



## *In this issue:*

### Family Voice news and events

Contact Family Voice Norfolk .....	1
Coffee and Kooth online event .....	2
Let's talk... about mental wellbeing .....	3
Finding out about Family Voice events .....	3
Let's talk... about changes to mental health services for children and young people (CYPMHS) .....	4
Newsletter deadlines .....	4
Coffee or tea? Online get-togethers .....	5
Let's talk... about caring .....	6
Easter sunshine! .....	8

### Education

English as an additional language resources .....	20
Wordless stories for primary school children .....	21
SEND family roadshows .....	21
Identifying pupils with SEND .....	23

### Information and events for carers

Neurodiversity information .....	13
Changing Places toilets – new funding .....	14
Autism and employability conference .....	14
NNUH Carers Forum .....	16
All babies cry .....	17
Motability .....	18
Disability strategy and reports .....	22
Disability statistics .....	22
Short Breaks team – update .....	27

### Workshops and training

Autism e-learning for everyone .....	13
Online Early Years courses .....	15
Online tribunal training .....	15
Handling meetings effectively .....	28
Helping young children sleep .....	28
Encouraging positive behaviour .....	29

### Information and events for children and young people (CYP)

ASPIRE resilience research (for CYP) .....	10
Learning Disability Partnership Board .....	19
Bereavement care and support for CYP .....	19
Keeping mentally well if you have a learning disability .....	26

### Health

ASPIRE resilience research (for parent carers) .....	9
ASPIRE resilience research (for CYP) .....	10
Cromer Minor Injuries Unit re-opening .....	20

### Surveys, consultations and participation

NCC – supported living update and webinars .....	12
NNUH Carers Forum .....	16
Disability survey .....	22

## **Contact 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)

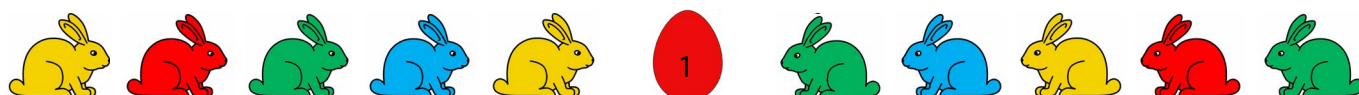


[FamilyVoiceNorfolk](https://www.facebook.com/FamilyVoiceNorfolk)



[familyvoicenfk](https://twitter.com/familyvoicenfk)

- Or join our **Family Voice Members Chat Room** on Facebook at <https://www.facebook.com/groups/674209366743395/about/>



## Wellbeing for children and young people with SEND

The easing of lockdown is affecting us all in different ways. While some children and young people are happy to return to educational settings, others are facing challenges to their mental health and wellbeing, or have been unable to access existing support during the pandemic.

Family Voice Norfolk is hosting three events in April that focus on different aspects of young people's wellbeing and the support available to them. Please do join us for one – or all – of them. There will be an opportunity to ask questions and to share ideas with other families.

family voice  
together improving services

Mental health and wellbeing for 11–25s



### Coffee and Kooth with Family Voice Norfolk

- Are you concerned about your child's mental health and wellbeing?
- Have you heard about the Kooth service?

Cheryl Allbright will be joining us for a special Kooth training session for parent carers of children and young people with SEND.

Kooth is an online wellbeing community for children and young people aged 11–25 years. Cheryl will explain exactly how the service works and how to find your way around the site.

The session is in the school Easter holidays, so your young person is welcome to join in too.

**Thursday 8 April from 10:00 to 11:30am**

Email [events@familyvoice.org.uk](mailto:events@familyvoice.org.uk) for booking and joining instructions.





## Let's talk... about mental wellbeing for children and young people

Georgina will talk about:

- what is 'normal' and what is a cause for concern for individual children?
- strategies to help
- signposting to services

She's also happy to answer questions and discuss your worries or concerns.

with Dr Georgina Turner  
Lead Educational Psychologist at  
Ormiston Families

If you are the parent carer of a child  
or young person with additional needs,

please join us online on

**Tuesday 20 April**  
**10:00am to 12:00pm**

Email [events@familyvoice.org.uk](mailto:events@familyvoice.org.uk) for full booking and joining instructions, giving the date of the event.

### Finding 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.

And our Membership Secretary Kate may email you about special events and surveys.



## Let's talk... about changes to mental health services for children and young people (CYPMHS)

- the vision for CYPMHS across Norfolk and Waveney
- the change that has happened so far
- CYPMHS – what are the key priorities and next steps?
- the importance of the voices of children and young people
- an opportunity to ask questions and give your views

**Dr Kelly Semper**

Children and Young People's Mental Health Programme Manager

**Rebecca Mann**

Head of Integration and Alliance,

Children and Young People's Mental Health Integrated Commissioning Team

will join us to talk about how wellbeing and mental health services for children and young people (formerly known as CAMHS) are being transformed.

They are happy to answer questions and keen to hear your experiences, too.

If you are the parent carer of a child or young person with special educational needs and/or disability (SEND) please join us on

**Monday, 26 April 2021  
from 10:00am to 12:00pm**

Email [events@familyvoice.org.uk](mailto:events@familyvoice.org.uk) for booking and joining instructions.



### Newsletter deadlines

The next newsletter will appear at the end of April 2021. To tell us about issues you'd like to see covered, or to contribute an article or idea for an article yourself, email [comms@familyvoice.org.uk](mailto:comms@familyvoice.org.uk) by **25 April 2021**. We don't often publicise commercial events but we are always happy to share the experiences of families, whether in education, health or leisure activities. You can contribute anonymously if you prefer.



## Coffee or tea? Let's take a break...

Our online coffee mornings and afternoon teas are relaxed and friendly opportunities for parent carers to get together and talk with others who really understand.

There is no need to book as long as you are a parent carer of a child or young person with SEND.  
Just click on the link below when you are ready to join.

<https://us02web.zoom.us/j/83006703755>



**Tuesday 13 April 2021**  
from 10:00 to 11:00

**Thursday 29 April 2021**  
from 13:45 to 14:45

**Tuesday 11 May 2021**  
from 10:00 to 11:00

**Thursday 27 May 2021**  
from 13:45 to 14:45



We want these sessions to be a safe, friendly place for parent carers to spend time together. We know this works best when everyone knows what to expect. So it may help you to know that:

- We will aim to start and finish on time.
- The session will be recorded automatically. This recording will be kept securely and will not be viewed except in the unlikely event that a concern about the session is raised by someone present. It will be destroyed after two weeks.





