



August 2024 Newsletter

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Family Voice Norfolk Ambassadors

Family Voice Norfolk (FVN) has an ambassador team made up of parent carers who attend events and talk to families about the role FVN has within Norfolk and beyond. Ambassadors attend events organised by nurseries, schools, sixth forms and colleges, such as coffee mornings, SEND information sessions and moving on (transitions) events, as well as events put on by other organisations. Examples of these are SENDfest, Making Sense of SEND, Visible Festival and more. If you organise events and would like Family Voice Norfolk to have a stand, please contact Rachel on admin@familyvoice.org.uk with all the details and she will get in touch with you.

One of our ambassadors, Clare, has been at events recently in Wymondham and in North Walsham with varying attendance. Our thanks as always to organisers for inviting us. Clare

has talked to parent carers, heard their experiences and fed back the key issues that families are facing. It's always lovely to meet and talk to families – we do appreciate everyone taking the time to share their experiences with us. Your voices matter and help us to represent lived experiences to services.



A free information fair for parents and carers of children aged 0-25 with SEND, and the professionals that work with them.

 **Charles Burrell Centre, Thetford**

 **Thursday 19th September 2024**

 **10am-12pm**

Making Sense of SEND - 19 September - Charles Burrell Centre, Thetford 10am -12pm

Join us for our next 'Making Sense of SEND' information fair! This time we're going to be at the Charles Burrell Centre in Thetford.

These events are for parent carers who have a child or young person with special educational needs and/or disabilities (SEND), and the professionals who work with them. The aim is to share information with you and enable you to meet the people behind the services.

We have lots of services joining us with information stands so you'll have the opportunity to go around, find out more and ask your questions.

Free refreshments will be available and you're welcome to drop in and stay for as long as you like.

Making Sense of SEND is organised by the Norfolk SEND Local Offer team in partnership with Family Voice Norfolk.

One of our Family Voice Norfolk Ambassadors will be attending this fun event. Please go and have a chat with them and tell them what's working well for you and your family at the moment and what's not working so well. Your voice really does matter to us!

[To book a place click here](#)



Norfolk & Waveney Autism/ADHD Support Service September 2024 Newsletter

Norfolk & Waveney Autism/ADHD Support Service September 2024 Newsletter

As usual, the summer holiday has come to an end very quickly. Some children will be so grateful to get back to their school routines, others will be feeling a little uncomfortable about the transition period and for some there will be real anxiety and resistance around returning to the school environment. The six week holiday is long enough to allow doubts and fears to start bubbling up.

The newsletter this month will focus on how you can help with returning to School.

And our team is returning to normal service also, with our face to face courses, online information sessions and drop in support groups around the county all running again in September.

[To read the newsletter click here](#)





COMMUNITY
SPORTS
FOUNDATION

Funded by:



AMBASSADOR SCHEME

REALISING POTENTIAL

A disability should not stop you
fulfilling your potential; you just
need the right environment





COMMUNITY
SPORTS
FOUNDATION

supported by



**Develop personal skills and increase employment opportunities
with our Realising Potential Ambassador Scheme.**

OBJECTIVES

- Gain valuable life and independent living skills
- Become work ready
- Meet people and make new friends
- Get involved in volunteering and social action projects
- Act as a representative for the Foundation and the community



LOCATION

Carrow Park, Norwich, NR1 1JB

DATES & TIME

Wednesdays, 1.30pm to 3.30pm

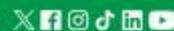


WHO IS IT FOR?

Adults aged 16–25, with physical or learning disabilities

Contact csfmailbox@norwichcitycsf.org.uk
or call 01603 984000 to find out more.

Norwich City Community Sports Foundation, Norwich City FC, Carrow Road, Norwich, NR1 1UE | Registered charity number: 1088239



Community sports foundation - Realising potential Ambassador scheme

Realising Potential Programme – Ambassador Scheme (16-25 years old)

Due to a change in funding this year, our Realising Potential sessions have changed slightly. Please see the details below:

Our Realising Potential programme is now funded by NCS and aims to provide young people and adults aged 16-25 with disabilities/difficulties, with positive opportunities to develop their life, employability and social skills.

Through weekly workshops, participants will complete the Realising Potential Ambassador

checklist and:

- Gain valuable life and independent living skills
- Become work ready
- Meet people and make new friends
- Get involved in volunteering and social action projects
- Act as a representative for the Foundation and the community

The programme is still ongoing for participants for 12 weeks and is completely free!

The days/times that our Realising Potential Ambassador Scheme will run on are as follows:

When: Wednesdays 1:30-3:30pm. Term time only.

Where: Carrow Park (Kerrison Road, Norwich, NR1 1JB).

Start date: Wednesday 11th September.

To book a place or find out more details email [here](#)



Sidestrand Hall School proposed redevelopment public consultation -have your say!

'Achievement Beyond Expectation'

Plans are currently being prepared for the redevelopment of Sidestrand Hall School which, when finalised, will be submitted to the District Council as a full planning application. The proposed redevelopment is intended to support the school in achieving an improved environment that helps to support its mission statement.

The proposals involve the proposed demolition of a number of the existing school buildings and the construction of a new building. Other aspects of the redevelopment include the formation of a Multi Use Games Area (MUGA), refurbishment of Sidestrand Hall, replacement polytunnel, revised internal vehicular and pedestrian circulation routes (including creation of revised vehicular drop off / pick up areas for taxis and cars), areas of recreational space, landscaping, drainage and parking areas (including temporary parking provision during the construction phase). The new school layout and design of the proposed new building are set out on this website. They are the culmination of partnership and

consultation with the school. These designs are only the initial ideas for the proposed new school on its existing site.

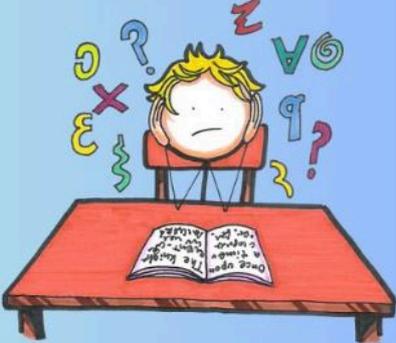
We would like to invite local residents and stakeholders to contribute their ideas for the proposed redevelopment of Sidestrand Hall School by completing the form on the contact page and attending a public consultation event at Sidestrand Hall School on **Thursday, 12th September 2024 from 3:30pm to 6:30 pm**. Your contribution will help to further develop those initial designs.

[For more details click here](#)



Dyslexia & Dyscalculia Assessments

-  Full Diagnostic Assessments for children & adults
-  NICE Compliant
-  Advice for Parents & Schools
-  Training Workshops for parents & professionals
-  Conducted by Specialist Dyslexia and Dyscalculia Teacher



For more details on how to make a referral please contact us on
01508 578577 or info@sensitreatment.com



SENSI Dyslexia and Dyscalculia assessments and training

- Full diagnostic assessments for children and adults
- NICE compliant
- Advice for parents and schools
- Training workshops for parents and professionals
- Conducted by specialist Dyslexia and Dyscalculia teacher

We are excited to announce that we have expanded our availability for Dyslexia and Dyscalculia Assessments!

