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family voice norfolk
together improving services

newsletter
September 2026



Check in and Chat online with Family Voice Norfolk - Keep a look out for our re-launch coming soon!

We have missed you!

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Locking cooker valves for those with a gas cooker

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Autism Explorers-Alternative Provision

Do you support someone with Personality Disorder or Complex Emotional & Relational Needs?

Family holiday charity

Nina's Foundation- New Sunday group in Thetford

Opportunity for parents and carers to help review the Just One Norfolk website

Is your young person NEET? (Not in Education Employment or Training) Help you choose have a helpline

Family Action's Norfolk and Waveney Autism/ ADHD Support service October newsletter

An easy way to share our newsletter



It's easy to read an article that is of interest to you, just click on the blue writing of the title (under 'in this issue' above) and it will take you directly to that article!





SEND Youth Voice Day 30th October at County Hall Norwich

Come and give it a go!

The SEND team at Norfolk County Council;

- Want to hear from Children and young people with SEND about how your experiences and information can be improved.
- Are looking for for young people aged 11-25 to take part.

- Value your time and you will receive a £20 thank you voucher of your choice for each workshop attended.
- We need your input to make positive changes. Your voice matters!

For any enquiries, contact the SEND Norfolk team on send@norfolk.gov.uk

Scan the QR code above or click the green button below to sign up and find out more.

Friday 30th October 10am-3pm at County Hall in Norwich.

Click here to express an interest in the SEND Youth voice day





Making Sense of SEND Saturday 3rd October at Hellesdon Community Centre

What is Making Sense of SEND?

Making Sense of SEND is a free, friendly event designed to help parent carers, families, young people with SEND, and the professionals who support them find information, advice and support.

The event brings together a wide range of SEND services under one roof, making it easier for families to discover what support is available and connect with the people who can help.

Saturday 3rd October 2026 11.30am-1.30pm at Hellesdon Community Centre, Middletons Lane, Norwich NR6 5SR

Are you looking for support for your child/young person with SEND and your family?

At the event visitors can:

- Meet and chat with over 20 SEND services and organisations.
- Get information, advice and guidance directly from professionals.
- Discover local services they may not have heard about before.
- Attend an informative SEND-focused talk.
- Speak with SEND Advisers and receive support and guidance.
- Share their experiences with representatives from the EHCP and SEND Adviser teams. Bookable feedback slots will be available on the day.
- Meet and connect with other parent carers and families who understand their journey.

Free refreshments will be available.

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 Kirsty, will be attending this useful event. Please go and have a chat with her and tell her what's working well for you and your family at the moment and whats not working so well. Your voice really does matter to us!

Scan the QR code above or click the green button below to book your place and find out more. Booking is not required, but booking your place is recommended, as by booking in advance, you will be sent useful information before the event to help you plan your visit.

The event is being held on a Saturday following parent/carer requests.

Children are welcome to attend when accompanied by a parent, carer or supervising adult.

Click here for more details of MSOS





Carers Trust Grants Fund

Grants available from Carers Trust Grant Fund are for individual adult carers, aged 16+.

Carers can apply for grants of up to £300 for items or activities that will benefit them in their caring role. For example:

- Breaks for carers, with or without the person they care for;
- Items for the home, including cookers, fridges, beds, washing machines etc;
- Driving lessons and other travel costs relating to caring roles;
- Courses and materials to develop carers skills and personal development;
- Home repairs;
- Short term or time limited replacement care.

Carers Matter Norfolk arrange the carer grants in Norfolk.

Carers Matter would assess eligibility for the grant under the Care Act by completing a Carers Assessment.

Carers can either contact Carers Matter directly on 0800 083 1148, complete a self referral or a professional referral can be made with a carers consent.

Or click here to email Carers Matter Norfolk

Snowdon Trust grants - Disability should not disadvantage you from achieving your goals in education and beyond

Snowdon Trust grants help remove barriers by funding disability-related study costs so you can access and participate in your studies in further or higher education.

Grant applications for the 2026-27 academic year will open on Monday 14 September and close on Wednesday 14 October at 2pm.

What are the grants for?

Snowdon Trust grants can provide you with up to £5,000 to help cover essential disability-related study costs.

