



## *Conference 2026*

For parent carers and families of children  
and young people (0-25 years)  
with Special Educational Needs  
and/or Disabilities (SEND)

**Saturday 14<sup>th</sup> March 2026**

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

**Doors and Registration  
Open from 9:30am**

# Speed Dating Sticker

Booked a Speed Date with a professional?  
Stick your sticker with your time slot here for safe keeping!



# Consultation Sticker

Booked a Consultation with a professional?  
Stick your sticker with your time slot here for safe keeping!



# Map

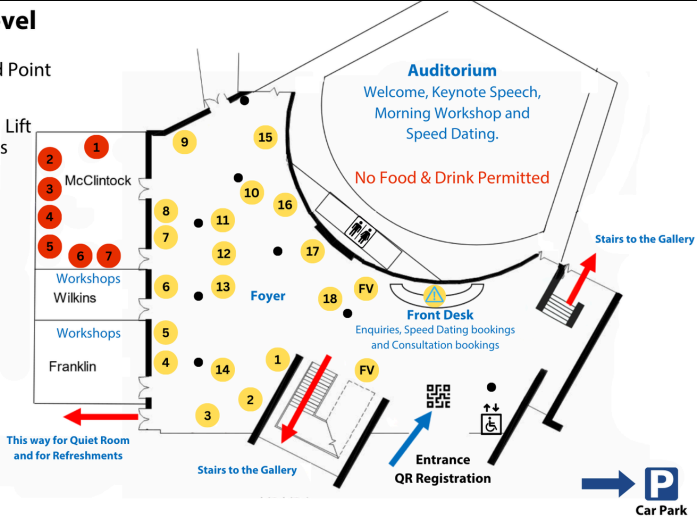
## Ground Level



Lost Child Point



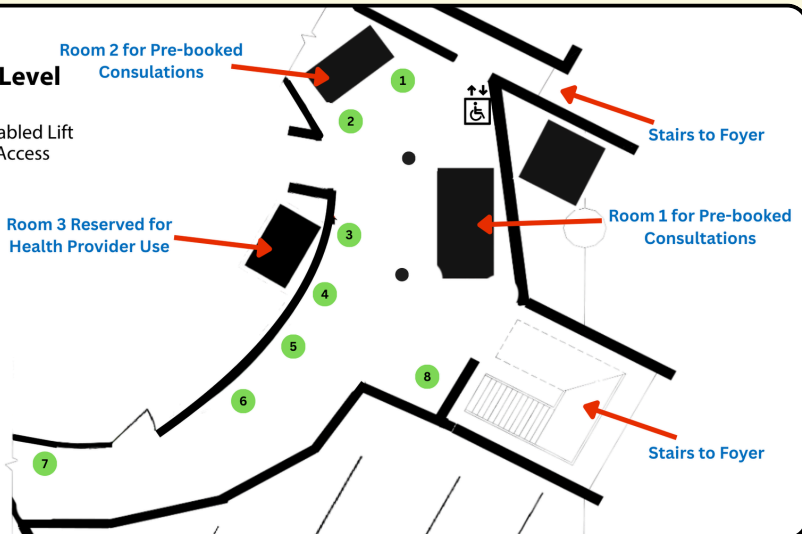
Disabled Lift Access



## Gallery Level



Disabled Lift Access



# Foyer Stands

|           |  |
|-----------|--|
| <b>FV</b> | Family Voice Norfolk   |
| <b>FV</b> | Family Voice Norfolk   |
| <b>1</b>  | Carer's Voice  |
| <b>2</b>  | Family Action Norfolk<br>and Waveney<br>Autism/ADHD Support<br>Service |
| <b>3</b>  | ASD Helping Hands  |
| <b>4</b>  | Norfolk SEN Network  |
| <b>5</b>  | Norfolk SENDIASS and<br>SEND Youth Forum                               |
| <b>6</b>  | Sarah Knights Coaching   |
| <b>7</b>  | Nancy Oldfield Trust   |
| <b>8</b>  | NCC Adult Learning   |

|           |   |
|-----------|---|
| <b>9</b>  | Short Breaks Team                                   |
| <b>10</b> | Direct Payments<br>Support Service                  |
| <b>11</b> | KIDS  |
| <b>12</b> | NANSA (Incorporating<br>DRAGONS)                    |
| <b>13</b> | Signwise Tuition BSL                                |
| <b>14</b> | City College Norwich<br>(inc. Easton and<br>Paston) |
| <b>15</b> | Sunbeams  |
| <b>16</b> | Norfolk Library Service                             |
| <b>17</b> | Dandelion Education                                 |
| <b>18</b> | Able2B  |

