guardians and learn about other online courses Norfolk County Council Adult Learning will be offering too.

Go to <https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses/family-learning-courses> to find out more. There are also a wide range of other courses. Some are free while others require a payment.



ITV Anglia offers top opportunity to break into journalism to disabled people

ITV Anglia has begun advertising for its 2022 journalism traineeship scheme and this year the broadcaster is looking for applications from people with disabilities.

The local broadcaster will join ITV Wales and UTV in seeking disabled candidates as part of a company-wide drive to boost representation.

Head of News and Programmes at ITV Anglia Mike Talbot said:

'We want to ensure we are fully representative in the content we make and who makes it. By limiting applications to this year's traineeship to disabled candidates, I'm hoping we'll progress our work in this area even further. Diversity and inclusion are so important to us as a company and to our output.'

'So, if you are passionate about telling stories, meet the criteria outlined in the ad, and declare a disability, then please apply – we want to hear from you. The website has all the information you'll need and the ITV Recruitment team will happily discuss any additional support required during the process.'

'ITV is for everyone and all the newsrooms are committed to creating an environment where everyone is included and everyone feels they belong.'

Applications close on **13 June** and candidates who declare a disability and meet the minimum criteria will be invited to an interview. Assessments take place in early October and for the successful candidate, the nine-month training starts in January 2022. A very high percentage of those who graduate from the programme have gone on to secure permanent roles across regional, national, and international news teams, both in front of and behind the camera, although there are no guarantees of continued employment beyond the nine months.

For further information please go to www.itvjobs.com and search for 'trainee journalist'.

Incontinence advice

The NHS website has produced a helpful web page regarding incontinence products, with links to other useful advice.

You can find it at <https://www.nhs.uk/conditions/urinary-incontinence/incontinence-products/>.

The British Institute of Human Rights



Know your rights

Young people who would like to develop their skills as self-advocates and those working with them may be interested in the website of the British Institute of Human Rights. BIHR is developing a range of easy-read materials explaining the Human Rights Act and how using the language of human rights can help give you confidence to stand up for your rights and have a better experience when interacting with public services.

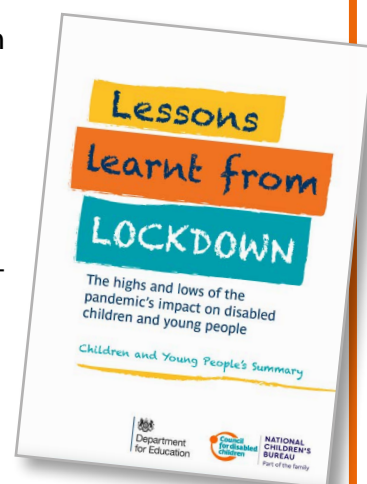
Find out more at <https://www.bihr.org.uk/what-rights-do-i-have>.



Lessons learnt from lockdown: the highs and lows of the pandemic's impact on children and young people with SEND

Between February and March 2021, as part of the Making Participation Work programme, which is funded by the Department for Education and jointly delivered by the Council for Disabled Children (CDC) and KIDS, the Council for Disabled Children commissioned an England-wide consultation with children and young people with SEND. The consultation was co-designed with young people and is based on the feedback of children and young people participating in CDC and KIDS-led youth groups.

Over 600 children and young people, 128 parents and 110 professionals contributed their views and experiences to this report, which is the largest consultation to date with children and young people with special educational needs and disabilities to explore the impact of the COVID-19 pandemic on their lives, and to hear directly from children and young people to understand what support they need moving forward.



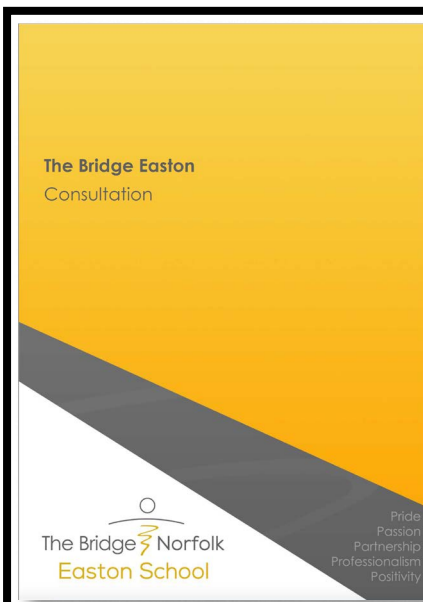
At <https://councilfordisabledchildren.org.uk/news-opinion/news/lessons-learnt-lockdown-highs-and-lows-pandemics-impact-disabled-children-and-young-people> you will find two reports – a full, detailed version and a children and young people's summary. An easy-read version will be available very soon on the same webpage.