Our Diagnostic Assessments are delivered at senSI by our specialist teacher assessor Christie.

Christie also runs Dyslexia and Dyscalculia training workshops for parents, carers and professionals. Our next workshop is taking place at senSI on Tuesday 24th September and it costs £25 per person.

As senSI expands we are delighted to increase our availability for Diagnostic Assessments. For more information on how to make a referral or to book your place for our workshops please contact us on 01508 578577 or info@sensitreatment.com

[Click here for the SENSI website](#)



**Love history?
Want to boost
your CV and build
workplace skills?
Aged 13-25?**



Join our free Autumn 2024 online work experience programme.

- Meet museum professionals and learn about their careers.
- Carry out a real project based at a museum.
- 8 online sessions, plus some face-to-face meetings (as needed).
- 4-5.30pm on Tuesdays. 1st October 2024 - Tuesday 3rd December, excluding 22nd and 29th October. Dates and times of face-to-face sessions tbc.

For more information, or to sign up, email j.burgoyne@norfolk.gov.uk.



Autumn 2024 Norfolk Museum Service online work experience!

This free work experience programme introduces people from the age of 13-25 to museum professionals, giving them the chance to learn about what their jobs involve, how they got them, and what skills they need to use every day.

Starting on Tuesday 1st October, we'll be meeting online from 4-5.30pm, every week until Tuesday 3rd December. (N.B. there will be no sessions on Tuesday 22nd and 29th October). There will also be two optional sessions at Thetford Library on Saturday 26th October and Saturday 23rd November, 10.30am-2.30pm, where we'll be learning about the library's heritage collections and will be completing a social media challenge to promote the collections. (Costs of public transport can be reimbursed.)

If you have any questions or would like to sign up click here to email



BRITISH SIGN LANGUAGE COURSES AT ATTLEBOROUGH LIBRARY



We are running British Sign Language courses at Attleborough Library starting 11th September 2024
Scan the QR code above or speak to a library staff member for more information

www.norfolk.gov.uk/adultlearning
0344 800 8020 option 5
Or call in to your local library



British Sign Language courses at Attleborough library

Adult learning are running British Sign Language courses at Attleborough Library starting the 11th September 2024.

Scan the QR code above or speak to a library staff member for more information. Or phone 03448008020 option 5 or call into your local library.

[Click here if you are unable to scan the QR code](#)

[To find out what Adult Education in Norfolk has to offer click here](#)



Always wanted to learn a new hobby but don't know where to start?

Come along to the

Deaf Textile Club

Hosted by Lindsey (BSL Level 1)

Alternate Thursday 1pm - 3pm
Starting 26 September 2024

Sewing • Crochet • Knitting
Patchwork • Embroidery

- Tuition for deaf or hearing impaired adults.

- Materials and equipment available at cost price.

For enquiries, please contact me via the following :

 deaftextileclub@gmail.com

 The Deaf Centre,
Johnson Place
Norwich NR2 2SA

Deaf textile club for adults in Norwich

Always wanted to learn a new hobby but don't know where to start?

Come along to the Deaf textile club.

Hosted by Lindsey (BSL Level 1).

Alternate Thursdays 1pm -3pm Starting 26th of September 2024

Sewing

Crochet

Knitting

Patchwork

Embroidery

Tuition for deaf or hearing impaired adults.

Materials and equipment available at cost price.

For enquiries please contact Lindsey via email here



LITTLE TOTS
Baby massage and play

Sensory play sessions
STARTING IN SEPTEMBER
Litcham Jubilee Hall
Mondays 10.30-11.30am (Term time only)
Suitable for babies 6 weeks to pre-walking

For more information contact Maria 07588 157231
littletotsbabymassage@outlook.com

Sensory play sessions for babies in Litcham

Little tots baby massage and play are hosting some new themed sensory play classes that start on September 9th at Litcham Jubilee Hall. Mondays 10:30am-11:30am (Term time only). Suitable for babies aged 6 weeks to pre walking.

For more information contact Maria on 07588157231 or email littletotsbabymassage@outlook.com

Booking is essential.

If you would to book a space please use the link below:

[Click here to book a space](#)



Norfolk Knights wheelchair rugby taster session

Join us for a taster session at Norfolk Knights Wheelchair Rugby Club! Men, women, and juniors over 14 with a physical disability can play. We offer training sessions every Saturday at Wymondham Leisure Centre, competitive fixtures, social events, and a pathway to progress. We provide the equipment! Ready to give it a try? Saturday 14th September at 11.45 am at Wymondham leisure centre.

For more information on their Facebook page click [here](#).

[To email click here](#)

[Norfolk Knights website](#)





**NORFOLK
AUTISM
PARTNERSHIP**

The Norfolk Autism Partnership Board is thrilled to announce the launch of the Norfolk All Age Autism Strategy 2024 to 2029

The refreshed strategy sets out six priorities that autistic people in Norfolk have said are important and is available on the Norfolk Autism Partnership's [website](#):

The Board is now working with partner organisations to develop the year one plan. This will set out the actions partner organisations will take towards achieving the six priorities in the first year.

Please support the Partnership by promoting and raising awareness of the strategy through sharing via your networks and social media.

On behalf of the Norfolk Autism Partnership Board we thank everyone who contributed and supported the development of the strategy.

Thank you!

[Click here to visit the Norfolk Autism Partnership Board website](#)





‘School didn’t understand how needs can just develop’ (Parent of a child with PANS/PANDAS)

‘School didn’t understand how needs can just develop’. (Parent of a child with PANS/PANDAS)

This statement sums up the experience of many families supporting a child or young person with PANS and PANDAS very well. Few professionals or parents/carers have ever heard of them, but awareness is now growing, thanks to a debate in Parliament in 2023, and the work of the PANS PANDAS Steering group.*

So, what are PANS and PANDAS?

PANS (Paediatric Acute-onset Neuropsychiatric Syndrome) and PANDAS (Paediatric Autoimmune Neuropsychiatric Disorders Associated with Streptococcal Infections) are conditions that can affect both physical and mental health. They often occur in children with onset typically between the ages of 3 and 13, but PANS can also affect adults, and the conditions do not suddenly resolve at 16.

PANS and PANDAS are usually triggered by common infections like strep throat (PANDAS) chicken pox, Covid 19 or the flu. They are medical conditions and can only be diagnosed by a medical practitioner. Historically families have experienced a lot of difficulty in accessing help, but recent progress is bringing new hope that children and young people will begin to be diagnosed and treated more quickly.

