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# family voice **check in and chat**

norfolk  
together improving services

is anyone doing anything about this?

am I the only parent worried about this?

why can't this work better?

how can I get people to listen?

If you have more questions than answers about services for your child with special educational needs and/or disability (SEND), come and talk to us.

We are all parents like you. We understand.




Find out how we can make sure your voice is heard and what we are working on right now.

**Monday 11 April 2022, 10–11am**

**Monday 9 May 2022, 10–11am**

No need to book – just drop in on <https://us02web.zoom.us/j/83006703755>

There are so many ways you can get in touch with Family Voice Norfolk...

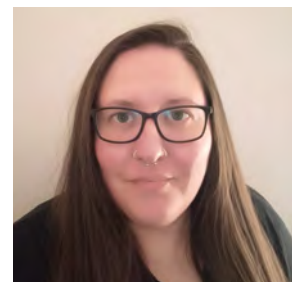
- You can contact our **Membership Secretary Kate** on 07950 302937 or at [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk)
- Or write to us at Family Voice Norfolk, c/o Ayton House, 11 Ayton Rd, Wymondham NR18 0QQ
- Or message us via:
  -  [www.familyvoice.org.uk](http://www.familyvoice.org.uk)
  -  [FamilyVoiceNorfolk](https://www.facebook.com/groups/674209366743395/about/)
  -  [familyvoicenf](https://twitter.com/familyvoicenf)
- Or join our **Family Voice Members Chat Room** on Facebook at <https://www.facebook.com/groups/674209366743395/about/>

*together we are stronger*

## Introducing Gemma

It is a great pleasure to introduce our new Administration Manager, Gemma Everett. She can be reached on [office@familyvoice.org.uk](mailto:office@familyvoice.org.uk) and 07749 604595.

Find further details of our Board and staff and how Family Voice works on our website at <https://www.familyvoice.org.uk/about-us/how-we-work/>



## Do you live in Great Yarmouth or North Norfolk?

Family Voice Norfolk is always glad to find parent carer members who would like to become a little more involved.

In particular at the moment we would love to hear from members who live in Great Yarmouth or North Norfolk. We aim to have representatives and ambassadors in as many areas of the county as possible, as we know that the postcode lottery does exist and the experiences of families vary greatly depending on where they live.



If you would like to improve services for families like yours, and if you feel that families in your area have particular challenges – or advantages – please do get in touch with Kate at [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk). You can find out more about how we work on our website at [www.familyvoice.org.uk](http://www.familyvoice.org.uk).

We offer training and mentoring in whatever role you would like to investigate and we pay an hourly rate and travel expenses (where relevant – most of our meetings are still online), which you can read about at the bottom of our website home page. Or just ask us. We'll be happy to explain what it is like to do the work we do.

## How to find out about Family Voice events and news

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

Our [website](#) tells you more about how we work and our own events. You can find reports, news and our past newsletters there.

Our [Membership Secretary Kate](#) may email you about special events and surveys.

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

## Newsletter deadlines

Our next newsletter will appear at the end of April 2022. Tell us about issues you'd like to see covered – or send us an article or your comments on any topic to do with SEND – by emailing [comms@familyvoice.org.uk](mailto:comms@familyvoice.org.uk) by **25 April 2022**.



# family voice question time

In March, while unable for a second year to hold our annual Conference, we held ten Question Time sessions so that parent carers could hear directly from professionals and ask their own questions.

A more detailed report will appear shortly on the Family Voice Norfolk website at [www.familyvoice.org.uk](http://www.familyvoice.org.uk).

We hope that both professionals and parent carers (and a few other professionals who are working with children) found the sessions helpful. In particular, we hope that as well as giving parent carers an opportunity to ask questions, we enabled professionals to appreciate how complicated it can be for families to navigate systems. In our work we find that the way information about support is communicated is often as important as the support itself.

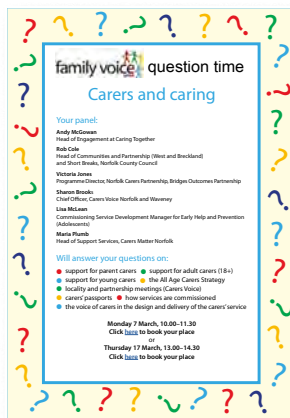
As part of the sessions, professionals shared several links and email addresses that parent carers who were not present may also find helpful. These have been sent on to participants but will also appear in our report.

If there are topics that you would like to know more about, and where you think it would be helpful for us to organise a similar event where professionals and parent carers can talk to each other directly, please do let us know. We will certainly consider organising further events, such as our **Let's talk...** sessions, which took a back seat while Question Time was our focus.

Thank you for the opportunity to speak with the people behind my child's support.

## Back in the room...

Now that a few more events are taking place face to face, rather than online, our Family Voice Ambassadors are beginning to attend gatherings in person. If you know of SEND coffee mornings or other events for families with children and young people with special educational needs and/or disabilities, and it would be helpful to have a Family Voice Ambassador come along to explain what we do and how we work to improve services, please contact Gemma at [office@familyvoice.org.uk](mailto:office@familyvoice.org.uk).

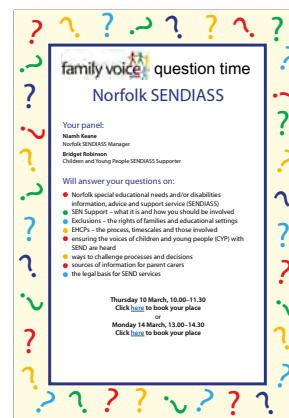


**family voice question time**  
Carers and caring

**Your panel:**  
Andy McGeen  
Head of Engagement at Caring Together  
Rob Cox  
Head of Communities and Partnership (Older and Broadland) and Short Breaks, Norfolk County Council  
Victoria Jones  
Programme Director, Norfolk Carers Partnership, Bridge Outcomes Partnership  
Sharna Brooks  
Chief Officer, Carers Voice Norfolk and Waveney  
Lisa Melton  
Commissioning Service Development Manager for Early Help and Prevention (Adolescents)  
Marie Plumb  
Head of Support Services, Carers Matter Norfolk

**Will answer your questions on:**  
• support for parent carers • support for adult carers (18+)  
• support for young carers • the All Age Carers Strategy  
• locally and partnership meetings (Carers Voice)  
• carer passports • how services are commissioned  
• the voice of carers in the design and delivery of the carer's service

Monday 7 March, 10.00-11.30  
Click [here](#) to book your place  
Thursday 17 March, 13.00-14.30  
Click [here](#) to book your place



**family voice question time**  
Norfolk SENDIASS

**Your panel:**  
Nash Kaefer  
Norfolk SENDIASS Manager  
Bridget Robinson  
Children and Young People SENDIASS Supporter

**Will answer your questions on:**  
• Norfolk special educational needs and/or disabilities information, advice and support service (SENDIASS)  
• SEN Support – what it is and how you should be involved  
• Exclusions – the rights of families and educational settings  
• EHCIPs – the process, timescales and those involved  
• ensuring the voice of children and young people (CYP) with SEND are heard  
• ways to challenge processes and decisions  
• sources of information for parent carers  
• the legal basis for SEND reviews

Thursday 10 March, 10.00-11.30  
Click [here](#) to book your place  
Monday 14 March, 13.00-14.30  
Click [here](#) to book your place

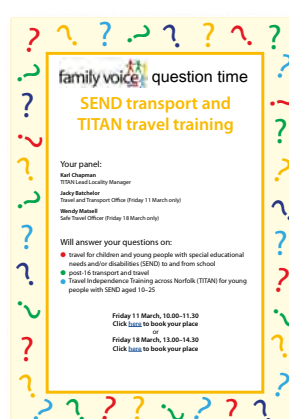


**family voice question time**  
Short Breaks

**Your panel:**  
Sue Connor  
Team Manager, the Short Breaks Team  
Rebecca Dooly  
Strategic Commissioner - Specialist and Complex Commissioning  
Colleen Hubbard  
Commissioning and Central Development Manager - Specialist and Complex Commissioning  
Hannah Price  
Commissioning Officer, Health & Disability Integrated Commissioning Team  
Children's Services

**Will answer your questions on:**  
• everything to do with Short Breaks!  
• who is eligible?  
• how to apply  
• how the process works  
• how funding works  
• finding Short Breaks  
• how parent carers can help improve the system

Tuesday 8 March, 10.00-11.30  
Click [here](#) to book your place  
Wednesday 16 March, 13.00-14.30  
Click [here](#) to book your place

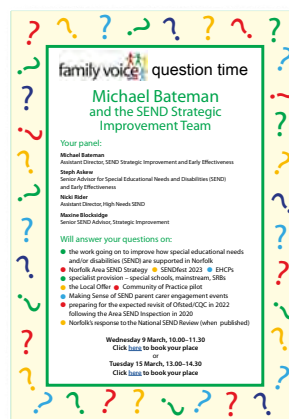


**family voice question time**  
SEND transport and TITAN travel training

**Your panel:**  
Karl Chapman  
TITAN Lead/Utility Manager  
Judy Barber  
Travel and Transport Office (Friday 11 March only)  
Wendy Marshall  
Safe Travel Office (Friday 18 March only)

**Will answer your questions on:**  
• travel for children and young people with special educational needs and/or disabilities (SEND) to and from school  
• post-16 transport and travel  
• Travel Independence Training across Norfolk (TITAN) for young people with SEND aged 10-25

Friday 11 March, 10.00-11.30  
Click [here](#) to book your place  
Friday 18 March, 13.00-14.30  
Click [here](#) to book your place



**family voice question time**  
Michael Bateman and the SEND Strategic Improvement Team

**Your panel:**  
Michael Bateman  
Assistant Director, SEND Strategic Improvement and Early Effectiveness  
Suebie Akbar  
Senior Adviser for Special Educational Needs and Disabilities (SEND) and Early Effectiveness  
Niki Bate  
Assistant Director, High Needs SEND  
Marianne Bloxidge  
Senior SEND Adviser, Strategic Improvement

**Will answer your questions on:**  
• the work going on to improve how special educational needs and/or disabilities (SEND) are supported in Norfolk  
• Norfolk Area SEND Strategy • SENDnet 2023 • EHCIPs  
• specialist provision - special schools, mainstream, SSB  
• the Local Offer • Community of Practice pilot  
• Making Sense of SEND parent carer engagement events  
• preparing for the expected review of Ofsted/CQC in 2023 following the Area SEND inspection in 2020  
• Norfolk's response to the National SEND Review (when published)

Wednesday 9 March, 10.00-11.30  
Click [here](#) to book your place  
Tuesday 15 March, 13.00-14.30  
Click [here](#) to book your place



## We have been working on...

March has been a busy month for Family Voice Norfolk. As well as our Question Time events (see page 3), we have been involved in a huge variety of pieces of work. Below are details of just a few of them.