One point that is very clear from reading the reports is a strong message from children and young people that 'one size doesn't fit all' when it comes to their experience of the pandemic and the steps being taken to return to 'normal' life. This is a real chance to listen to what is important for individuals. At Family Voice Norfolk, our representatives are strong advocates of **person-centred planning and services**. It is the only way, really, to ensure that children and young people with SEND have what they need to learn and develop.

The summary of the young people's version of the report points a way forward:

The experiences that children, young people, parents and carers have highlighted through this report clearly communicates the difficulties, pain, anxiety and stress of the last year. For many families it has been an incredibly challenging period.

However, in the stories about what has helped people get through this period there is a glimpse of a possible future where there is a bit more time to relax, consolidate, be flexible, take time with loved ones and explore interests. Where young people can be in learning environments with smaller class sizes, less sensory overload, more one-to-one support or the option to engage online when that suits an individual young person. We can begin to see and explore possibilities for an alternative vision where we have learnt the lessons from this experience and commit to keeping those elements that can work, to create a better future for children and young people with SEND.



The Bridge Norfolk Easton School consultation

We reported about the public consultation for the new school at Easton in the last newsletter.

The brochure that can be downloaded from The Bridge website at <https://www.thebridgelondon.co.uk/> now has full details of how to make your views known, including booking details for the two consultation meetings on Monday 14 June and Monday 5 July.

The meetings will be Covid-compliant and allow for social distancing. All attendees are requested not to arrive early and are expected to wear face masks unless exempt.

Norfolk County Council supported living webinars

In May there was the opportunity to attend one of four webinars to talk about supported living for people with learning disabilities, mental health needs, autism and physical disabilities. At the webinars, commissioners from Norfolk County Council Adult Services explained their plans to develop more homes for supported living and gave people and families an opportunity to say what they thought the new homes should look and feel like. This feedback will be used to develop a housing design guide that describes how and where the new homes should be built.



There was really useful feedback at the webinar sessions but not everyone was able to attend and those that did may have thought of other things they would like to say since the sessions.

Go to <https://www.norfolk.gov.uk/care-support-and-health/housing/housing-with-support/supported-living> to find the plans and download a questionnaire to give further information. Please reply by **25 June 2021**.

Mental health support you can access *now*

- It's important that we look after our mental wellbeing during this time – for tips and advice visit www.everymindmatters.co.uk.
- If you are worried about your own mental health and wellbeing call First Response, a free 24/7 helpline offering immediate support, on 0808 196 3494.
- 11 to 25 year olds in Norfolk and Waveney can get support and online counselling via www.Kooth.com. The service provides support or advice on any topic, including managing your feelings during the pandemic.
- JustOneNorfolk has a wealth of information and links to support the health and wellbeing of your family: www.justonenorfolk.nhs.uk.



On Track ... a service for young people facing barriers to employment, training or education

The Matthew Project has asked us to share the following information:

