

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 23rd March 2024

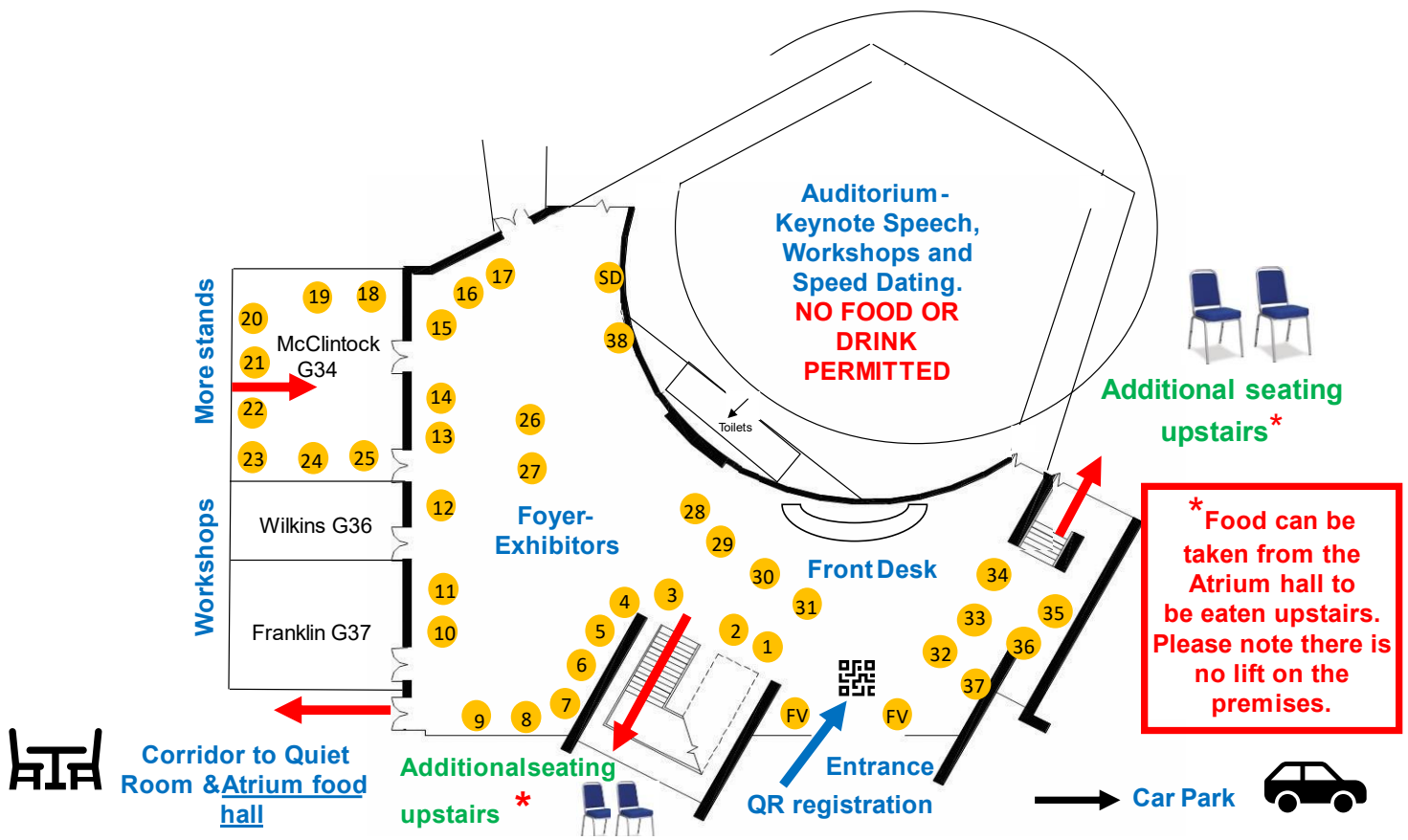
John Innes Conference Centre,
Norwich, NR4 7UH.

10.00am – 3.30pm

Doors and Registration
open from 9.30am



Family Voice Norfolk Conference Exhibition Plan



See following page for key to stand numbers.

