



## FREE CONFERENCE AND EXHIBITION

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

**Saturday 11<sup>th</sup> March 2023**

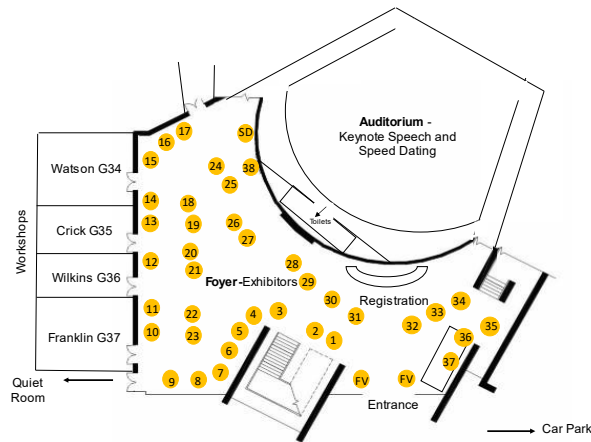
**John Innes Conference Centre,  
Norwich, NR4 7UH.**

**10.00am – 3.30pm**

**Doors and Registration  
open from 9.30am**



# Conference Plan



## ORGANISATION

- 1** Carers Matter Norfolk, Young Carers & Families
- 2** Sunbeams Play
- 3** Norfolk Area SEND Strategy and SEND Local Offer
- 4** Twinkle's SEN Activity Days CIC
- 5** NHS Norfolk and Waveney Integrated Care Board (ICB) Navigator Team
- 6** NHS Norfolk and Waveney ICB Babies, Children, Young People and Maternity Team
- 7** The Norfolk and Waveney Children's Speech and Language Therapy Service **and** Norfolk and Waveney Children and Young People's Health Services - Norfolk Healthy Child Programme
- 8** Virtual School Sensory Support
- 9** Able2B
- 10** Norfolk and Norwich University Hospital (NNUH) Transition Service
- 11** Norfolk SEN Network
- 12** Preparing for Adult Life (PfAL) and Employment Service
- 13** Norfolk Community Health & Care NHS Trust (NCH&C)
- 14** Norfolk Community Health & Care NHS Trust (NCH&C)
- 15** Home From Home Care (HFHC)
- 16** ASD Helping Hands
- 17** The Build Charity
- 18** Vision Norfolk
- 19** The WillMaker Group Ltd

## ORGANISATION

- 20** Shine (East Norfolk)
- 21** SEND Information, Advice and Support Service (SENDIASS)
- 22** Norfolk Register of Disabled Children and Young People
- 23** Children with Disabilities (CWD) Short Breaks Team
- 24** NCC - Children's Services Integrated Commissioning: Prevention and Early Help
- 25** City College Norwich (Paston, Easton, Norwich sites)
- 26** TITAN (Travel Independence Training across Norfolk) and The Transport Team
- 27** Direct Payment Support Service (DPSS)
- 28** Musical Keys
- 29** The Hamlet Charity
- 30** Active Norfolk (AN)
- 31** Carers Voice Norfolk and Waveney
- 32** Access through Technology
- 33** Access through Technology
- 34** Nansa (Norfolk and Norwich Send Association)
- 35** Norfolk Family Information Service
- 36** Sense
- 37** Community Dental Services CiC (CDS CIC)
- 38** Family Voice Norfolk
- SD** Speed Dating Desk

# Programme

<p><b>09:30 onwards</b></p>	<p><b>09:30 General Registration and Speed Dating</b> desks open. Please be seated in the Auditorium by <b>10:15</b> for the Welcome &amp; Keynote Speech.</p>
<p><b>10:15</b></p>	<p><b>Welcome</b> from <b>Tracey Sismey</b>, Chair, Family Voice Norfolk.</p>
<p><b>10:20 to 10:50</b></p>	<p><b>Keynote Speech</b> from <b>Louise Warren</b>, East of England Regional SEND Manager.</p>
<p><b>11:00 to 12:00</b></p>	<p><b>Morning Workshops</b> (<i>Details on pages 11-12</i>):</p> <ol style="list-style-type: none"> <li>1. Overview of Benefit Entitlements i.e. Disability Living Allowance (DLA), Personal Independence Payments (PIP) &amp; Universal Credit.</li> <li>2. The four “Preparing for Adult Life” (PfAL) outcomes, plus the employment pathway for young adults.</li> <li>3. Important things to know about being and keeping healthy.</li> <li>4. Neurodevelopmental conditions – the current status of the diagnosis pathway and support available for families.</li> </ol>
<p><b>12:00 to 14:00</b></p>	<p><b>Buffet lunch in the Atrium. Three sittings available:</b></p> <ol style="list-style-type: none"> <li>1. 12:00 to 12:40 - Yellow Stickers</li> <li>2. 12:40 to 13:20 - Blue Stickers</li> <li>3. 13:20 to 14:00 - Green Stickers</li> </ol> <p>Please note: Delegates who have <b><u>notified us in advance</u></b> of their special dietary requirements must give their names to the catering staff in the Atrium where their food will then be brought to them. Standard vegetarian options are readily available as part of the main buffet lunch and do not need to be requested separately.</p> <p><b>We kindly ask for delegates to keep to their allocated times for lunch and to exit the Atrium in time for the following sitting.</b></p>
<p><b>12:45 to 13:45</b></p>	<p><b>Speed Dating</b> in the Auditorium. (<i>Details on pages 7-10</i>).</p>
<p><b>14:00 to 15:00</b></p>	<p><b>Afternoon Workshops</b> (<i>Details on pages 13-14</i>):</p> <ol style="list-style-type: none"> <li>1. SEND and The Big Norfolk Holiday Fun plus NCC Children with Disabilities (CWD) Short Breaks.</li> <li>2. The four “Preparing for Adult Life” (PfAL) outcomes plus the employment pathway for young adults.</li> <li>3. Travel Training and School/College Transport Information.</li> <li>4. Overview of Norfolk County Council Education, Health and Care Plans (EHCP) since 2020.</li> </ol>
<p><b>15:00 to 15:30</b></p>	<p>Last chance to visit the stands before the conference closes at <b>15:30</b>.</p>

# Welcome from Family Voice Norfolk

A very warm welcome to our eleventh Annual Conference for parent carers of children and young people with special educational needs and/or disabilities (SEND). After a two year absence due to the changes Covid 19 brought to our lives, we hope that you will enjoy today's programme of speeches, workshops and 'speed dating' opportunities. In the foyer we have over 35 stands so make sure to have a good look at these. Stand holders will be able to answer questions and provide information on all things relating to SEND.