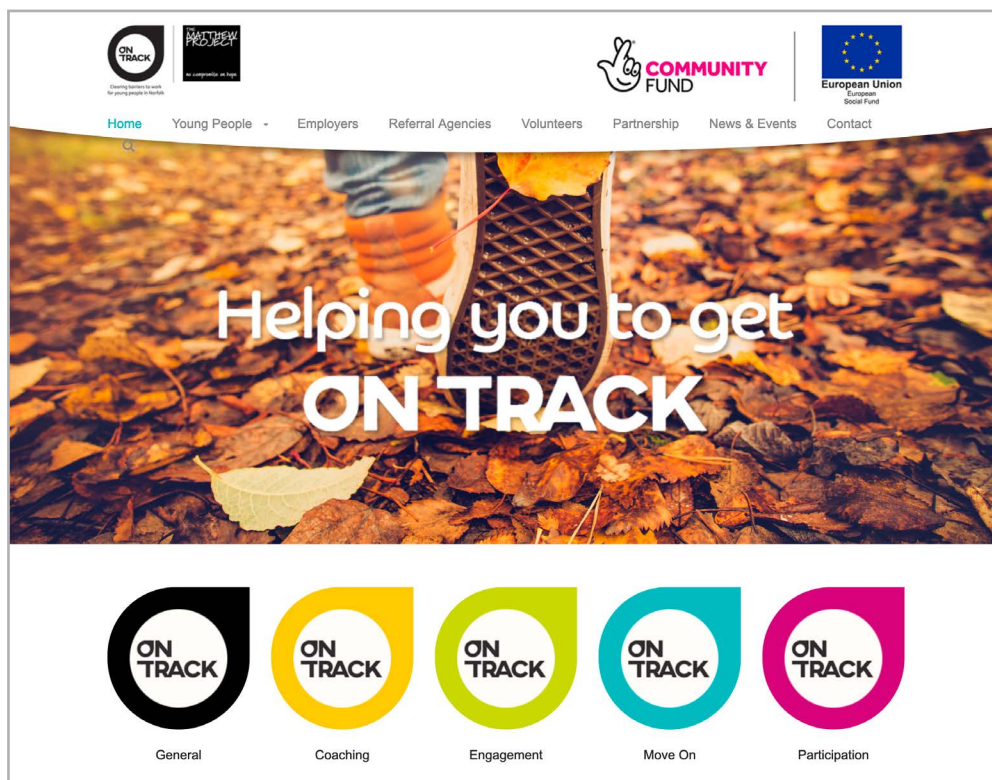
Our **On Track** team are open and ready to help any young person out there that wants to engage to overcome their barriers to help them get closer to education, employment or training.

On Track is a free service that is focused on maximising the opportunities for **16 to 24 year olds** furthest from the labour market to access the skills, qualifications and self-confidence needed to secure and sustain employment. We provide each young person with a coach who works with them to identify their goals and break down their barriers to education, employment and training. Many of our young people are working with other agencies and we can work with any young person as long as they fulfil the following eligibility criteria:

- 16–24 years old
- live in Norfolk or are accessing services in Norfolk
- have the right to work in the UK
- are not in education or training
- are not in any paid work

If you think that we can help then please get in contact. All referrals to be sent to contact@ontracknorfolk.org

To find out more, go to <http://www.ontracknorfolk.org/>






Helpline - 01603 704070

www.norfolksendpartnershiass.org.uk

Sign up to our monthly e-newsletter for SEND information and news in Norfolk




Norfolk SEND Partnership Information, Advice and Support Service

Norfolk SEND Partnership has a wealth of information that is free to access at www.norfolksendpartnershiass.org.uk, including booklets, a recorded tribunal training session, recorded co-production workshops, and links to other useful sources of support. You can also book telephone support to discuss particular issues and seek independent advice.

Sign up for the monthly newsletter for regular updates about developments regarding SEND in Norfolk.

Norfolk SEND Youth Forum

Norfolk SEND Youth Forum is a new opportunity for young people to share their experiences in education and training, and to work together to improve services for young people with special educational needs and disabilities.

You can join the Youth Forum and take part in regular online meetings and share thoughts and feelings on an online pinboard. If you do not want to join the meetings, you can choose to take part by using the pinboard.

The SEND Youth Forum invites young people aged 11–25 with SEND in Norfolk to register and join. If you have something to say, just fill in the form at <https://www.norfolksendpartnershiass.org.uk/young-people/registration-page/>.

You will then be invited to:

- Attend regular online (virtual) meetings and/or
- Share your ideas, thoughts and feelings on the online pinboard.

Join other young people to change things for the better!



2021

Norfolk & Waveney Hospitals Carers Conference

Wednesday 9th June
10am - 3pm

Agenda

10:00 Welcome

10:15 Presentations for Carers

- **Carers passports** - at admission and discharge
- **Digital Inclusion**

10:45 Discussion/Feedback

11:00 Carers Voices - Carers share their experiences

11:50 Feedback on the morning session

12:00 - 13:00 Lunch Break

13:00 Carer Awareness Training - for healthcare staff

14:15 Marginalised Carers - Restitute presentation

14:45 Pledge Making and Closing of Conference

*Carers and healthcare colleagues are welcome
to attend all sessions.*



If you would like to attend, please email
Patient.Experience@nnuh.nhs.uk to be sent a
link to the online Zoom conference sessions.