How do these conditions affect children and young people in Education?

Children and young people with PANS and PANDAS can abruptly go from doing well in school to experiencing a range of difficulties. These can include developing obsessive thoughts and behaviours, tics, anxiety, behaving in younger way, anger, eating issues and problems sleeping. In some cases, children or young people can develop unexpected special educational needs.

Sometimes children or young people also have sensory issues, hallucinations and thoughts of harming themselves. These issues can come and go with symptoms changing a lot over time.* Children and young people can of course have co-occurring conditions. Families also

report that neurodivergent children and young people can be particularly susceptible to misdiagnosis. The key thing is to note whether these symptoms are different from your child's or young person's typical behaviour, and to give due attention to the scope of the new impacts.

How can schools provide support?

If you suspect that your child or young person may have PANS or PANDAS, then keep a log or diary of the changes at home and speak to your child's or young person's teacher or SENCO. It is not unusual for children or young people to present differently at home to at school. Schools can help by providing evidence of the changes in your child or young person to support you at a GP appointment. They can also put in additional support at school and work together collaboratively with any other professionals involved in your child's or young person's care. In cases of PANS or PANDAS, it is crucial to accurately pinpoint the underlying cause of the symptoms at an early stage. The signs can often be mistaken for other conditions, poor parenting or behavioural disorders rather than as a medical condition.

Where can I access further information and support?

For more medical and general information please go to the PANS PANDAS UK [website](#). For [education resources](#) including the option for schools to attend free teacher training.

*PANS PANDAS Steering Group was formed late 2022 and consists of representatives from the British Paediatric Neurology Association, PANS PANDAS UK, the Royal College of Psychiatrists, the Royal College of Paediatrics and Child Health, the Royal College of Nursing, the Royal College of Occupational Therapy, the British Paediatric Allergy, Infection and Immunology Group, The Royal College of General Practitioners and the British Association of Social Workers.

*Any child with these symptoms should be evaluated by a medical practitioner.

Tina Coope, Education Lead at PANS PANDAS UK



Little Miracles group in Kings Lynn

There are lots of really fun activities on at our King's Lynn branch.

Please note that you must be a member of a family who has a child with an additional need, disability or life-limiting condition to access Little Miracles. We also ask that you become a member before accessing our sessions.

To become a member please complete the [membership form](#).

Please keep an eye on our [Facebook Group](#) to find out what is happening in your area. If you have any queries about any of the activities please email kingslynn@littlemiraclescharity.org.uk.

[Click here for the Little Miracles website](#)



NORWICH
CHARITABLE
TRUSTS

Anguish's Educational Foundation grants for those living in Norwich

Anguish's Educational Foundation considers grants to individuals as a contribution towards the cost of:

- School uniform
- Residential school trips for approved educational purpose
- Fees for further education and vocational training including necessary equipment
- University maintenance
- Further Education courses which run for at least 2 terms
- Specialist glasses (e.g. if your child has diagnosed dyslexia) not available through the NHS

Who is eligible?

You may be eligible to apply for a grant from Anguish's Educational Foundation if:

- You are a resident of the City of Norwich or in the parishes of Costessey, Hellesdon, Catton, Sprowston, Thorpe or Corpusty
- The student is under 25 years old

- You are on a low income, whether working and/or receiving benefits

How to apply

If you meet these criteria, please contact the grants team to request an application form by:

Email: info@norwichct.org.uk

or

Telephone: 01603 621023 and leave a message

Please ensure we have your name, address and telephone number and specify the type of grant you would like to apply for. We will send the relevant application form to you to fill out and return to us via email or by post.

You will also be asked to provide evidence of your household income to support your application. If you have a partner that lives with you full time, you will also need to provide evidence of their income.

Anguish's Educational Foundation Policy can be viewed [here](#)

Our address is:

Anguish's Educational Foundation

1 Woolgate Court

St Benedicts Street

Norwich

NR2 4AP

[For more information click here](#)



The MIX essential support for under 25s

The Mix is the UK's leading digital charity for under 25s, reaching over 6 million young people each year. Whatever issue a young person is facing, The Mix is always there for them – via our website, text, or social media. Our support is free, confidential and anonymous and can be accessed wherever young people are.

We connect young people to experts and their peers to talk about everything from money to mental health, homelessness to jobs, break-ups to drugs and more. No topic is out of bounds, and we are completely non-judgemental.

The Mix's mission is to empower every young person to make an informed choice about their wellbeing; whether that's through our peer-led and moderated community, one-to-one webchat, counselling service, crisis support messenger or our range of support content.

We aim to put young people at the centre of everything we do; we use our service data and collaborate with under 25s to inform every aspect of our services and our wider work. We use youth voice work to share a platform with young people and put their views and experiences at the centre of the conversation.

The Mix Counselling Service

The Mix Counselling service is suitable for you if you are looking for short-term help with your mental health and emotional wellbeing. Our Telephone and Webchat counselling service is available to young people aged 25 years old and under. Our counsellors aim to support by listening to your problems and helping you find ways to cope in a confidential, safe space.

Counselling sessions could help with issues such as:

- A bereavement (death) or relationship breakdown
- Stress / anxiety
- Exploring issues like your sexual identity / gender identity
- Dealing with issues that are stopping you achieving your ambitions
- Dealing with feelings of depression or sadness
- Understanding yourself and your problems better
- Feeling more confident

You will usually be offered up to eight counselling sessions that last around 50 minutes each. You don't need a GP's counselling referral to speak to us. We offer self referral counselling, so you can come straight to us without having to go to a doctor first. If you're thinking about counselling but you're not quite sure if it's for you, see below for some links that you might find useful.

[Click here for more information](#)



Kidney Care UK

Kidney Care UK has been helping people affected by kidney disease for over 45 years. Our direct patient services are free of charge and provide support to thousands of patients and their families every year.

We're here for you with the practical, emotional and financial support you need.

Financial support

We know that life can be hard when you're coping with a long-term condition like CKD, and it can affect your ability to work and to live life to the full. Our grants are intended to help you with essentials or to help improve your overall quality of life.

Patient Support & Advocacy Service

At Kidney Care UK, we understand the challenges you face when you're living with chronic kidney disease (CKD). Our Patient Support & Advocacy team are here to help.

Counselling and emotional support

Our Counselling Service offers free help and emotional support to kidney patients and their families. If you feel you could do with some support, information and guidance but don't know where to begin, please contact us..

Benefits, welfare and money advice

Our free online Benefits Calculator is easy to use and will help you understand what benefits you may be entitled to. We also offer a PIP Helper, or you can speak to one of our Money & Energy Advisers for support.

Healthy diet support

If you are new to kidney disease or are cooking for someone with CKD, you may not feel sure about what food to prepare. We have advice to help you make healthy, kidney-friendly choices. Our Kidney Kitchen recipes are delicious and specially adapted for kidney patients.