## Let's talk... about caring

We were delighted that so many of you were able to join us on 22 March for our latest **Let's Talk...** event. It was so useful for our guests to hear your experiences. We hope it was also valuable to you to have questions answered and hear other parent carers' views. Presentations from the session can be downloaded from our website at <https://www.familyvoice.org.uk/articles-reports/parent-carer-participation-events/>.



The **parent carer survey** that Andy McGowan (Head of Carer Services, Caring Together) discussed closed on 31 March. Thank you to those who filled it in. We look forward to being able to share the findings with you in due course.

Here is a little further information about some topics that were mentioned in the session:

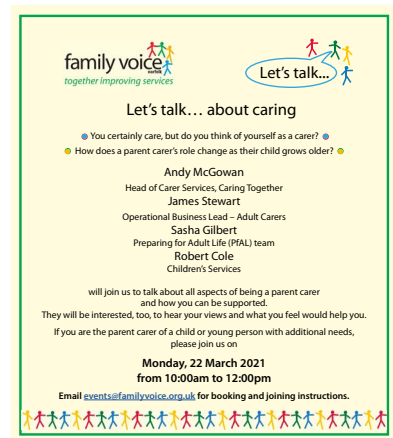
You can find out more about the **carer friendly tick** at: <https://www.caringtogether.org/professionals/carers-friendly-tick-award>

Useful **information for parent carers** can be found on the Carers Matter website: <https://carersmatternorfolk.org.uk/>

Rob Cole gave the following additional information about **Short Breaks**:

- There are some gaps in the Short Breaks provision... We have a commissioning team that looks at what's available in Norfolk. I will feed back about the gap that Nansa may have left & perhaps we can discuss some of these...
- Parent carer needs assessments do focus on the role of parent & siblings primarily. If caring for an adult too you would be entitled to an adult carers assessment.
- A Family Support Process assessment is completed by a range of professionals (School, Health Visitor) so they may not do the parent carers assessment at the same time. It could be that if it was the council's family support service undertaking the assessment that they could involve a parent carers needs assessment. This could be something we could look at.
- Our staff that complete Short Breaks assessments and plans are overseen by qualified social workers. Staff from the team are available for undertaking and reviewing the Short Breaks plan. I wonder if the gap is not having a named professional as a point of contact or maybe someone to phone for advice.
- We've found networking approaches really effective – it's an approach that brings everyone together to work out a plan from family members, friends and their community – it also looks at extending support networks.

Further information about **Home Start** can be found at: <https://homestartnorfolk.org/>



*Continued on page 7*



The **SEND Local Offer website** has a wealth of information at: <https://www.norfolk.gov.uk/send>

The local authority **guidance advisors** support continued education, employment or training until the age of 25: <https://www.norfolk.gov.uk/children-and-families/send-local-offer/about-the-local-offer/meet-our-teams/participation-strategy-team>

**Help you choose:** <https://helpyouchoose.org/content/> was recommended as a guide to education/employment services in Norfolk.

Sasha Gilbert (**Preparing for Adult Life – PfAL**) shared a contact/query number for her service: 0344 8008020

James Stewart (Adult Social Services) has been in touch since the event with some extra information:

- **Social prescribing:** the NCC funded model will end in April but Health via Primary Care Networks will continue to provide social prescribing services. NCC are continuing to fund the Social Isolation Service and our advice services, so there will still be services in these areas. Referrals can be made via a range of routes e.g. from social services, GPs etc. and will be triaged and managed by the Primary Care Networks.

Social prescribing was also mentioned during James's presentation in respect of the Norfolk Green Care Network: <https://socialprescribingacademy.org.uk/norfolk-green-care-network-connecting-people-with-nature/>

- In respect of the text messages sent late last year from GP surgeries to Adult Carers, outlining our emergency planning offer & Carers Matter Norfolk support, coupled with the text messages sent to the 14,000 Clinically Extremely Vulnerable (CEV): NCC sent the information to the Primary Care Systems, to target adult carers and those listed as CEV. These would have been identified via the GP systems as being flagged as a carer and/or CEV. In this piece of work, we could not guarantee 100% GP participation, so for those that did not receive any information, it may be that their surgery chose not to share the information or that they are not registered with their GP as a carer or listed as CEV.

Family Voice Norfolk isn't an advice service, but we do recommend you ensure your GP has you registered as a carer on your notes. Even if they 'know' you are a carer, make sure it is noted. As we have seen during the pandemic, it's important that you can be identified as needing particular services.

- In terms of the question raised about how carers in Norfolk receive information, when the GP they are registered with is out of area e.g. Cambs, Suffolk: GPs are not our primary source for advertising services or receiving referrals, so having a GP outside Norfolk shouldn't be a barrier and we would use a variety of ways to spread messages about services and support, such as social media, press, carer organisations etc.

Alison Arnold from Shared Lives has also asked us to share their service allowing **short breaks for parent carers of young people aged 18+ years**: <http://psspeople.com/how-we-can-help-you/live-safely-and-happily/while-you-or-your-carer-has-a-short-break-shared-lives-short-breaks>

Please see pages 2–5 for details of our next Let's talk... sessions and other get-togethers.



## Easter sunshine!

Our Easter sunshine boxes were recently sent to parent carers who signed up for them in our Family Voice Members Chat Room or on our website. This time we included sunflower seeds to give us all a little hope for brighter things this summer and sunflower lanyards to help those with hidden disabilities venturing out for the first time in months. We would like to thank Thompson & Morgan (<https://www.thompson-morgan.com>) and the Hidden Disabilities organisation (<https://hiddendisabilitiesstore.com>) for their generous help in spreading some springtime sunshine.

We loved hearing how much you appreciated this recognition of the difficult time that parent carers have had during the past year and look forward to seeing your photos of giant sunflowers in a few months' time!

Thank you for my Easter Sunshine box 🌻🌻 x

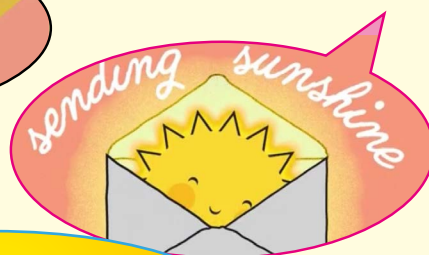
Thank you so much for my sunflower 🌻 box! Definitely cheered me up after a crappy few weeks

Thank you for the Easter box.

Thank you for my Easter Sunshine box 🐰🐣🌻

Thank you for the Easter sunshine box. So thoughtful.

Thank you so much for my Easter Sunshine Box, much appreciated 🌻



Thank you for my sunshine box. What a nice surprise! I'd not expected to be on the list and had forgotten about it!