These grants help remove barriers so you can fully participate in further or higher education. Disability should not stop you from achieving your goals in education and beyond, and this funding is here to support you.
Snowdon Trust grants are a fund of last resort. You should first explore all available statutory support such as Disabled Students' Allowance (DSA), local authority funding and NHS services where applicable, as well as reasonable adjustments offered by your university.

Am I eligible?

You must meet all the following criteria to be eligible to apply for a Snowdon Trust grant:

You must be aged 16 years or over

There is no upper age limit but grants are more likely to be awarded where you can provide evidence of the future plans your studies will help you achieve.

You must have a diagnosis of (one or more of) a physical condition, long term illness or learning difference

You are eligible to apply for a Snowdon Trust disability-related study cost grant if your disability, impairment or health condition can be explained by one or more of the bullets below:

A learning difference (e.g. dyslexia, dyspraxia, or AD(H)D)
A visual impairment uncorrected by glasses (e.g. blindness or partial sight)
A hearing impairment (e.g. D/deafness or partial hearing)
A physical impairment or challenges with mobility (e.g. climbing stairs or uneven surfaces), or dexterity (e.g. using a keyboard or laboratory equipment)
A social, behavioural or communication impairment (e.g. an autistic spectrum condition or Tourette's Syndrome)
A long-term illness or health condition which may involve pain or cause fatigue, loss of

concentration or breathing difficulties – including any effects from taking associated medication.

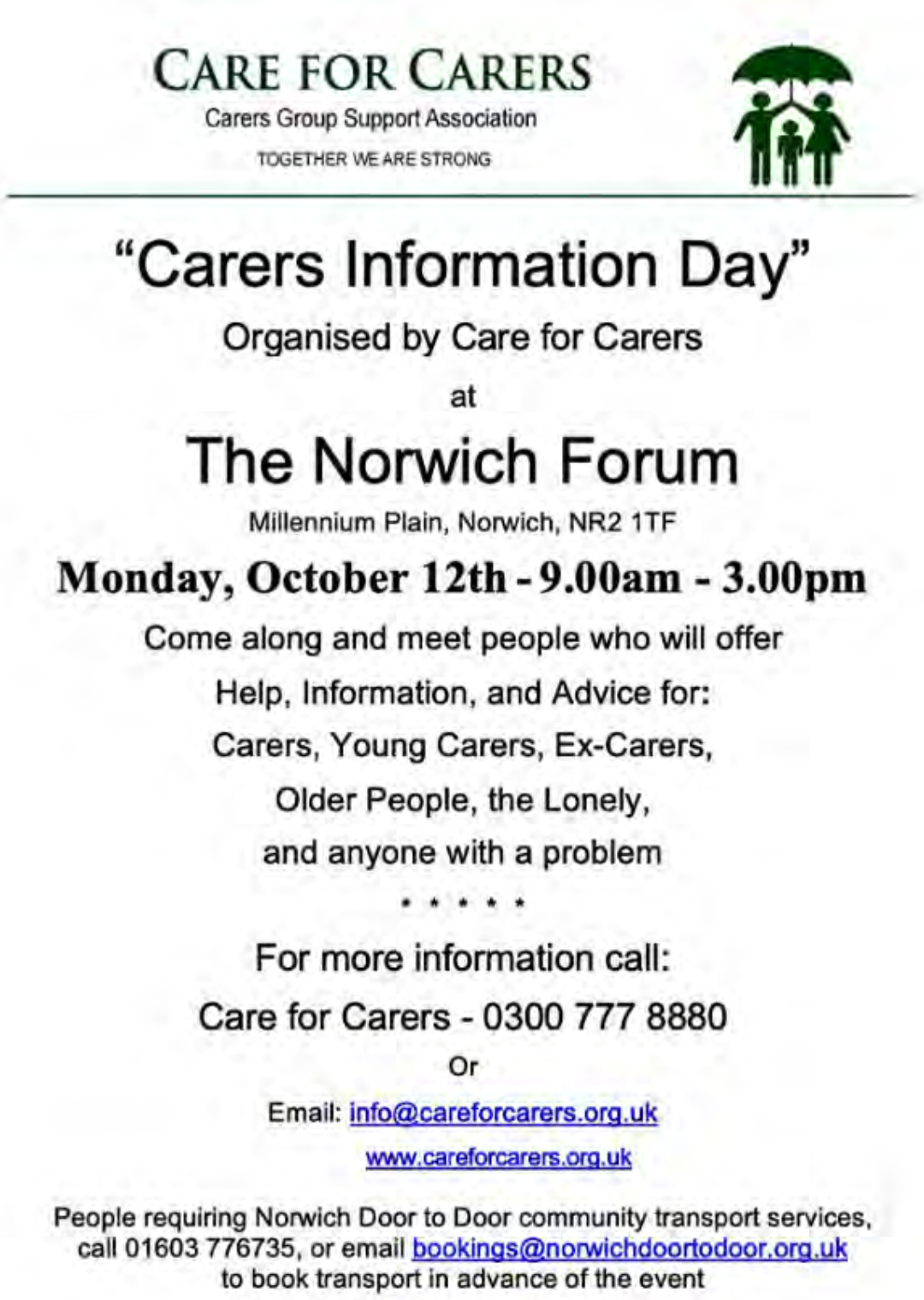
We cannot provide an exhaustive list of all disabilities, specific health conditions or impairments that are eligible and cannot answer questions about the eligibility of a specific disability. We provide this list as a reference point and will require evidence of your diagnosed disability.