### SEND transport survey

Family Voice representatives worked with professionals from NCC to design a SEND Transport Survey. We wanted to be sure that the questions enabled families to give information about what really matters to them. We publicised the survey in March and have since heard that it was a great success – almost 100 of you responded and your information will help to shape future SEND transport strategy.



**Special Educational Needs and Disabilities (SEND) travel and transport survey**

Family Voice Norfolk and other parent groups have worked with Norfolk County Council to produce a very quick and easy survey. The aim is to get a better understanding of how children with SEND travel to and from school (or other places of education), what they enjoy and what they find difficult about their journey, and how well it works for parents and carers.

The survey is for parents and carers of children aged 0-25 with special educational needs and/or disabilities (SEND).

It will only take about five minutes.

The survey will be open until 25 March.

For the survey itself and more information about how it will be used, go to: <https://forms.office.com/r/1bK6LAq3Ka>



### Dentistry

In February we asked you to update us about your experience of accessing dentistry for your child or young person with SEND. Your replies enabled us to submit a short report to the Health Overview Scrutiny Committee, which met on 10 March 2022. A copy of this report can be found on our website at <https://www.familyvoice.org.uk/articles-reports/survey-results-2/>. In addition, one of our representatives spoke on BBC Radio Norfolk to Chris Goreham, outlining, at a time when accessing dentistry is difficult for so many, the additional difficulties facing families with children and young people with SEND.

### Ofsted revisit

Following the Ofsted/CQC Local Area SEND inspection in March 2020, Family Voice Norfolk has been involved in multiple workstreams resulting from the Written Statement of Action with which Norfolk responded to the finding of three significant areas of weakness by the inspectors. Ofsted/CQC inspectors will revisit this year to assess how far these areas have been addressed and the extent to which this has made a real difference to families. As most of these workstreams are completed, Family Voice Norfolk has three main focuses:

- to make sure that improvements continue to be made in all these areas, whatever the outcome of the Ofsted/CQC revisit, and that parent carers' voices form a key part of decision-making
- to make sure that the views of families are clearly expressed to the inspectors when they revisit and that we at Family Voice Norfolk have a clear understanding of how families have been impacted by the work done in the past two years and where further work is urgently needed
- to make sure that appropriate participation by parent carers is always considered in any relevant new or continuing work with the local authority and health services. We prefer to work in [co-production](#), but in any case to be involved at as early a stage as possible in developments, so that time and resources are not wasted by creating systems or communications that are not helpful to families.

*together we are stronger*



# Have your voice heard

## Youth Strategy Questionnaire 2022

Norfolk County Council are keen to hear your views on what matters to young people, as we develop a new Youth Strategy. This is your chance to tell us what young people need and help us to make sure we have the right services and support in place for young people in Norfolk. Please complete this survey and have your voice heard.



Please complete the survey by the **Monday 25th April** and have your voice heard to help change things for the young people of Norfolk.

You'll also have the option to go into a draw to **win one of five £20 vouchers.**





**Norfolk**  
County Council

# ADULT SOCIAL CARE



**Carer or care recipient?  
Want to make £20?  
We want to hear from you!**

We're currently speaking to people who use Adult Social Care services, and their family members or those who care for them. We'd love to hear your thoughts on how Norfolk County Council can better work with you and invest in what matters most to you.

**Deadline: 30<sup>th</sup> April**

**To get involved:**

**Email: [Elizabeth.Beh@yearhere.org](mailto:Elizabeth.Beh@yearhere.org)**

**Phone: +441 603 222 540**

**or scan this QR code**



**SCAN ME**



# Norfolk SENDIASS

## Information, Advice & Support Service

### Advice Clinics are back!

After a period of time not offering face-to-face Advice Clinics due to COVID-19, SENDIASS is now ready to offer them again.

Book a face-to-face appointment with one of its SEND Advisers to discuss concerns or review paperwork related to special educational needs (SEN) in education, or to health and social care if it impacts on education. Each appointment ticket is for an hour, with a maximum of two people attending.

If you would like to discuss specific paperwork with an adviser, please make sure to bring this with you.

Following the Advice Clinic, an evaluation form will be sent to you via email.

Please ensure you do not attend your appointment if you have any symptoms of COVID or are isolating. You will be asked to wear a face mask during your appointment (unless medically exempt).

The Advice Clinics will be held monthly at venues in various locations in Norfolk. The first clinic will be held in Downham Market on 19 April.

Find out more on the SENDIASS website at <https://www.norfolksendiass.org.uk/about-us/adviceclinic/>

### Free Young Futures course at Blickling Hall



*"Building Health, Hope and Happiness through the Power of Nature"*

The Green Light Trust is running a **free** 8-week Young Futures EARTH course for 18–35-year-olds struggling with life progression due to mental health or other barriers. This includes those on a low income or zero hours contract who aspire to improve their future prospects but need to build confidence and skills or to overcome personal challenges.

The course runs every Friday 10am–3pm from 22 April to 17 June 2022. A free cooked campfire lunch is included in the day. Participants will have the opportunity to learn a number of practical woodland management, green woodworking, woodland craft and bushcraft skills.

Participants are also able to self-refer and complete the booking forms at the following link: <https://www.greenlighttrust.org/Event/young-futures-blicking-hall-yf-caf-bh0422f>

Help with transport may be available dependant on the participant's location.

Please do look at a YouTube clip recently filmed at another site to gain an idea of what the camps are like: <https://youtu.be/XZuuYIcKxAA>. If you have questions, please get in touch with Louise by emailing [louise@greenlighttrust.org](mailto:louise@greenlighttrust.org).



## Mental health and wellbeing support

The pandemic has brought an increased awareness that our mental health is as important as our physical health. On the next few pages you will find a range of resources to help both adults and young people with their mental wellbeing. Family Voice has spoken up frequently about the need for services for adults that parent carers can access easily, so we are particularly pleased to be able to report on the introduction of Qwell below.

You can also visit the Just One Norfolk website for information and links to support. Go to <https://www.justonenorfolk.nhs.uk/emotional-health/children-young-peoples-emotional-health>.



## **Qwell** alongside you when you need us

**Free, safe and anonymous mental wellbeing support for adults in Norfolk and Waveney**

NHS Norfolk and Waveney has commissioned an online counselling service, Qwell, a service delivered by Kooth Plc.

Qwell offers a digital counselling and emotional wellbeing service for any adult from 1 March 2022.

To use the service or find out more visit [www.qwell.io](http://www.qwell.io).

Qwell provides free, safe and anonymous mental wellbeing support for adults in Norfolk and Waveney from a professional team of qualified counsellors. By accessing Qwell you can benefit from:

- A free, confidential, anonymous and safe way to receive support online.
- Out-of-hours availability. Counsellors are available from 12 noon to 10pm on weekdays and 6pm to 10pm at weekends, every day of the year on a drop-in basis.
- Online messaging. A messaging feature allows you to reach out directly to a professional. Qwell also uses messages to connect with someone who may need additional support.
- Booked and drop-in chat. Qwell's online chat feature allows you to receive professional support through booked or drop-in sessions as and when you need it.
- Access to over 100,000 pieces of therapeutic content created by Qwell's online community and professional content team.
- Community support through peer-to-peer forums is moderated to maximise safety and allow people to discuss issues together in a facilitated environment.
- A suite of self-help personal development tools offers the ability to create journals, track your mood and set goals.
- No referral is required. You can register for Qwell independently at [www.qwell.io](http://www.qwell.io).





**Free online counselling support for young people!**  
Discover everything Kooth has to offer



## Find out about Kooth for children and young people

Kooth is designed to support the wellbeing and resilience of young people and is available for 11–25-year-olds in Norfolk and Waveney.

Kooth provides a safe, secure means of accessing help via the internet. By accessing Kooth, young people can benefit from a free, confidential, anonymous, and safe way to receive support online. Online counselling from a professional team of BACP qualified counsellors is available via one-to-one chat sessions or messaging on a drop-in basis or via booked sessions. No referral is required.

Go to <https://www.kooth.com>.

There are also online information sessions, designed to help young people understand how Kooth can support them on a daily basis with their mental health and wellbeing.

Kooth is an anonymous service, cameras and mics will be off and those joining can feel free to change the name they display.

The session will be via Zoom. A link will be sent before the event.

The session will cover:

- An overview of Kooth
- A live tour of the Kooth site
- An opportunity for questions and answers about Kooth

There are sessions on:

- Monday, 11 April, 18.00–19.00
- Monday, 9 May 11, 18.00–19.00
- Monday, 13 June, 18.00–19.00

To book, go to <https://www.eventbrite.co.uk/e/discover-kooth-young-peoples-information-session-tickets-225781246787?aff=ebdsoporgprofile>.



# Get urgent help if you are experiencing a mental health crisis

Mental health crisis means different things to different people.

You may be distressed and want to harm yourself, or someone else.