	ORGANISATION		ORGANISATION
1	Norfolk Family Information Service (FIS)	21	Norfolk and Waveney Children's Speech and Language Therapy Service
1	The Early Childhood and Family Service (ECFS)	21	Norfolk and Waveney Children and Young People's Health Services - Norfolk Healthy Child Programme
2	TITAN (Travel Independence Training across Norfolk) and The Transport Team	22	NHS Norfolk and Waveney Integrated Care Board (ICB) Health Improvement for Learning Disability
3	City College Norwich, Paston College & Easton College	23	CFYPS, CAMHS, NSFT & MH NDD.
4	Home From Home Care (HFHC)	24	Norfolk Community Health & Care NHS Trust (NCH&C)
5	Preparing for Adult Life (PfAL) and Employment Service	25	Norfolk Community Health & Care NHS Trust (NCH&C)
5	Pathways to Work Team	26	NHS Norfolk and Waveney Integrated Care Board (ICB) Navigator Team
6	Norfolk Portage Service	27	NHS Norfolk and Waveney Integrated Care Board (ICB) Babies, Children, Young People and Maternity Team
7	Carers Matter Norfolk, Young Carers & Families	28	Norfolk County Council (NCC) - Community & Partnerships, Children's Services
8	Norfolk SEN Network	28	Norfolk County Council (NCC) - Communities, Schools and Partnerships & ERMiN (Every Relationship Matters in Norfolk)
9	Children with Disabilities (CWD) Short Breaks Team	28	Norfolk County Council (NCC) - Children's Services Integrated Commissioning: Prevention and Early Help
10	Family Fund	29	Direct Payment Support Service (DPSS)
11	Norfolk County Council (NCC) - SEND Strategic Improvement and Partnerships - Children's Services	29	Norfolk County Council (NCC) - Welfare Rights Team
12	Community Dental Services CiC (CDS CIC)	30	Nansa (Norfolk and Norwich Send Association)
13	ASD Helping Hands	31	Carers Voice Norfolk and Waveney
14	Access through Technology (ATT)	32	Twinkle's SEN Activity Days CIC
15	Family Action	33	The Hamlet Charity
16	Equal Lives	34	Sense
17	SEND Information, Advice and Support Service (SENDIASS)	35	Norfolk SEND Youth Forum
18	Educational Psychology and Specialist Support (EPSS)	36	Able2B
19	Ormiston Families	37	Musical Keys
20	Kooth CYP and Qwell	38	Family Voice Norfolk
		SD	Speed Dating Desk

Programme

<p>09:30 onwards</p>	<p>09:30 General Registration and Speed Dating desks open. Please be seated in the Auditorium by 10:15 for the Welcome & Keynote Speech. Please note: Food and drinks are not permitted in the Auditorium.</p>
<p>10:15</p>	<p>Auditorium: Welcome from Tracey Sismey, Chair, Family Voice Norfolk.</p>
<p>10:20 to 10:40</p>	<p>Auditorium: Keynote Speech about SENDfest 2024 from Maxine Blocksidge, Alison Brain and Tim Brain.</p>
<p>11:00 to 12:00</p>	<p>Morning Workshops (<i>Details on pages 12-13</i>):</p> <ol style="list-style-type: none"> 1. Clare Angell, Dre Bell, Kerry Kleinau and Amy Pease (Auditorium): Neurodevelopmental services – an overview of priorities to improvement and practical support for families. 2. Rachael Hutchinson and Jon Thaxton (Able2B) (Wilkins room G36): How to improve day-to-day function for yourself or those you care for. 3. Greg Lonergan (Welfare Rights NCC) (Franklin room G37): Overview of Benefit Entitlements i.e. Disability Living Allowance (DLA), Personal Independence Payments (PIP) & Universal Credit.
<p>12:00 to 14:00</p>	<p>Buffet lunch in the Atrium (exit the main foyer and into the corridor through the doors <u>located between stands 9 and 10</u> as shown on the conference plan).</p> <p>Two sittings available:</p> <ol style="list-style-type: none"> 12:00 to 13:00 - Blue label on programme front page. 13:00 to 14:00 - Red label on programme front page. <p>We kindly ask for attendees to keep to their allocated times for lunch and to exit the Atrium in time for the next sitting. If you wish to continue with your lunch, you are welcome to take your food with you from the Atrium and eat upstairs, above the main foyer, although please note there is no lift at the centre (see conference plan for location of stairs).</p> <p>Please note: Attendees who have <u>notified us in advance</u> 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>12:45 to 13:45</p>	<p>Speed Dating in the Auditorium. (<i>Details on pages 7-11</i>).</p> <p>Please note: Food and drinks are not permitted in the Auditorium.</p>
<p>14:00 to 15:00</p>	<p>Afternoon Workshops (<i>Details on page 14</i>):</p> <ol style="list-style-type: none"> 1. Niamh Keane (SENDIASS) (Auditorium): Overview of EHCP processes. 2. Robert Cole and Alison Toombs (Partnerships, Schools & Communities) (Wilkins room G36): Supporting families earlier with SEND. 3. Lee Gibbons (ASD Helping Hands) (Franklin room G37): Autism Spectrum Disorders and Communication.
<p>15:00 to 15:30</p>	<p>Last chance to visit the stands before the conference closes at 15:30.</p>

Welcome from Family Voice Norfolk

A very warm welcome to our twelfth Annual Conference for parent carers of children and young people with special educational needs and/or disabilities (SEND). It is great to see you all here, both visitors new and familiar. We hope that you will enjoy today's programme of speeches, presentations/workshops and 'speed dating' opportunities. In the foyer we have over 35 stands so make sure to have a good look at those. Stand holders will be able to answer questions and provide information on all things relating to special educational needs and/or disabilities (SEND).

Come and chat with us on the Family Voice Norfolk (FVN) stand or join us in The Atrium at lunch time where we have our 'Check In and Chat' area. Do remember, all of our Family Voice Norfolk team members are parents and carers of children and young people who have SEND. We 'get it' when you talk to us. We'd really like to hear about what is working well for your child/young person and your 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. Your voice matters and we'd love to hear it!

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 care for them. If you are separated from your child, please report to the front 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.



Keynote presentation

10.20 to 10.40

Auditorium

Please note: Food and drinks are not permitted in the Auditorium.