[Click here to go to the Kidney Care Uk website](#)



SCOPE = Equality for disabled people

Disability energy support - Scope

We offer 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 1 or more disabled people live, and those households are in England or Wales

Support with your energy and water needs

Our expert advisers can support 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
- 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

Telephone appointments

You will get a telephone appointment with an energy adviser that 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 you need them.

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

Email support

You will receive an email from one of our advisers containing advice that is tailored to your situation. You should receive this within 10 working days.

Applying for energy and water support

During your application you will be asked about the type of support you need. Here you can choose how you would like to receive your advice.

- Apply for energy support via telephone appointment
- Apply for energy support via email advice

Personalised action plans

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.

Further support

You can also look at our online advice and support for help with:

energy saving tips

accessing energy benefits, grants and trusts

understanding how to use your heating controls

discount on water bills

If our adviser believes you could be entitled to further benefits or need advice on managing debt not related to energy. They will point you to other services that can help you.

Making adjustments

We can make adjustments, such as:

video calls with British Sign Language interpreters

language interpreters if you wish to talk to us in another language

If you have questions about accessing the service, please get in touch.

Office opening times

We are open Monday to Friday from 11am to 4pm.

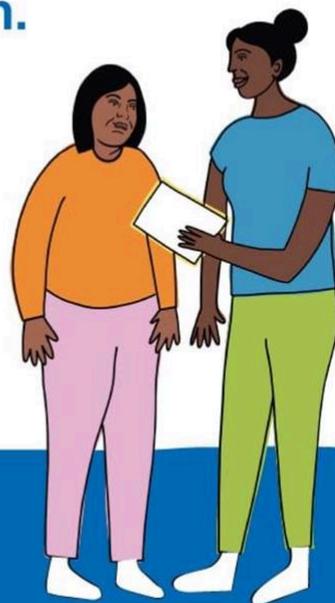
[Click here for the Scope website](#)



Let's talk about constipation.

Knowing the signs, and what to do, could save lives.

If you care for someone with a learning disability experiencing constipation, arrange an appointment with their GP surgery as soon as possible.



Scan the QR code for more information and resources.

Let's talk about constipation

Knowing the signs, and what to do, could save lives.

If you care for someone with a learning disability experiencing constipation, arrange for an appointment with their GP surgery as soon as possible.

For more information scan the above QR code or [click here](#)



Introduction to outdoor swimming -additional needs session Sunday 8th September

Intro to outdoor swimming: Additional Needs session starts 11:15 : Sunday 8 Sept: Booking is open now:

Come and have a go at outdoor swimming in a safe and relaxed session with small numbers. No pressure to get in the water, with support if you do, from qualified lifeguards and experienced swimmer volunteers. Open to anyone with additional needs of any kind to attend with their carer if appropriate (no diagnosis needed, suitable for those who suffer from anxiety, no age limit). Session times include changing and discussions, rather than the time in the water if you get in. Please ask [Imogen Radford](#) or [Ellen Kirkby](#) if you have any questions or concerns, when booking or once you've booked. We will send info on what to expect, what to wear, and other key info in advance of the session, and we will do what we can to make you feel comfortable taking part. At Brandon Stauch,

[To book a space click here](#)



Healthy Zones

Is your young person aged between 10-19? Do they want to improve food and mealtimes in special schools?

A team of researchers from the universities of Hertfordshire and Essex are looking for up to 8 young people with special educational needs and disability to get involved in a project (parents and carers are involved in a separate group).

The project aims to understand and improve food and mealtimes in special schools by working with children and young people with SEND, their families, and other stakeholders in the East of England to adapt an intervention called [Healthy Zones](#) which is being used in some mainstream schools to help children eat better. More information: can be found [here](#).

If your child(ren) with SEND are aged 10-19 and would be interested in joining, please complete this [form](#) with them:

For more information click here to email the researchers



FREE Independent Living Skills courses with Adult Learning

Building confidence to move towards an independent lifestyle



The Independent Living Skills course is a termly classroom-based programme around Healthy Living for those who are aged 19+ with mild to moderate learning difficulties. The course is suitable for learners who have basic English skills.

The courses take place 1 day per week over 10 weeks during term-time and are held at convenient locations across Norfolk. Each term focuses on a different theme, for 2024/5 these include:

September—December:	Healthy eating and budgeting skills
January—March:	Dealing with problems and personal safety
April—July:	Exploring the world of work and independent travel

We will hold a welcome day for all on the dates below where learners will complete an initial assessment before enrolment to ensure the course is suitable. The information dates and start of the full course are shown below:

Independence Matters, Rashes Green Industrial Estate, Dereham, NR19 1JG

Monday 16th September, 10am to 2.30pm
Full course starts Monday 23rd September

Cromer Community Hall, Garden St, Cromer, NR27 9HL

Tuesday 17th September, 10am-2.30pm
Full course starts Tuesday 24th September

Great Yarmouth Library, Tolhouse St, Great Yarmouth, NR30 2SH

Tuesday 17th September, 10am-2.30pm
Full course starts Tuesday 24th September

Forward Day Centre, 1 Millfleet, King's Lynn, PE30 5RG

Thursday 19th September, 10am-2.30pm
Full course starts Thursday 26th September

Diamond Centre, School Lane, Sprowston, Norwich, NR7 8TR

Thursday 19th September, 10am - 2.30pm
Full course starts Thursday 26th September

Norwich Central Baptist Church, Duke St, Norwich, NR3 3AP

Friday 20th September, 10am-2.30pm
Full course starts Friday 27th September

For further information or to arrange a discussion about the above courses, please contact: al.ils@norfolk.gov.uk

Free Independent Living Skills courses with Adult Learning

The Independent Living Skills course is a termly classroom-based programme around Healthy Living for those who are aged 19+ with mild to moderate learning difficulties. The course is suitable for learners who have basic English skills.

The courses take place 1 day per week over 10 weeks during term-time and are held at convenient locations across Norfolk. Each term focuses on a different theme, for 2024/5 these include:

September–December: Healthy eating and budgeting skills

January - March :Dealing with problems and personal safety

April- July: Exploring the world of work and independent travel

We will hold a welcome day for all on the dates below where learners will complete an initial assessment before enrolment to ensure the course is suitable. The information dates and start of the full course are shown below:

**Independence Matters, Rashes Green Industrial Estate, Dereham,
NR19 1JG**

Monday 16th September, 10am to 2.30pm
full course starts Monday 23rd September

Cromer Community Hall, Garden St, Cromer, NR27 9HL

Tuesday 17th September, 10am-2.30pm
full course starts Tuesday 24th September

Great Yarmouth Library, Tolhouse St, Great Yarmouth, NR30 2SH

Tuesday 17th September, 10am-2.30pm
full course starts Tuesday 24th September

Forward Day Centre, 1 Millfleet, King's Lynn, PE30 5RG

Thursday 19th September, 10am-2.30pm
full course starts Thursday 26th September

Diamond Centre, School Lane, Sprowston, Norwich, NR7 8TR

Thursday 19th September, 10am - 2.30pm
full course starts Thursday 26th September

Norwich Central Baptist Church, Duke St, Norwich, NR3 3AP

Friday 20th September, 10am-2.30pm

full course starts Friday 27th September

For further information or to arrange a discussion about the above courses, please contact:

al.ils@norfolk.gov.uk





For professionals- An introduction to sleep and it's role in youth mental health

The Better Sleep Programme is a project funded by the Norfolk and Waveney ICB to improve awareness of the role of poor sleep in youth mental health and to improve access to effective interventions.