You may be hearing unpleasant voices, feel that people are watching you or that you are in immediate danger.

It could help to tell someone you trust, such as a family member or a friend who can then help you decide what to do. They can also contact services on your behalf.

## If you are supported by one of NSFT's services:

- Check your care plan, and:
- During office hours contact your care coordinator or the duty number for the team that is supporting you. If you don't have their details, visit NSFT's service finder.
- Or call the urgent mental health helpline on 111 and select option 2.

## If you need urgent help and you are not supported by NSFT's services:

- Call 111 and select option 2 to speak to the 24-hour urgent mental health helpline.

Please avoid visiting hospital A&E (Accident and Emergency) departments unless you have a life-threatening emergency. The number above can connect you to crisis services.

If you are with someone who has attempted suicide, call 999 and stay with them until the ambulance arrives. If anyone is at serious risk of harm, call 999 and ask for the police.

If you need  
urgent mental  
health help,  
call 111 and  
choose option 2



Mental health crisis support 24/7 for  
people of all ages in Norfolk and Suffolk

## Network for autistic young people

Ambitious about Autism has launched the UK's first online platform for autistic young people – find further details at

<https://ambitious-youth-network.ambitiousaboutautism.org.uk/page/ambitious-youth-network>



This will offer autistic young people aged 16 to 25 a safe and moderated online space to help them understand their autistic identity and reduce the isolation and loneliness that many feel. Young people will be able to take part in peer-support sessions, share experiences, and find volunteering, work experience and employment opportunities. There will also be opportunities for them to work together and campaign for change.





# Nature Connect

A Norfolk and Waveney Mind Project in  
Norwich, King's Lynn & Great Yarmouth

**Spending more time in nature and engaging in activities that sustain our local natural habitat makes for more resilient, connected individuals and communities.**

**We are an integral part of nature!**

If you want to find out more, please email:  
**[natureconnect@norfolkandwaveneymind.org.uk](mailto:natureconnect@norfolkandwaveneymind.org.uk)**, or  
call **0300 330 5488** and keep any eye on our socials.

We are grateful for the support of the Co-Op Resilience Fund for this project.

**Project activities include:**

- Sowing and Growing
- Mindful Walking and Forest Bathing
- Creativity in Nature
- Foraging and Cooking
- Connecting with and Exploring in Nature

 **Mind Norfolk and Waveney**

Registered charity - No. 1118449



# FRONT LINE FAMILIES

In the aftermath of the COVID-19 pandemic, Frontline Families are providing events designed to meet the needs of families of disabled children and adults who have a range of support needs. See all events on our webpage.

[bit.ly/FLFweb](https://bit.ly/FLFweb)

Or scan QR code →



## RELAXATION & MINDFULNESS

**Helen** mum of K, aged 8, with autism and SLD; is a yoga teacher and did Special Yoga and Mindfulness for Autism and ADHD last year. Helen will introduce the theories behind relaxation that can help us and our loved ones. Also provided will be a recording of the tools.

**Time: 10.30 – 12.30**

**Date: Wednesday 27<sup>th</sup> April 2022**

**Place: via Zoom/Teams online**

Register:

Contact Dawn [dawnrooke58@outlook.com](mailto:dawnrooke58@outlook.com) or book online [bit.ly/FLF0003](https://bit.ly/FLF0003)

Frontline Families is a **partnership** of organisations who work with families of disabled children and adults who have a range of support needs.



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Or scan QR code →



## How technology can support people to be at the heart of care

RIX Wikis are simple, accessible, secure and easy to build personal websites. They can be used to create multimedia person centred plans that use video, pictures, sound and words to capture the voice, skills, aspirations and needs of the individual.

The RIX Wiki has been developed with and for people with learning disabilities, their families, carers, and support professionals.

Join us to hear from Lisa Perry and Sam Bergin Goncalves two parent carers who have been using RIX Wikis to support their son's Education, Health and Care.

Family support worker Gail Hanrahan will share how the RIX Wiki has supported partnership working with families.

**Monday 11th April 2022**  
**11am to 1pm**

Join us on Zoom for an informative session with  
Lisa Perry - Expert by Experience,  
Samantha Bergin Goncalves - Parent Carer using RIX wiki for 10 years  
Gail Hanrahan - Oxfordshire Family Support Network

for info email: [pippa@bringingustogether.org.uk](mailto:pippa@bringingustogether.org.uk)

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Or scan QR code →



## Discover learning with Minecraft Find out how you can help your children learn more using Minecraft

You will discover what Minecraft is, why is it so popular and how is it being used in education to teach everything from communication and social skills to coding and games development.

In this session, we will explore how Minecraft can be used as a tool for all children to learn key life and digital skills that are often not covered in early national curriculum.

Tuesday 12th April 2022  
10am to 12noon

**CLUB MINECRAFT**  
Eat | Sleep | Mine

Join us on Zoom for an informative session with Matthew Ward - Gaming and I.T. Teacher, avid tech fan and self-proclaimed 'gaming geek' Matt has been running Minecraft sessions for 6 years.

for info email: [pippa@bringingustogether.org.uk](mailto:pippa@bringingustogether.org.uk)

Frontline Families is a **partnership** of organisations who work with families of disabled children and adults who have a range of support needs.



# ALL BABIES CRY

## Top Tips for Dads!

- Talk to your baby
- Songs, humming and 'shushing' can all help
- Talk to other dads
- Ask for help if you need it



Support is available:

Call 0300 300 0123

Text: 07520 631590

Visit: [JustOneNorfolk.nhs.uk/AllBabiesCry](https://www.justonenorfolk.nhs.uk/AllBabiesCry)

Scan me:



# St Giles

## SOS+ Programme

**St Giles aims to break the cycle of prison, crime and disadvantage to create safer communities by supporting people to change their lives.**

**We use expertise and lived experiences to empower people who are not getting the help they need, who are hard to engage because they have been repeatedly failed – held back by poverty, exploited, abused, dealing with mental health problems, caught up in crime or a combination of these issues.**

We train 'Peer Advisors' to become qualified in Level 3 Information, Advice and Guidance.

They use this qualification and their lived experience to inspire and support people facing similar situations. Being helped by someone who has 'been there' is powerful and underpins all our projects.

### **SOS+ SERVICE**

St Giles' SOS+ Service delivers early intervention work in educational and community settings, through preventative sessions on violence, vulnerability and exploitation. Our award-winning approach uses trained professionals with lived experience of the criminal justice system to de-glamorise gang involvement and expose the harsh realities of crime and violence.

SOS+ delivers educational sessions that tackle the issues of county lines drug smuggling, gangs, and knife crime to young people who are vulnerable and at risk of exploitation, alongside providing training and awareness sessions on these topics to parents, teachers and other professionals.

### **SOS+ PROJECT AIMS**

- Prevent young people becoming involved in serious youth violence and criminal

activity by demystifying gang culture and educating them about the harsh realities of knife crime and prison life;

- Impart real tools that young people can utilise to make better informed decisions and to avoid negative lifestyle choices;
- Endorse the benefits of education;
- Equip parents and professionals with the knowledge, understanding and tools to help safeguard their young people.

### **OUR WORK HAS THREE THEMES:**

**Building safety:** most clients cannot focus on longer-term aspirations until they feel safe and secure. Our staff support clients to immediately address these needs.

**Building aspirations:** We support clients to build up the skills, confidence and resilience needed to create and to re-engage with education, training and employment.

**Building connections:** All our clients experience social isolation. We support them to develop the tools to become create positive relationships within their community.

**SOS+ webinars -**

## **Webinar for Parents/Carers**

**Click here to register**  
**Thursday 7th April 2022 5-6pm**

**Click here to register**  
**Thursday 21st April 2022 5-6pm**

**Click here to register**  
**Thursday 28th April 2022 5-6pm**

**St Giles**

Turning a past into a future

St Giles is a registered charity No 801355.

St Giles Head office, 64-68 Camberwell Church St, London, SE5 8JB.

[www.stgilestrust.org.uk](http://www.stgilestrust.org.uk) © St Giles Trust 2021



# START LEARNING TODAY



We offer a whole range of **FREE** short courses that you can study both online or in a classroom including...

**Understanding how to get online - How to use a computer/tablet for all levels - Beat your bills - Starting your own business - Helping you move towards work - Looking after your wellbeing and fitness  
Cooking on a budget - Lipreading & BSL - Volunteering  
Mentoring - Arts & Crafts & much more**

**We offer taster sessions too, so you can come and try first!**  
Our courses are run by experienced and friendly tutors and give you a great chance to meet new people too!

All classroom courses are held in a venue in Norfolk that adheres to the current COVID guidelines.

**It is simple and easy to sign up...**  
**just call 0344 800 8020 (option 5)**  
**or visit [www.norfolk.gov.uk/communitylearning](http://www.norfolk.gov.uk/communitylearning)**



## Big Norfolk Holiday Fun

The Big Norfolk Holiday Fun Easter programme is now open for bookings.

The BNHF activity programme provides holiday activities for children and young people aged 5–16 (or 4 if your child is slightly younger but in school) in Norfolk.

Big Norfolk Holiday Fun is run in partnership with Norfolk County Council.

**Those who claim means-tested free school meals can claim free spaces** on the activities, while paid spots are available on many activities for those who don't. Find out more about this and book places at <https://www.activenorfolk.org/public/bignorfolkholidayfun/>.

The Easter programme takes place between 4 and 19 April 2022.

The website gives you links and information and contact details if you have special requirements or need to find out more about whether an activity is suitable for your child.



## Sense arts, sport and wellbeing



**Sense** is dedicated to empowering people with complex disabilities to lead creative and active lives. The organisation delivers accessible programmes that give everyone the time and space to take part. People with complex disabilities are at the heart of everything it does.