# McClintock Room Stands

|   |   |   |   |
|---|---|---|---|
| 1 | Access Through Technology                         | 5 | TITAN and Home to School Transport Team |
| 2 | NCC Early Childhood and Family Service            | 6 | NCC Preparing for Adult Life Team       |
| 3 | NCC Community and Partnerships Team (Family Hubs) | 7 | NCC Pathways to Work                    |
| 4 | Norfolk Local Offer Team                          |   |   |

# Gallery Stands

|   |  |   |   |
|---|--|---|---|
| 1 | Transforming Care Navigators and Mental Health Navigators  | 5 | Cambridgeshire Community Services<br>CYP Health Services<br>(incl. Speech and Language) |
| 2 | NNUH CYP Learning Disability and Autism Nurse  | 6 | EPSS Ed Psych Specialist Support  |
| 3 | Norfolk and Suffolk Foundation Trust (NSFT)<br>CAMHS (Child and Adolescent Mental Health Services) | 7 | Talking Therapies   |
| 4 | Norfolk Community Health and Care (NCHC)<br>Specialist Children's Services                         | 8 | Community Dental Services   |

# Programme

|                   |  |
|-------------------|--|
| 9:30              | <b>General Registration and Speed Dating/Consultation<br/>Booking Desks Open</b>   |
| 10:15             | <b>Welcome: Auditorium</b><br>Mark Knight, Chair Family Voice Norfolk<br><b>Please note: Food and drinks are not permitted in the<br/>Auditorium</b>   |
| 10:20 to<br>10:40 | <b>Keynote Speech: Auditorium</b><br>Nicola MacKinnon, Designated Social Care Officer<br>(DSCO) for Norfolk County Council's Children's Services<br><br>Building confidence and expertise within social care to<br>provide meaningful and consistent support for children<br>and young people with SEND<br><br><b>Please note: Food and drinks are not permitted in the<br/>Auditorium</b>   |
| 11:00 to<br>12:00 | <b>Morning Workshops</b><br>Paula Linford and Asher Jenner ( <b>Auditorium</b> ):<br>Understanding PDA (Pathological Demand Avoidance)<br><br>Sarah Cubitt and Colleen Hubbard, NCC Short Breaks<br>( <b>Franklin</b> ): Understanding NCC's Short Breaks activities<br>available for families<br><br>Jo Sandy and Julie Peach, SignWise Tuition ( <b>Wilkins</b> ):<br>Learn the alphabet in British Sign Language along with<br>some basic signs |
| 12:45 to<br>13:45 | <b>Auditorium:</b> Speed Dating Sessions (pre-booked on<br>arrival)<br><b>Please note: Food and drinks are not permitted in the<br/>Auditorium</b>   |

### Afternoon Workshops

14:00  
to

Sarah Knights, Sarah Knights Coaching (**Franklin**):  
Transitions: Why change feels so hard for Neurodiverse  
Children and how we can make it safer

15:00

Sally MacGregor and Hayley Huckle, Kids (**Wilkins**):  
Resilience Workshop: giving you the practical tools to  
handle challenges and take care of your wellbeing

15:00  
to 15:30

Last chance to visit the stands or attend the final  
consultation slots (pre-booked on arrival) before the  
conference closes at 15.30

# Welcome from Family Voice Norfolk

A very warm welcome to our 2026 Conference for parent carers and families of children and young people with special educational needs and/or disabilities.

We hope that you will enjoy today's programme of speeches, presentations/workshops, 'speed dating' opportunities and our 'new for 2026' additional consultation slots offered by some of the organisations here today. We asked families in our autumn survey what they would like to see and learn from the conference in 2026. What you see and hear about today has come from what families told us. Please do make the most of all the stands we have today and the wealth of knowledge everyone working within SEND is here to share.

Don't forget to come and talk to us on the Family Voice Norfolk stand. Sharing your experiences with us is what is needed to help improve services and those experiences and views are what we share anonymously in the meetings we attend.