Come and chat with us on the Family Voice Norfolk (FVN) stand. We'd really like to hear about what is working well for your child/young person and family. Tell us also what doesn't work, what is lacking and what needs to change. Sharing your experiences and your thoughts with us about what is needed to improve services is so valued. Those thoughts and experiences are what we represent in the many meetings we attend with the Local Authority (Norfolk County Council), the NHS Integrated Care Board (Norfolk and Waveney) and with the voluntary sector.

Perhaps you'd be interested in becoming part of the Family Voice Norfolk team? Have a chat with some of our parent carer representatives on the FVN stand and find out more about what this involves.

If we could just remind you that children attending the conference with you need to remain with you at all times. There are no childcare facilities at the John Innes Centre and FVN representatives are unable to provide care. If you are separated from your child, please report to the reception desk as soon as possible.

Above all else, we really hope you have a great day with us. For parent carers, we hope you go home feeling better informed, understood, supported and appreciated. For practitioners, professionals and guests, we hope you have the opportunity to hear the varied experiences of our Norfolk families and will consider how to use the voices of parent carers when developing services and informing decisions.

Thanks so much for coming to the conference today.

The Family Voice Norfolk Team.

# Nicola Baxter

Nicola passed away on 29<sup>th</sup> January 2023 and we, at Family Voice Norfolk (FVN), miss her terribly. Usually hugely involved with our conferences, we will be thinking of her today and hoping she would be proud of our first conference since Covid changed our lives in 2020.

Nicola was a huge part of our Family Voice Norfolk family. She was a member of the board and our Communications Lead. She was the creator and designer of our wonderful newsletters that many of you will have enjoyed over the years. Before she passed away, Nicola spent time working with Rachel, Kate and Lisa on the bones of a new-style newsletter, so watch this space for what we develop in the weeks following the conference.



Nicola was a brilliant mum to Kizzy and to Shane. As an ‘expert by experience’, she was perfectly placed to represent FVN and the families who share their stories, issues and concerns with us, at so many meetings with Norfolk County Council (NCC) and the Norfolk and Waveney Integrated Care Board (ICB). Her passion to make services better for children, young people and families and to make everything clearer, simpler and accessible to all in terms of communication, was tangible and unwavering. That passion has been contagious both within our FVN team and within partners at NCC and the ICB. We will all continue to think of Nicola’s approach when we work together.

We are very proud to have been a part of Nicola’s life. Proud that she felt such a passion for, and commitment to Family Voice Norfolk and to trying to make things better for families in our county. We miss her as a colleague and we miss her as a friend. There have been some wonderful tributes paid to Nicola and it feels right to finish this piece with some of those...

***‘Thank you for always bringing the voice of Norfolk children and families to our NCC focus. You have added so much value to our work, with compassion and determination in equal measure. Thank you, Nicola.’***

*‘It’s hard to find the right words sometimes Nicola, especially for someone who was so brilliant at doing just that. Thank you for your dedication and involvement in NCC projects, I have learnt a lot from you in a short space of time. Thinking of you and your family x’*

***‘Nicola was such a fantastic asset for Family Voice, children, young people and families in Norfolk and without doubt her family too. I found her contribution to co-production so valuable; it is rare to meet someone who can cut through the jargon so effectively’.***

*‘It has been an absolute pleasure working with you. You have given so much by sharing your knowledge, skills and experience with us all. Your impact on Norfolk SEND has been HUGE and your legacy will live on as you continue to influence our work into the future’.*

# Keynote presentation

10.20 to 10.50

Auditorium

## **Louise Warren, East of England Regional SEND Manager**

My name is Louise Warren and I am the East of England Regional SEND Manager. I joined the NHS England, East of England team in March 2022. The role is the first in the region and I work closely alongside the seven regions in England and the National SEND team to highlight and champion babies, children and young people with special educational needs and disabilities.

I have been a registered children's nurse for 20 years and have had the privilege of caring for children and young people with complex health needs and special educational needs and disabilities throughout my career. I am a champion for hearing the voice of the child and families and improving their experience, recognising the role that compassionate effective leadership plays in this.



I am very much looking forward to continuing to raise the visibility and profile of our SEND population and supporting our practitioners in delivering high quality child/young persons centred care. Throughout my career I have been fortunate to undertake several leadership roles including Head of Care (Children's hospice), Named Nurse for safeguarding children and Designated Clinical Officer for SEND. I have an MSC in Healthcare Leadership and Management and a senior Leadership award with the NHS Leadership Academy.

I am currently undertaking the Florence Nightingale Foundation Scholarship for Children and Young People's Nurse Leadership with a specific focus on enhancing the leadership opportunities for Designated Clinical/ Medical officers for SEND.

I am a busy mum of three and in my spare time (when I am not a taxi service) I love to read, run and visit the theatre.

In my speech today, I will be covering the following topics:

- NHS SEND – National and Regional Priorities.
- SEND In the East of England, including the SEND Manager role.
- NHS England and children, young people and parent/ Carers in partnership.
- How do we achieve person centred and compassionate experience for our SEND Population and their families.

# Speed Dating

12:45 to 13:45

Auditorium

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

After registering at the reception desk, please visit our **Speed Dating Information Desk** which will be **open** from **9.30am**. Here you will receive advice about who can best answer your questions, book your 15-minute slot and be given key information. Please note that the slots fill up quickly and bookings will **close** at **11am**.

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

The professionals available to book your 15-minute discussion with are as follows:

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

**Roger ALLEN** is the PfAL (Preparing for Adult Life) and Employment Service Manager. The PfAL Service sits in Adult Social Services, but works closely with Children's Services. It aims to support young people who are moving from Children's Services to Adult Social Services or who are likely to need support from Adult Social Services. The PfAL Service will work closely with young people, families and all relevant services in order to ensure that the young people it supports achieve the best possible outcomes as they move into adult life around employment, good health, independent living and community inclusion. The Employment Service works with service users of Adult Social Services to support them into employment and now also has a Local Supported Employment project aimed at people who are 18 plus with a learning disability or autism.