Maxine Blocksidge, Senior Advisor for Special Educational Needs and Disabilities (SEND), SEND Strategic Improvement and Partnerships, Children’s Services.

Alison Brain, Head of Service – Music Service and Music Hub.

Tim Brain, Interim Music Hub Manager.

SENDfest 2023 was a partnership between Norfolk County Council, Norfolk Music Hub and working with City College Norwich, Orchestras Live and Family Voice Norfolk. It was held at Easton College near Norwich, on Saturday, 17th June 2023.

The event, which was free for families with a child/children with SEND, aimed to bring parents and carers together and offer children who may find it difficult to access activities, the chance to enjoy a range of interactive workshops and entertainment specially designed for them. It also provided parents and carers with the opportunity to find out more about the local support available for children with SEND and their families.

It was a lovely event and some of the comments received include:

Tracey Sismey, Chair of Family Voice Norfolk, said:

“We have been involved in the design and planning of SENDfest right from the start and were so excited to see it finally come alive this weekend”.

Families said:

“My son had a wonderful time and having a place where we could let him be himself without having to worry was such a refreshing change”.

“The set up was professional, well-considered and beautiful. I was a bit emotional at one point watching all these children having such a great time!”.

“Superb event highlighting all that is positive and amazing about those with special educational needs”.

“This is inclusion”.

Join us to find out about this year’s plans with a chance to shape an even better SENDfest 2024!!

Speed Dating

12:45 to 13:45

Auditorium

Please note: Food and drinks are not permitted in the 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**. One appointment slot will be available per person, but if any appointments are left at the end of the booking session at 11am, you may be able to book a further slot. **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 and neurodivergence has continued into her present EPSS role where she is leading on the specialist support being delivered to the Specialist Resource Bases (SRBs) across the county. She is also a lead trainer for schools in Norfolk's Autism Education Trust (AET) hub. The hub is currently offering autism awareness training to all schools across Norfolk as part of the EPSS core offer. Sue will be able to answer questions around the support that can be offered through the EPSS and the provision available to support inclusive practice in schools.

Clare ANGELL and **Mark GOWER**:

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 over 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.

Michael BATEMAN is **Assistant Director for SEND Strategic Improvement and Partnerships within Norfolk County Council Children's Services**. Michael leads SEND strategic improvement across Children's Services which includes the Norfolk Area SEND & Alternative Provision (AP) Strategy (NASAPS), the associated Self Evaluation including preparations for Ofsted/Care Quality Commission inspection of Norfolk and more recently, the council's Local First Inclusion programme with a focus on mainstream inclusion alongside developing more specialist resource bases and special school places. 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 SEND and AP.

Karla COOPER and **Nikki CORCORAN** representing **Norfolk SEN Network**.

Karla COOPER is a Development Worker with Norfolk SEN Network. She is a parent to a young person with Autism Spectrum Disorder (ASD) and has been working for the charity for 2 years. She is currently completing her Independent Provider of Special Education Advice (IPSEA) Level 3 training and has worked as an Early Years Special Educational Needs Coordinator (SENCo).

Nikki CORCORAN is herself a parent to two children with very different special educational needs. She has been a Development Worker with Norfolk SEN Network for 5 years and is trained to IPSEA Level 3.

Nicki FORD qualified as a **Learning Disability Nurse** over 30 years ago and has worked in a variety of residential and community settings with adults and children with learning disabilities. Nicki has worked as part of **Starfish LD CAMHS (Starfish Learning Disabilities Child and Adolescent Mental Health Service)** since 2002; a service dedicated to working with children and young people who have a learning disability and additional mental health issues. During her time with the team, Nicki has had the privilege of working with and supporting many young people and their families in times of difficulty.

Nicki has taken up valuable training opportunities which have been available and as a result, has been able to contribute to assessments for autism; she is also a Cygnet trainer. She has worked directly with young people, and with the wider family where appropriate, around supporting emotional regulation, understanding behaviour and also has some knowledge of communication needs and sensory issues. Since 2019, Nicki has taken on the role of Lead Nurse in the team and currently works within the Starfish Nurse-Led Medication Pathway as a Non-Medical Prescriber.

Lee GIBBONS is the current **Operations Manager of ASD Helping Hands** and the **Co-ordinator of the Norfolk Autism Partnership Board**. He joined ASD Helping Hands in 2006 after leaving his role as a Family Support Worker at Autism Anglia. Lee has over 10 years' experience of supporting autistic people and their families through a variety of challenges including challenging behaviour and communication needs to supporting people through the disability benefits system. His area of expertise is challenging behaviour and communication, with a keen interest in adapting and increasing communication to allow people to fully participate and communicate their needs. In his role as the Norfolk Autism Partnership Co-ordinator he is working closely with partners to decrease the waiting times for autism assessments across all ages and increase the support available to autistic people across Norfolk.

Laura GREGORY and Cally ROBINSON

Laura GREGORY is the **Safe Travel Officer** for the **Norfolk County Council, Travel and Transport Team**. She is part of the team that organises and co-ordinates council funded vehicles to transport eligible students to and from school, college and day centres. She specialises in Special Educational Needs transport ensuring that students and transport staff are safe in transport vehicles.

Cally ROBINSON is also from the **Norfolk County Council, Travel and Transport Team**. This department organises school and college transport whether this be via taxi or bus. Cally has specialist knowledge of transport to special education schools and the training transport support staff receive to provide a safe and comfortable journey.