Thank you so much for my Easter 🐰 Sunshine 🌻 box. It is so very much appreciated 🌻

Thank you so much for our goodie box. I couldn't stop smiling 😊





**Do you have experience as a parent or carer of a child who has been through stressful or upsetting life events?**

**Do you live in Norfolk or Suffolk?**

**Interested in taking part in research to help improve the support available to families who have had similar experiences?**

### **What is the research about?**

Children who have been through certain stressful or upsetting experiences are more likely to have mental health difficulties as they grow up than children who have not been through these things.

However, not all children who go through stressful or upsetting things become unwell. Many children remain healthy even though they have been through these difficult experiences.

This ability to “bounce back” from difficult experiences is known as ‘resilience’. The amount of resilience someone has is not fixed, so if we can help children to be more resilient, we can lower their chance of experiencing mental health problems as they grow up.

We are carrying out a research project aimed at creating a new package of support to help parents and carers of children who have had stressful or upsetting things happen to them to increase their child’s resilience.

### **Interested in taking part?**

We are inviting people who self-identify as a parent or carer of a child who has been through stressful or upsetting experiences to help us shape the new support package. These experiences might include abuse or neglect, witnessing domestic violence, living with adults who misuse drugs or alcohol, a family member being in prison, family break-up, the death of someone close, being bullied, or having a serious illness.

Taking part in the research would involve a one-off interview with a member of the research team. The interview would focus on your views on the best way to support parents and carers of children who have been through difficult experiences. Interviews will last up to an hour and can take place by video call, telephone or face-to-face (if safe to do so). You will receive a £20 shopping voucher as a thank you for your time.

**If you’d like to find out more, please email [aspire@nsft.nhs.uk](mailto:aspire@nsft.nhs.uk) or call/text Isabela on 07919156281.**



FUNDED BY

**NIHR** | National Institute  
for Health Research

This project is funded by the National Institute for Health Research (NIHR) Research for Patient Benefit Programme (Grant Reference Number: NIHR201561). The views expressed are those of the author(s) and not necessarily those of the NIHR or the Department of Health and Social Care.

**NHS**  
**Norfolk and Suffolk**  
NHS Foundation Trust



# ASPIRE: increasing resilience – information to share with a young person who would like to take part in the research

Page 9 gives information for those who self-identify as a parent or carer of a child who has been through stressful or upsetting experiences. The ASPIRE project is also interested in talking to young people, aged 8–14 years, who identify themselves as

someone who has been through such an experience.

The information below and on page 10 can be shared with those young people to explain more about the project.

## The ASPIRE Project: Stage 1

### PARTICIPANT INFORMATION SHEET FOR 8-14 YEAR OLDS

#### Why have I been given this information sheet?

You have been given this information sheet to help you decide whether you'd like to join in with our research project.

We want to tell you about the project and what will happen if you decide to take part. You don't have to make up your mind straight away. You can ask us any questions and speak to your parent or carer before you decide whether you want to take part.

#### What is the project about?

When difficult things happen to children (for example being bullied or not feeling safe at home) they are more likely to feel sad, lonely, scared or worried as they grow up. But there are some things that can help stop children from feeling this way, like having a parent or carer they feel safe with and can talk to.

The project is all about creating a new way to help parents and carers to support their children after they have experienced things that are difficult or upsetting. We hope this will mean they are less likely to feel sad, lonely, scared or worried a lot of the time when they grow up.



#### Do I have to join in?

No! It is up to you and your parent or carer if you take part or not. If you decide to join in but change your mind, you can stop taking part and you do not have to tell us why. Nobody will treat you differently if you decide not to take part.





### What will happen if I decide to join in?

We would like your help to decide the best way to help families after difficult experiences. We will use what you and other young people tell us to create a new set of activities for parents and carers to do with their children who have had upsetting or difficult things happen to them in the past.

If you decide to take part, a member of the team will meet with you (this might be face-to-face, online or over the phone). They will ask you some questions about what you think would be helpful and good to include in the activities.

We would like to record your voice during this meeting to help us remember what you told us. You can have a parent or carer with you during the meeting if you'd like to.

### **REMEMBER:**

If you don't want to take part in this project **you don't have to**.

If you decide to join in with the project but change your mind later on, **you can stop taking part** whenever you want.



Thank you for reading this information sheet. If you have any questions, please ask the person who gave it to you who will be happy to answer them 😊



# Norfolk County Council – supported living update

## What is supported living?

Supported living gives people choice and control over where they live and how their support needs are met.

In supported living someone rents or owns their own home and works with a care provider to meet their care and support needs.

You may remember that last year Norfolk County Council (NCC) sent out a survey asking people with special needs about homes and housing. Those who replied said that they:

- want more choice about where they live
- want to be part of their local community
- want to live close to places like shops, doctors, cafés and work

## What is the plan?

To give people more choice, NCC wants to increase the amount of supported living available in Norfolk. It has created a three-year plan to do this.

The plan is to build more than 180 new homes over the next three years. These new homes will provide supported living for people with learning disabilities, mental health needs, physical disabilities and autistic people/people with autism.

To make sure that they are good homes, NCC will work with organisations that specialise in building new homes for people with disabilities.

It has also used your feedback to produce a document that describes what the new homes should look and feel like. NCC would like you to say what you think about this document so it can be even better. You can download it on this web page: <https://www.norfolk.gov.uk/care-support-and-health/housing/housing-with-support/supported-living>

To support this work, NCC is inviting you to attend a webinar to talk about the plans and to help shape what the homes should look and feel like. The feedback from these sessions will be used to improve and develop the draft design guide. This is the guide that will be used to describe how all the new homes should be built.

The webinars will be held on Zoom on the dates below. Each session will have a theme, but you are welcome to attend any date to share your feedback:

- 10 May, 2:00–3:30pm: homes for people with a learning disability
- 11 May, 3:00–4:25pm: homes for people with mental health needs
- 11 May, 4:35–6:00pm: homes for autistic people/people with autism
- 25 May, 4:00–5:30pm: homes for people with physical disabilities

To book a place, go to: <https://tockify.com/socialcareengagement/pinboard> Once you have RSVP'd, you will be sent a link that will allow you to attend the event via Zoom.





## Autism e-learning for everyone

Accredited autism e-learning training is now available to everyone on the Norfolk Autism Partnership Board independent website. To access the training please go to: <https://www.norfolkautismpartnership.org.uk/autism-awareness/>



Norfolk County Council co-produced, designed and created this Autism Awareness e-Learning Programme with the Norfolk and Suffolk NHS Foundation Trust and the Norfolk Autism Partnership Board. The e-learning was developed to be shared and spread awareness and understanding around Norfolk and beyond. It supports and contributes to achieving the Norfolk Autism Strategy vision that:

*All autistic people, their parent/carers are accepted, understood and treated as equal members of the community. That there is a greater awareness and understanding of autism by people who live and work in Norfolk. That this understanding will enable autistic people to have the same opportunities as everyone else to live a fulfilling and rewarding life and achieve their life's ambitions.*

The training complies with the Autism Act (2009) and the Equality Act (2010) and covers subjects such as:

- The notion of autism as a spectrum, including the fact that it is a life-long condition
- Key characteristics – understanding the main differences found in people with autism
- Common sensory differences experienced by people who have autism

This e-learning training package is endorsed by the University of East Anglia.