**Clare ANGELL, Mark GOWER and Rebecca HULME:**

**Clare ANGELL** is Head of Children, Young People and Maternity Services for the NHS Norfolk and Waveney Integrated Care Board (ICB). Her role relies on strong collaboration with providers, commissioners, the voluntary sector, education, Children's Services and organisations such as Family Voice Norfolk and the Suffolk Parent Carer Forum. Clare has worked in the commissioning of children's services for 15 years with experience across local authority and health services. Clare welcomes questions regarding health services for children and young people and any feedback on your experiences.



**Mark GOWER** is the Senior Designated Clinical Officer (DCO) of Special Educational Needs and/or Disabilities for the NHS Norfolk and Waveney Integrated Care Board (ICB). The role includes working in partnership with children, young people and their parents along with NHS providers, education, social care and the voluntary sector. Mark is a Registered Nurse for people with learning disabilities and has completed further academic courses in Applied Psychology, Cognitive Behaviour Therapy, Promoting Alternative Thinking Strategies plus more recently, Best Interest Assessments. For more than 30 years, Mark has worked with children and young people who have disabilities, autism and mental health difficulties, and with their families.

**Rebecca HULME** is Director of Children, Young People and Maternity Services for both the NHS Norfolk and Waveney Integrated Care Board (ICB) and for Norfolk Children's Services. Rebecca is a registered nurse and has worked in the health service for 38 years. She is privileged to be part of a team of experienced and innovative registered nurses, commissioners and business support teams who are focused on working with children and young people, families and the wider system within Norfolk and Waveney to improve support and outcomes. Her particular interest is system working and transformation.

**Michael BATEMAN** is Assistant Director for SEND Strategic Improvement and Early Effectiveness within Norfolk County Council Children's Services. Michael leads SEND strategic improvement across Children's Services which, over the past couple of years, has included the council's £120million SEND and Alternative Provision (AP) Transformation Programme, Area SEND Strategy and response to the 2020 Ofsted inspection known as the Written Statement of Action. Following the positive outcome of the Ofsted revisit in the autumn, Michael will now continue to lead the ongoing Area SEND Strategy and will also lead the new Local First Inclusion programme. This programme will use investment from the Department of Education (DfE) and from Norfolk County Council (NCC) to increase opportunities for local mainstream inclusion alongside continued expansion of specialist resource bases and special schools. Michael has previously managed operational services for special educational needs so can provide advice, guidance and signposting on all aspects of the local authority's work regarding SEN.

**Sharon BROOKS** is Chief Officer for Carers Voice Norfolk and Waveney. Carers Voice works to support carers of all ages across health and social care and believes passionately in co-production. Carers Voice represents the voice of carers in the design and delivery of services and works closely with the NHS Integrated Care Board and across the NHS Integrated Care System. It runs quarterly locality involvement meetings in five areas of the county, at which carers and people working with carers have the opportunity to identify what could be improved and to co-produce solutions to gaps in support. These meetings feed into the countywide partnership strategic meeting which Sharon chairs.

**Dr. Melanie BRUCE and Alexandra WILSON:**

**Dr. Melanie BRUCE** is a clinical psychologist and clinical lead for Starfish Plus (Norfolk Community Health and Care NHS Trust). Starfish Plus is a service for children and young people who have a learning disability and who are at risk of being detained under the mental health act or at risk of living away from home because people are worried about their mental health and/or behaviour. Melanie has worked with children and adults with learning disabilities and autistic people for many years. She is really passionate about the rights of people with learning disabilities and the rights of autistic people, finding creative ways to support people to live their best life with their family and friends.



**Alexandra WILSON** is a Specialist Learning Disabilities Nurse working in Starfish Plus providing intensive, therapeutic support to children and young people with learning disabilities in Norfolk. Starfish Plus is a multi-disciplinary team that includes psychology, speech and language therapy, specialist family support work and specialist nursing. Starfish Plus believes that every child with a learning disability deserves the same opportunities as all children; to live at home, to go to school, to have friends and hobbies and to have good relationships with their families. Alexandra is really passionate about ensuring lived experiences are heard and about advocating the voices of autistic people and people with learning disabilities to bring about equality, change and inclusivity.

**Rebecca CHAMBERLAIN** is a children's occupational therapist and clinical lead for the children's community occupational therapy team at Norfolk Community Health and Care NHS Trust (NCHC). The team predominantly works with children and young people with physical disabilities and with those who have coordination or developmental difficulties which affect how they can do the everyday activities they need, want and have to do. The team is working closely with health, social care and education commissioners to develop an integrated children's occupational therapy service across Norfolk.

**Anna GOLAMY** is the Conductive Education Programme Manager at the Nansa Family Centre, a local charity supporting people with disabilities. Anna is also the founder of 'Independent Steps', a specialist SEND service for school age children. Anna originally qualified as a Conductor-Teacher, training at the Peto Institute in Hungary and as such, has worked with children and young people with neurological motor disorders and disabilities since 1998. Conductive Education uses a holistic approach, facilitating development in all areas, including physical, communication, sensory, social, cognitive, self-care. Using a combination of rhythm, repetition, structured learning and action songs and games, new neurons can be formed or strengthened using the process of neuroplasticity. Conductive Education is effective for people with a motor delay or disorders such as cerebral palsy, Hypoxic-Ischaemic Encephalopathy (HIE), Periventricular Leukomalacia (PVL), spina bifida, Down's syndrome, genetic disorders and many more conditions. This speed dating session will give families an opportunity to talk about their child's individual challenges and investigate whether Conductive Education may be beneficial.

**Niamh KEANE** is the Norfolk Special Educational Needs and Disabilities Information, Advice and Support Services (SENDIASS) Manager. She has worked at Norfolk SENDIASS for 6 years in a variety of different roles such as Independent Supporter, Helpline Adviser, Caseworker and Training and Development Officer. Norfolk SENDIASS is an impartial, confidential and free information, advice and support service for children and young people with SEND and their parent/carers. All the advisers (including Niamh) are trained in L1-L3 IPSEA legal training so that they are able to give impartial information, advice and support based on the law. They focus specifically on giving advice and information around special educational needs and disabilities in education and health and social care where it impacts on education. For example, support for children and young people with SEN in places of learning, the education, health and care plan (EHCP) process, exclusions/suspensions from places of learning, appeals related to EHCPs, disability discrimination and medical needs amongst other things.