Please remember that children attending the conference today must remain with you at all times. If you are separated from your child, please report to the front reception desk.

Please take a few moments at the end to complete our feedback via the QR code on the back of the programme. Thank you 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 into the Auditorium

Nicola MacKinnon, the Designated Social Care Officer (DSCO) for Norfolk County Council's Children's Services, brings extensive experience from across education, specialist teaching and a range of social care roles. Her career has been dedicated to improving the lives of children and young people with Special Educational Needs and/or Disabilities (SEND) and she is uniquely positioned to share how the DSCO role strengthens connections across systems and drives inclusive, effective practice.

Nicola will offer valuable insight into the DSCO role and the ways she supports greater alignment between social care, education and health services. She will discuss how she and the wider DSCO team build confidence and expertise within social care, ensuring colleagues are equipped with the knowledge and skills needed to provide meaningful and consistent support for children and young people with SEND.

Nicola's keynote will explore:

**Relational, strength-based ways of working** that improve outcomes for children and young people.

**Embedding consistent SEND approaches** across social care, health and education to support joined-up practice.

**Strengthening statutory responsibilities, bridging gaps between social care and SEND systems and building constructive, positive partnerships.**

Nicola will highlight one of her most recent developments - the **SEND Beacon (Champion) Network**.

Central to Nicola's message is a clear principle: **the voices of children, young people and families must remain at the heart of everything we do.**

Do join us in the Auditorium for this keynote speech.

# Speed Dating

12:45 to 13:45 - Auditorium

Please note: Food and Drinks are NOT PERMITTED into the Auditorium

This is your opportunity to have a 15-minute discussion with some of the service providers and professionals who are with us today. After you have registered on entry to the conference centre, please visit our **Speed Dating and Consultations Booking Desk** situated at the reception desk. Here you can book your 15-minute speed dating slot and/or your consultation session.

Please note that the slots fill up quickly and that booking will be open from **09.30- 11.45 (close will be earlier if all sessions are booked)**.

On arrival, one Speed Dating slot and one Consultation Session may be booked per person but do check back later in the morning for any still available.

**Please ensure you keep strictly to your time slots for both Speed Dating and Consultation Sessions as others will be waiting.**

The professionals available to book your 15-Minute Speed Dating slots with are as follows:

**1. Sam McCallum, Assistant Director for Statutory SEND, NCC**

Sam leads the service responsible for EHCPs and statutory decision making. Her focus is on clear communication and problem solving with families.

**2. Alison Toombs, Assistant Director for SEND and Inclusive Practice within the Inclusion and Belonging Directorate in Children's Services, NCC**

Alison is responsible for teams such as the SEND and inclusion advisors, educational psychology services, Virtual School Sensory Support. Alison will be interested in hearing experiences from parent carers about their children's experiences in education settings, particularly around inclusion.

### **3. Rob Cole, Assistant Director for Partnerships, Communities and Inclusion, NCC**

Rob leads a wide range of services that provide early intervention and prevention support for children, young people and families. Rob oversees key areas including Family Hubs, the SEND and Inclusion Support Line, School & Community Teams, Short Breaks, Family Information Service and the Inclusion Service that supports children who have a medical need and cannot attend school or have been excluded.

### **4. Lucy Oldman, Senior Advisor in the Learning and SEND Service, NCC**

Lucy, alongside her colleague Suzie Allen, manages the schools and early years providers-facing SEND and inclusion advisory service which includes Access Through Technology and the Portage Service. Lucy will be able to help parent carers with questions they have about how their child/children are supported in early years and in mainstream settings.

### **5. Fiona Searson, Head of Service for Statutory SEND, NCC**

Fiona manages the Norwich and South SEND teams including EHCP co-ordinators who work in educational settings in these areas and also with those who work with young people not in education, employment and training. Fiona can offer guidance to parent carers on the statutory EHCP process, the support available and the future planning towards increasing independence and adulthood. Fiona has knowledge of post-16 pathways to help families understand their options and plan effectively for further education, training, employment and independent living.