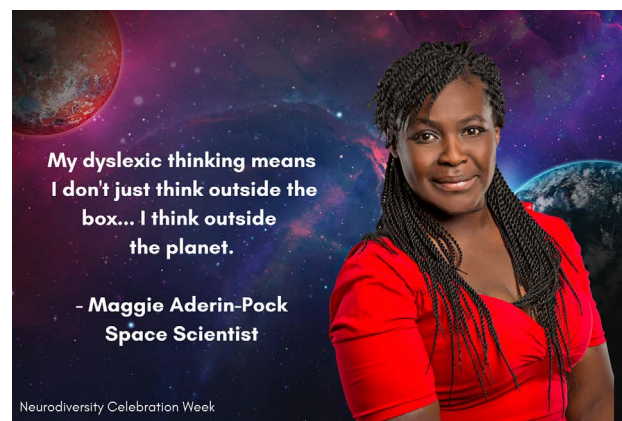
The website above is also the place to find out about the work of the Norfolk Autism Partnership Board and how you can get involved to help make Norfolk a better place for people with autism to live, learn and work.

The website also has a wealth of information and links to support those with autism, their families and friends.

## Neurodiversity information

March 15–21 was Neurodiversity Celebration Week. Schools were encouraged to recognise and celebrate the many advantages and strengths of being neurodiverse. The term includes those with ADHD, dyslexia, autism and dyspraxia.

Visit <https://www.neurodiversity-celebration-week.com/resources> to find many animations and other resources about neurodiversity.



# Autism and employability conference

Autism Anglia has announced that this year's conference will take place over two days from 7 to 8 June 2021 and will be held online via Zoom.



The theme of the conference is autism and employability with information covering preparing for and finding work, and continuing into employment. With fabulous speakers and interactive workshops the conference will be suitable for autistic individuals, parents, carers, school staff and employers.

You can find out more at <https://autism-employability-conference-2021.heysummit.com/>  
There is a charge for tickets.

## Changing Places toilets – new funding

On 4 March the Ministry of Housing, Communities and Local Government (MHCLG) announced a new £30 million fund for the installation of Changing Places toilets. The move follows changes to statutory guidance that came into effect from January 2021, making the provision of Changing Places toilets compulsory in certain new buildings.



Changing Places toilets are larger accessible toilets for people who cannot use standard disabled toilets, with equipment such as hoists, curtains, adult-sized changing benches and space for carers.

There are currently around 1,200 registered Changing Places toilets in England but provision needs to increase quickly to improve access for people who cannot use standard accessible toilets and their carers.

Local authorities will soon be invited to 'opt in' to receive a proportion of this funding, based on need, to install facilities in their communities.

They are encouraged to consider where Changing Places toilets are most needed in their communities and to work in partnership with other organisations to deliver these facilities, including securing match funding wherever possible.

To find where there are already Changing Places toilets, you can go to <https://www.uktoiletmap.org> and register for online information.



## Online Early Years courses

If you are a parent or carer of a young child, the most important teacher in your child's life is you. During this difficult time, you may be wondering how you can support your child's learning and development.



**Learning for Communities**

**Orsted Good Provider**

**EARLY YEARS AGES 0-4**

### Free Online Early Years Courses

Join Family Learning this April for stories, rhymes and games to support your little one's development and communication skills.

To book your place:  
Visit: [www.norfolk.gov.uk/familylearning](http://www.norfolk.gov.uk/familylearning) or call 0344 800 8020 option 5

**Adult Learning** | **Norfolk County Council**

The Family Learning team are now offering interactive tasters and online courses to replace their face-to-face courses in libraries, schools and Early Childhood Family Centres.

From understanding your child's maths and English to exploring your natural surroundings, healthy eating and craft activities, dedicated tutors will give you hints, tips and tricks for running some great, mind-nourishing activities for all the family and to give your children a break from their PC, games console or mobile phone.

The online sessions are also a way to interact with other

parents or guardians and learn about other online courses Norfolk County Council Adult Learning will be offering.

You can find out more at: <https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses/family-learning-courses>

Courses in April include Promoting positive behaviour • Family cook-along • Paint, create & communicate • Little movers • Healthy treats • Nature explorers

Some of these are one-off or taster sessions and some enable you to sign up for longer courses. There's a huge variety – see what appeals to you.

## Online tribunal training – 20 April 2021

This tribunal training is being run virtually by Norfolk SEND Partnership for parents/carers wishing to appeal their final Education, Health and Care Plan (EHCP). It will focus on appealing EHCP content and placement rather than other appeal types.

The training will be virtual through the Zoom platform and is free. During the training you will not be able to ask any personal questions, you can however contact Norfolk SEND Partnership's helpdesk to book a slot with an advisor to discuss individual cases. Go to <https://www.norfolksendpartnershiass.org.uk/training/training-sessions/> to book.





# Are you a Carer?

Find out about our Carers Forum...



Norfolk and Norwich  
University Hospitals  
NHS Foundation Trust

At the Norfolk and Norwich University Hospital (NNUH), we value Carers and the support they give while the person they are caring for is in hospital.

We acknowledge the importance of supporting Carers in this role, and endeavour to ensure Carers' voices are heard within the Trust so that we can understand their current experiences and how we can best provide support.



To ensure Carers are involved in the planning, design and evaluation of services at the Norfolk and Norwich Hospital, we have a Carers Forum.

The role of this forum is to;

- Provide advice on care from a Carer perspective
- Act as a Carer representative to help ensure their views, interests and feedback is heard
- Ensure services are designed with Carers' needs in mind
- Ensure services are designed in partnership with Carers

## Membership.....

**We're flexible in our partnership working with Carers, and support Carers to be as involved as they wish.**

Whether you would like to regularly attend Forum meetings (held once every two months, for approximately 1.5 hours), or would like to contribute to discussions only around a certain aspect of care or participate less regularly, we would like to hear from you. We can discuss with you our membership options to ensure your voice is heard in a way that works for you.