**Edie MASARIRA** and **Becs O'MALLEY** represent Norfolk and Waveney Children's Speech and Language Therapy Service (Cambridgeshire Community Services). Both are Locality Leads for the service.

**Edie** has a background in specific speech and language difficulties having worked in a specialist resource base for speech and language for several years.

**Becs** has a background in children with complex needs, especially those with augmentative and alternative communication (AAC) needs.

**Wendy MATSELL** and **Jacky BATCHELOR** representing SEND Home to School Transport.

**Wendy** is a Senior Travel & Transport Officer (SEND Operations) within the Travel and Transport team at Norfolk County Council. Her focus is to support the team and transport operators with queries around behaviour and travel issues that arise on school transport and she works closely with families, transport staff and SEN schools across Norfolk to ensure safe travel arrangements are in place for passengers on home to school transport. She is also involved in designing and delivering some of the training to the transport staff that support SEND passengers. She has extensive knowledge in SEN behaviour management, having worked across the Short Stay Schools for Norfolk for over 12 years before joining Norfolk County Council.

**Jacky** has worked for NCC for 25 years, initially working in public transport. She has been a Travel and Transport Officer for 15 years and looks after a number of SEND schools in the Norwich area. She looks after transport to Easton College and City College Norwich as well as transport to out of county boarding schools and colleges. Jacky's job is to arrange transport for new students and those who change address, she liaises with parents and carers, schools and transport providers to ensure transport runs efficiently and to resolve any problems. She is happy to answer general and specific questions about school and college transport.

**Elaine NICKOLLS** is a Senior Educational Psychologist (EP) and a member of the Leadership Team with Educational Psychology and Specialist Support (EPSS), part of the new Family Support and SEND Service within Norfolk County Council Children's Services. She has worked as an EP in Norfolk and briefly, in Kent, since 2002 and was an SEN teacher and secondary SENCo before this. Elaine works closely with EHCP co-ordinators and their line managers as consultant EP to the Needs Assessment Panel. She also undertakes statutory needs assessments and supports a number of schools with early intervention consultations and assessments through their contracts with EPSS. She has contributed to the ongoing development of the Provision Expected at SEN Support (PEaSS) Guidance and with the development of the new Individual Needs Descriptors (INDES) now being used in schools across Norfolk. Elaine will be able to answer questions about the role of educational psychologists, specialist learning support teachers and other specialist teams within EPSS and the way in which they can work with schools to develop additional support for children, often without the need to apply for an Education, Health and Care Plan (EHCP).

**Nicki RIDER** is the Assistant Director for SEND within the Family Help and High Needs Service of Children's Services, Norfolk County Council. Her service is responsible for EHCP delivery across Norfolk, for Educational Psychology and Specialist Support and specialist provision and funding. Nicki has worked in services for children and families for 20 years in a variety of roles, all with a focus on support for children who need additional support with their education. Her background is transition support, advice and guidance within Post 16 and she worked as a practitioner with young people directly until 2010. Nicki has worked in management and leadership roles in SEND since 2011 as well as broader services including social work, youth work and information, advice and guidance.

# Morning Workshops

11:00 to 12:00

## 1. Overview of Benefit Entitlements i.e. Disability Living Allowance (DLA), Personal Independence Payments (PIP) & Universal Credit.

Led by **Greg Lonergan** with Lisa Lonergan (Family Voice Norfolk).  
In the **Watson room G34**.

**Greg Lonergan, Norfolk County Council's Welfare Rights Manager**, will give an overview of the criteria for benefit entitlement for Disability Living Allowance (DLA), Personal Independence Payments (PIP) and Universal Credit.

Greg has nearly 30 years-experience of working in welfare benefits advice. He has worked at a number of voluntary advice agencies in Sheffield, Rotherham, London and Norfolk & Norwich Citizens Advice. He has been working at Norfolk County Council (NCC) since July 2007 and has been the Welfare Rights Manager since 2017. The Welfare Rights Team works closely across all teams in Adult Services, Children's Services and Finance. The team works closely with practitioners and clients to ensure the financial well-being of Norfolk residents in addition to offering support to third sector organisations and the NHS. The team supports people to ensure the correct benefits are claimed and gives advice from how to make a claim, up to representation at tribunals.

This workshop will give an overview of DLA and PIP rates, when to claim and how. Greg will explain the claim process, the criteria and how to challenge a decision. There will also be an explanation of Universal Credit and when extra amounts should be added to awards.

Greg will be open to questions on benefits issues related to the subject matter or any other questions related to benefit entitlement.

## 2. The four "Preparing for Adult Life" (PfAL) outcomes; where to get more information and support, plus the employment pathway for young adults.

Led by **Roger Allen** and **Gina Whiley** with Clare Randall (Family Voice Norfolk).  
In the **Crick room G35**.

The focus of this workshop is the four "Preparing for Adult Life" (PfAL) outcomes and where to get more information and support around them. The four PfAL outcomes are employment, independent living, friends/relationships/community and being healthy. **Roger Allen (PfAL and Employment Service Manager)** will go through the three transition guides called Being Independent As An Adult, Being Part Of Your Community As An Adult and Being Healthy As An Adult.

**Gina Whiley** from the **Employment Service** will co-facilitate this workshop and will cover employment as a pathway and the support available for young adults with special educational needs or disabilities.

### **3. Important things to know about being and keeping healthy.**

**Led by Mark Gower, Jacqui Millard and Jody Fox** with Lorraine Devere and Paul Stern (Family Voice Norfolk) .

In the **Wilkins room G36**.

**Mark Gower; Senior Designated Clinical Officer (SEND)**, NHS Norfolk and Waveney Integrated Care Board, **Jacqui Millard; Specialist Practitioner for Children with Additional Needs, Communication Needs and Disability**, Children & Young People's Health Services, Norfolk and **Jody Fox; Staff Nurse for Children with Complex Needs**, Children & Young People's Health Services, Norfolk, will provide information and opportunities to ask questions on ways young people can be healthy and maintain their health.