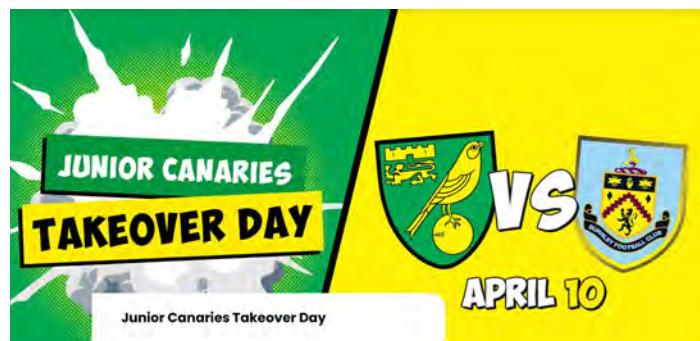
**Sense** delivers inclusive opportunities that give people the chance to learn new skills, gain new experiences, connect with others and improve their physical and mental wellbeing. It supports the arts, sports and social care sector through consultation, training and sharing insight and learning.

To find out more, go to <https://www.sense.org.uk/get-support/arts-sport-and-wellbeing/>.



## Junior Canaries takeover day

At Norwich City's Premier League fixture against Burnley on 10 April at Carrow Road, **Norfolk Autism Partnership** will have a stand and a **Family Voice Norfolk** representative will also be there with information about our organisation. The day has been chosen as a Junior Canaries takeover day.



As part of the takeover day, the following activities are taking place:

### **Virtual mascots**

As it is not possible to offer NCFC's regular matchday experience, virtual mascots are being run exclusively for this fixture.

There will be the starting line-up graphic on the big screen featuring images of the players drawn by Junior Canaries.

One of the junior members will announce the starting line-up pitchside at Carrow Road before the game.

### **Community Hero**

The Fosters Community Hero has been selected as a junior from nominations on the Canaries' website.

### **Birthday blast**

Pymm & Co have given away five birthday blasts to five different juniors, which includes tickets to the game, a shirt and a cake.

Juniors have sent in good luck questions to the players and their questions to Dean Smith prior to his press conference on Friday.

### **Programme designer**

The matchday programme cover has been designed by a junior member – you can get your copy from the club shop or from programme sellers around the ground.

### **Warm-up shirts**

The players' warm-up t-shirts will feature a design created by a junior member.

### **Matchday DJ**

Junior Canaries have sent in their pre-match songs, which will be played around the ground in the build-up to the game.

### **Matchday FanZone**

The FanZone will also be open to all juniors with a gift available for those who turn up first (at Carrow Park, 11:30–1:30).

For more information on how to become a Junior Canary member, visit the Canaries' website [here](#).



## FREE Family Learning courses

Many more **free** Family Learning courses are now available from Norfolk County Council. To find out more about any of the courses below, go to <https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses/family-learning-courses>



### Online Course

07 April 2022 • 2pm

#### Family Fun with Maths KS1

1 session • places available

Would you like to help your child with their maths but you're not sure how they're taught in school?

**Free**

### Thetford • Thetford Library

08 April 2022 • 9.30am

#### Fun First Aid For All The Family

1 session • places available

This fantastic free and fun First Aid workshop is for all the family.

**Free**

### Norwich • Hethersett Library

08 April 2022 • 2pm

#### Easter Activities

1 session • few spaces left

Hop, bounce, and spring into Easter with this one-off activity session!

**Free**

### Attleborough • Attleborough Comm & Enterprise Centre

08 April 2022 • 2pm

#### Fun First Aid For All The Family

1 session • places available

This fantastic free and fun First Aid workshop is for all the family.

**Free**

### Swaffham • Swaffham Community Centre

11 April 2022 • 9.30am

#### Fun First Aid For All The Family

1 session • places available

This fantastic free and fun First Aid workshop is for all the family.

**Free**

### Norwich • Hellesdon Library

11 April 2022 • 10am

#### Make & Create for Dads & Young Ones

1 session • places available

Are you looking for activities to do with your children?

**Free**

### Costessey • Costessey Library

11 April 2022 • 1pm

#### Make & Create for Dads & Young Ones

1 session • places available

Are you looking for activities to do with your children?

**Free**

### Wymondham • Wymondham Library

11 April 2022 • 2pm

#### Fun First Aid For All The Family

1 session • places available

This fantastic free and fun First Aid workshop is for all the family.

**Free**

### Online Course

13 April 2022 • 10am

#### Easter Cheesecake Bake Along

1 session • places available

Hop, bounce, and spring into Easter with this one-off online activity session!

**Free**

### Online Course

20 April 2022 • 10am

#### Look After Yourself, So That You Can Look After Your Child ONLINE WORKSHOP

1 session • places available

This workshop is an introduction to the 5 week course 'Looking after yourself so that you can look after your child/ren'.

**Free**

### Online Course

21 April 2022 • 6.30pm

#### Paediatric First Aid ONLINE

1 session • places available

This could be the most valuable 2 hours of ONLINE learning you have ever spent.

**Free**



### Great Yarmouth • Great Yarmouth Library

23 April 2022 • 10am

#### Make & Create for Dads & Young Ones

1 session • places available

Are you looking for activities to do with your children?

**Free**



**Online Course**

25 April 2022 • 12.45pm

**Helping Your Child Manage Anxiety**

5 sessions • places available  
Discover how to help your child with anxiety.

**Free**



**Online Course**

25 April 2022 • 6.30pm

**Paediatric First Aid**

1 session • places available  
This could be the most valuable 2 hours of ONLINE learning you have ever spent.

**Free**

**Online Course**

26 April 2022 • 10am

**Self Care for Parents & Carers**

5 sessions • places available  
This Self-care for Parents & Carers course explores a range of strategies to help you look after yourself so that you are better able to look after your child.

**Free**

**Online Course**

26 April 2022 • 12.45pm

**Helping Your Child Manage Anxiety**

5 sessions • places available  
Discover how to help your child with anxiety.

**Free**



**Online Course**

27 April 2022 • 10am

**Helping Your Child Manage Anxiety**

5 sessions • places available  
Discover how to help your child with anxiety.

**Free**

**Online Course**

27 April 2022 • 1pm

**Family Meals on a Budget**

5 sessions • places available  
Are you interested in refreshing your family meals without forking out?

**Free**

**Online Course**

27 April 2022 • 7pm

**Understanding Your Child's Behaviour**

2 sessions • places available  
This fantastic FREE online 2-week course will help you to gain confidence and skills to support your child/ren's behaviour with tips based on current guidance and best practice.

**Free**



**Wymondham • Wymondham Library**

04 May 2022 • 10.30am

**Sensory Play**

4 sessions • places available  
This fantastic FREE course will help you discover how your children 0-2 years old experience the world through their senses.

**Free**

**Wymondham • Wymondham Library**

06 May 2022 • 10.30am

**Bring a Story Alive**

4 sessions • places available  
This fantastic FREE course will help you bring your child/ren's favourite book to life with them.

**Free**



## Holiday activities

Inspiring Norfolk has collaborated with Norfolk County Council, UEA and Archant to produce a fun-packed guide, full of activity ideas, learning resources and places to visit.

You can link to the digital guide [here](#).

The Family Voice Facebook page also regularly publicises activities for children. Find it at [FamilyVoiceNorfolk](#).



## Protection of liberty consultation

The government is consulting on the proposed changes to the Mental Capacity Act 2005 (MCA) Code of Practice, which includes guidance on the new Liberty Protection Safeguards (LPS) system. This consultation is also seeking views on the LPS regulations, which will underpin the new system.

This is a joint consultation published by the Department of Health and Social Care (DHSC) and the Ministry of Justice (MoJ).

The LPS will apply to **people over the age of 16**, and the Department for Education (DfE) has been involved in the development of this new system.

The LPS is important guidance about what has to happen if a person is deprived of their liberty without their consent.

You can find more details and Easy Read versions of documents that explain more about what is proposed on the government website [here](#).

## Fully funded training courses

Impact Futures are delivering the below qualifications **fully funded** through their Adult Education Budget (AEB) to anyone aged 19+ and regardless of their employment status.

They are working with many charitable and not-for-profit support services to offer these courses to employees, volunteers and service users. The courses are specifically designed to raise knowledge and awareness of the subject area to support others, and can be completed by staff, volunteers, parents, friends, and family within your community. Please feel free to share this information.



**There are only four months left to access these courses before the end of funding.**

### WHAT IS AEB?

The Adult Education Budget (AEB) provides individuals aged 19 and above with the skills and learning required to progress, be that in the workplace or in to further education such as an apprenticeship. Employers can also utilise AEB to improve or refresh the skills of their current workforce, and learners can benefit from AEB training to gain new skills, improve progression opportunities or support a career change.

Qualifications are offered in childcare and education, healthcare, business, IT and team leading:

Level 2 Certificate in Understanding Children and Young People's Mental Health

Level 2 Certificate in Awareness of Mental Health Problems

Level 2 Certificate in Self Harm & Suicide Prevention Awareness

*Continued on page 24*



Level 2 SEND

Level 2 Autism Awareness

Level 2 Certificate in Equality and Diversity

Level 2 Certificate in Understanding Nutrition & Health

Level 2 Certificate in Understanding the Care and Management of Diabetes

Level 2 Award in the Prevention and Control of Infection

Level 1 & 2 Functional Skills

Level 2 Certificate in Principles of Team Leading

Level 2 Certificate in IT User Skills

Level 2 Certificate in Principles of Business Administration

Level 2 Certificate in Principles of Customer Service

To view the full list of fully funded qualifications online, please visit <https://impactfutures.co.uk/qualifications/>.

Courses are delivered via an online learning platform with support from fully qualified, experienced tutors, and can be completed any time throughout the day or evening.

As the courses are **fully funded** through an AEB budget, there are **no costs whatsoever to the employer or the learner**. Learners can complete as many courses as they want, and they will receive a nationally recognised certificate from the awarding body upon completion of the course(s).