## Contact Us!

**If you are interested in finding out more, or joining our Carers Forum, please contact our Patient Engagement Team:**



[Patient.Experience@nnuh.nhs.uk](mailto:Patient.Experience@nnuh.nhs.uk)



01603 288 295

If you would like to get involved but need additional support or access requirements, please let us know and we will be happy to discuss this with you.



Author: Ruby Allen Author Title: Patient Engagement Facilitator Approved by: PIF Date: 19/03/2021  
Review Date: 19/03/2024 Available via Trust Docs ID:





# ALL BABIES CRY

**All babies cry, some cry more than others and this is completely normal.**

You can try lots of different things to comfort your baby and they will still cry. This is normal. It's ok to put them down in a safe place and take a minute. Never shake your baby. Crying is part of a baby's language and is normal, but can be hard to cope with, particularly at the moment.

If you need any help, please speak to someone.

There is a whole host of support and advice available locally. Norfolk's online NHS platform [JustOneNorfolk.nhs.uk](https://justonenorfolk.nhs.uk) has lots of advice with ways to help you cope, proactive steps to take and much more. Use the details below to access support.

## \*\*\*Recommended grounding technique\*\*\*

- LOOK: for 5 things that you can see. Count them up.
- FEEL: Think of 4 things that you can feel in your body. Count them up
- LISTEN: Listen for 3 sounds. Count them up
- SMELL: Say two things you can smell. Count them up
- TASTE: Say one thing you can taste.

Finally, take another slow breath, you can repeat the 5 steps if needed.

**For local NHS advice and support:**



Call:

**0300 300 0123**



Text:

**07520 631590**



Visit:

**[justonenorfolk.nhs.uk/AllBabiesCry](https://justonenorfolk.nhs.uk/AllBabiesCry)**



Internet search:

**'all babies cry norfolk'**





The Motability Scheme enables disabled people to lease a new **car, scooter or powered wheelchair** without the worry of owning and running one. Parents and carers can drive on behalf of the customer. The vehicle should be used by, or for the benefit of, the disabled person.

**Making  
life easier**  
for disabled people

"We went on our first family camping trip. Something we couldn't have done without the new car."

Sam, Elisabeth's mum

### Who can join the Motability Scheme?

You may be able to join the Scheme if you receive one of the following:

- Higher Rate Mobility Component of Disability Living Allowance (DLA).
- Enhanced Rate of the Mobility Component of Personal Independence Payment (PIP).
- War Pensioners' Mobility Supplement (WPMS).
- Armed Forces Independence Payment (AFIP).

### What's included on the Motability Scheme?

- ✓ Insurance
- ✓ Breakdown assistance
- ✓ Servicing and repairs
- ✓ Tyres and battery replacement

**To find out more about the Motability Scheme**  
visit [motability.co.uk](https://www.motability.co.uk)  
or call 0800 093 1000

### How Motability, the Charity can help

We can provide charitable grants for:

- Car adaptations to help make travelling as comfortable as possible.
- Vehicle Advance Payments for larger, more expensive vehicles.
- Up to 40 hours of driving lessons, to ensure disabled people have access to driving tuition in specially adapted cars as necessary.

**To find out more**  
visit [motability.org.uk](https://www.motability.org.uk)  
or call 0800 500 3186

Motability is a Registered Charity in England and Wales (No.299745) and in Scotland (No.SC050642). Motability is authorised and regulated by the Financial Conduct Authority (Reference No.736309). All cars, scooters and powered wheelchairs provided under the Motability Scheme are leased to customers by Motability Operations Ltd, who operate the Scheme on a contract basis for Motability. Motability Operations Ltd is authorised and regulated by the Financial Conduct Authority (Reference No.735390).





## Learning Disability Partnership Board

The Learning Disability Partnership Board newsletter for March has been published and will shortly be available to view at <https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/learning-disabilities/learning-disabilities-partnership-board/our-current-work>.

If you would like to receive an emailed copy of the newsletter each month, or have any news that you would like included in a future edition, please contact Alastair Corrigan at Norfolk County Council at [alastair.corrigan@norfolk.gov.uk](mailto:alastair.corrigan@norfolk.gov.uk) or phone 01603 223960.

## Bereavement care and support for children and young people

### In Waveney

In January 2021, the NHS Norfolk and Waveney Clinical Commissioning Group's Children, Young People and Maternity Team awarded grant funding to **Suffolk Cruse** who provide bereavement care and support to children and young people.



This service means **children, young people and their families**

**living in Waveney** can access a local bereavement support offer that is tailored to their needs.

Susannah Downing, Area Co-ordinator at Suffolk Cruse explained:

*Suffolk Cruse Bereavement Care CYP Support is available for all children and young people up to the age of 18 who live in Suffolk. Our support is free for all of our clients. Support at this time is via telephone or Zoom. To access information and support please telephone our Contact Line Team on 01473 230888 and leave your contact details and a short message. Our Contact Line Team will return your call within three working days. Alternatively, you can email us at [support.suffolk@cruse.org.uk](mailto:support.suffolk@cruse.org.uk) or via our website [www.suffolkcruse.co.uk](http://www.suffolkcruse.co.uk). We also have a dedicated national website for children and young people: [www.hopeagain.org.uk](http://www.hopeagain.org.uk) that has information and resources.*

### In Norfolk

Many of you will already know of Nelson's Journey, the service for bereaved children and young people in Norfolk.



During the pandemic, the organisation is operating a Support Line service enabling families and professionals to speak directly with a Child Bereavement Support Worker. Anyone with concerns is encouraged to get in touch.

If you would like to refer a child or young person for support, please complete the form on the Nelson's Journey website at <https://nelsonsjourney.org.uk>. Alternatively, you can call 01603 431788 and leave a message. Someone will call you back as soon as possible.

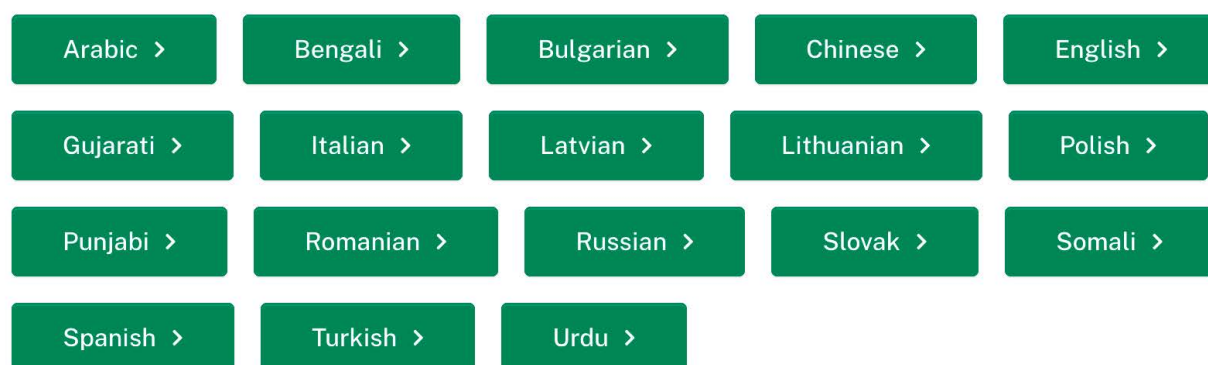
The website is also a good place to visit for stories of how other young people have been helped and to access the smartphone app: Smiles and Tears, on which young people can save memories, remember their special person and seek support.