NHS
The Queen Elizabeth
Hospital King's Lynn
NHS Foundation Trust

NHS
Norfolk and Norwich
University Hospitals
NHS Foundation Trust

NHS
James Paget
University Hospitals
NHS Foundation Trust



Transforming care navigators



The Norfolk and Waveney Health and Care Partnership has been awarded £345,000 of funding to support **children and young people with a learning disability, autism or both**, who are at risk of admission to a specialist hospital.

The funding has been awarded after a bid was submitted to NHS England and Improvement for resources to support some of Norfolk and Waveney's children and young people who have complex care and support needs.

The funds will pay for five **Transforming Care Navigators** who will support and guide families, children and young people and help them to navigate the education, social care and health systems. By getting the right help and support at the right time, it is hoped this will improve outcomes for these children and young people and reduce the risk of a hospital admission.

The bid was co-produced with families and young people with the following partners:

- Norfolk County Council
- Suffolk County Council
- **Family Voice Norfolk**
- Suffolk Parent Carer Network
- NHS Norfolk and Waveney Clinical Commissioning Group

The NHS Long Term Plan pledges that by 2023/24 children and young people with a learning disability, autism or both with the most complex needs will have a **designated keyworker** (also known as a **navigator**).

Initially, this support will be provided to children and young people who are inpatients or at risk of being admitted to hospital. Support will also be extended to children with a learning disability and/or autism with the most complex care and support needs, including those who have additional needs, including children in care and adopted children, and children and young people in transition between services.

Norfolk and Waveney has been successful in its bid to become an early adopter site in 2021/22.

At **Family Voice Norfolk**, we welcome anything that helps parent carers, children and young people to navigate often complicated systems of care and support. All families with children with special educational needs and/or disabilities (SEND) at times need help of this kind, but it is particularly important at times of stress for families, when multiple agencies may be involved.

In our work representing the views of families to education, health and social services, we often need to stress the fact that systems that make sense if you are working within them – as professionals often are – may not be at all intuitive from the outside. There is often more help available than a parent is aware of, and services have very different systems for accessing them. Help to navigate these is vital for families already busy raising a child with SEND.



Exploring the education, training and support needs of those who provide care for children and young people with learning disabilities and learning difficulties

Health Education England and the Council for Disabled Children have undertaken an important piece of work to identify what children and young people with learning disabilities feel they need from their workforce in order to help them live their best possible lives. The Council for Disabled Children worked with this group, and a wider group of children and young people with learning difficulties and their supporters and loved ones to find out, and to start to explore how to bring about the changes children and young people want.

The children and young people spoken to have unique personal experiences but, when it comes to the quality and delivery of care and support, there are common themes that run throughout. They said that they are more likely to trust and speak to people who know them in a non-medical capacity because they are the people who have taken an interest in them as individuals, getting to know their likes, dislikes and how they express themselves. Although having the right knowledge and skills is important, they are generally something that can be learnt if the right training is available.

It is often these informal supporters that 'fill the gaps' in care and support that children and young people find lacking in their provision. It is equally as important that individuals providing this more informal care feel supported, skilled and qualified to confidently and consistently meet the needs of the children and young people they care for. This report highlights some of the common themes and shares suggestions from young people on how to address the challenges.

Informal support or care probably means you! It is generally defined as the unpaid care provided to dependent persons by a person with whom they have a social relationship, such as a spouse, parent, child, other relative, neighbour, friend or other non-kin.

The report is available in a full form and an easy-read version. Do have a look at one of the versions if you have time. Some of the points made by children and young people receiving care are so obvious when pointed out but easily missed by those who genuinely have their best interests at heart, but who cannot fully know how this feels from the other side.

Following the Ofsted/CQC Local Area SEND inspection in March 2020, **communication and co-production** was one of the areas that the local authority and health services were asked to work on. This has meant an increased focus on ensuring that the views and experiences of parent carers and of children and young people themselves are listened to and used to improve services. It's not always easy to ensure that this happens, but the report mentioned above is just one example of how important it is.