Learners must be aged 19+ and have been a resident in the UK for at least three years, and be able to provide proof of ID/residency. Learners can access the qualifications regardless of their employment status and earnings. They will be asked to provide proof of benefit or earnings as part of the enrolment process and AEB funding requirements.

For further information, the link to the Adult Education Budget funding rules is <https://www.gov.uk/guidance/adult-education-budget-aeb-funding-rules-2021-to-2022>

To book spaces on the courses please email or call Andrea directly. Her contact details are below. She will also be happy to answer any further questions you may have.

Andrea Swales

AEB Business Development Manager

E: [Andrea.Swales@impactfutures.co.uk](mailto:Andrea.Swales@impactfutures.co.uk)

T: 01753 596004 | M: 07706 324 181

W: [impactfutures.co.uk](http://impactfutures.co.uk) | [thechildcarecompany.com](http://thechildcarecompany.com)

## Report on bias and discrimination faced by disabled children and their families from ethnic and marginalised communities

Special Needs Jungle researched this topic and fed their results in to the SEND Review. You can read their findings [here](#). Please do also let Family Voice know if you have experienced this.



# What are Integrated Care Systems (ICSs)?

Integrated care is about giving people the support they need, joined up across local councils, the NHS, and other partners. It removes traditional divisions between hospitals and family doctors, between physical and mental health, and between NHS and council services.

In the past, these divisions have meant that too many people experienced disjointed care. Integrated care systems (ICSs) are new partnerships between the organisations that meet health and care needs across an area, to coordinate services and to plan in a way that improves population health and reduces inequalities between different groups.

Since 2018, they have been deepening the relationship in many areas between the NHS, local councils and other important strategic partners such as the voluntary, community and social enterprise sector. They have developed better and more convenient services, invested in keeping people healthy and out of hospital and set shared priorities for the future.

The NHS Long Term Plan (<https://www.longtermplan.nhs.uk>) confirmed that all parts of England would be served by an integrated care system from April 2021.

Integrated care systems exist to achieve four main aims:

- improve population health and healthcare
- tackle unequal access, experience and outcomes
- enhance productivity and value for money
- support broader social and economic development

Some acronyms that you may see and hear are:

ICB – Integrated Care Board and

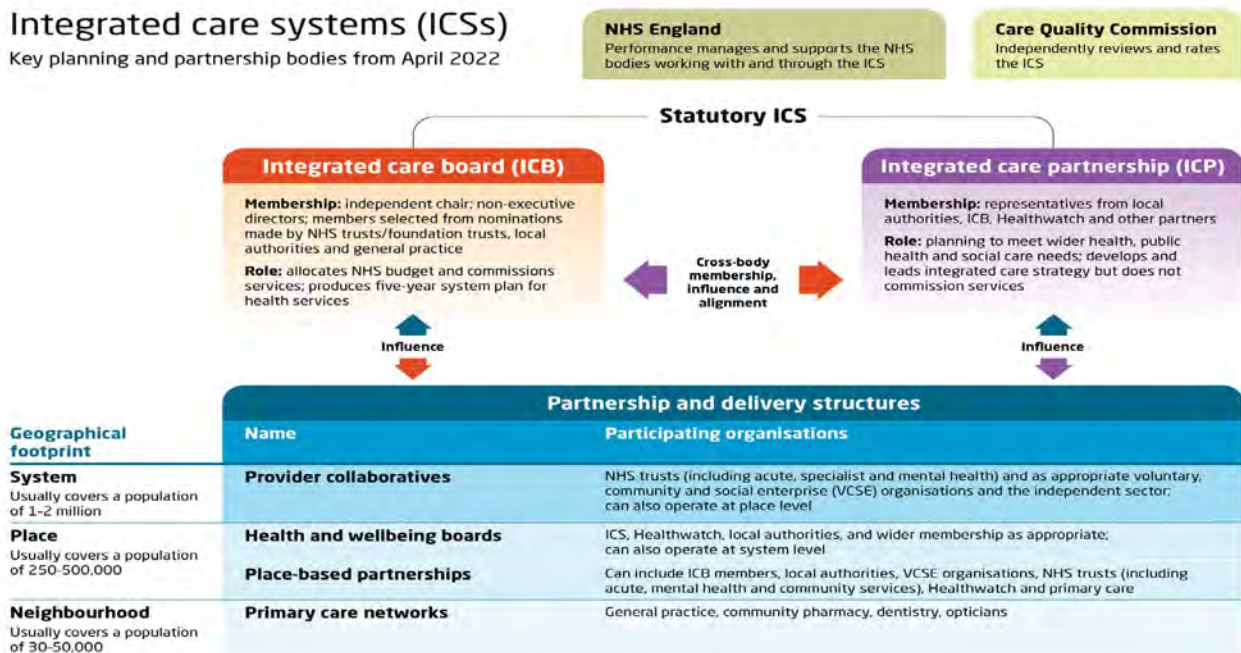
ICP – Integrated Care Partnership

The acronyms sound simple but the organisation is complicated, as you will see from the chart below.

*Continued on page 26*

## Integrated care systems (ICSs)

Key planning and partnership bodies from April 2022



The Health and Care bill is going through its final stages at the moment. Key features of the bill in relation to children and young people with special educational needs and/or disabilities (SEND) are:

- ICBs must consider the needs of children, including those with SEND, in their forward planning
- ICBs and ICPs must make sure they have a diverse skill mix on their Boards
- The Department for Health and Social Care (DHSC) and the Department for Education (DfE) will work with partners to consider how information sharing can be improved across children's health, social care and wider partners

- ICB annual reports must include how they have met their statutory duties for safeguarding babies, children and young people (BCYP)
- Guidance will be provided to ICSs on SEND, Safeguarding and BCYP provision
- The identification of an executive lead for SEND and BCYP accountable to the ICB.

For more information about the bill and the new systems, go to:

<https://www.england.nhs.uk/integratedcare/what-is-integrated-care/>

<https://www.kingsfund.org.uk/audio-video/integrated-care-systems-health-and-care-bill>

## NHS Easy Read guides

The NHS has produced some Easy Read guides about various areas of health and community. If you have a young person who might find these helpful, please could you let us know at [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk) what you and your young person think of them? You can find the complete documents (they are each only one page long) at <https://www.familyvoice.org.uk/post/have-your-say-about-proposed-new-nhs-guides/>



# Making Sense of SEND



A free info sharing event for parents and carers of children aged 0-25 with SEND

Making Sense of SEND events are organised by the Norfolk SEND Local Offer team in partnership with Family Voice Norfolk and give you the chance to:

- Listen to a presentation on a specialist subject
- Give your views about something the Local Offer team wants to improve or develop
- Ask a panel of experts questions

These free online events are exclusively for parents and carers who have a child with SEND. They are supported by:

- Family Voice Norfolk
- Norfolk SENDIASS
- Norfolk SEN Network
- SENSational Families

Making Sense of SEND is making a return to face-to-face events this summer, as you will see below.

**Making Sense of SEND**  
A free info sharing event for parents and carers of children aged 0-25 with SEND  
📍 **Knights Hill Hotel, King's Lynn**  
📅 **Thursday 12 May 2022**  
🕒 **10am-12pm**

Book on Eventbrite [here](#). The topic will be **Health**.

Knights Hill Hotel & Spa  
Knights Hill Village  
King's Lynn  
PE30 3HQ

**Making Sense of SEND**  
A free info sharing event for parents and carers of children aged 0-25 with SEND  
📍 **King's Centre, Great Yarmouth**  
📅 **Tuesday 28 June 2022**  
🕒 **10am-12pm**

Book on Eventbrite [here](#). The topic will be **Preparing for adult life**.

Kingsgate  
Community Church  
30 Queen Anne's Rd  
Great Yarmouth  
NR31 0LE



## Energy support

The following sources of support in this time of rising energy costs may be helpful.

**Disability Energy Support (Scope)** offers free energy and water advice to disabled people, helping them to manage their energy and water needs.

The service is open to:

- any disabled person or households where one or more disabled people live, and those households are in England or Wales

High demand for telephone appointments is expected. You can still get telephone appointments and new appointments are being released each week.

You can also get advice by email at [Disability.EnergySupport@Scope.org.uk](mailto:Disability.EnergySupport@Scope.org.uk).

Expert advisers can help and talk you through a wide range of topics related to your energy and water needs, including:

- managing energy and water debt
- changing your meter
- energy and water efficiency
- accessing benefits, grants and trusts
- free fuel vouchers (conditions apply)
- contacting or complaining to your supplier
- understanding your gas and electricity bills
- understanding how to use your heating systems
- support registering with the Priority Services Register

A telephone appointment with an energy adviser will last up to 45 minutes. During this appointment you will get information and advice specific to your needs. Your adviser will arrange any follow up appointments, if needed.

To get the most out of your appointment, please try to give your adviser as much detail as possible. You should have pen and paper for taking notes and the following information easily available:

- your most recent gas or electricity bill
- an up-to-date meter reading, if possible
- details of any missed payments or arrears
- details of any payment plans agreed with your energy supplier

You will also get support through a **personalised action plan**, setting out steps for you to take to resolve the problem. This may include contacting other services for additional advice and support.

*Continued on page 29*



<https://www.scope.org.uk/disability-energy-support/>

The above website page (also from Scope) gives a useful overview of the general energy help available.

Something that you may not have previously heard of is this news item:

### **Rebates when you use an oxygen concentrator**

If you use an oxygen concentrator at home, you can get a rebate for the electricity it uses. The company that supplies your concentrator can make payments to your bank account.

Call the Electricity Rebates (BOC Home Oxygen Service) Patient Service Centre on freephone 0800 136 603.

Call the Electricity Refund (Air Liquide Healthcare) rebate team on freephone 0800 781 9939.