### **6. Kim Fitchett-Smith, SEND Team Manager, NCC**

Kim is a SEND Team Manager for North, East and Broadland, managing EHCP co-ordinators who cover schools across these areas. Kim was an EHCP co-ordinator herself for 10 years before becoming team manager and can answer questions parent carers might have around the 20 week and annual review processes including placement planning and phase transfer.

**7. Roger Allen, Preparing For Adult Life (PfAL) and Employment Service Manager in Adult Social Care, NCC**

Roger's role is to oversee the PfAL Service which is the transition team into Adult Social Care and the Adult Social Care Employment Team, which can support people into a range of employment outcomes, both paid and non-paid, including for people not known to Adult Social Care.

Roger is happy to discuss transition into Adult Social Care and employment support pathways for people with additional needs.

**8. Hannah Coupland and Olivia Ampofo, Norfolk and Waveney Children's Speech and Language Therapy Service**

Olivia and Hannah are highly specialist speech and language therapists.

Both have a background working with children with additional needs.

Hannah specialises in social communication and interaction and Olivia specialises in augmentative and alternative communications (AAC). Working together, Hannah and Olivia will help parent carers with their questions on speech and language needs.

**9. Dr Sue Ackerley, Senior Educational Psychologist Quality and Effectiveness, Educational Psychology and Specialist Support (EPSS)**

Sue Ackerley is a member of the Extended Leadership Team of Educational Psychology and Specialist Support (EPSS), part of SEND & Inclusion with Norfolk County Council's 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 schools. Before joining the EPSS, Sue worked as a specialist teacher in Suffolk, supporting the inclusion of autistic children in their mainstream school. Sue will be able to answer questions around the role of the educational psychologist, the support that can be offered through EPSS and the provision available to support inclusive practice in schools.

**10. Elaine Nickolls, Senior Locality Educational Psychologist West & Breckland, Educational Psychology and Specialist Support (EPSS)**

Elaine Nickolls is a member of the extended Leadership Team within EPSS and works with the School and Community teams, working with schools, as part of the Local First Inclusion initiative.

She has previously worked as an SEN teacher and secondary SENCo. Elaine works closely with EHCP co-ordinators and their 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. Elaine will be able to help 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.

**11. Michael Straker, Senior Educational Psychologist, Educational Psychology and Specialist Support team (EPSS)**

Mike supports the Broadland South Zone and several Specialist Resource Bases (SRBs). In his role, he provides support to children and young people, school staff and families through consultation, assessment and training. Prior to training as an EP, Mike was a primary class teacher for 8 years and a school governor for 2 years. His interests include pupil and staff wellbeing (particularly thinking about how books can support wellbeing and understanding), dynamic assessment and coaching. Mike will be able to answer questions around the work of an EP, support that can be offered through EPSS and support that schools can offer to support inclusion.

**12. Dr Melanie Bruce, Clinical Psychologist and Clinical Lead at Starfish Plus, Norfolk Community Health and Care Trust (NCH&C)**

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 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.

**13. Davina Macdonald, Senior Psychological Therapies Practitioner at Starfish, NCHC**

Starfish Learning Disability Child and Adolescent Mental Health Service (Starfish LD CAMHS) offer support assessments and interventions to children and young people who have a diagnosed learning disability where there are concerns about their mental health and/or distressed behaviour.

Davina has worked with children and adults with learning disabilities for many years and has been part of Starfish for the last five years. She is dedicated to improving the quality of children's and young people's lives by advocating and supporting children to lead their best life. Davina offers formulation driven intervention for children and young people and this includes understanding behaviours of distress, talking therapies and working with others to understand each child.

**14. Family Action**

Family Action is commissioned to provide Norfolk and Waveney's Autism and ADHD Service for families whose child or your person is awaiting neurodevelopmental assessment or who has been recently diagnosed. Its aims are to give parents more understanding of how neurodivergence affects a child's thinking and impacts on behaviour, to help parent carers develop a toolbox of strategies to support their child and empower parents to become advocates for their child in education, within wider family and in life.

### **15. Gemma Hall, ASD Helping Hands**

Gemma is the Head of Autism Support at ASD Helping Hands and heads the Autism Information and Advice Service. Gemma has over 8 years of experience supporting parents through their SEND journey, specialising in Autism Spectrum Disorders (ASD)

Gemma can help with issues around education, diagnosis and understanding challenging behaviours to name but a few. Gemma also has a wealth of personal experience with children with their own SEND.