You can find both versions of the report at <https://idhekss.wordpress.com/2021/05/16/exploring-the-education-training-and-support-needs-of-those-who-provide-care-for-children-and-young-people-with-learning-disabilities-and-learning-difficulties/>.



Co-production week 5–9 July 2021

National Co-production Week is back for a sixth year to celebrate the benefits of co-production, share good practice and promote the contribution of people who use services and carers in developing better public services.

Co-production is about professionals working in equal partnership with people using services, carers, families and citizens. Co-production offers the chance to transform social care and health provision to a model that offers people real choice and control.

Family Voice Norfolk believes that working in co-production with the local authority, health services and service providers is the best way to improve experiences and outcomes for families with children and young people with special educational needs and/or disabilities (SEND) in Norfolk.

It means that we are not simply consulted about proposed changes but play an active part from the very beginning in finding new ways to make our families' lives better.

You can read more about Family Voice Norfolk and co-production on our website at <https://www.familyvoice.org.uk/co-production/>.

Suffolk Parent Carer Network



It was with great sadness that we learnt that our neighbouring parent carer forum in Suffolk (www.spcn.org.uk) has been experiencing considerable challenges not only from the work that they do in representing the views and experiences of families (as we do) but also from those who have lost faith in both statutory services and in those who seek to improve them. As a result, the SPCN Board has resigned and will cease working on 18 June. In the meantime, they are working with Contact to see what the future can be for SPCN or a new parent carer forum.

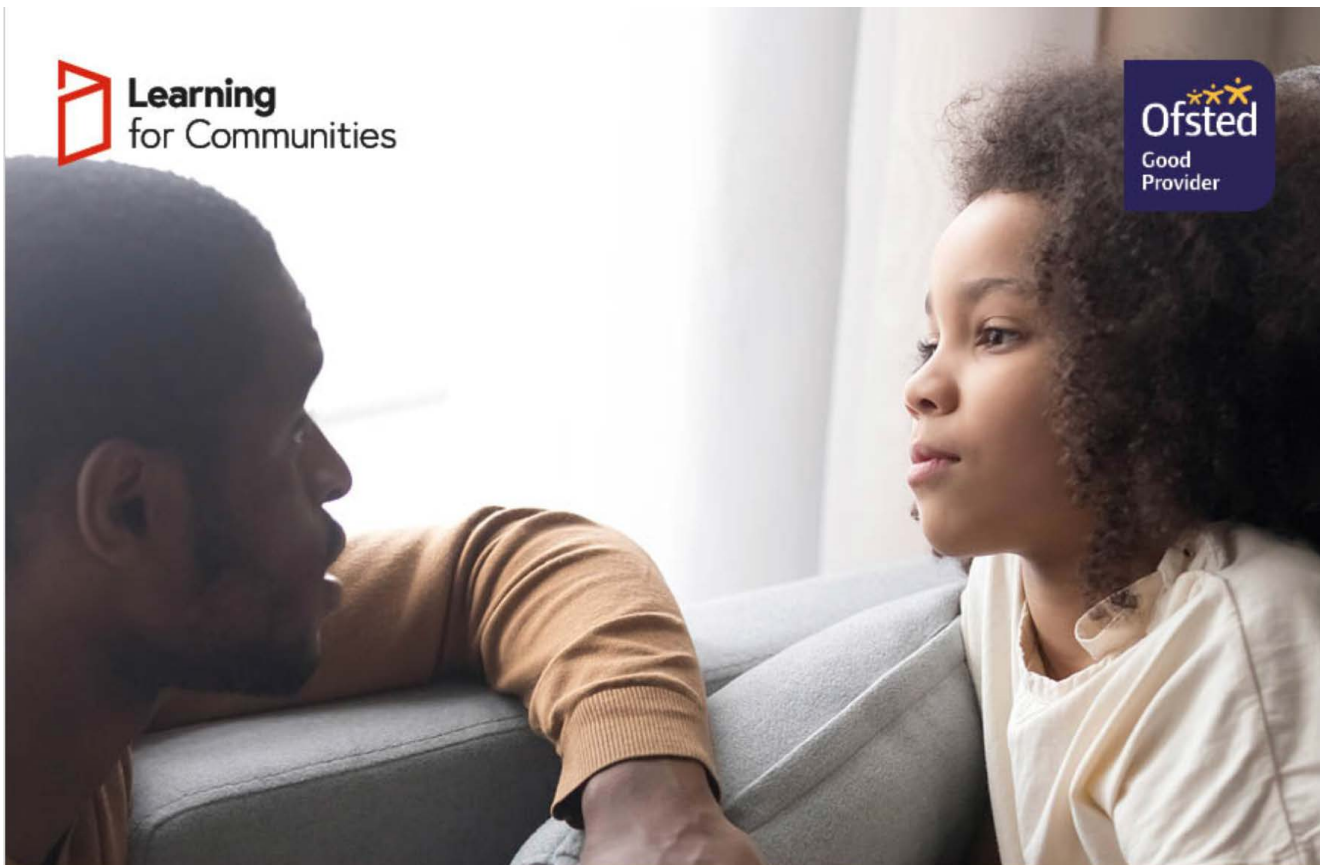
Like SPCN, the Board members, representatives and ambassadors of Family Voice Norfolk are all parent carers themselves. Our workload over the past year has increased enormously, at a time when all our families have been facing unforeseen challenges.