<https://www.scope.org.uk/advice-and-support/government-payments-discounts-heating-bills/>

## Getting support in difficult times

The Norfolk Assistance Scheme (NAS) helps people who are in financial hardship and cannot pay their living costs. There are many reasons why this might happen to you:



- Redundancy
- Work hours have been cut
- On a low income or benefits
- Waiting for Universal Credit payments
- A home emergency such as a fire or flood
- Having a special educational need or disability (or are caring for someone who has)
- Having mental health issues or in ill health
- Having left an abusive relationship
- Having dependent children
- In a resettlement scheme

If you are eligible, the Norfolk Assistance Scheme may be able to provide emergency financial help, supply essential household goods and furniture, and/or give support, guidance and advice.

You will need to complete an application with evidence of your financial situation. If you have adequate savings to meet your basic living needs, unfortunately your application will be refused. You will also need to be 16 years old or over, live in Norfolk or have been moved out



of Norfolk by a government department in the past three months, or plan to move to Norfolk in the next 28 days, be in financial hardship or receive a means-tested benefit.

### **Financial help**

NAS can offer financial assistance with living costs if you are eligible. It may be able to:

- Pay for petrol or your transport costs to enable you to get to work
- Give you a food voucher to spend at a supermarket
- Give you a voucher to buy school clothes from a uniform supplier
- Make a gas or electricity meter pre-payment via Paypoint if you have run out
- Help with moving and storage costs if you have to set up a new home
- Provide an immediate small cash payment for daily expenses in an emergency

### **Household items**

If you need essential kitchen appliances and furniture, NAS might be able to help you. It can provide high-quality second-hand and new items. All items come with warranties.

### **Support and guidance**

People struggle financially for many reasons. The NAS team wants to help you to manage better and for things to improve. It aims to help you to live independently wherever possible and get out of financial hardship.

NAS can put you in touch with organisations that can offer support in many different ways. You can also find support organisations on the Norfolk Community Directory (<https://communitydirectory.norfolk.gov.uk>).

Support organisations could help you:

- By offering budgeting information and advice. They will check you are receiving all the benefits you are entitled to
- By providing free training to help you get back into work or get a better paid job
- By giving your family support if there are difficulties at home
- By assisting you if you struggle with addiction
- By finding you a suitable support network or groups if you are isolated, lonely or struggling with mental health issues

The NAS team is trained to help you wherever possible.

### **How to apply**

To apply for the Norfolk Assistance Scheme, go to <https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme/how-to-apply>. This link also tells you about all the information it will be helpful for you to gather before you start.

If you cannot apply online, you can call 0344 800 8020. Someone will complete the form with you but you will still need to send in evidence of your circumstances.





**Norfolk**   
**Assistance Scheme**

# Are you worried about managing financially?

We can help you get support and financial assistance for food, energy, water and other essentials including white goods and beds.

## Do you fall into any of these groups?

- Reduced income
- Redundant – reduced working hours
- Unexpected expenditure
- Recently lost employment
- Struggling with utility bill arrears
- Need transport to get back to work



The fastest way to apply is online: [www.norfolk.gov.uk/NAS](http://www.norfolk.gov.uk/NAS)  
If you do not have internet access, call 0344 800 8020  
To discuss an open application, call 01603 223392 OPTION 5



# We're here if you need help



We have lots of ways to help you and your loved ones.



If you're finding it difficult to pay, we offer:

Discounted tariffs

Assistance schemes

Affordable payment plans

Our **Priority Services Register** can help lots of different people with free practical support, such as:

Letting you know about upcoming work in your area and help if your water goes off

Helping protect you against bogus callers, which includes setting a password for your account

Sending bills in different formats and communicating with you in your preferred language

## Find out more

 [anglianwater.co.uk/watercare](https://www.anglianwater.co.uk/watercare)  
 **0800 011 3774**  
**BSL** [anglianwater.co.uk/bsl](https://www.anglianwater.co.uk/bsl)



Scan here

ANG130/08/21



## Early Years survey

**Norfolk County Council Family Information Service (FIS)** has joined forces with **Family Voice Norfolk** to produce a new childcare resource for parents of children with special educational needs and/or disabilities (SEND), which will be launched later in 2022. Working together, we are undertaking a survey of parents and carers of a child with SEND who currently use childcare, have used childcare in the last five years or will be looking to use childcare in the near future. We want to hear about your experiences and perceptions of childcare in Norfolk.

This is the third in a series of childcare surveys. If you missed the first two, there's still time to have your say – you can find the links to surveys 1 and 2 below.

Your comments will be used to help Norfolk County Council support your childcare requirements and inform its plans moving forward. The survey should take around five minutes to complete. You do not have to give your name or contact details.

If you have any queries about the surveys, please email [fis@norfolk.gov.uk](mailto:fis@norfolk.gov.uk).

If you want to go back and see the previous surveys, please use the links below:

Survey 1 - [Finding and choosing childcare](#)

Survey 2 - [Starting at a new childcare setting and settling in](#)

**Norfolk County Council Family Information Service (FIS)** provides free, confidential and impartial advice and guidance on funded childcare, home learning and related services in Norfolk, including:

- Funded childcare for 2, 3 and 4-year-olds
- Help you can get with childcare costs, including childcare for working parents
- Types of early education and childcare providers, including childminders, pre-schools, nurseries and out-of-school childcare
- Help finding childcare – FIS maintains and updates the details of registered providers in the county in the [Norfolk Community Directory](#)
- Playing and learning at home and activities for children and young people

<https://www.norfolk.gov.uk/children-and-families/childcare-and-early-learning/family-information-service>

### Ofsted

The Office for Standards in Education, Children's Services and Skills (Ofsted) inspects and regulates different types of childcare provision in England to make sure that the quality of care and education meet the requirements of the Early Years Foundation Stage (EYFS). [www.ofsted.gov.uk](http://www.ofsted.gov.uk)





## Carers Voice Membership & Administration Officer

- Organisation** Carers Voice Norfolk and Waveney
- Location** Norwich
- Contract type** Post is offered until 31<sup>st</sup> May 2023 with possible extension
- Salary** £22,269 for 37.5 hours/£8907.60 pro rata
- Hours** 15 hours per week
- Date posted** 21<sup>st</sup> March 2022
- Closing date** 11th April 2022. 12 noon
- Contact name** Sharon Brooks on 07506 768405 or Sophie Little on 07932 095260

We are looking for a Membership and Administration Officer to join our dynamic team.

Are you a great communicator, with first-class organisational skills, and experience of using Excel and emailing platforms?

The role involves growing and supporting our membership and our communications work with carers.

Carers Voice Norfolk & Waveney is a partner within the Carers Matter Norfolk service. Carers Matter is the funded county-wide support service for unpaid carers. Carers Voice gives carers their voice on the co-production of the design and delivery of services that support them.

This position will be home based with some travel in Norfolk and Waveney once meetings take place in person more frequently

### HOW TO APPLY

To apply download an application pack below. **Please ensure that your personal statement addresses how you meet the essential criteria for the role.**

For further information about these posts please contact Sharon Brooks, Chief Officer, on 07506 768405 or at [sharonbrooks@carersvoice.org](mailto:sharonbrooks@carersvoice.org)

### DOWNLOADS

[EQUAL OPPORTUNITIES FORM](#)

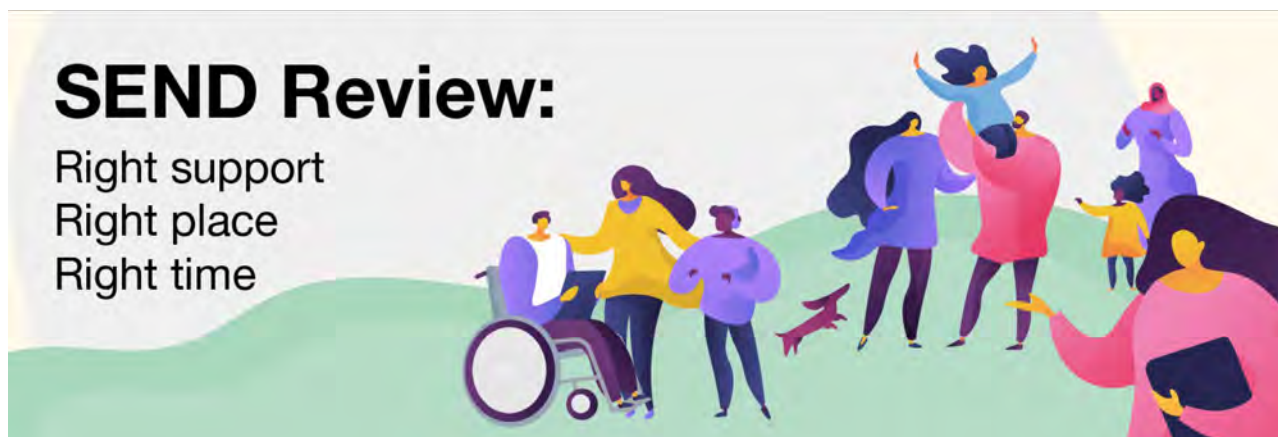
[JOB PACK](#)

[APPLICATION FORM](#)



# SEND Review:

Right support  
Right place  
Right time



## The SEND Review green paper

After long delays, the much-awaited SEND Review was finally published on 29 March. The National Network of Parent Carer Forums (NNPCF), of which **Family Voice Norfolk** is a member, has been involved in submitting views to the review team since it was launched in the summer of 2019. More recently, in autumn 2021, the SEND review was re-set following the pandemic and NNPCF co-chairs Tina Emery and Mrunal Sisodia were invited to join the reconstituted steering group. After careful deliberation, the NNPCF board decided that Tina and Mrunal should join the Review Steering Group once they had been satisfied that it was an opportunity to co-produce solutions and not just rubber stamp proposals. This group first met in late 2021.

You can find out the NNPCF's view of the final Review on their website at <https://nnpcf.org.uk/2022/03/29/send-green-paper-response-from-the-nnpfc/> and our summary of what they have to say on page 40.