### **16. Nikki Corcoran, Development Worker, Norfolk SEN Network**

Nikki Corcoran is the Lead Development Worker for Norfolk SEN Network.

She is a parent of three children, two of whom have additional needs. Having personally navigated the processes involved in securing the right provision for her own children, Nikki has lived understanding and experience of the challenges families can face.

Nikki is passionate about being the support she wished she had had when her family began their SEND journey. She has worked for Norfolk SEN Network for nine years and recently graduated with a BA(Hons) in Additional Needs and Disabilities.

### **17. Beckie Clifton, Norfolk SEN Network**

Beckie Clifton is a parent to two children with SEN, a son with ADHD at University and a daughter with ASD and PDA at high school. Both have needed lots of support at school. Beckie has been working for Norfolk SEN Network for two years and is trained to IPSEA Level 3.

### **18. Niamh Keane, Norfolk SENDIASS Manager**

SENDIASS is a statutory, free, confidential and impartial service with staff who are independently trained in special educational needs and disabilities, SEND law, guidance, policy and practice.

SENDIASS gives information, advice and support to children, young people and parent carers around special needs and disabilities (SEND) in education 0-25 years of age. This includes health and social care where it is linked to education.

18 continued - **Niamh Keane, SENDIASS Manager**

Niamh leads the service to make sure children, young people and their families get clear, impartial and supportive guidance around SEND. She oversees a dedicated team who are trained in SEND law, policy and practice, and together the team helps families understand their rights and how to navigate the education, health and social care systems. Niamh's role includes helping to inform and influence local and national policy, practice and reforms. Niamh is passionate about ensuring that everyone who comes to SENDIASS feels listened to, supported and empowered.

19. **Emma Henry, Engagement and Advice Officer, SENDIASS**

Emma speaks with parents, carers, children and young people across Norfolk about their educational rights in relation to SEND. Emma helps families to understand what they need and what support is available for them. She loves learning about the ways in which neurodiverse brains work and is passionate about individuals with SEND getting the support they are entitled to.

20 & 21. **Sally MacGregor and Hayley Huckle- Kids Norfolk**

Sally and Hayley are Family Intervention Senior Practitioners with Kids Norfolk.

Kids offers a range of support to parent carers in Norfolk including workshops which are delivered both online and in-person, drop-ins and also Coffee and Connect sessions throughout the county. Come and speak to Sally and Hayley to find out more about these offers or to find out about the process of having a Parent Carer Needs Assessment.

## **22. Anna Golamy, Head of Children and Family Services, Norfolk and Norwich SEND Association (NANSA)**

Anna leads Children and Family Services at Norfolk and Norwich SEND Association (NANSA), overseeing a range of specialist support programmes for children and families across Norfolk. As Norfolk's only qualified Conductive Education Practitioner, and with over 25 years' experience in the SEND sector, Anna has worked across early intervention, family support and specialist education programmes, bringing in-depth knowledge of strategies and services that support children, young people and their families.

Anna currently heads the NANSA Steps and Stages Programme, a pre-school (0-5 years) early intervention service that supports children and families through tailored activities aimed at promoting development and learning. The programme utilises a range of specialist strategies and methods. For example, Conductive Education sessions support children to develop physical, communication, self-care and problem-solving skills for everyday life and supports families to use these strategies at home. It is beneficial for those with a neurological condition or delay, such as Cerebral Palsy, Spina Bifida, Down Syndrome, Global Developmental Delay and other genetic conditions. In addition, Attention Autism sessions build focus and communication skills through engaging, structured activities, supporting children with social and/or communication differences, including those with, or suspected to get, an Autism diagnosis.

Anna also heads the Sensational Families team which delivers peer support groups across the county and provides advice, signposting and advocacy for families. The team operates an enquiry service to offer guidance on managing behaviour, completing forms such as EHCPs and DLA applications, and navigating educational and health systems, including attending meetings with schools and professionals to ensure children and young people with SEND receive appropriate support.

# Consultations

Please book on arrival at the conference centre.

**One session per person** but do check back later for further availability

The booking desk is situated at the reception desk.

## Room 1

**11.00-13.00**

**20 minutes sessions available with SENDIASS**

SENDIASS gives information, advice and support to children, young people and parent carers around special educational needs and disabilities in education 0-25 years of age.