We are grateful for the support of our members and always keen to hear what you have to say about your family's experiences, the services you receive – and about us, too.

Our website (www.familyvoice.org.uk) sets out very clearly what our role is. We are not a support group or a campaigning group. We exist solely to represent the experiences of families with children and young people with SEND to those who plan services and make decisions. We understand that most commissioners and practitioners have not walked in our shoes. It is our job to explain – over and over again – what it is like to raise and support children who are viewed as having 'special' needs. In modern terms, that can't help but be 'othering'. Our wish is for our children to be part of a community where difference is celebrated and we are *all* different.

We have often worked with Suffolk colleagues, especially as the Norfolk and Waveney Clinical Commissioning Group spans both our counties. We hope very much to do so again soon.





HELPING YOUR CHILD MANAGE ANXIETY

Join Family Learning for our free online course to help understand anxiety in children and what you can do to help your child manage it.

Children can feel anxious and worried about different things and at different stages in their life. Anxiety starts to become an issue when it affects their everyday life and stops them from doing the things they would normally do.

If you are the concerned parent or carer of a child aged 4–11, join Norfolk Adult Learning for their free 'Helping your child manage anxiety' online course. Learn how to recognise the signs and strategies to help your child overcome their difficulties.

Simply go to <https://bit.ly/3bNmEqq> and click on the button for the age of your child. There are single introductory taster sessions on **9 and 12 June 2021** and then a course of four weekly sessions beginning on **16 June or 19 June**. The course is completely **free**.

While you are on the adult learning website, do check out the wealth of other courses available to you. The range is huge, including dozens of family activities from making a medieval cake to enjoying craft activities or mini-movers classes. As well as family friendly activities, there are also lots of classes to help you to improve various employment skills, develop your computer confidence or gain the English and maths qualifications you need. Help with healthy eating, personal budgeting and even using cashback apps are all covered and again, these courses are **free**.

JOIN OUR SENSORY STUDY!



AIMS

To explore the relationship between sensory symptoms and mood in autistic teenagers.

WHO

This study is looking for:

- **Parents or carers of autistic teenagers (13-17yrs) who use few to no words (less than 500 words)**

PROCEDURE

We aim to explore how responses to sensory stimuli (e.g. lights, sounds and touch) can impact on the way autistic teenagers feel.

The study involves:

- 1) An online survey
- 2) An online interview

The study will take approximately 1 hour (20 mins survey, 40 mins interview).

Participants will receive £10 for their time, and go in the draw to win £50.

This study has been reviewed by the University Research Ethics Committee and has been given favourable ethical opinion for conduct.

To get involved contact Tim Rossow:
t.w.l.rossow@pgr.reading.ac.uk



The Skills and Post-16 Education Bill

The Skills and Post-16 Education Bill was introduced into Parliament in May with the aim of reforming post-16 education and training. You can read more about this on the government website at <https://dfemedia.blog.gov.uk/2021/05/25/three-key-things-the-new-skills-bill-will-do-for-you/> but key points are:

1. Prioritising local needs and local people

In 2019 employers reported that they were unable to fill a quarter of all vacant positions due to not finding people with the right skills. Skills shortages accounted for 36 per cent of all construction vacancies, and 48 per cent of all manufacturing and skilled trade vacancies.