This workshop will cover areas of growing up, body changes and different ways you can help your young person to understand what is happening, together with what you might find helpful to support them during this confusing time. There will be a small clip to show the teenage brain and what this can mean to young teenagers and their families and carers. Further information will be presented about the importance of young people with a recognised learning disability having access to a health check each year at their GP surgery from the age of 14. The presenters will show how to access the Just One Norfolk website where there is information and advice on being and keeping healthy.

### **4. Neurodevelopmental conditions – the current status of the diagnosis pathway and support available for families.**

**Led by Clare Angell and Kerry Kleinau** with Kirsty Gannon (Family Voice Norfolk).

In the **Franklin room G37**.

**Clare Angell, Head of Children, Young People and Maternity Services, NHS Norfolk and Waveney ICB** and **Kerry Kleinau** from **Family Action** will co-facilitate the following workshop:

Some people think and act differently to other people because of the way their brain works. This is called neurodiversity. Neurodiversity can affect someone's behaviour, memory or ability to learn. Neurodiverse conditions include Autism, ADHD, Dyspraxia, Dyslexia, OCD, Tourette's Syndrome Literacy and numeracy difficulties. Being neurodiverse can mean your child or young person needs extra support and help from services.

This presentation will describe the assessment pathways across Norfolk and Waveney and the work underway to improve support for families impacted by long waits. Parents and carers will learn about the pathway journey and priorities for 2023. The facilitators will invite feedback on how existing support has helped families and any ideas on how to make it better.

# Afternoon Workshops

14:00 to 15:00

## 1. SEND and The Big Norfolk Holiday Fun and Norfolk County Council Children With Disabilities (CWD) Short Breaks.

Led by **Emma van Deventer** and **Rob Cole** with Tracey Sismey (Family Voice Norfolk).  
In the **Watson room G34**.

**Emma van Deventer, Partnerships and Programme Manager, Active Norfolk** will begin the joint workshop with an overview of The Big Norfolk Holiday Fun scheme, SEND take up and future plans.

The Big Norfolk Holiday Fun is a Norfolk County Council scheme delivered alongside our partners Active Norfolk, with funding provided by the Department for Education. It helps your child to be more active, eat well and have fun. The scheme provides holiday activities for children and young people aged 5-16 in Norfolk. If your child is 4 years old, but they are in school, they can take part.

**Rob Cole, Head of Communities & Partnership (West & Breckland) & Short Breaks** will conclude the joint workshop with a presentation and overview of the Children With Disabilities (CWD) Short Breaks scheme which provides activities for children and young people with a disability aged 5 to 17 years with an enjoyable break away from their parent carers, whilst giving their parent carers a break from their caring responsibilities.

## 2. The four "Preparing for Adult Life" (PfAL) outcomes; where to get more information and support, plus the employment pathway for young adults.

Led by **Roger Allen** and **Gina Whiley** with Rachel Clarke (Family Voice Norfolk).  
In the **Crick room G35**.

The focus of this workshop is the four "Preparing for Adult Life" (PfAL) outcomes and where to get more information and support around them. The four PfAL outcomes are employment, independent living, friends/relationships/community and being healthy. **Roger Allen (PfAL and Employment Service Manager)** will go through the three transition guides called Being Independent As An Adult, Being Part Of Your Community As An Adult and Being Healthy As An Adult.

**Gina Whiley** from the **Employment Service** will co-facilitate this workshop and will cover employment as a pathway and the support available for young adults with special educational needs or disabilities.

### **3. Travel Training and School/College Transport Information.**

**Led by Karl Chapman, Wendy Matsell and Jacky Batchelor** with Kate Draycott (Family Voice Norfolk) .

In the **Wilkins room G36.**

**Karl Chapman; TITAN Lead Locality Coordinator, Wendy Matsell; Senior Travel & Transport Officer (SEND Operations) and Jacky Batchelor; Travel and Transport Officer** will outline the process of how they support parents, carers and young people through the Post 16 travel & transport policy. They will provide an overview of how they identify support that may best benefit young people in relation to travel training or specialist transport when transitioning to a new educational establishment.

### **4. Overview of Norfolk County Council Education, Health and Care Plans (EHCP) since 2020.**

**Led by Sam McCallum and Amanda Walsh** with Alison Furniss and Kirsty Gannon (Family Voice Norfolk).

In the **Franklin room G37.**

**Sam McCallum and Amanda Walsh, Senior Advisers Family Help and SEND Statutory Operations,** Education High Needs SEND Service, Children's Services will be updating parents and carers on the developments in the SEN service over the last 24 months. Topics will include:

Ofsted re-visit.

New posts.

Performance and quality.

Whole school SEND and the inter-relationship between high needs SEN.

Training.

# Exhibitors

We have invited a number of specialist organisations to exhibit at the conference. See the plan on page 2 for where to find them. Here's what they say about themselves:

**Able2B** (*stand 9*) aims to improve the day-to-day abilities of young people with disabilities by improving physical strength, endurance and aerobic fitness, alongside co-ordination, control, concentration and team building. We have open classes, small groups and 1:1's running regularly for children and for adults with a range of disabilities. We also have the ability to set up bespoke classes and sessions for any interested groups or individuals at their request. Whether you wish to improve your day-to-day function, improve your fitness, improve your co-ordination and confidence, meet new people with similar issues or just come along and have fun!

Set up by Rachael Hutchinson, consultant orthopaedic surgeon and Jon Thaxton, retired professional boxer and personal trainer, the classes can be adapted to any level of disability, including wheelchair users and learning disabilities. Contact us for more information – we would love to hear from you: [info@able2B.co.uk](mailto:info@able2B.co.uk)

**Access Through Technology (ATT)** (*stands 32 & 33*) is a small specialist team within Norfolk County Council's Children's Services. We are specialist teachers and teaching assistants who work within schools across the county, providing assessment, equipment, advice, support and training for children, schools and parent/carers of children who benefit from using communication technology to communicate and to learn.

We work closely with Occupational Therapists, Speech & Language Therapists, Physiotherapists Sensory Support Teachers in whatever combination is appropriate for the individual pupil.

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

**Active Norfolk (AN)** (*stand 30*) is working on behalf of the County Council to deliver the national Holiday Activity and Food programme, known as Big Norfolk Holiday Fun.