## English as an additional language (EAL) resources for return to school

The Bell Foundation has created a series of leaflets in 18 different languages about transition back to school for EAL families and children. They provide guidance for parents on how to get involved in school life and to help their child to learn.

Available languages are shown below. Go to <https://www.bell-foundation.org.uk/eal-programme/guidance/parental-involvement/> to download individual leaflets.



## Cromer Minor Injuries Unit re-opened on 29 March 2021

Cromer Minor Injuries Unit has re-opened as part of the restoration of services at the Norfolk and Norwich University Hospitals NHS Foundation Trust.

The Cromer team, including ten Emergency Nurse Practitioners, were redeployed to support the Emergency Department at NNUH during the peak of the pandemic in January, but can now return to Cromer.

Cromer MIU, in Mill Road, Cromer, will be open seven days a week for its usual hours of 8:00am to 7:45pm. If you are unsure about whether Cromer MIU is the appropriate place for your healthcare needs, please call 01603 646230.

The Minor Injuries Unit at Cromer can deal with:

- Minor head injuries (with no loss of consciousness)
- Simple wounds
- Simple eye conditions, foreign body, corneal abrasions
- Minor burns
- Soft tissue injury
- Bites and stings, with no associated complications, or acute reaction
- Simple fractures
- Fingers that may be broken or dislocated

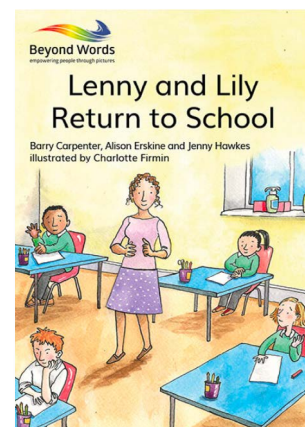
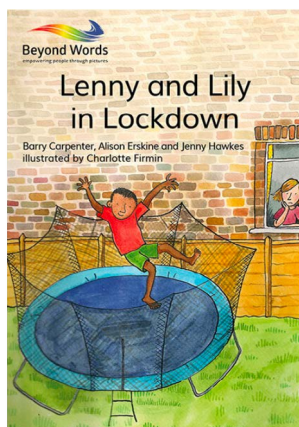




## Wordless stories for primary school children

*Lenny and Lily in Lockdown* and *Lenny and Lily Return to School* will help children make sense of their experiences during the coronavirus pandemic, communicate their feelings and prepare for more change as they go back to the classroom.

As the stories are told in pictures alone, it is not necessary for children to be able to read words to enjoy them. They are appropriate for pupils in both mainstream and special education settings.



Supporting text at the end of each story gives teaching staff and parents guidance on how to use the stories with children.

You can download both stories for free at <https://booksbeyondwords.co.uk/lenny-and-lily-childrens-stories>

## SEND family roadshows

The SEND family roadshows are opportunities for the SEND Local Offer team to share information and hear the views of parents and carers who have a child with special educational needs and/or disabilities (SEND).

These events are exclusively for parents and carers who have a child with SEND.

They are supported by Family Voice Norfolk, Norfolk SEND Partnership, Norfolk SEN Network and SENSational Families.

Parent carers have the opportunity to listen to presentations, ask questions and spend more time with the organisations above in separate breakout rooms to network and share experiences.

- Wednesday 5 May 2021
- Wednesday 14 July 2021
- Wednesday 15 September 2021
- Wednesday 17 November 2021
- Wednesday 12 January 2022



**All sessions are 10:30am to 1:00pm and take place on Zoom.**

You can find out more at <https://www.norfolk.gov.uk/children-and-families/send-local-offer/about-the-local-offer/news-views-and-reviews/views/get-involved/send-family-roadshows>

## Disability strategy, report and survey – have your say now

This year (2021) marks 26 years since the Disability Discrimination Act and 11 years since the Equality Act passed into law. Despite this legislative change, progress towards greater equality between disabled and non-disabled people has been erratic and, in some areas, non-existent.

The Disability Unit in the Cabinet Office is working with government colleagues, disabled people, disabled people's organisations, charities and businesses to develop and deliver a **National Strategy for Disabled People**. The Strategy is due to be published in spring 2021.

The Disability Unit says:

*Despite the unprecedented challenge we face as a nation, this Government is committed to delivering an ambitious National Strategy for Disabled People with expert advice and the lived experience of disabled people at its heart.*

*The Strategy will make practical changes to policies which strengthen disabled people's ability to participate fully in society and will place fairness at the heart of government work on disability, to level up opportunity so everyone can reach their potential and participate in life in this country.*

*We want to place the lived experiences of disabled people at the centre of our approach, as well as views from people across the country including those caring for and related to disabled people, as well as the general public.*

A **public survey** was launched in January to gather views. It is part of engagement nationally and across the regions with leading charities, disabled people's organisations and individuals from all parts of society that are affected by disability.

The survey can be found at <https://disabilityunit.citizenspace.com> and will remain **open until 23 April**, and your views will be used to inform the delivery of the plans to be set out.

The survey is fully accessible to ensure as many people as possible have their voices heard. It is available in Easy Read, BSL and written responses can be sent to: [DUCitizenspace@cabinetoffice.gov.uk](mailto:DUCitizenspace@cabinetoffice.gov.uk).

In anticipation of the publication of the Strategy for Disabled People, the Centre for Social Justice (CSJ) Disability Commission has published a report with ambitious and transformative recommendations across employment, education, housing, transport and access to goods and services.

You can download the report – called 'Now is the Time' – at <https://www.centreforsocialjustice.org.uk/library/now-is-the-time-a-report-by-the-csj-disability-commission>

## Disability statistics

Statistics can be tricky to interpret and open to mis-use, but the government's own figures from the Office of National Statistics make sobering reading. The latest figures were published in February 2021.

You can read the main points on page 23.