Bite-Sized sessions are half-day workshops designed to be accessible and helpful to anyone working with young people (aged 14 to 25 yrs) with mental health concerns. They provide an introduction to sleep and its role in youth mental health and introduce a set of guided self-help resources to use in practice.

This workshop can be booked by individuals or service leads can book for whole teams (up to 20*).

Please note this training is for people working with young people aged 14 - 25 yrs within the Norfolk and Waveney area.

Trainers:

Dr Rebecca Rollinson, Principal Clinical Psychologist and Lead for The Better Sleep Programme

Adam Graham, CBT Therapist, The Better Sleep Programme

If you have any questions or queries about the training or programme, do please get in touch at BetterSleepProgramme@nsft.nhs.uk

This workshop has been organised by The TALK (Training, applied learning and knowledge) Centre it is a collaboration between children and young people's mental health organisations within Norfolk and Waveney. We are dedicated to improving training, information, and access to resources for practitioners at all levels. We are supported by Norfolk and Suffolk Foundation Trust, MAP and other local organisations.

For more details of what the TALK centre offer click [here](#).

Click here if you are a professional who would like to book a place on this workshop



**Every
life
matters** ...

Self-harm resources

As part of their Self-harm Safe Kit, Every Life Matters have produced a range of pocket guides aimed at understanding, and finding ways to begin managing, self-harming behaviour.

These include **Self-harm Understanding**:

- [What you need to know](#)
- [A guide for parents and carers](#)
- [Safety Planning](#)
- [Distractions](#)
- [Self harm support](#)

Self-harm Safe Kits

Our Self-harm Safe Kits are a resource for anyone wanting to understand, and begin to find ways to manage, their self-harming behaviour.

If you would like to order Kits for use in your school, primary care practice or other organisation please contact us direct at info@every-life-matters.org.uk

Click here to go to the Every Life Matters website





Norwich City powerchair football club

Powerchair Football

The Norwich City Powerchair Football team was founded in 2007 and aims to provide a competitive sport for disabled children and adults. The club has been running for over 10 years and has amalgamated a collection of awards and titles over that time.

The Powerchair football team currently competes in both the [WFA National League Championship](#) and the [Southeast Regional League Division One](#). The team continues to expand as the sport grows in popularity and gains greater publicity.

The team are proudly sponsored by Bateman Groundworks.

Read more about the team via their [Facebook page](#).

Click here for The Norwich City powerchair football website and contact details





Norfolk Community Foundation - The Shelroy Charitable Trust Fund

The Shelroy Charitable Trust Fund considers appeals on behalf of individuals who live in Norfolk who are in evidenced cases of need, typically relating to disability or health condition.

This funding might be **right** for you if:

You are vulnerable on account of a disability or health condition.

You are seeking support for one-off costs, for example a piece of equipment to support care or mobility or essential items for a supported person moving into new unfurnished accommodation.

You are supported by a local (Norfolk-based) voluntary organisation who can confirm your circumstances and financial need and can apply for funding on your behalf. Please note: applications by statutory bodies are not accepted for this fund.

Unfortunately, there are a few things that can't be funded. This funding is **not right** for you if you are seeking financial support:

Relating to general hardship/ low income, debt relief or repayment of loans.

For holidays/ respite breaks.

[For more information on The Shelroy Charitable Trust Fund click here](#)





The Miracles Charity- helping families in crisis

Miracles supports children and their families living in poverty and helps them through crisis situations such as serious illness. We respond to calls for support within 24 hours – it's what makes us unique. We ensure that support is there for families when they need it and when it has the most impact.

Support Criteria

Miracles deals with cases of supreme need throughout the UK which require urgent attention.

Miracles' grants are only available for the following:

- Single parent/carer with one or more sick/disabled dependents.
- Parents/carers with two or more sick/disabled dependents.
- Child carers who are coping with sickness and extreme poverty.
- Grants are made for hospital transport and accommodation (where no other is available):
- For additional medical needs, equipment, special diets, special clothing.
- Towards respite breaks and 'treats after treatment'.
- Recreational facilities, school trips and other special needs.
- For eligible cases interim grants may also be considered as crisis funding pending benefits being sought or one-off payments to prevent disconnection of telephone/household services.

Every week we are inundated with requests for support and though we can't always say yes, please do not let this deter you from putting forward a request – we consider every call for help and we always respond within 24 hours.

Please note we will only take calls for help from professionals.

[Click here to find out more](#)



Transforming Care Navigators

Transforming Care Navigators are a team of education, health and social care professionals experienced in working with children and young people with autism and/or a learning disability.

Transforming Care Navigators support children, young people and their families who:

- are aged between 0-25 years old
- have a diagnosis of a learning disability, autism, or both

Either in:

- Tier 4 Hospital (0-18)
- Specialist MH/ASD/LD Hospital (18-25)
- Secure Hospital (low, medium or high) (18-25)

Or:

- On the Dynamic Support Register (DSR) rag rated as Red or Amber

Alternatively, young people who are:

- aged between 0-25 years old
- have a diagnosis of a learning disability, autism, or both

AND meet two or more of the following criteria:

- Living in a community residential placement/educational placement, and the provider has raised concerns that they feel unable to meet the young person's needs and the placement is considered unstable
- At risk of moving into a community residential placement/ educational placement.
- Regularly (50% or more) not attending their educational placement.
- Regularly presenting to A&E due to a mental health difficulty.

The Transforming Care Navigators will join your current care team to support you and your family. Our team know that you understand your care needs better than anyone. Therefore, a Navigator will work with you to get to know your needs and identify what you might need help and support with. Your family can also be involved if you would like them to be.

How the team can support you

A Navigator might support you by:

- Visiting you at home, in the community or at school/college/university/your place of work.
- Talking to you, or your family on the telephone.
- Helping you to understand your care and support options, so you feel confident to make decisions.
- Helping you and your family to talk to professionals and to attend meetings with you.
- Helping you to access services that might be able to help you.
- Giving you information in a way that works for you and will help you to understand what treatment is available to you.
- Helping you to understand how the health, education and social care teams work together.