Helen HARDS is the **Lead Specialist Teacher** of the **Access Through Technology (ATT) Service** within Norfolk County Council Children's Services. She can answer questions regarding the ATT referral process and eligibility criteria, as well as discuss how technology can be used to support your child/young person in school.

Rachael HUTCHINSON and Jon THAXTON

Rachael HUTCHINSON MB ChB MD FRCS (Tr. & Orth) is a Consultant Orthopaedic Surgeon specialising in neurodisability and is the cofounder of Able2B, a unique service combining expert medical knowledge with experienced trainers to improve outcomes in disability. Her co-founder, **Jon THAXTON**, former British and European Boxing Champion, is a highly experienced coach with expertise in mindset, confidence and team-work management. Over the last 5 years they have made a massive difference to many people's lives. Speak to them about ways to manage physical function, improve self-confidence, concentration and any other areas of physical or learning disability that you may wish to improve on.

Niamh KEANE is the Norfolk Special Educational Needs and Disabilities Information, Advice and Support Services (**SENDIASS**) **Manager**. She has worked at Norfolk SENDIASS for 7 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 Independent Provider of Special Education Advice (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.

Greg LONERGAN has been at **Norfolk County Council (NCC)** since July 2007 and has been the **Welfare Rights Manager** since 2017. He has nearly 30 years-experience in welfare benefits advice having worked at a number of voluntary advice agencies in Sheffield, Rotherham, London and Norfolk & Norwich Citizens Advice. The Welfare Rights Team works closely across all teams in Adult Services, Children's Services and Finance. The team also 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. Greg will be open to questions on benefits issues or any other questions related to benefit entitlement.

Gill MALCOLM is a **Specialist Learning Support Teacher within Education, Psychology and Specialist Support (EPSS)** for Norfolk. She joined EPSS two years ago having worked for 32 years as a primary school teacher and SENCo (Special Educational Needs Coordinator) in Norfolk. She works closely with schools alongside the Social Emotional and Mental Health Team, Autism Team, Educational Psychologists and the newly formed School and Community Teams, as part of the Local First Inclusion Initiative. Gill also carries out standardised and informal assessments with pupils and young people, talks with and offers advice and training to support school staff, meets with parents of pupils with SEND, supports schools to develop inclusive practice and supports Looked After Children through the Virtual School. Gill will be able to answer questions about how to support your child with their learning, the roles of 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 and young people.

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.

Rebecca MATHERS is a **Senior Psychological Therapies Practitioner** within the **Neurodevelopmental Pathway in the Child and Adolescent Mental Health Service (CAMHS)** at the **Norfolk and Suffolk Foundation NHS Trust (NSFT)**. She completed her training with University College London and the Anna Freud Centre. Her training enables adaption of psychological therapies, including Cognitive Behavioural Therapy (CBT), to reduce barriers and increase accessibility to mental health support for both neurodiverse young people and young people with a learning disability who are experiencing co-occurring moderate to severe mental health needs. (See additional information in the second paragraph below Rebekah Muttitt's biography. **Note: appointments with Rebecca and Rebekah will be available separately**).

Rebekah MUTTITT is a young people and families mental health **Consultant Nurse** and independent prescriber working within the **Child, Family and Young People Service (CFYP)** and the **Child Adolescent Mental Health Service (CAMHS)**. These services are provided by **Norfolk and Suffolk NHS Foundation Trust (NSFT)** and are for ages 0-25. Rebekah also works within the Mental Health (MH) & Neurodevelopmental (NDD) pathway and NSFT learning disability team in Waveney, Suffolk.

She and Rebecca Mathers both work as part of the wider child adolescent mental health services (CAMHS), who in their own words are a 'dedicated, resourceful, amazing small group of people' all of whom work to increase accessible and adapted MH service availability for young people and their families, supporting a joined-up approach and plan for all. They aim to offer specific support, therapy, mental health assessment and at times, NDD assessments ensuring that needs are considered and delivered in a style that works for the child, young person, family and others, in terms of communication, assessment, mental health support that reflects wishes and is joined up with others to consider and meet overall needs.

Elaine NICKOLLS is **Senior Locality Educational Psychologist (EP)** for the West and Breckland division of Norfolk. She is a member of the extended **Leadership Team** within **Educational Psychology and Specialist Support (EPSS)** and is looking forward to working more closely with the newly formed School and Community teams working with Norfolk schools as part of the Local First Inclusion initiative. 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 (Education, Health Care Plan) 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 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 EHCP.

Sky SMITH is a **Key Worker Coordinator** for the **Norfolk Community Health and Care NHS Trust (NCH&C)**. Families of disabled children and young people often need to see a whole range of health and care professionals, for a variety of reasons, at different stages and times of the child's life. Some families and carers can be overwhelmed by the many different agencies, organisations or people they may have to deal with; others may not be aware of all the services and support on offer to them. The Key Worker Service works together with families to ensure that they can access all the support and services they need.

The service works closely with the organisations (agencies) that families may have to deal with, including Children's Services, charities, hospitals, providers of short breaks and even schools and GPs, to ensure that they are working together to meet the needs of the child and family.