Niamh, Sally, Bridget and Amy-Lou will be happy to help you today with your questions.

## Room 1

**13.30 - 15.30**

**30 minutes sessions with Paula Linford and Asher Jenner**

Come and speak to Paula and to Asher on a 1 to 1 basis to **get advice and understanding from people who really understand PDA**. Ask specific questions about your children and young people, Paula and Asher will do their best to help.

If there are any young people who have PDA and would like to speak to a young adult PDAer to get advice and understanding, please make your booking to speak to Asher.

## Room 2

**11.00-13.30**

### **30 minutes sessions with Sarah Knights Coaching**

Sarah Knights specialises in **helping parents understand what is beneath behaviour**. These 30-minute-long coaching sessions will provide space to talk through one current challenge, whether that is school transitions, exam pressure, emotional dysregulation or the strains of daily change. **Working with you**, Sarah can help identify what is beneath the surface and together you will think about next steps that feel realistic for your family.

**Sarah's aim is to help you feel clearer, steadier and less alone in navigating the transitions your child is facing.**

## Room 2

**13.30-14.30**

### **15 minutes sessions with Suzie Allen, Senior Advisor in the Learning and SEND Service, NCC**

Suzie Allen, alongside a colleague, manages the schools and early years providers-facing **SEND and inclusion advisory service**. If you have questions or concerns about how your child is supported in early years and in mainstream settings, please book to talk with Suzie.

**14.30-15.30**

### **15 minutes sessions with Sam McCallum, Assistant Director for Statutory SEND, NCC**

Sam leads the **service responsible for EHCPs and statutory decision making**. Her focus is on clear communication and problem solving with families. If you have questions for Sam or would like to share your experiences, do book a slot to talk.

# Morning Workshops

11:00 to 12:00

Please note: Food and Drinks are NOT PERMITTED into the Auditorium

## Workshop 1 - Auditorium

### PDA

Presented by Paula Linford and Asher Jenner

**A presentation on PDA to increase understanding of the Demand Avoidant profile, to understand the links between Autism, sensory differences and demand avoidance, and to develop a flexible framework of helpful approaches or strategies for supporting Demand Avoidant children.**

Paula has both personal and professional experience in neurodivergence and in PDA. Paula's daughter, Asher, is 21 years old and is Autistic and PDA. Paula has two other older youngsters with various needs as well as a self-diagnosed neurodivergent husband.

Paula has worked for both Kids, a charity which supports disabled youngsters and their families, as well as being a trainer for the PDA Society for the past 4 years. Prior to this, she was an SEN Teaching Assistant for ten years, supporting many Autistic and neurodivergent youngsters, including supporting many PDA youngsters 1 to 1 in education.

Paula's passion is to bring about understanding and support for PDA youngsters and adults. Paula says that, due to her lived experience, she really does understand.

Asher is 21 years of age, Autistic, PDA and has many other related conditions such as hypermobility and mental health issues, including general anxiety disorder, OCD and in the past has had eating disorders.

Asher says her life and experiences prove that when PDA youngsters are misunderstood by professionals and are not supported appropriately, the results can be catastrophic. Now correctly understood and supported by professionals, Asher is leading a happy and autonomous life, studying full-time at the Northern School of Contemporary Dance as well as being a

trainer, presenter and advocate. Asher says that since 2021, she has been “on a mission to bring about understanding and services and support for PDA youngsters and adults so that no-one else suffers as I have done”.

**Workshop 2 - Franklin Room**  
**Short Breaks Workshop**  
**Presented by Sarah Cubitt and Colleen Hubbard,**  
**Commissioners of Short Breaks, Norfolk County Council**

**Come along to this friendly, interactive workshop on Short Breaks.** Sarah and Colleen will talk about the different Short Breaks activities available for families, how they support activity providers and they will talk to you about the work to review the Short Breaks Strategy. Take this opportunity to share your views, help shape the plans and learn more about what’s on offer for families. This will be a relaxed, informative session and a great space to get involved.