## Disability statistics – main points

- 23.0% of disabled people aged 21 to 64 years in the UK had a degree as their highest qualification compared with 39.7% of non-disabled people; 15.1% of disabled people had no qualifications compared with 5.4% of non-disabled people (year ending June 2020).
- Around half of disabled people aged 16 to 64 years (52.1%) in the UK were in employment compared with around 8 in 10 (81.3%) for non-disabled people (July to September 2020); disabled people with autism were among those disabled people with the lowest employment rate.
- A higher proportion of disabled people aged 16 years and over in England were involved in civic participation (41.5%), such as signing a petition or attending a public rally, than non-disabled people (35.1%) (year ending March 2019).
- Disabled people aged 16 to 64 years in the UK were less likely to own their own home (40.9%) than non-disabled people (53.4%), and more likely to have rented social housing (at 24.9% compared with 7.8%) (year ending June 2020).
- Disabled people's (aged 16 to 64 years) average wellbeing ratings in the UK were poorer than those for non-disabled people for happiness, worthwhile and life satisfaction measures; average anxiety levels were higher for disabled people at 4.47 out of 10, compared with 2.91 out of 10 for non-disabled people (year ending June 2020).
- The proportion of disabled people (13.9%) aged 16 years and over in England, who reported feeling lonely 'often or always' was almost four times that of non-disabled people (3.8%) (year ending March 2019).
- Around 1 in 7 (14.3%) disabled people aged 16 to 59 years in England and Wales experienced domestic abuse in the last 12 months, compared with about 1 in 20 (5.1%) non-disabled people; disabled women (17.5%) were more than twice as likely to experience domestic abuse in the last year than non-disabled women (6.7%) (year ending March 2020).

### Definition of disability

The Office of National Statistics states that 'a person is considered disabled if they have a self-reported long-standing illness, condition or impairment, which causes difficulty with day-to-day activities'.

For more detail about these findings, go to: <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/articles/outcomesfordisabledpeopleintheuk/2020>

## Identifying pupils with special educational needs and disabilities (SEND)

A new study from the Education Policy Institute (EPI), funded by the Nuffield Foundation, highlights significant inconsistencies in how children with special educational needs and disabilities (SEND) in England are identified and supported.

*Continued on page 24*



The research, which is the first study to fully quantify how SEND support varies nationally, shows that access to support is decided by a 'postcode lottery' – with the chances of receiving SEND support from the school or from the local authority largely dictated by the school that a child attends, rather than their individual circumstances.

Over a million children are currently registered as having special educational needs in England – with as many 4 in 10 of all pupils recorded as having SEND at some point during their time at school.

The longitudinal research, which tracks hundreds of thousands of pupils from a single year group through primary school, reveals that the huge variation in SEND support for children can be explained by inconsistent approaches to identifying children.

The findings show that pupils attending academy schools are less likely to be identified with SEND compared to other similar pupils, indicating that pupils' needs may have been overlooked in these settings.

Children living in the most disadvantaged areas of the country are less likely to be formally recognised as having SEND than similar pupils in more affluent areas, highlighting how there is a 'rationing of support' in many areas of high need.

The report also shows that many vulnerable pupils are more likely to be subject to SEND 'under-identification'. Those moving schools and those frequently out of school, along with children who have suffered abuse or neglect, are all shown to have a reduced chance of being identified with SEND compared with otherwise similar children.

With the system for supporting SEND highly reliant on regular access to pupils over time, researchers conclude that the pandemic will likely have aggravated existing problems seen in SEND identification, with increasing numbers of more vulnerable children who need support falling under the radar of schools and authorities.

### Key findings

- There is a postcode lottery for accessing SEND support, with access to specialised provision for children heavily determined by the school they attend, rather than their individual needs
- SEND identification varies widely across England, and when examining what is behind this (at primary school level), differences between schools account for a large majority (two-thirds) of this variation in identification.
- The school that a child attends therefore makes far greater difference to their chances of being identified with SEND than other factors, such as children's individual learning needs or experiences.
- Findings showing a decisive role for schools are rare in education – typically pupils' backgrounds and circumstances play a larger role in their outcomes, rather than attending one school as opposed to another.
- There is a fundamental mismatch between how schools and local authorities identify pupils with SEND. Local authorities largely identify SEND consistent with children's personal, social and emotional development – qualities that are particularly important for later life, such as education and employment outcomes. However, schools appear to focus mostly on communication, language and literacy skills when assessing a child for SEND.





- Pupils attending academy schools are less likely to be identified as having SEND.
- For children with more severe needs, those living in areas in England with very few academy schools are ten times more likely to be identified with SEND by their local authority than similar children living in areas that have many academy schools.
- At a school level, children attending academy schools are also half as likely to be identified as having SEND by their local authority than those attending other schools.
- Taken together, and after controlling for a range of factors, this shows that these education settings may be overlooking pupils who require SEND support. With data covering the period of two years after schools have become academies, further research on SEND identification in academy schools should be undertaken, to see if these trends persist.
- The area that a child lives in can also influence the level of SEND support they receive.
- For more severe needs, children from the most disadvantaged local authorities are less likely to be identified with SEND than children of similar backgrounds who live in more affluent areas. Families in poorer areas appear to have more limited support for their children and are likely to be subject to higher thresholds for accessing support.
- Conversely, at a lower, neighbourhood level, children in the most disadvantaged neighbourhoods had substantially higher odds of being identified with SEND. However, significantly, within these poorer neighbourhoods, the most affluent children are most likely to be identified with SEND, indicating that better-off families are relatively more successful at securing support for their children.
- Many of the most vulnerable children in society are less likely to access support for SEND.
- There is strong evidence that the system of identifying and supporting SEND is poorly adapted to the lives of many children – particularly those with less stable lives who do not remain in one education setting or area.
- Children who moved around schools or neighbourhoods at an early stage in their lives are less likely to be identified with SEND than their otherwise similar peers.
- Children who experienced frequent absences from school are less likely to be identified as having SEND, even though children who are already identified with SEND are known to have higher absence rates on average.
- Children who have suffered abuse or neglect (those with child protection plans) also have a reduced chance of being identified with SEND compared with otherwise similar children and securing support for any additional learning needs.

### Policy recommendations

The system for identifying and supporting pupils with SEND requires a number of careful reforms to improve consistency, accessibility, accountability and resource allocation, including:

- Improvements in assessing SEND within schools.
- Increased specialist training and support for teachers and school leaders.



- A national framework setting out minimum standards of support for children with SEND in mainstream schools.
- A greater focus in primary schools on the role of children's personal, social and emotional development.
- Concerted efforts from authorities to reach highly vulnerable children who require specialised learning support, who may be less visible in the system.
- A SEND funding system that is far more responsive to pupils' needs.