**ASD Helping Hands** (*stand 16*) is a registered charity founded in 2010 by Julie Adcock, who has over 30 years' experience of supporting autistic children and adults. We will offer advice and information to those of any age, of any geographical location, at any stage of the diagnosis process and we also support across the Spectrum; this includes those with ADHD, PDA and co-morbidity conditions such as depression and anxiety. We have a variety of social groups for families, young people and adults as well as a variety of training courses. In October 2022 we also took on the responsibility of facilitating the Norfolk Learning Disability and Norfolk Autism Partnerships.



**The BUILD Charity** (*stand 17*) is a Norfolk based, independent registered charity providing social, leisure and learning opportunities for anyone, with any disability, aged 18 or over in Norfolk. We host around 300 activities each year, mostly in the evenings and at weekends supporting our members to enjoy the same social life that most of us take for granted. The activities include the Fuse Party Nights in Norwich, Fitness for Fun, Sunday Lunch Club and Weekend Walkabout as well as our GetAways service providing days out, short breaks and holidays and our travel service supporting individuals to make their own arrangements. In addition, we run a monthly Skills for Life Programme, promoting bite-sized Saturday morning workshops on independent living skills. [www.buildcharity.co.uk](http://www.buildcharity.co.uk) or 01603 618029.

**Carers Matter Norfolk, Young Carers & Families** (*stand 1*) support young carers and their families living in Norfolk. A young carer is someone aged under 18 who cares for, or is affected by someone else at home – usually a parent or sibling – who suffers from physical or mental ill health, learning or developmental difficulties or who has substance misuse issues. A young carer may look after parents, brothers, sisters, other relations or elderly relatives. We offer 3-6 months of structured activity programmes (including groups, one-to-one mentoring, skills training and positive activities) for young carers, with additional support offered to the whole family through our team of Family Support Workers.

**Carers Voice Norfolk & Waveney** (*stand 31*) works to support carers of all ages across health and social care and believes passionately in co-production. We represent the voice of carers in the design and delivery of services, working closely with the Integrated Care Board and across the Integrated Care System. We run quarterly locality involvement meetings in five areas of the county where carers and people working with carers have the opportunity to identify what could be improved and to co-produce solutions to gaps in support.

Carers Voice has recently co-produced with carers, an All Age Carers Engagement Report to inform the next All Age Carers Strategy for Norfolk and Waveney. To see the report recommendations please go to <https://www.carersvoice.org/carers-strategy/>. Actions have included the development of a Discharge Task and Finish Group and the first all age Carers Identity Passport, which was co-produced with carers, and is distributed by Carers Voice. For more information and to apply for your Carers Identity Passport please visit <https://www.carersvoice.org/carers-identity-passport/>.

**Children with Disabilities (CWD) Short Breaks Team** (*stand 23*). Short Breaks are activities for children and young people aged 5-17 with disabilities. Norfolk County Council Short Breaks Team offers a service to children and young people who:

- live in Norfolk.
- are aged 5-17.
- have "a physical or mental impairment that is substantial and has a long-term negative effect on their ability to do normal daily tasks" – this is from the Equality Act 2010.

Short Breaks come in a range of shapes and sizes. They can be activities that are available to everyone or activities with trained staff and specialist equipment. They can take place in the family home, at a centre or in the community. Short Breaks take place outside of school hours during evenings, weekends, school holidays and sometimes overnight.

**City College Norwich (Paston, Easton, Norwich sites) (stand 25).** City College Norwich is a Further Education college based in Norwich, Paston and Easton offering courses from entry level to Higher Education. Our inclusive support department is passionate about supporting students with learning disabilities and/or difficulties.

Our aim is to ensure students have information and support to enable participation and to assist in achieving the best possible education outcomes.

**Community Dental Services CiC (CDS CIC) (stand 37).** Community Dental Services are a Special Care Dental Service. We accept referrals from general dental practitioners and other health professionals. We care for some of the most vulnerable in society and our highly experienced team pride themselves on being able to deal with almost any dental emergency or condition that comes through our doors.

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

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

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

**Direct Payment Support Service (DPSS) (Stand 27).** The DPSS team is here to help if you or your representative have chosen to receive a direct payment to meet assessed care needs. If you are an adult with eligible care needs, this would be your personal budget. For a child or young person with special educational needs and/or disabilities, this would be a short breaks budget. We can help you with:

- Information, advice and guidance.
- Finding a personal assistant carer.
- Employment support.
- Personal assistant carer training.
- Payment services.

Visit our website for more information [www.norfolk.gov.uk/dpss](http://www.norfolk.gov.uk/dpss)

The **Hamlet Charity (stand 29).** The Hamlet provides recreational, educational and social opportunities for children and adults up to 29 years of age with profound disabilities and complex health needs. We believe people with disabilities and complex health needs deserve to be valued for who they are. This means being given the chance to explore choice, communicate, unlock potential and take on new opportunities.

**Home from Home Care (HFHC) (stand 15).** HFHC has been created by a family to make the difference. Home from Home Care provides specialist residential care services for adults (18+) with learning disabilities, autism and complex health & mental health needs. We design bespoke care and support packages and tailor environments to suit an individual's needs, setting goals for an ordinary life - 'The World On My Terms'.

**Musical Keys (stand 28)** provides music and art activities for those with disabilities and additional needs.

**Nansa (Norfolk and Norwich Send Association) (stand 33)** provides support for children with SEND and their families; often working alongside families prior to any formal diagnosis of their child's condition. Nansa works to ensure a child's specific needs are met, promoting development and progression through an innovative and therapeutic programme of early intervention and support.

**NHS Norfolk and Waveney Integrated Care Board (ICB) Navigator Team (stand 5)** Transforming Care Navigators support young people aged 0-25 with a diagnosis of autism and/or a learning disability, alongside their families and working alongside other professionals. We support young people who are currently in a specialist hospital, or who are at risk of hospital admission. Navigators also support young people who are:

At risk of placement breakdown.

At risk of being removed from the family home.

A frequent attender to A&E due to a mental health difficulty.

A regular school refuser (50% or more of their timetable).

**NHS Norfolk and Waveney ICB Babies, Children, Young people and Maternity Team (stand 6)** plans and buys healthcare services for our local population. We are accountable for the performance and finances of the NHS across Norfolk and Waveney. The organisation works with local people, health and care professionals and partner organisations to improve the health and wellbeing of our population.