Once your referral to the Key Worker Service has been accepted, your Key Worker Coordinator will arrange to meet with your family in person or via Microsoft Teams to introduce you to the service, answer any questions you have and discuss your expectations. Your coordinator will then arrange and chair the key worker multiagency meetings which will be held every 6 months to discuss your child's care. The Key Worker Coordinator will provide support to your keyworker and offer supervision meetings, if required, to discuss any changes in with your family's needs/ requirements.

Charlotte WILSON is the **Operations Manager for Specialist Service, including the Wheelchairs Assessment service and repairs for the Norfolk Community Health and Care NHS Trust (NCH&C)**. She manages the service budget, Key Performance Indicators (KPIs), complaints, improvements, clinical capacity and often talks with patients to gather information in order to improve the service. **Please note:** Charlotte cannot answer clinical questions, but will take away queries and feedback directly after the conference.

Morning Workshops

11:00 to 12:00

1. Neurodevelopmental services – an overview of priorities to improvement and practical support for families.

In the Auditorium - **Please note: Food and drinks are not permitted in the Auditorium.**

Led by:

Clare Angell, NHS Head of Children, Young People and Maternity Services, NHS Norfolk and Waveney ICB.

Dre Bell, Voluntary, Community, Faith & Social Enterprise optimisation lead – mental health team.

Kerry Kleinau, Central Area Project Co-ordinator - Family Action ASD & ADHD support service.

Amy Pease, NHS Navigator team manager.

With **Kirsty Gannon**, Family Voice Norfolk.

Norfolk and Waveney families report feeling unsupported with their child's neurodevelopmental needs across education, health and care services. We know that it can be too difficult to seek advice and too confusing to know who to ask for help. Many professionals assume that following a medical diagnosis, all children and young people will be offered support and many families believe that this is the only way to guarantee extra help for their child. For the first time, Norfolk County Council with the Integrated Care Board will be working with Norfolk and Suffolk Foundation Trust and Cambridgeshire Community Services to look at how existing services can better meet the needs of children and families prior to and beyond a clinical diagnosis. Wait times to assessment are still too long, but in the meantime, that shouldn't be a barrier to support.

This presentation will include signposting to resources and support and provide a better understanding of what our priorities are and how this will make a difference.

2. How to improve day-to-day function for yourself or those you care for.

In the **Wilkins room G36**.

Led by **Rachael Hutchinson** and **Jon Thaxton** from Able2B with **Kate Draycott**, Family Voice Norfolk.

How to improve day-to-day function for yourself or those you care for, empowering improvement with a team approach. A seminar explaining the reasons for forming Able2B, its ethos to improve outcomes outside of the NHS in a cost-effective and functionally effective way with practical examples of how to achieve this through the services we offer.

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

In the **Franklin room G37**.

Led by **Greg Lonergan** with **Tracey Sismey**, Family Voice Norfolk.

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 also 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.

Afternoon Workshops

14:00 to 15:00

1. Overview of Education and Health Care Plan (EHCP) processes.

In the Auditorium - **Please note: Food and drinks are not permitted in the Auditorium.**

Led by **Niamh Keane** with **Kirsty Gannon**, Family Voice Norfolk.

Niamh Keane, Manager for Norfolk SENDIASS (SEND Information Advice Support Service) will be taking you through a brief overview of the Education, Health and Care Plan (EHCP) processes. This session will include a brief description of SEN Support, the legal tests within the process, what the needs assessment is and includes, what a draft plan should look like, what happens after a final EHCP is issued and what happens at the annual review.

Norfolk SENDIASS is a free, impartial, confidential, arms-length statutory service funded by Norfolk County Council and Norfolk and Waveney Integrated Care Board (ICB).

2. Supporting families earlier with SEND.

In the **Wilkins room G36**.

Led by **Rob Cole** and **Alison Toombs** with **Rachel Clarke**, Family Voice Norfolk.

Rob Cole, Assistant Director: Partnerships, Schools & Communities Service, will begin this workshop, providing an overview of some of the early support available through a range of services including new School & Community Teams, Carers Matters: Parent Carer Service, and Norfolk's Family Hub approach & Start for Life offer. Together with **Alison Toombs, Senior Advisor Inclusion – Learning & SEND**, the workshop will also provide the opportunity to hear about our plans to develop new ways of offering support to parents, carers, children and young people and schools.

You will also have the opportunity to help shape plans to support special educational needs and/or disabilities (SEND) at the earliest opportunity.

3. Autism Spectrum Disorders and Communication.

In the **Franklin room G37**.

Led by **Lee Gibbons** with **Kate Draycott**, Family Voice Norfolk.

Lee Gibbons, Operations Manager for ASD Helping Hands, will present an interactive workshop looking at the difficulties autistic people have with communication, the types of communication we use, and how to support these. He will start with an overview of Autism Spectrum Disorder (ASD) before focusing on the main types of communication and the tools that can be used to support these, such as objects of reference, social stories, and visual aids.

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 36) 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

Access Through Technology (ATT) (stand 14) 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.

ASD Helping Hands (stand 13) 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.

Carers Matter Norfolk, Young Carers & Families (Parent Carers Service) (stand 7).