- Being the main contact for you and your family.
- Making sure that you are as involved as you want to be.
- Making sure your family is as involved as you want them to be.

Contacting the team

The Navigator team can be contacted by email: nwicb.cypnavigators@nhs.net

Team operating hours are Monday – Friday, 9am- 5pm.

Making a referral

Anyone can make a referral to the Transforming Care Navigators service, by completing the referral form.

To make a referral click here



Norfolk County Council

Independent Living and Supported Living case study films

We are pleased to share some new case study films of people living in different housing options in Norfolk.

Each film provides an insight of the different housing options available including Shared Lives, Supported Living and Housing with Care.

Click the green button below to hear from Connor, Duncan, George, Hayley and Tanya and what their homes mean to them.

If you are unfamiliar with the different types of supported living click [here](#) for more details.

Click here to watch the case study films



Norfolk & Waveney

Working in Partnership with the NHS



Non-Emergency Patient Transport Services

HTG-UK will be providing non-emergency patient transport across Norfolk & Waveney from
Tuesday 1st October '24

The service will be available to patients who require assistance to and from hospital where, due to medical conditions, public transport would be difficult.

Transport provision is subject to eligibility

For more information on what we can offer, please go to our website [HTG-UK.COM](https://www.htg-uk.com)

To book transport, for journeys AFTER 1st October '24, call the Booking & Enquiry Line:

Please note: This line will only be available from Monday 16th September '24,

0345 241 3012

(Available 24/7)



What to expect for your OUTPATIENT appointment journey

We will collect you from your residence – we ask you to be prepared a couple of hours prior to your appointment time; we aim to collect you with enough time to get you to the appointment on-time.

Before beginning the journey, our staff will ensure you have everything you need, including your keys, and that the door is locked where necessary.

Our friendly Staff are trained to provide assistance throughout your journey, if you require it, and will escort you to the department.

If you take medication for any condition this should be brought with you; you should also consider bringing a snack and drink just in case you are delayed.

You will be returned to your residence after your treatment/appointment and the staff will ensure that you are safely inside before leaving you.

Prebooked transport for all appointments has specific targets as per the contract and we always aim to achieve these.

We aim to get you to the appointment in time, and then pick you up afterwards within an hour of the 'marked ready' time.

It is the responsibility of the facility that you attend to make sure the booking office are informed when you have finished your appointment.

Feedback and queries

HTG-UK welcome your feedback on the service we provide. If you would like to provide feedback about our service, you can contact us

- by phone
- by email
- by post using the details below
- complete a feedback form online
- ask for a form from your crew on the day of travel

If you feel the need to raise a concern, or provide a compliment please raise this with our Patient Experience Team

Contact HTG-UK Patient Experience Team:

Telephone

0808 164 4696 (9am-5pm Monday-Friday)

Email

PET@HTG-UK.com

Post

HTG-UK
Harrison Place
Whisby Road
Lincoln
LN6 3AH

Online Feedback form



For more information on our service, please visit www.htg-uk.com



Working in Partnership with the NHS

Non-Emergency Patient Transport

From
1st October 2024



Patient Information Leaflet

Norfolk & Waveney

Non-Emergency Patient Transport

HTG UK Ambulance Service, is the provider of non-emergency patient transport services for patients who are registered with an NHS Norfolk & Waveney GP Practice and have their transport prebooked.

We provide this service when you need to attend an NHS-funded appointment at a hospital or clinic, are discharged from hospital or need to transfer between centres and, because of your medical condition, you cannot make your own way.

RENAL DIALYSIS treatment appointments are automatically eligible for transport to and from their renal dialysis treatment.

How to book transport:

To receive NHS funded transport, patients must telephone the **Booking & Enquiry Line** on:

0345 241 3012

Available 24 hours a day, 7 days a week

The Call Handler will check eligibility against the nationally defined criteria and book appropriately.

To find out more about the eligibility framework, please refer to the NHS website:

<https://www.england.nhs.uk>



You will need to have the following information to hand when speaking to the booking team:

- NHS Number
- Date of Birth
- GP Surgery you are registered with
- Full Address with postcode
- Mobility/Support needs
- Date, time and destination of appointment
- Access details of your property

Once your transport is booked, you will be given a booking reference number.

If the appointment changes or is cancelled, it is your responsibility to inform the **Booking & Enquiry Line** to either amend or cancel your booking, otherwise we will still attempt to collect you according to the original booking and the NHS or the patient may incur a cost.

If you provide the call handler with a mobile number, you can receive a free SMS reminder the day before your appointment; this also allows you to cancel that journey if you no longer require it.

Norfolk & Waveney

When the hospital books your transport

they will go through the same process on your behalf. If the booking is changed or cancelled, it will be their responsibility to notify the Booking & Enquiry Line.

Not eligible for transport

If you are deemed not eligible to use the service, then you will need to make your own way to hospital for your appointment.

The call centre will be able to provide you with further information on the alternative transport options that may be available to you.

You can also find more information and contact details from your local Healthwatch Team, or by scanning the QR code:



Patient transport is a vital resource for those who need it and should not be seen as an alternative to using public transport or a private vehicle if you are able to do so.

Your GP practice or local hospital may be able to provide advice about the **Healthcare Travel Costs Scheme**, which may be of help if you are unable to afford the cost of the travel. Information can also be found:

www.nhs.uk/nhs-services/help-with-health-costs

Non-emergency patient transport services

Patient Information Leaflet.

HT Group UK working in Partnership with the NHS.

From 1st of October 2024.

What to expect for your OUTPATIENT appointment journey

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Date, time and destination of appointment

Access details of your property

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www.nhs.uk/nhs-services/help-with-health-costs

Feedback and queries

HTG-UK welcome your feedback on the service we provide. If you would like to provide feedback about our service, you can contact us

by phone- Contact HTG-UK Patient Experience Team:

Telephone

0808 164 4696 (9am-5pm Monday-Friday)

by [email](#)

by post HTG-UK

Harrison Place

Whisby Road

Lincoln

LN6 3AH

complete a feedback form [online](#)

ask for a form from your crew on the day of travel

If you feel the need to raise a concern, or provide a compliment please raise this with our Patient Experience Team.

To find out more click here



Have you had an overnight NHS hospital stay in the last 6 months? And are you 16 years or older?

Help us to improve your services. You'll receive a £40 voucher as a thank you.

2024 Adult Inpatient Survey

Take part in a 90-minute informal patient group discussion to help us develop a survey on the experience of using inpatient services.

This discussion will be via a video call. You will be asked questions about your experience of your inpatient stay in an NHS hospital.

Participation is **voluntary** and all answers are **confidential**.

For more information, or to volunteer, email us at volunteer@surveycoordination.com, or call 01865 208127.

Have you had an overnight NHS hospital stay in the last 6 months? And are you over 16?