You can read more and download the whole report at [https://epi.org.uk/publications-and-research/identifying-send/?utm\\_source=nasen&utm\\_medium=email&utm\\_campaign=March%2021%20Newsletter&utm\\_content=EPI&dm\\_i=2F68,1Q4AD,A84TFZ,5WT8C,1](https://epi.org.uk/publications-and-research/identifying-send/?utm_source=nasen&utm_medium=email&utm_campaign=March%2021%20Newsletter&utm_content=EPI&dm_i=2F68,1Q4AD,A84TFZ,5WT8C,1)

## Keeping mentally well if you have a learning disability



**L**ove ourselves and welcome support from other people too.



**O**rdinary things like choosing where we live, what we do and share.



**C**all your family and friends on video to let them know you're still thinking about them and ask them how they are coping.



**K**eep safe and stay at home. Watch TV, listen to music, read a book.



**D**o things you enjoy and make sure you get at least an hour of exercise every day.



**O**nly go out if you need fresh air and avoid places that might be crowded.



**W**rite a poem or a nice story about the people or places in your life.



**N**ew things to support us with like drawing, drama or sharing stories.



## Short Breaks team – coronavirus update



The Short Breaks team announced recently:

Following last year's success, we are running the Short Breaks toys and play equipment offer again.

From 1 April 2021, all children applying for Short Breaks will be able to use a maximum of £250 each year for the purchase of toys and play equipment.

This is on the condition that this is recorded within the non-specified activities section on their Short Breaks plan, and they have a prepaid debit card.

If your child already has a Short Breaks plan, you can request that some of their Short Breaks money is allocated for toys and play equipment at their next review.

### **What you can spend the £250 for toys and play equipment on**

The funds are for toys and play equipment only, but can include tablets, Kindles etc. You can't use the funds to pay for subscription services such as Netflix, Amazon Prime or to purchase gift cards.

In certain circumstances, you may be able to add additional funds to your Short Breaks account to enable you to buy an item costing over £250.

If you are unsure about what you can buy or how much you can spend, please contact the Short Breaks team.

### **Buying toys and play equipment with other funds**

You can only use money for toys and equipment if you have a prepaid card, and 'toys and equipment' is recorded on your Short Breaks plan.

If 'toys and equipment' isn't recorded on your Short Breaks plan, you'll have the option to add it when your plan is next reviewed.

You can't use money allocated to your Personal Assistant (PA) to pay for toys and equipment.

### **Reimbursements and overspending**

We can't reimburse you for items you have already bought – all purchases must be paid for using the prepaid card.

Please upload all receipts to the PFS Bank account, which will be audited regularly.

If you are unable to produce receipts and it's not clear what you have bought, you may have to pay the funds back into the account.

The maximum spend is £250 within the dates shown on your Short Breaks plan. If you spend over this amount on toys and play equipment, you will be asked to repay the money.

### **Contact us**

Get in touch with the Short Breaks team for advice at [cs.shortbreaks@norfolk.gov.uk](mailto:cs.shortbreaks@norfolk.gov.uk) or ring 01603 692455.



## Free workshops for parent carers of young children

Contact is running further virtual workshops for parent carers. The 'brighter beginnings' workshops have a focus on Early Years (0–5). Others are applicable to families with older children. 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 and booking forms are available if you click on the links below.

### Handling meetings effectively – for parents/carers of young children with additional needs

It is very natural to feel overwhelmed about attending a meeting to discuss your child's specialist needs and get the right support for them. You may be finding this even more challenging during the disruption of Covid-19



This workshop will help you to:

- develop your skills for online and face-to-face meetings to help you make the right decisions for your child
- feel more confident and better able to express yourself in meetings with professionals
- understand how to prepare for and how to get the best from a virtual meeting
- recognise your strengths when communicating and remember that you are the expert!

Wednesday 21 April 2021, 7:30pm–9:30pm

<https://www.eventbrite.co.uk/e/brighter-beginningshandling-meetingsa-contact-workshop-for-parentscarers-tickets-147579168265>

### Brighter beginnings: helping your young child sleep

During the disruption of Covid-19, it can be extra challenging to manage young children's sleep patterns. This online workshop gives the opportunity to hear other parents' experiences, learn new strategies and share as much or as little of your story as you wish.



It is common for all young children to have sleep issues, but more common for children with additional needs. This webinar will explore some of the issues around sleep and will look at ways of supporting your child, raising awareness of the importance of sleep and the effect on the whole family. Participants will gain a better understanding of sleep processes, why sleep problems may occur and examine possible causes. Group discussions will explore what might help and where to get support.

Tuesday 27 April 2021, 10:00am–12:00pm

<https://www.eventbrite.co.uk/e/brighter-beginnings-helping-your-young-child-sleep-a-contact-workshop-tickets-147580981689>



## Brighter beginnings: encouraging positive behaviour in young children with SEND

During the disruption of Covid-19, it can be extra challenging to manage the behaviour of your child. This online workshop gives the opportunity to hear other parents' experiences, learn new strategies and share as much or as little of your story as you wish.



It is common for some young children to have challenging behaviour. This webinar will explore some of the issues around behaviour and will look at ways of supporting and encouraging your child. Participants will gain a better understanding of why children behave the way they do and learn ways to handle difficult situations in a calm, stress-free manner. Group discussions will explore what might help and how to get support.

Thursday 29 April 2021, 10:00am–12:00pm

<https://www.eventbrite.co.uk/e/brighter-beginnings-encouraging-positive-behaviour-in-children-with-send-tickets-147583557393>

## Future Contact workshops

Contact has listed topics for future workshops but dates were not available as this newsletter was completed. Keep an eye on <https://contact.org.uk/help-for-families/family-workshops-events/> for further information. Topics in the pipeline include:

- **Siblings workshop for parent carers**  
Explore any issues and concerns you face with managing the needs of all your children, when one or more has additional needs.
- **Educational support for school-aged children with additional needs**  
Understand what support is available for your school-aged child in educational settings. Understand SEND provision and EHCPs.
- **Growing up – workshop for parent carers**  
Explore how best to support your child as they experience puberty and adolescence. Support with managing their educational, practical and emotional needs, and helping them to develop positive relationships.
- **Money matters – for parents/carers of children aged up to 16 with additional needs**  
An overview of benefits, DLA, carer's allowance, grants available, discounts on utilities, leisure, discounts for carers. Accessing services for support with financial applications. Local information and helplines. Dispelling myths around benefits. Also covers Covid 19-related financial updates.
- **Encouraging positive behaviour in children aged up to 16**  
Gain a better understanding of why children with additional needs behave the way they do. Learn ways to handle difficult situations in a calm, stress-free manner. Explore ways of supporting and encouraging your child and how to get support and help.