As the commissioned county-wide service, we provide support for parent carers and young carers in Norfolk. We offer parents the opportunity to have a Parent Carer Needs Assessment to work through how caring for their child affects their health, wellbeing, finances, employment or home life and we can work with them to identify challenges and create a personalised support plan tailored to their specific situation.

We offer parents the opportunity to connect with other parents through our county-wide parent support groups; giving the opportunity to share experiences, build lasting friendships and find strength in community.

Our dedicated young carer and families team provides in-school and in-home support, helping young carers navigate challenges, access resources, and find time for themselves. Young carers will have the opportunity to unpack their worries, find solutions, build coping skills and connect with peers. We can support them to look at their aspirations, explore career paths and navigate school changes, building a brighter future.

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 work closely with parent carers and Family Voice Norfolk to ensure their voice is a part of everything we do. 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 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 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 is distributed by Carers Voice. We have co-produced the Carers Identity Passport to ensure carers of all ages, including young carers and parent carers in Norfolk & Waveney are recognised, valued and respected in the caring role. Carers can apply for a FREE Carers Identity Passport by visiting www.carersvoice.org/carers-identity-passport/

CFYPS: Child Family Young People Service, **CAMHS:** Child Adolescent Mental Health Services and Youth 0 to 25ys, **NSFT:** Norfolk Suffolk NHS Foundation Trust and **MH NDD** pathway: co-occurring Mental Health and Neurodevelopmental Disorder Pathway as part of CAMHS.
(stand 23)

Children with Disabilities (CWD) Short Breaks Team (*stand 9*). 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 College & Easton College (*stand 3*). 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 12*). 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 29*). 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

The Early Childhood and Family Service (ECFS) (*stand 1*) provides information, support and advice to families with young children across Norfolk. It is funded by Norfolk County Council, working in partnership with Action for Children, and has replaced Norfolk's children's centre services for 0-5 year olds.

To ask for extra help, call 0344 800 8020, email ecfs-families@actionforchildren.org.uk, or make an enquiry at Extra support - Norfolk County Council.

The **Educational Psychology and Specialist Support (EPSS) (*stand 18*)** service is a multi-disciplinary team, with educational psychologists, specialist learning support teachers, autism and SEMH (Social, Emotional and Mental Health) teams and the Critical Incident Lead Officer, who has a background in social work and education. We work across schools in Norfolk and children and young people are at the heart of all that we do. Our mission is to offer effective, evidence-based psychological and pedagogical services to children, young people and those who support them in order to make a positive difference to their lives. We work within a spirit of collaboration, co-operation and respect.

Whilst the EPSS is a traded service that is commissioned directly by schools and academies, we also have a core statutory responsibility within the EHCP process.

Members of the service on the stand today will be able to offer some general advice on strategies and approaches that could be useful to support your child, as well as signposting to further support that is available through the Local Offer.

Equal Lives (*stand 16*) is a disability rights organisation based in Norfolk and Suffolk. We exist to support people of any age who face disabling barriers and we are dedicated to making their voices heard. We are a user-led organisation, meaning we are led by people who access care and support services themselves.

We believe in supporting people to empower themselves to live independent lives. We do this through valuable services, including information, advice and community and child protection advocacy.

Our advice and membership team provides a telephone and email enquiry service. They can provide advice around:

Information and advice on finding support.

Discrimination and rights.

Who can help in a crisis.

Independent living.

Social care.

Accessibility.

Complaints about companies/services.

Money and debt issues – referred to our Financial Hardship Adviser.

Welfare benefits – limited capacity for support with Personal Independence Payment (PIP) form fills for residents of Norwich (NR1 – NR7) postcodes.

Family Fund (*stand 10*) helps families raising disabled or seriously ill children or young people up to the age of 24 years old, on a low income living in the UK. We provide grants for wide-ranging items from kitchen appliances, clothing, bedding, sensory toys, play equipment or much-needed family breaks to computers, tablets and much more. Please visit www.familyfund.org.uk for details on our eligibility criteria and how to apply.

Family Action's (*stand 15*) Norfolk and Waveney Autism/Attention Deficit Hyperactivity Disorder (ADHD) Support Service is commissioned by Norfolk Community Health and Care NHS to provide support to families pre-diagnosis with autism and ADHD and post diagnosis with autism.

We offer advice, resources and signposting to parents/carers of children and young people with or awaiting assessment for autism and/or ADHD. Families with a child or young person added to the pathway for a neurodevelopmental assessment are automatically referred into our service and will receive a welcome call from one of our experienced team members. We also accept self-referrals and referrals from other agencies .

Our aim, through our pre and post diagnosis courses, monthly newsletter, workshops, web pages, Facebook group and drop-in support groups, is to ensure parents have access to resources, information advice and guidance to support them with parenting their neurodiverse child/young person.

The **Hamlet Charity (*stand 33*)**. 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 4*). 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'.

Kooth CYP and Qwell (*stand 20*) are commissioned online counselling services. Qwell.io is available for adults aged 18+ in Norfolk & Waveney and Kooth.com is available to young people aged 11-25 in Norfolk & Waveney. Both services provide a free, safe and non-judgemental place for people to connect with others and know they are not alone. We have instant access to self-help materials, live moderated discussion forums and tools such as online journals and goal trackers. Young people can also contribute written pieces of work reflecting their own experiences, as well as accessing drop-in or booked sessions with professional counsellors from 12pm-10pm weekdays and 6pm-10pm weekends.