We would like to recruit a selection of patients across England to join a 90-minute informal patient group discussion on their experiences of using NHS inpatient services. Feedback from these discussions will help us to develop the 2024 Adult Inpatient questionnaire.

Key information:

- Two focus groups will be conducted virtually with max. 5 patients in each group
- Each focus group discussion will last 90 minutes
- Each focus group will be led by a researcher from the SCC team
- Participants will be rewarded for their participation with a £40 'Love to shop' or 'Amazon' voucher

Who can take part?

We are looking for people who are 16 years or older, who have used an NHS Adult Inpatient service at least once in the last 6 months. Participants will be asked to complete a simple screening survey to ensure a representative sample.

What do trusts need to do?

Please share the attached poster with your patients by displaying the poster onsite, in your hospitals, advertising on your social media/website and distributing to patients.

How can patients take part?

Patients can email us at volunteer@surveycoordination.com stating 'Inpatients focus group' in their email. Alternatively, they can call us at 01865 208127.



Enhancing sleep for children with disabilities with a new app

Special needs jungle writes, a good night's sleep is the secret to a happy, healthy family. For parents of children with special needs, getting those precious hours of rest can feel like an elusive dream. The team at Hunrosa, the NHS provider, were aware that there was conflicting and inaccurate advice and information for parents and carers about sleep to help their children and young people. With support from the National Association of Special Schools, educators, health professionals, and parents, they've created the Sleep Wise app to help children with SEND improve their sleep. It's even been found to work well for typically developing children too.

The app offers personalised guidance and evidence-based strategies.

For more details look at the [Special Needs Jungle website](#)



Norfolk SENDIASS Face-to-Face Appointments at the Family Hubs



Parents / Carers

Come along and chat face to face with a member of our Engagement and Advice Team about Special Educational Needs & Disabilities (SEND).

Norwich Hub
Hunter Road
NR3 3PY

Tuesday 10th September
Tuesday 12th November
Tuesday 10th December



**Appointments available between
9:30am and 12:30pm.
Book your 20 minute appointment slot now!**

www.norfolksendiass.org.uk

Norfolk SENDIASS Face-to-Face Appointments at the Family Hubs



Parents / Carers

Come along and chat face to face with a member of our Engagement and Advice Team about Special Educational Needs & Disabilities (SEND).

**Great Yarmouth Hub
Seagulls Centre
Gorleston, NR31 7BP**

Monday 5th August
Monday 2nd September
Monday 4th November
Monday 2nd December



**Appointments available between
9am and 12pm.
Book your 20 minute appointment slot now!**

www.norfolksendiass.org.uk

Norfolk SENDIASS Face-to-Face Appointments at the Family Hubs



Parents / Carers

Come along and chat face to face with a member of our Engagement and Advice Team about Special Educational Needs & Disabilities (SEND).

North Walsham Hub
Manor Road
NR28 9HG

Monday 19th August
Monday 16th September
Monday 21st October
Monday 18th November
Monday 16th December



**Appointments available between
9:30am and 12:30pm.**
Book your 20 minute appointment slot now!

www.norfolksendiass.org.uk



Norfolk SENDIASS Face-to-Face Appointments at the Family Hubs



Parents / Carers

Come along and chat face to face with a member of our Engagement and Advice Team about Special Educational Needs & Disabilities (SEND).

Thetford Family Hub Kingsway, Thetford IP24 3DY

Monday 12th August
Monday 9th September
Thursday 17th October
Monday 11th November
Monday 9th December



**Appointments available between
9:30am and 12:30pm.**

Book your 20 minute appointment slot now!

www.norfolksendiass.org.uk

Norfolk SENDIASS face -to-face appointments at the Family Hubs

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Come along and chat face to face with a member of our Engagement and Advice Team about Special Educational Needs & Disabilities (SEND).

Norwich Hub

Hunter Road

NR3 3PY

Tuesday 10th September

Tuesday 12th November
Tuesday 10th December

Great Yarmouth Hub

Seagulls Centre
Gorleston, NR317BP
Monday 5th August
Monday 2nd September
Monday 4th November
Monday 2nd December

North Walsham Hub

Manor Road
NR28 9HG
Monday 19th August
Monday 16th September
Monday 21st October
Monday 18th November
Monday 16th December

Thetford Family Hub

Kingsway, Thetford
IP24 3DY
Monday 12th August
Monday 9th September
Thursday 17th October
Monday 11th November
Monday 9th December

Appointments available at all venues between
9:30am and 12:30pm.

book your 20 minute appointment slot now!

www.norfolksendiass.org.uk

For more information and to book a twenty minute face-to-face
appointment with SENDIASS click here



PARENT CARER ONLINE! SUPPORT GROUP

for parent carers of children 0-18 who have additional needs / disabilities



**Norfolk & Waveney
Autism/ADHD Support Service
Tuesday 10 September 7pm-8.30pm ONLINE**

**Susan Wood joins us to answer questions
about what the service offers to families
with children on the NDS waiting list, or
who have a recent ASD/ADHD diagnosis**

 hayley.huckle@carersmatternorfolk.org
 maxine.webb@carersmatternorfolk.org
 parentcarersmatternorfolk.org
 facebook.com/parentcarersmatternorfolk



Parent Carer online support group with Family Action 10th September

NEW! ONLINE group with guests – 7pm Tuesday 10 September!

Is your child/young person on the NDS waiting list? Or have they recently received a diagnosis of ASD/ADHD?

To kick-off our ONLINE programme, we're fortunate to be joined by Susan Wood from Family Action, Co-Ordinator at the Norfolk & Waveney ASD/ADHD Support Service. Susan

will give a short presentation about what the service offers to families, before taking questions from parents about the challenges you're facing.

The service says:

"We support parents and carers of children and young people in the Norfolk & Waveney area who are waiting for or undergoing a neurodevelopmental assessment, or where there has been a recent diagnosis of autism or ADHD. We offer courses, parent coffee mornings, information sessions and a monthly newsletter covering challenges faced by parents and carers. We can talk to you on the phone or online or come along to a face-to-face group."