Below is **the government's summary** of the Review. You can read the complete Review at <https://www.gov.uk/government/consultations/send-review-right-support-right-place-right-time>.

There is now a **13-week consultation period** in which you can give your views about the content of the Review. You will find details of some ways to do this on page 41, but you can also email your views to [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk) and we will collate them with our own response to the green paper.

## Summary of the SEND Review green paper: right support, right place, right time

The government is determined to level up opportunities for all children and young people – without exception. We are just as ambitious for children and young people with special educational needs and disabilities (SEND) as for every other child.

The SEND review sets out government's proposals for a system that offers children and young people the opportunity to thrive, with access to the right support, in the right place, and at the right time, so they can fulfil their potential and lead happy, healthy and productive adult lives.

The reforms to the SEND system introduced in 2014 had the right aspirations and since then there has been much to celebrate. It is clear that the system is driven by a hardworking and



dedicated workforce. However, despite examples of good practice, too often the experiences and outcomes of children and young people are poor. Parents and carers are frustrated at having to navigate an increasingly complex and adversarial system. Growing tension across the system is causing delays in accessing support and increasing financial challenges for local government.

The SEND review is a response to the widespread recognition that the system is failing to deliver for children, young people and their families.

Over the course of the review, we have listened to a wide range of people, most importantly children, young people and their families. As the review progressed it became clear that alternative provision is increasingly being used to supplement the SEND system. Therefore, we have looked at the specific challenges facing the alternative provision sector, and proposed potential solutions, as part of this review.

The review has identified 3 key challenges facing the SEND and alternative provision system.

Navigating the SEND system and alternative provision is not a positive experience for too many children, young people and their families.

Outcomes for children and young people with SEND or in alternative provision are consistently worse than their peers across every measure.

Despite the continuing and unprecedented investment, the system is not financially sustainable.

### **A vicious cycle of late intervention, low confidence and inefficient resource allocation**

For both families and providers, the review has identified there is significant inconsistency in how needs are met. Decisions are too often made based on where a child or young person lives or is educated, not on their needs.

This cycle starts in early years and mainstream schools, where despite best endeavours, settings are often ill-equipped to identify and support children and young people. Inconsistent practice makes this worse.

It is not clear to families what they should reasonably expect from their local mainstream settings, and they lose confidence that these settings can meet their child's needs. As a result, education, health and care plans (EHCPs) and, in some cases, specialist provision, are seen as the only means of guaranteeing the right and appropriate support.

Increasing numbers of requests for EHCPs and specialist provision means that children and young people face significant delays in accessing support.

Some children and young people, including those with more complex needs, face long journeys to get to school or have to attend a placement outside of their local area, taking them away from their local community.

Financial resource and workforce capacity is pulled to the specialist end of the system so there is less available to deliver early intervention and effective, timely support in mainstream settings. As a result, the vicious cycle continues with outcomes and experiences for children and young people continuing to suffer and costs increasing.



### Turning this vicious cycle into a virtuous one

The vast majority of children and young people should be able to access the support they need to thrive in their local mainstream setting, without bureaucratic processes, or the need for an EHCP or a placement in special or alternative provision. They should have their needs identified promptly, with appropriate support put in place at the earliest opportunity.

For some children and young people, specialist provision will be the most appropriate placement for them to be able to learn and succeed. They should be able to access this with minimal bureaucracy.

The green paper is consulting on ambitious proposals to deliver greater national consistency in the support that should be made available, how it should be accessed and how it should be funded. It sets out plans for an inclusive system, starting with improved mainstream provision that offers early and accurate identification of needs, high-quality teaching, and prompt access to targeted support.

An inclusive system will also ensure that children and young people have timely access to specialist services and support, including specialist placements where this is appropriate. This will be underpinned by strong co-production with families and accountability at every level, and improved data collection to give a timely picture of how the system is performing.

### A single national SEND and alternative provision system

The review concludes that there is a need for much greater consistency in how needs are identified and supported, so decisions are made based on a child or young person's needs in co-production with families, not where they live or the setting they attend.

We propose to:

- establish a new national SEND and alternative provision system setting nationally consistent standards for how needs are identified and met at every stage of a child's journey across education, health and care - parents and carers will be confident that their child's needs will be met effectively in the most appropriate local setting, they will be clear about what support their child is receiving and will be engaged in decision-making at every stage
- create new local SEND partnerships bringing together education, health and care partners with local government to produce a local inclusion plan setting out how each area will meet the national standards - when specialist support is needed, the local inclusion plan will set out the provision that is available within the local area, including units within mainstream, alternative and specialist provision
- support parents and carers to express an informed preference for a suitable placement by providing a tailored list of settings, including mainstream, specialist and independent - they will continue to have the right to request a mainstream setting for their child
- introduce a standardised and digitised EHCP process and template to minimise bureaucracy and deliver consistency
- streamline the redress process to make it easier to resolve disputes earlier, including through mandatory mediation, whilst retaining the tribunal for the most challenging cases



## Excellent provision from early years to adulthood

The review has heard that we need a more inclusive education system to ensure that children and young people with SEND are set up to thrive.

We will:

- increase the total investment in the schools' budget, with an additional £1 billion in 2022 to 2023 to support children and young people with the most complex needs
- improve mainstream provision, building on the ambitious schools white paper reforms, through excellent teacher training and development and a 'what works' evidence programme to identify and share best practice including in early intervention
- build expertise and leadership, by consulting on a new SENCo national professional qualification (NPQ) for school SENCos, alongside increasing the number of staff with an accredited SENCo qualification in early years settings
- invest £2.6 billion, over the next 3 years, to deliver new places and improve existing provision for children and young people with SEND or who require alternative provision
- deliver more new special and alternative provision free schools in addition to 60 already in the pipeline
- set out a clear timeline that, by 2030, all children and young people will benefit from being taught in a family of schools, with their school, including special and alternative provision in a strong trust or with plans to join or form one, sharing expertise and resource to improve outcomes
- commission analysis to better understand the support that children and young people with SEND need from the health workforce so that there is a clear focus on SEND in health workforce planning
- fund more than 10,000 additional respite placements and invest £82 million in a network of family hubs so more children, young people and their families can access wraparound support
- invest £18 million, over the next 3 years to build capacity in the supported internships programme
- improve transition at further education by introducing common transfer files alongside piloting the roll out of adjustment passports to ensure young people with SEND are prepared for employment and higher education

## A reformed and integrated role for alternative provision

At their best, alternative provision schools are experts in supporting children and young people whose behaviour or other needs can present a barrier to learning. But, too often the role of alternative provision is unclear, and it is used too late or in a way that is not best focused on children's needs.

To address these barriers, we propose to:

- make alternative provision an integral part of local SEND systems by requiring the new SEND partnerships to plan and deliver an alternative provision service focused on early intervention
- give alternative provision schools the funding stability to deliver a service focused on early



intervention by requiring local authorities to create and distribute an alternative provision specific budget

- develop a bespoke performance framework for alternative provision which sets robust standards focused on progress, re-integration into mainstream education or sustainable post-16 destinations
- deliver greater oversight and transparency on children and young people's movements into and out of alternative provision
- launch a call for evidence, before the summer, on the use of unregistered provision to investigate existing practice

### System roles, accountabilities and funding reform

The review has heard the need to align system incentives and accountabilities to reduce perverse behaviours that drive poor outcomes and high costs in the current system.

We propose to:

- deliver clarity on roles and responsibilities for all partners, across education, health, care and local government through the new national standards - with aligned accountabilities, so everyone has the right incentives and levers to do their role and be held to account
- equip the Department for Education's new regions group to take responsibility for holding local authorities and trusts to account for delivering for children and young people with SEND locally through new funding agreements between local government and the Department for Education
- introduce a new inclusion dashboard for 0 to 25 provision giving a timely, transparent picture of how the system is performing at a local and national level across education, health and care
- work with Ofsted and the Care Quality Commission to deliver an updated local area SEND inspection framework with a focus on arrangements and experiences of children and young people with SEND and in alternative provision
- deliver funding reform through the introduction of a new national framework of banding and price tariffs for funding, matched to levels of need and types of education provision set out in the new national standards - providers will have clarity on how much funding they should expect to receive for delivering support or a service, whilst ensuring the right pricing structures are in place, helping to control high costs attributed to expensive provision

### Delivering change for children and families

The publication of the green paper marks the start of a **13-week consultation process**, closing on **1 July 2022**. We encourage everyone to reflect on the proposals in the green paper and respond to our consultation. Alongside the written consultation will be a series of events to gather additional views and contribute to the overall consultation.

We know that there are immediate changes that can be made now to help stabilise the current system. We are taking immediate steps to stabilise local SEND systems through the safety



valve and delivering better value programmes. The proposals set out in the green paper will align with wider reforms around levelling up, including policy set out in the recent schools white paper, as well as the forthcoming independent review of children's social care and wider reforms to the delivery landscape across health and care.

Later this year, following the completion of the consultation, we will publish a national SEND delivery plan, setting out the government's response to the consultation and how the proposals will be implemented. Together, we can ensure every child and young person with SEND and those in alternative provision can thrive and be well prepared for adult life.

## What the National Network of Parent Carer Forums (NNPCF) has to say about the SEND Review green paper

The NNPCF agrees with the government's analysis of what is wrong with the SEND system as it stands – indeed, the NNPCF made sure that the government understood what parent carers say about it. Family Voice Norfolk regularly feeds back the views and experiences you share with us (anonymously, of course) both to our Norfolk local authority, health and voluntary systems and via NNPCF to the national debate.