The team is part of the Norfolk and Waveney Integrated Care System, a system dedicated to working with partners in local government, the voluntary sector and others and helping the NHS to support broader social and economic development and to tackle inequalities in health outcomes.

**Norfolk and Norwich University Hospital (NNUH) Transition Service (stand 10).** Lead Transition Nurse (Kat Kitchener) and Adult Learning Disability and Autism Nurse (Tara Webster) are working together to improve the pathway of moving from paediatric to adult services at the NNUH for young people with complex needs and learning disabilities. We will have info about mental capacity, legal changes in consent, the support we can offer as well as giving families the opportunity to feedback to us about any experiences they have had.

**The Norfolk and Waveney Children's Speech and Language Therapy Service (Cambridgeshire Community Services)** (*stand 7*) is jointly commissioned to provide speech and language therapy to children aged 0–25 years as part of the wider provision for children with Speech, Language and Communication Needs (SLCN). The service has been commissioned to deliver the Balanced System Framework <https://pathway.thebalancedsystem.org/>. We work with families, schools and professionals, providing assessment, advice and intervention as needed. We provide support for children with communication and/or eating and drinking difficulties. For further information, please visit <https://www.justonenorfolk.nhs.uk/speech-language>

**Norfolk and Waveney Children and Young People's Health Services - Norfolk Healthy Child Programme (0–19 years)** (*stand 7*) aims to protect and promote the health, wellbeing and development of all children, young people and their families. Our team of professionals (health visitors, school nurses, staff nurses, nursery nurses, assistant practitioners, resilience and emotional wellbeing practitioners and healthy lifestyle coaches) offer advice and support on a range of health issues both at home and in school.

Our service can be accessed via our Just One Number contact service (JON) on 0300 300 0123 and our young person (11-19) text service 'ChatHealth' on 07480 635060, our Just One Norfolk website <https://www.justonenorfolk.nhs.uk/> or Parent texting service 07520 631 590. We value feedback from service users and are striving to improve outcomes and ensure that our services are easy to access.

The **Norfolk Area Special Educational Needs and/or Disability (SEND) Strategy** and the **SEND Local Offer** (*stand 3*).

The **Norfolk Area SEND Strategy** 2019-2024 sets out the plan for how SEND services in Norfolk will be improved.

The **SEND Local Offer** describes all the provision, services and support available in a local area for children and young people with special educational needs and/or disabilities (SEND) and the SEND Local Offer website brings the information together in one place so it is easy to find.

Come and see us to find out more and complete our SEND survey 2023 to tell us what you think about SEND services in Norfolk.

**Norfolk Community Health & Care NHS Trust (NCHC)** (*stands 13 & 14*) provides a specialist care service for children up to age 19 who have complex health needs or disabilities. We provide care and support to enable children and young people to lead as independent a life as possible.

**Norfolk County Council - Children's Services Integrated Commissioning: Prevention and Early Help** (*stand 24*). Commissioner of prevention and early help services for families in Norfolk. At the conference we will be seeking the views of families on accessing local support.

**Norfolk Family Information Service** (*stand 35*). We offer information and support around early years funding for 2, 3 and 4 year olds, including information on tax free childcare for those families using childcare, out of school care such as breakfast, after school and holiday clubs. We offer a brokerage service to support families to find suitable childcare including childminders, pre-schools and nurseries and can signpost to other services and useful sources of information. We can provide activities for children and young people for playing and learning at home.

**Norfolk Register of Disabled Children and Young People** (*stand 22*) is a voluntary register, completed by parents/carers of children and young people (CYP) with additional needs or if over 16, the young people themselves. The purpose of the register is to provide Norfolk County Council and health organisations with a source of data to inform the planning and implementation of services in Norfolk aimed at children and young people with additional needs and their families.

**Norfolk SEN Network** (*stand 11*) is an independent charity assisting parents of children with special educational needs through their child's assessment, issuing of an EHC Plan, meetings, mediation, tribunals, complaints and exclusions.

The **Preparing for Adult Life (PfAL) Service and Employment Service** (*stand 12*). The Preparing for Adult Life (PfAL) Service is part of Adult Social Services and is responsible for the transition of young people into Adult Social Services. The service will take referrals for 14 to 17-year-olds where a young person has a disability (learning disability, mental health needs, autism or physical disability) and is likely to need support from Adult Social Services (under the Care Act 2014). In carrying out its work, the service promotes achievement of the four PfAL outcomes; employment, being healthy, being independent and being part of your community.

The Employment Service works with service users of Adult Social Services to support them into employment and now also has a Local Supported Employment project aimed at people 18 plus with a learning disability or autism.

**SEND Information, Advice and Support Service (SENDIASS)** (*stand 21*).

We offer information, advice and support to children, young people and parents/carers about special educational needs and disabilities (SEND). This includes health and social care where it is linked to education. We are a free, dedicated, confidential and impartial service and staff are independently trained in SEND law and guidance.

**Sense. Specialist Services for Children and Young People (East Locality)** (*Stand 36*).

Sense is a charity that specialises in working with people who are deafblind/multi-sensory impaired (MSI). The Specialist Services for Children and Young People is a team of qualified teachers of multi-sensory impairment (QTMSI), senior MSI practitioners and MSI practitioners. We support children and young people aged 0-25 who have either a sight and/or hearing impairment combined with other needs, such as learning or physical disabilities or medical conditions that are likely to impair vision and hearing in the future. We support with diagnoses, nursery, school, college and university. We attend meetings to support with Education, Health and Care Plans (EHCP) and write reports to support families and professionals. We run training sessions for professionals to support their understanding of Deafblind/MSI and have both a virtual and Face-2-Face offer for families.

**Shine (East Norfolk) (stand 20).** Shine offers short breaks, group-based activities for children and young people with complex health needs and/or severe learning, physical and sensory disabilities between the ages of 5 and 17 years. The sessions operate on Saturdays and during school holidays throughout the year, except at Christmas. Each session lasts 5 hours (10am -3pm) and operates from a purpose built building in Gorleston. Shine is registered with Ofsted as an Early Years provider and operates an Inclusive Day Nursery during term time. Opening 8.30am to 4.30pm per day.