Join via this [link](#) 7-8.30pm on Tues 10 September

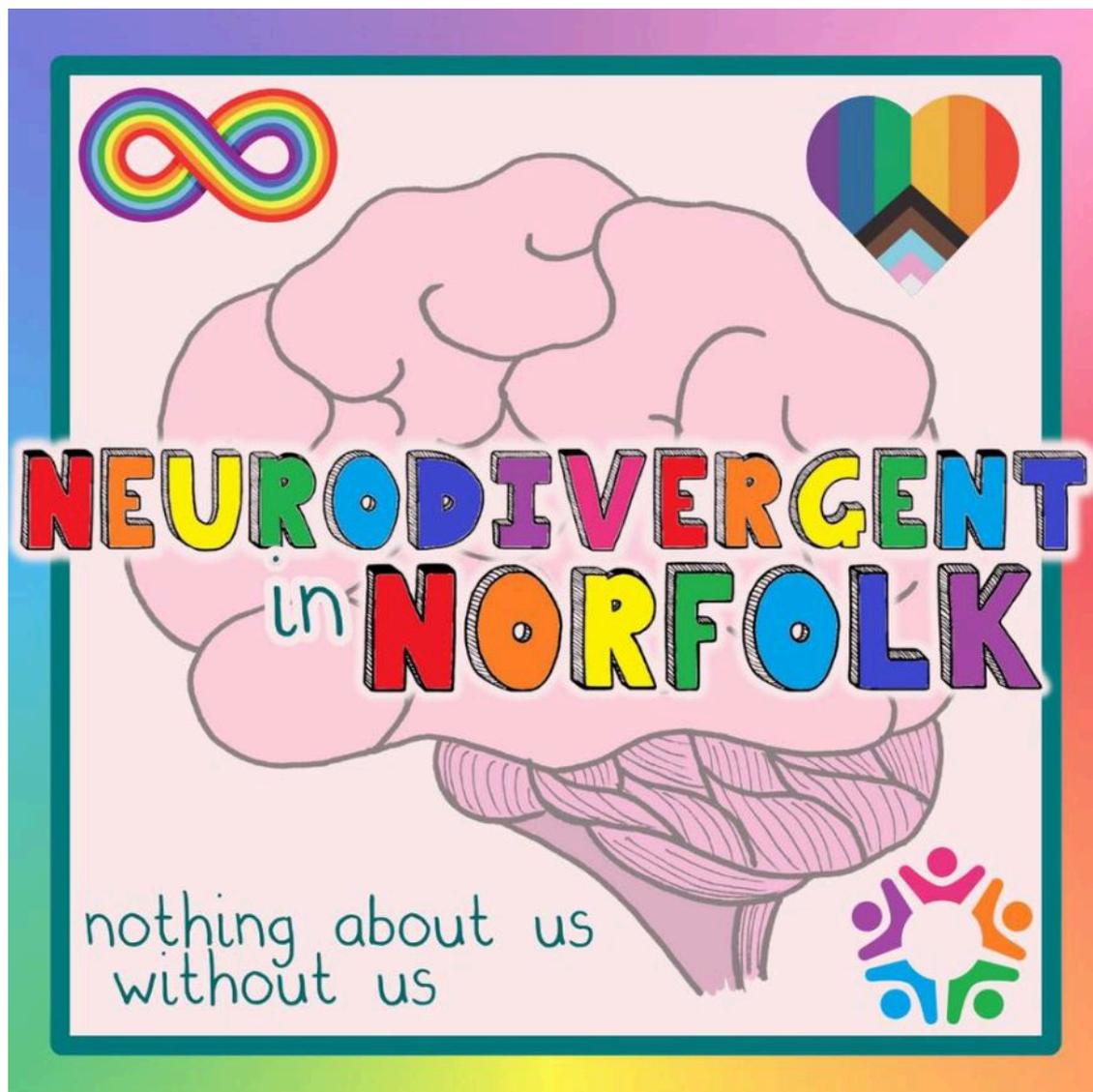
Meeting ID: 397 422 000 955

Passcode: 5X6GZF

If you're unable to make it, but have questions, please do email us and we'll pass them on.

[For more information on Family Action click here](#)





Neurodivergent in Norfolk monthly meet up at Plumstead Library

Join Neurodivergent in Norfolk for their next monthly meet up at Plumstead library, Plumstead Road, Thorpe Hamlet, Norwich NR1 4JS on Friday the 6th of September from 1-3pm.

For more details click [here](#) to contact Neurodivergent in Norfolk via their Facebook page





Department
for Education

Working together to improve school attendance

Statutory guidance for maintained schools, academies, independent schools and local authorities.

This guidance may also be useful for parents.

The importance of school attendance.

Improving attendance is everyone's business. The barriers to accessing education are wide and complex, both within and beyond the school gates, and are often specific to individual pupils and families. Good attendance begins with school being somewhere pupils want to be and therefore the foundation of securing good attendance is that school is a calm, orderly, safe, and supportive environment where all pupils are keen and ready to learn.

Some pupils find it harder than others to attend school and therefore at all stages of improving attendance, schools and partners should work in partnership with pupils and parents collaboratively to remove any barriers to attendance by building strong and trusting relationships and working together to put the right support in place. Securing good attendance cannot therefore be seen in isolation, and effective practices for improvement will involve close interaction with schools' efforts on curriculum, behaviour, bullying, special educational needs support, pastoral and mental health and wellbeing, and effective use of resources, including pupil premium. It cannot solely be the preserve of a single member of staff, or organisation, it must be a concerted effort across all teaching and non-teaching staff in school, the trust or governing body, the local authority, and other local partners.

[To read the updated statutory guidance click here](#)





MINDJAM -Emotional and SEN support for young people through gaming, game design and digital skills

Through online 1-to-1 sessions, MindJam provides mentorship and guidance to young people to support their emotional needs and SEN identity through positive, non-judgemental and low-demand sessions.

We are proud to be an approved provision for many local authorities around the UK and work with the schools, specialist provisions, NHS. We also work with Sony, BAFTA and other games companies.

MindJam sessions can be included as part of your young person's EHCP or EOTAS package. Or you can privately fund sessions.

[For more information about MINDJAM click here](#)



Find out more about the Learning Disability Register

Does your child get extra help at nursery, school or college as they find it hard to learn or do things for themselves at home?

If yes, they may be able to get extra health support from your GP Practice, including an Annual Health Check from the age of 14 onwards.
So, read on!



Find out more about the Learning Disability Register

Does your child get extra help at nursery, school or college as they find it hard to learn or do things for themselves at home?

If yes, they may be able to get extra health support from your GP Practice, including an Annual Health Check from the age of 14 onwards. So, read on!

If your child is struggling to learn, there can be different reasons for this. One of these reasons could be because they have a learning disability. There are hundreds of thousands of people with a learning disability in the UK.

This leaflet helps you think about whether your child or someone you care for could be considered to have a learning disability and should be on your local GP practice's Learning Disability Register to help them get the help they need, including a free Annual Health Check from the age of 14.

If your child has a learning disability, it's important they get the right support so they can live their best life and have the same opportunities as everyone else.

And organisations like the NHS are here to help.

This leaflet does NOT make a firm diagnosis for your child, and your GP is unlikely to make a formal diagnosis either, if one hasn't been made already.

It is designed to help you have a conversation with your GP team about your concerns and whether your child should be on their Learning Disability Register.

To find out more click here



Easy ways to share our newsletter

If you would like to share our newsletter with friends, colleagues or other parents or professionals click [here](#) for a PDF version and here for a compressed [PDF](#) version.



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
- 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
- Or join our Family Voice Members Chat Room on Facebook [here](#)

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