The Bill will help address this by making it a legal requirement for colleges and other training providers to collaborate with local employers, helping to develop skills plans so the training on offer meets the needs of businesses and labour market needs of local communities.

The idea is that this will support more people into work, and locally so they no longer need to leave their local areas to seek education or well paid jobs.

2. Flexible study options supported by student finance

The bill will support the introduction of a Lifelong Loan Entitlement that will transform the current student loans system so that adults will be able to access a flexible loan entitlement to the equivalent of four years of student loans for higher-level study and training at university or college.

The loans will open opportunities for more people to study across their lifetime, for full-time or part-time study, for modules or full qualifications, for high-quality technical qualifications and academic education.

3. Boosting the quality of education and training on offer

The bill will help make sure that high quality post-16 education and training can be offered to as many people as possible.

New powers will be introduced so that when colleges are failing to deliver good outcomes for their students and communities, the Department for Education can intervene quickly where needed to ensure colleges improve.

The bill also makes clear the power of the Office for Students – the higher education regulator – to enforce minimum requirements for universities on student outcomes, helping them to tackle low-quality opportunities and provision, helping to drive up standards.



How does this affect SEND provision?

At the moment it is unclear how, if at all, the new bill will affect the experiences of students with SEND. But changes to the overall picture for young people in higher and further education is perhaps likely to also change the way that education at other levels is viewed.

We will report when we know more.

Hearing support service

Hear for Norfolk's hearing support service (hearing aid maintenance and support) assists people of all ages who have been issued with NHS hearing aids by local hospitals (Norfolk & Norwich University Hospital, James Paget University Hospital, Cromer Hospital, Queen Elizabeth Hospital and West Suffolk Hospital), as well as independent providers (Specsavers, Scrivens and the Outside Clinic). They are also able to support people who have moved to Norfolk and are wearing NHS hearing aids issued by other hospitals in the country. No formal referral is required to access this service.



Despite these ongoing challenging times, the community-based and mobile clinics are continuing to run, although on an appointments-only basis. Hearing aid supplies can also be sent by post, where possible and while stock allows, with guidance on how to replace the tubes, domes and batteries. In exceptional circumstances, for home-bound people, home visits using a 'door-step' approach can be arranged to carry out the maintenance of hearing aids, adhering to social-distancing guidelines and using appropriate personal protective equipment (PPE).

To book an appointment, ring 01603 404440 or email nda@hearfornorfolk.org.uk.

Carers Week 2021 runs from Monday 7 to Sunday 13 June. Go to <https://www.caringtogether.org/carersweek> to find out more.

Carers Week 2021 - an event for Norfolk's parent carers

Tuesday 8 June 2021
1.00pm-2.30pm on Zoom

Carers Week



Earlier this year, we spoke and listened to parent carers to understand how they are coping with their caring responsibilities and what support they feel they might need.

As part of the aim of Carers Week to make carers 'Visible and Valued', this is the opportunity for parent carers and professionals who work with parent carers/families to come and hear what parent carers had to say, and more importantly help us identify what needs to happen next.

Email andy.mcgowan@caringtogether.org by Thursday 3 June to reserve your space.

This event is being organised by the multi-agency parent carers steering group.



Sleep workshops

Sleep East is holding sleep workshops for parents of children with sleep deprivation from 10.00am to 12.30pm on **Thursday 24 June**.

Follow-on support clinics will take place on **8 and 22 July** 10.00am–11.00am

These **free** sleep workshops are held on Zoom and cover:

- how sleep works
- sleep information and strategies
- developing a good bedtime routine
- self settling
- sleeping through the night
- early waking
- maintaining a good sleep pattern

Contact: joybishop@sleepeast.co.uk to book your free place.

Sleepeast.

ChatHealth

Young people who want to self refer to our service may prefer to use our ChatHealth text messaging service. They can text on 07480 635060 Mon - Fri 8am - 6pm

NHS

Aged 11 – 19?
Need to talk?
Text us, we can help!



CHATHEALTH
07480 635060





Are you a struggling parent carer?