**Sunbeams Play (stand 2)** is a registered charity which provides a fun, safe and caring environment for children and young people with ASD to thrive. The parent support group lets parents and carers meet others, share ideas, tips and experiences, ask advice or simply relax in each other's company.

**TITAN (Travel Independence Training across Norfolk) and The Transport Team (stand 26).** TITAN offers young people with special educational needs and disabilities (SEND) support to help them to become confident independent travellers. We offer a range of opportunities for young people aged 10 (Year 6) to 25, both in school and the community, supporting effective transition to travelling independently. This is a free service offered by Norfolk County Council's Children's Services providing comprehensive learning and support. If you want to get in touch, you can email us at [Titan@norfolk.gov.uk](mailto:Titan@norfolk.gov.uk) or call on 01603 306889. Visit our website for further information [www.norfolk.gov.uk/titan](http://www.norfolk.gov.uk/titan).

The school transport and safe travel teams will be happy to answer any enquiries regarding school and college transport.

**Twinkle's SEN Activity Days CIC (stand 4)** is a group for children with autism, ADHD and special educational needs. A completely voluntary run group where parents are asked to get involved to add to all the children's enjoyment. A group where you can attend to meet like-minded families to enjoy fun activities events and days out with their families. Try new experiences, building resilience, supporting mental health and well-being, without being judged, all in a warm fun friendly environment. The kind of activities that we offer:

Fun activity days with zip wires, canoeing, raft building etc..  
Weekends away.  
Battle Stations laser tag.  
Tubing Norfolk Snowsports Club.  
Private Dinosaur Park dynamite play area events.  
Norfolk Broads trip.  
Splash Zone and assault course.  
Alpaca walking.  
High Lodge picnic.  
Hippodrome Circus.  
Easter extravaganza.  
Halloween spooktacular meetup.  
Bonfire Night bash and bounce.  
Christmas spectacular sparkle in the dark with Santa and his elves.

And so much more! See our Facebook pages for more information.

**Virtual School Sensory Support (VSSS)** (*stand 8*). We offer comprehensive and flexible support to children and young people with a sensory loss and their families. We help them to aim high and reach their full potential. Our values are:

Working in partnership with children, young people, their families and other agencies.

Improving outcomes.

Promoting inclusion whilst valuing diversity.

Promoting awareness and understanding.

Promoting and teaching specialist skills.

**Vision Norfolk** (*stand 18*). Offering support to vision impaired children and young adults aged 0-25, together with their families, providing emotional and practical support, specialist information, advice, guidance and signposting to other relevant agencies.

**The WillMaker Group Ltd** (*stand 19*) provides will writing services and full estate planning. We ensure that outstanding service & quality is at the heart of our company ethos and that writing a will remains simple at affordable prices. When we have written your will, our clients have complete peace of mind knowing that their loved ones are fully protected. Come and speak with us, to find out how we can protect your children's futures.

**Family Voice Norfolk (FVN)** (*stand 38*). Come and talk to us on our stand about what it is that we do as Norfolk's parent carer forum (PCF). We will have ambassadors and reps on the stand throughout the day and we love to talk to other parent carers about our work and how you make this possible. If you are not already a member of FVN, you can join at the stand, find out what membership means and find out how you can help to imagine and shape services for our children with SEND and families. If you think you'd like to join our team and help to represent the SEND voice of families who share their stories with us, we'd love to get to know you.



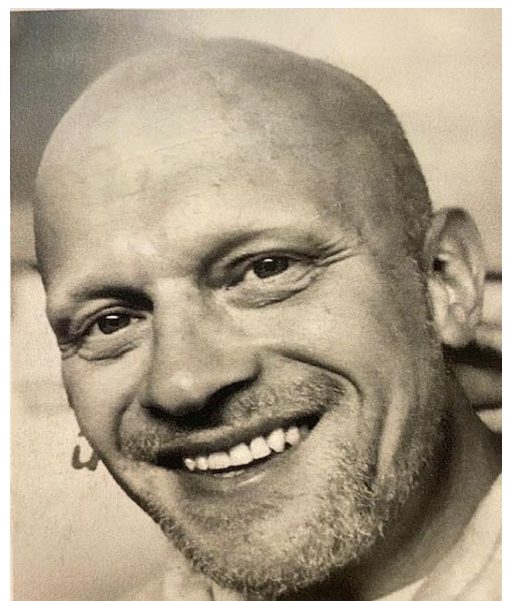
All we ask in return for your attendance today, is that you take a few minutes before you leave to give us some feedback by completing the evaluation sheets in your welcome bag. Also, please fill in our red and green cards so we know what is working well and what is not working quite so well for you and your family at the moment. These are available to complete at the Family Voice Norfolk stand.

**Please put completed sheets and cards in the boxes at the Family Voice Norfolk stand, at the exit or hand them in at the reception desk.**

Thank you.

**Wi-Fi Access**  
**Domain: nbiconf**  
**Password (case sensitive): umbrella**

**Our photographers, Amelia Hazlett and Matt Wells, will be taking photographs during the conference. The images may be used on our website or for publicity purposes. If you do not want your image to be used, please inform them or another member of the Family Voice Norfolk team (we will all be wearing yellow lanyards).**



## REMINDER OF LUNCH SITTINGS:

Buffet lunch will be served in the Atrium.

Three sittings are available as follows:

1. 12:00 to 12:40 - Yellow Stickers
2. 12:40 to 13:20 - Blue Stickers
3. 13:20 to 14:00 - Green Stickers

Please note: Delegates who have **notified us in advance** of their special dietary requirements must give their names to the catering staff in the Atrium where their food will then be brought to them. Standard vegetarian options are readily available as part of the main buffet lunch and do not need to be requested separately.

We kindly ask for delegates to **keep to their allocated times for lunch** and to exit the Atrium in time for the following sitting.

Toilet facilities:

Please kindly note that the conference centre has one toilet with wheelchair access and a baby changing facility. Regrettably, there are no Changing Places facilities on site.

**We hope you have a safe journey home and we look forward to seeing you again in 2024.**

[www.familyvoice.org.uk](http://www.familyvoice.org.uk)  
[membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk)  
Facebook: Family Voice Norfolk  
Twitter: @familyvoicenfk