The services are completely anonymous and a fantastic way for people to get the help and support they need, with no long waiting times or referral processes.

Musical Keys (*stand 37*) provides music and art activities for those with disabilities and additional needs.

Nansa (Norfolk and Norwich Send Association) (*stand 30*) 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) Health Improvement for Learning Disability (*stand 22*).

NHS Norfolk and Waveney Integrated Care Board (ICB) Navigator Team (*stand 26*) 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 Integrated Care Board (ICB) Babies, Children, Young people and Maternity Team (*stand 27*) 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 Waveney Children's Speech and Language Therapy Service, Cambridgeshire Community Services (CCS) (*stand 21*) 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 www.justonenorfolk.nhs.uk/speech-language

Norfolk and Waveney Children and Young People's Health Services - Norfolk Healthy Child Programme (0–19 years), Cambridgeshire Community Services (CCS) (*stand 21*) 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 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.

Norfolk Community Health & Care NHS Trust (NCH&C) (*stands 24 and 25*) provides a range of specialist care services for children up to age 19 who have complex health needs or disabilities, including:

- Community Paediatrics
- Continence
- Respite Care
- Epilepsy
- Neurodevelopmental Service
- Starfish LD CAMHS
- Occupational Therapy
- Key Worker Service
- Wheelchair Service

We provide care and support to enable children and young people to lead as independent a life as possible. In addition to this, the NCH&C Adult Learning Disabilities Service provides specialist health assessment & intervention for adults 18 years and above with a diagnosed learning disability, working integrated with social services to deliver patient centred care.

Norfolk County Council (NCC) - Children's Services Integrated Commissioning: Prevention and Early Help (*stand 28*). 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 County Council (NCC) - Communities, Schools and Partnerships & ERMiN (Every Relationship Matters in Norfolk) (stand 28). The School and Community Teams have a Team Manager, working closely with their Early Help Consultants that assist practice and liaison with schools and settings. They each support approximately seven Education and Family Workers that deliver interventions with education providers, children and their families in each zone. They work year-round including school holiday periods.

The team works alongside schools and early years providers in each zone to provide evidence-based interventions and support to groups of children, parent/carers and individual children and families. Working together, building on the strengths of the education provider and families, we aim to help meet children's SEND needs earlier so that they can flourish and progress with their learning.

ERMiN – Every Relationship in Norfolk Matters

What is Parental Conflict?

Children who are around adults who shout loudly, argue a lot or ignore each other often, don't see and learn how to resolve conflict in a healthy way. This can have a negative effect on their view of what a healthy relationship is. It can negatively impact on feeling safe within the family environment, doing well in school, and their own mental health. It's normal to have some disagreements with our loved ones, but it's important to think about how often disagreements and how they are dealt with.

Support

One plus One, accessed through Just One Norfolk host three different types of courses to help if you have conflict in your relationship or if you are separating or separated. They will help you look at your arguments differently and to manage and resolve conflicts in a way that causes less harm to your unborn child, existing family or each other.

The courses are:

Me, You & Baby: This is for new and expectant parents. It is designed to help them prepare for the changes in their lives and deal with the conflicts that can arise from the added stresses and strains.

Arguing Better: This course is aimed at parents who are under stress or arguing more than they would like to. Parents can learn valuable skills for stress management and conflict resolution.

Getting it right for children: This course is aimed at separated and separating parents. It is designed to help them communicate better as co-parents and resolve conflicts without putting their children in the middle.

To visit Every Relationship Matters in Norfolk on Just One Norfolk go to - www.justonenorfolk.nhs.uk/emotional-health/parental-emotional-health/every-relationship-matters-in-norfolk/

Norfolk County Council (NCC) - Community & Partnerships, Children's Services (stand 28).

Community & Partnerships are one of the three Core Partners in the Start for Life and Family Hub approach alongside the Early Childhood and Family Service (ECFS) & Cambridge Community Services (health). This approach supports a shared ambition that Norfolk is a place where all children and young people can flourish. By joining up and enhancing existing services, we want to ensure all children, young people and their parents and carers can access the early support they need, when they need it. There are a total of seven Family Hubs sitting across Norfolk where families can walk in and access support directly; parent carers can also call the Family Hub and talk with an Early Help Advisor if this is more convenient or access support via the many outreach sessions across the county. We can offer support, advice and signposting around worries/concerns such as access to community groups, parenting support, advice around relationship stress (parental conflict), mental health and school issues etc. Our family hubs approach supports parents and carers of children and young people from conception up to the age of 19–years-old (25 for young people with special educational needs and/or disabilities).

Norfolk County Council (NCC) - SEND Strategic Improvement and Partnerships - Children's Services (stand 11). The Norfolk Area Special Educational Needs and/or Disability (SEND) and Alternative Provision (AP) Strategy: (NASAPS) is the provision, services and support available in a local area for children and young people with SEND.

The SEND Local Offer website brings the information together in one place, so it is easy to find.

Visit our stand to learn more about SEND services and support, what is being done to improve the SEND local offer and to share your views.