**The green paper contains a lot of what NNPCF asked for. Specifically:**

- **a set of minimum standards**  
a single national SEND system with national standards and a review of the SEND Code of Practice. There will be a standardised and digitised EHCP process and templates. NNPCF would also like the reasonable adjustments that children and young people can expect to be specified.
- **clarity on joint commissioning and who pays for what**  
local SEND partnerships across education, health and care that must produce a local inclusion plan. Who pays for what will be based upon an analysis of local needs that is co-produced with families.
- **a greater focus on workforce development in schools**  
the introduction of a new NECO NPQ in schools and an increase in the number of SEND qualified staff in schools. NNPCF would like this to include health and social care practitioners ingrain the values of co-production.
- **a greater focus on implementation**  
with a new national SEND Delivery Board to oversee this process.
- **additional money going into the system**  
more money to be spent on education generally and SEND in particular.

**However, there are many questions that still need to be answered.**

- how will responsibilities, powers, accountability and regulation work in the new system?  
There is a danger that in a confused system, the needs of children and families are lost.
- how will the new national system of banding and price tariffs work?  
It's important that the bandings and tariffs set are sufficient to meet needs and don't discourage education, health and care providers from supplying the services that families need.



- how will the new redress process work?  
too many families have to go to tribunal to get what they are entitled to. Without further clarity on how mandatory mediation and independent review will work, families could still end up in tribunal but simply having had to wait even longer.
- how does the SEND Review relate to other key pieces of legislation and policy development?  
much will be determined by the Schools white paper, the outcome of the Independent Review into Children's Social Care and the Health and Care Bill.

### **There are some things in the SEND Review that the NNPCF is very concerned about**

- the process for naming a place within an EHCP will change, enabling parents to name a preference from a tailored list of appropriate settings. At a minimum these lists must be coproduced with parent carer forums and individual tailored lists must be coproduced with families. Most importantly, families must retain the right of redress through mediation or tribunal in the case of a disagreement (as they do now).
- nothing is said about those young people not destined for further education, training or work. There is a heavy focus on educational and employment outcomes but for a proportion of young people with SEND that is not the right outcome (e.g. those with complex needs). The legislation must recognise the need to provide the right outcomes (e.g. independent or supported living) for this group.
- there is not enough about health and social care.  
the Review is very focused on schools and local authorities. It says little on health and care providers and commissioners. If we are to create a joined up system, we must have clarity on what is expected from other key sectors.

The Department for Education has committed to holding **a national event with the NNPCF** and events in each of the regions for parent carer forums to feed into the consultation.

In addition, the NNPCF will be hosting independent events to gather parent carer forum views. The NNPCF (including Family Voice Norfolk) wants to gather thousands of parental views on the proposals and ensure that the parental voice is loud and clear and cannot be ignored through the consultation process.

#### **Make sure your views are heard**

To find out more about the SEND review and how to take part in the consultation, visit [sendreview.campaign.gov.uk](https://sendreview.campaign.gov.uk) and <https://consult.education.gov.uk/send-review-division/send-review-2022/>

**In particular you may be interested in an online event, organised by the Council for Disabled Children, on Monday, 23 May 2022, 10:00 – 15:30. You can register for it at: <https://www.eventbrite.co.uk/e/send-review-green-paper-virtual-event-tickets-306752784837>**

**Family Voice Norfolk will ensure that our members and as many other parents and carers of children and young people with SEND as possible are informed about future events at which you can give your views.**



## Policy, legislation and SEND

As well as the SEND Review green paper, there are three other major pieces of legislation or policy in progress that will have a major impact upon the lives of children and young people with SEND. They are:

**The Schools white paper** – a major change in legislation for schools. This was released a day before the SEND Review. It focuses on the quality of teaching, standards, targeted support and the schools' system. Named *Opportunity for all: strong schools with great teachers for your child*, you can find it at [https://](https://www.gov.uk/government/publications/opportunity-for-all-strong-schools-with-great-teachers-for-your-child)

[/www.gov.uk/government/publications/opportunity-for-all-strong-schools-with-great-teachers-for-your-child](https://www.gov.uk/government/publications/opportunity-for-all-strong-schools-with-great-teachers-for-your-child) Further information can be found below.

**The Children's Social Care Review** – this independent review is being run by Josh MacCallister. The NNPCF has had extensive engagement with the review, including a webinar with Josh MacCallister attended by Family Voice Norfolk representatives. You can view a recording of this session on the NNPCF website at <https://nnpcf.org.uk/2022/03/29/send-green-paper-response-from-the-nnpf/> and more about *The Case for Change* in children's social care at <https://childrensocialcare.independent-review.uk/wp-content/uploads/2021/06/case-for-change.pdf>

**The Health and Care Bill** will establish Integrated Care Systems to replace clinical commissioning groups. Read more about it in this newsletter on page 26.

## The Schools white paper

See above for a link to the full white paper. The NNPCF has helpfully highlighted some areas of particular interest for families with children or young people with special educational needs and/or disability.

- it is good that a 'strong multi-academy trust' is defined one that provides a 'high quality and inclusive education'. The review, regulation and enforcement of this will be key.
- the target for 90% of children to meet targets for reading, writing and maths could be a strong incentive for schools to focus on getting SEND provision right – if approximately 15% of children have SEND, it will be impossible to reach this target without strong SEND focus.

However, there are also dangers:

- because this is across the whole system and will not apply to individual schools or trusts there may be incentives for individual schools to schools to off roll or discourage SEND pupils from attending. The accountability, inspection and regulatory framework will need to be strong to counter this.
- a purely academic measure of success and focus on tests may be harmful to the mental health and wellbeing of many pupils. We need a wider definition of what 'success' looks like.
- the 'Parent Pledge' may offer additional rights to parent carers of children on SEN Support to get support more quickly. However, the paper is silent on other support, such as therapies.
- the emphasis on targeted support is welcome but the focus remains strongly on tutoring. What about other support (e.g. speech and language or occupational therapy) that many SEND children need?



- the White Paper goes some way towards tidying up the current confused accountability in the schools system. However, the responsibilities for ensuring that schools and trusts meet the needs of SEND children remains unclear – it is vital that the role of DfE Regional Directors and local authorities is clarified.
- There remains a strong focus on behaviour and attendance throughout the paper – if implemented crudely, this may again prove a disincentive to inclusive schools. More needs to be said about a requirement on schools to meet children’s needs promptly and an understanding that much ‘bad behaviour’ results from unmet needs.
- There is no mention of SEND in the remit for the new curriculum body that is proposed – the relationship between this and the minimum standards for SEND proposed in the SEND green paper requires greater clarity.
- Finally, there are several welcome proposals for the SEND community such as the additional training of SENCOs, the mention of school mental health teams, the continued focus of Ofsted on off-rolling and the steer towards a broad curriculum featuring sports, music and culture.

## Independent Living Skills courses

The Adult Learning team’s Independent Living Skills courses are still running.

You can find out more at <https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses/living-skills>. Although the website says there are zero courses to view, this is because the Adult Learning team wants to ensure that the course will meet the student’s needs and be right for them before they enrol on to one of these courses, which is why you can’t enrol directly online.

You can still make an enquiry by contacting Julianne Tennant on [julianne.tennant@nccal.ac.uk](mailto:julianne.tennant@nccal.ac.uk).

The next set of courses will be starting from the week commencing 25 April.

These courses help you live independently. You will learn skills to stay healthy and well.

You will meet new people, make friends and gain confidence.

You will learn skills that will help you to get a job.

We run three different courses:

- Live healthy – learn how to cook meals that are good for you
- Live creatively – learn how to draw, paint and play music
- Live positively – learn ways to exercise and do some daily activity, even if it’s just walking the dog

The course will also help you learn some ways of coping every day. The courses run from 10am until 3pm and are held in: Attleborough, Cromer, Dereham, Diss, Great Yarmouth, Holt, Hunstanton, King’s Lynn, North Walsham, Norwich, Sheringham, Sprowston, Swaffham, and Swanton Abbott.

You can get this course **free** if you earn under £16,009 per year or if you have an Education, Health and Care plan in place with your school/college.



## Free workshops for parent carers

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

### Speech, language and communication for primary school children

Virtual workshops on Speech, Language and Communication for parents of children with communication difficulties associated with hearing impairment, language impairment and autism.



These workshops are delivered in partnership with ICAN.

Join these virtual workshops and meet other parent carers experiencing similar issues, with the benefit of an expert Speech and language Therapist.

The workshops currently cover:

- Understanding the communication chain and which part is not working for your child
- How you can support your child
- Your role
- Key strategies
- How to work with others supporting your child so you all have a common approach to supporting communication development
- Resources and where to get more support

Our workshops are all run with additional support from a Contact Family Support Adviser so that you can benefit from additional information and support about caring for a child with an additional need.

**Monday, 9 May 2022, 10.00–12.00 BST**

<https://www.eventbrite.co.uk/e/speech-language-and-communication-workshop-primary-tickets-263582581597>

### Speech, language and communication workshop (Secondary)

Virtual workshops on Speech, Language and Communication for parents of children with communication difficulties associated with hearing impairment, language impairment and autism. These workshops are delivered in partnership with ICAN.



Join these virtual workshops and meet other parent carers experiencing similar issues, with the benefit of an expert Speech and language Therapist.

The workshops currently cover:

- Understanding the communication chain and which part is not working for your child
- How you can support your child
- Key strategies
- How to work with others supporting your child so you all have a common approach to supporting communication development
- Resources and where to get more support

Thursday, 28 April 2022, 09.30–11.30 BST

<https://www.eventbrite.co.uk/e/speech-language-and-communication-workshop-secondary-tickets-263582060037>

Tuesday, 3 May 2022, 19.00–21.00 BST

<https://www.eventbrite.co.uk/e/speech-language-and-communication-workshop-secondary-tickets-263582360937>

Wednesday, 18 May 2022, 19.00–21.00 BST

<https://www.eventbrite.co.uk/e/speech-language-and-communication-workshop-secondary-tickets-263582952707>



*All of us at*  
**Family Voice Norfolk**

*would like to wish all our readers*

*a happy, peaceful and healthy Easter*