Our Listening Ear service is here for you

We provide emotional support, advice and ideas to help you cope.

Appointments are free, confidential and over the phone with one of our family support advisers. Get in touch!

Visit contact.org.uk/listening-ear to book today

contact
For families with disabled children


**listening
earservice**



Accessing children's assessments for autism and learning disabilities in Norfolk

Receiving a child's diagnosis for autism or learning disabilities can be life-changing for both parent and child, but accessing assessments is not always easy.

Healthwatch Norfolk want to hear from parents who have tried to access autism or learning disabilities assessments for their child. The organisation is responsible for collecting public feedback and using it to influence change within Norfolk's NHS system.

Healthwatch are asking parents and carers to share their experience and talk about the ongoing impact on their child's development, as well as their own emotional wellbeing.

Speaking about the importance of the work, Healthwatch Norfolk said:

'Over the last few years, we have noticed a consistent stream of people telling us about the harsh realities of trying to get an assessment for their child.

'ASD and learning disabilities are both complex disorders that require specialist support; getting early help is so important as it often opens the doors for other treatments that could seriously benefit a child's development.

'Trying to navigate the web of services out there also has an emotional toll on parents and carers, especially when so many seemingly struggle to arrange the support they need.'

So, whether your experience has been good, bad, or just as you expected, it is important to share it with Healthwatch. That way, public feedback can be used to shape future children's services in Norfolk.

You can share your experience with the HWN engagement team by emailing enquiries@healthwatchnorfolk.co.uk or calling 01953 856029.

The Smile Shop

We don't usually promote commercial enterprises in this newsletter but we are always happy to pass on recommendations from parent carers who have found something useful for their family. A member tells us, 'The Smile Shop is a not-for-profit company with an enormous selection of reasonably priced fidget toys. We were totally spoilt for choice! On the way home, my daughter was already planning our next visit. You can see what she thought of it below!'

The shop is at
390b Bowthorpe Rd
Norwich
NR5 8AG
Tel: 01603 323073

This is
my favourite shop! This
shop is heaven! I'm obsessed!
I want to live in it!



www.smileshopnorwich.co.uk

Chances – employment help

A Family Voice member recently heard of this fairly new initiative to help those with barriers to employment and her local team is now working with her son who has SEND. To find out more, go to www.norfolk.gov.uk/Chances.

The Chances team offers 1:1 guidance to help you:

- search and prepare for a job
- improve your skills – eg through training or education
- get into work if you have health issues – eg help you access services
- overcome practical issues – eg finding transport, route planning and childcare
- improve your wellbeing through sport and other activities

Your 1:1 adviser will support you throughout the process.

To receive support, you must meet all the following criteria:

- currently unemployed or unable to go into work (eg because of health reasons etc) aged 18 or over (we consider people over 16 in exceptional circumstances)
- live in Norfolk
- have the legal right to live and work in the UK
- motivated to move forwards and make life changes

We can also receive support if you meet the above criteria, and are in one of these categories:

- over 50 years of age
- from an ethnic minority group
- have a disability or health condition (either physical or mental)
- without basic skills
- a lone parent

Simply contact the adviser in your area.

Norwich: email the Norwich team at chances@futureprojects.org.uk or call 07956 033304

Breckland: email the Breckland team at chances@ncab.org.uk or call 07707 365 218

North Norfolk: email the North Norfolk team at chances@ncab.org.uk or call 07707 365 218

South Norfolk: email Emma Claridge and her team at Emma.Claridge@voluntarynorfolk.org.uk or call 07867 229 500

Broadland: email Evie Ross and her team at Evie.Ross@voluntarynorfolk.org.uk or call 07435 989 710

Great Yarmouth: email Rachael Hardie and her team at Rachael.Hardie@voluntarynorfolk.org.uk or call 07867 231 130

King's Lynn: email Amy Griffiths and her team at Amy.Griffiths@voluntarynorfolk.org.uk or call 07867 225 375

If you want to work but are not sure where to start, the Chances team offers personalised 1 to 1 support to help you

- With job search and interview prep
- Access skills development, training or education
- Get support into work if you have health issues
- Improve your wellbeing through sport and other activities



We're here to help.
For more information contact your local Chances adviser

Find out more
www.norfolk.gov.uk/Chances