Norfolk County Council (NCC) - Welfare Rights Team (stand 29) help to maximise income and ensure the financial well-being of people having a service with NCC. We advise on what benefits to claim, how to claim them, complete forms and challenge negative benefit decisions, including representation at benefit tribunals.

We ensure practitioners are supported to ensure people they work with have the correct advice and support to maximise their benefit income. We also support Voluntary, Community and Social Enterprise organisations (VSCEs), NHS and Social Prescribers through direct referrals.

We also provide in-house and bespoke training for organisations outside the NCC to ensure relevant benefit knowledge for professionals to know what advice to give and to know when a referral to the us is relevant.

Norfolk Family Information Service (Norfolk FIS) (stand 1). 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 Portage Service, Inclusion & Opportunity, Norfolk County Council Children's Services (stand 6). Portage is a free, home visiting education service for families with children aged 0-5 years with significant medical needs and complex SEND. We offer home visits with an experienced early years practitioner to enable your child to have the best outcomes, working in collaboration with parents and carers as their child's best early educator. Portage is a world-wide organisation.

Norfolk SEN Network (stand 8) is an independent charity which supports parents of children with special educational needs through their child's educational difficulties e.g. obtaining an EHC Plan, supporting them through Mediation and Tribunal hearings and finding the right placement or provision to meet their needs. We have just moved to larger premises to enable us to increase the level of support we are able to give, by organising coffee mornings and training for parents.

The **Norfolk SEND Youth Forum (stand 35)** is a participation group for children and young people aged 11 - 25 years with experience of SEND who want to influence and improve services for other young people with SEND. Members meet monthly on-line and also have opportunities to meet up in person throughout the year.

Ormiston Families (*stand 19*)

Our vision

'Safe, healthy, resilient families'.

We work with families affected by offending and we support families, provide early support for those experiencing mental health and emotional wellbeing challenges and provide family services to communities across the East of England.

Our mission

We support families in the East of England to build resilience and make choices to improve the life chances of their children.

Our values

Everything we do is guided by our values of collaboration, compassion and effectiveness. Whether you're working with us as a family, a colleague, a funder, a volunteer or a supporter you'll see us demonstrating these values every day in everything we do.

We're collaborative

We work 'with', rather than 'for', families. We build supportive partnerships, communities and networks. We value each other's strengths and we work together to drive results.

We're compassionate

We listen so that we understand the issues people face. We treat people with respect – always supporting, recognising and reinforcing their achievements.

We're effective

We monitor how our work, which focuses on prevention and early intervention, leads to the people we work with living safer, healthier and more resilient lives.

The **Pathways to Work Team (*stand 5*)** deliver the Apprenticeship Support and Knowledge (ASK) programme. We provide free support and information covering apprenticeships, T-levels and other post 16/18 work-based options.

The **Preparing for Adult Life (PfAL) Service and Employment Service (*stand 5*)**. 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 17).

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 34).

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.

TITAN (Travel Independence Training across Norfolk) and The Transport Team (stand 2).

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 or call on 01603 306889. Visit our website for further information 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 32) 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.

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.



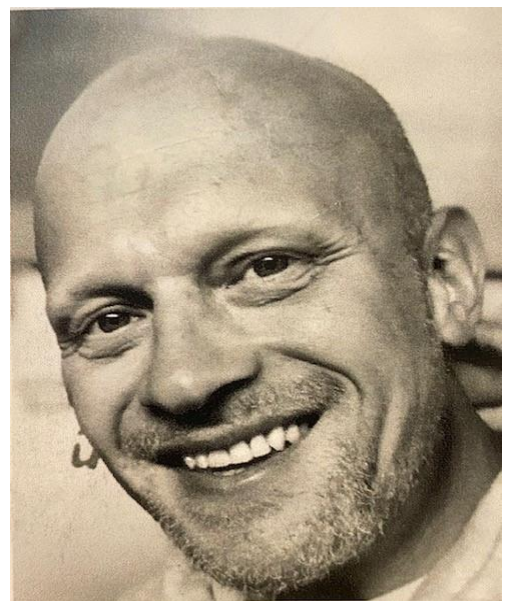
All we ask in return for your attendance today, is that you take a few minutes before you leave to give us some feedback by completing the evaluation sheets in your welcome bag.

Please put the completed sheets in the boxes in the Atrium lunch hall, at the exit or hand them in at the front desk.

Thank you.

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

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 consent to your image being used, please indicate this when registering and then notify a member of Family Voice Norfolk team at the Front Desk. Many thanks.



REMINDER OF LUNCH SITTINGS:

Buffet lunch will be served in the Atrium.

Two sittings are available and the front cover of this programme indicates which sitting you or your party will have entry to. Please therefore keep this with you and present it to the staff in the Atrium accordingly:

1. 12:00 to 13:00 – Blue box on front page
2. 13:00 to 14:00 – Red box on front cover

Please note: Attendees 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 attendees to **keep to their allocated times for lunch** and to exit the Atrium in time for the next sitting.

FOOD CAN BE TAKEN FROM THE ATRIUM TO SEATING UPSTAIRS ABOVE THE MAIN FOYER. SEE CONFERENCE PLAN ON PAGE 2 FOR DETAILS.

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 2025.

www.familyvoice.org.uk
membership@familyvoice.org.uk
Facebook: Family Voice Norfolk
X: @familyvoicenfk