**Workshop 3 - Wilkins Room**  
**A Fun Introduction to British Sign Language (BSL)**  
**hosted by Jo Sandy and Julie Peach of SignWise Tuition**

**Join Jo and Julie to learn the alphabet in BSL along with some basic signs and some tips around communicating with Deaf/deaf people. This workshop promises to be fun and will enable you to begin to be able to communicate with the Deaf/deaf community.**

SignWise Tuition is a specialist, Signature accredited BSL provider based in Norwich, offering Level 1,2 and 3 courses, practice groups and social events for signers of all ages and abilities.

Come and give today’s workshop a go.

# Afternoon Workshops

14.00-15.00

## Workshop 4 - Franklin Room

### Transitions: Why Change Feels So Hard for Neurodiverse Children - and How We Can Make It Safer

Presented by Sarah Knights of Sarah Knights Coaching

**Sarah is a former SENCo and senior leader with over 25 years' experience in education. She is now an ILM Level 7 Executive Coach and founder of Sarah Knights Coaching Ltd, where she works directly with neurodivergent children and their families.**

Sarah specialises in helping parents understand what is happening beneath behaviour, particularly during transitions and periods of overwhelm. Her work combines practical educational insight with calm, strength-based coaching that helps families move from crisis management towards greater clarity and confidence.

You've tried the visual timetable, you've given warnings, you've explained, reassured and negotiated. Yet still something as small as leaving the house, switching off a screen or starting homework can tip the whole evening sideways.

Transitions are often the hidden trigger behind the emotional overwhelm for neurodivergent children. What looks like refusal, shutdown and explosive behaviour is frequently a nervous system struggling with uncertainty, sensory overload or executive function fatigue.

Sarah will help you map the transitions in your child's day and recognise what creates most strain. You will gain a clearer understanding of why change feels so intense and practical ways to reduce distress before it escalates. There is no one-size-fits-all answer but understanding what is happening beneath the surface often changes everything. The aim is not perfection, but steadier, safer transitions that reduce overwhelm over time.

**Workshop 5 - Wilkins Room  
Resilience for Parent Carers**

**Presented by Sally MacGregor and Hayley Huckle,  
Family Intervention Senior Practitioners from Kids Norfolk**

**Come and join Sally and Hayley for this workshop on resilience for parent carers.** The workshop will give you practical tools to handle challenges and take care of your wellbeing. You will learn the main parts of resilience in a simple, effective session held in a safe and welcoming space.

**The team at Family Voice Norfolk would like to thank all the workshop presenters and hosts for bringing such great subjects to our families today.**

We'd like to thank all those who gave their time to hold Speed Dating and individual consultation sessions with parent carers today. We know how much these opportunities are valued by families. Another big thank you goes to all the stand holders for helping families and bringing information about your services to them.

We hope that everyone, parent carers and their families, and professionals here today have found our conference helpful. Parent carers, please do take a moment to feed back on what you have thought of this event using the QR code on the back of this programme.



## WIFI

Domain: nbiconf

Password: knapweed

### Lost Child Point

The Round Reception Desk in the Foyer is the designated Lost Child Point. Lost children will be taken to the Lost Child Point by **two members of staff** for their parent/carer to meet them.



### Refreshments

Teas, coffees and squash are available all day free of charge in the Atrium.

There will be water available in various locations throughout the John Innes Conference Centre Foyer.

## **Access**

15 Wheelchair spaces in the Auditorium.

Hearing Loop in the Auditorium during the Welcome, Keynote Speech, and Workshops.

Disabled Lift for upstairs Gallery access.

Quiet Room available on the right before the Atrium -  
Calm space with some seating.

## **Toilet Facilities**

The conference centre has three toilets available for use on the ground floor.

There is one in-venue disabled toilet with wheelchair access and a baby changing facility.

# Notes

Use this space to write down any notes you may have throughout the day

# Notes

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Your views on the event are very important to us.  
Please take a few minutes to give us some  
feedback.

Simply scan the QR Code below.

Parent Carer Feedback for Family  
Voice Norfolk's 2026 Conference



family voice   
norfolk  
*together improving services*



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



[@familyvoicenorfolk](https://www.instagram.com/familyvoicenorfolk)



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



Family Voice Norfolk

[#FamilyVoiceNorfolkAnnualConference2026](https://twitter.com/FamilyVoiceNorfolkAnnualConference2026)

Have a safe journey home!  
We look forward to seeing you again soon.