Please note that mental health conditions, challenges or disorders (e.g. anxiety or depression, bipolar disorder, C(PTSD), OCD) are not eligible for this grant scheme unless you also have a diagnosis of one or more of the health conditions or impairments listed above.

If you believe you meet the eligibility criteria you should apply for a grant.

Click here for more information and how to apply





Care for Carers- Carers information day on Monday 12th of October

Care for Carers- Carers information day on Monday October the 12th at the Forum in Norwich 9:00am- 3:00pm

One of our Family Voice Norfolk Ambassadors will be attending this useful 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 whats not working so well. Your voice really does matter to us!

Come along and meet people who will offer

Help, information, and advice for:

Carers, Young carers, Ex carers, Older people, the lonely, and anyone with a problem.

*****

For more information call:03007778880

or email: info@careforcarers.org.uk

People requiring Norwich door to door community transport services, call 01603776735 or email bookings@norwichdoortodoor.org.uk to book transport in advance of the day.

Click here for the Care for Carers website



Magic Acorns Sensory Play in Great Yarmouth

Magic Acorns Sensory Play sessions are up and running for this term. They are free for families living in or near Great Yarmouth with children age 0-5 who find regular groups tricky, or who have SEND and neurodivergence, and also for families who might be considering or waiting on a diagnosis or referral.

Sessions are relaxed and the groups are small. Families need to book ahead of each session so we know they are coming but booking is very easy (first names and ages is enough).

Click here or scan the QR code above to book a session and to find out more about the other groups Magic Acorn offer



Thrive Autism- coffee and cake morning in Norwich

Thrive Autism - coffee and cake morning- enjoy a relaxed, welcoming space for parents and carers of autistic children.

Wednesday 14th October 10 am-12pm.

At the Maids Head hotel, Tombland Norwich NR3 1LB.

Parking is available at the venue.

Come along for a friendly informal morning where you can:

- Meet other parents and carers
- Share experiences and support
- Enjoy great coffee, cake and conversation
- Take time to relax in a calm, understanding environment

Free to attend- Drop in anytime

For more information:

Email: hello@thrive-autism.org

Phone: 01603 723493

Click here for the Thrive Autism website



Thrive Autism -coffee and cake morning in Caister -on-sea

Thrive Autism - coffee and cake morning- enjoy a relaxed, welcoming space for parents and carers of autistic children.

Tuesday 20th October 10 am-12pm.

At the Rabbit Hutch, King George V Playing field, (Allendale Park) Allendale Road, Caister-on-sea, NR30 5ES

Parking is available and accessible.

Come along for a friendly informal morning where you can:

- Meet other parents and carers
- Share experiences and support
- Enjoy great coffee, cake and conversation
- Take time to relax in a calm, understanding environment

Free to attend- Drop in anytime

For more information:

Email: hello@thrive-autism.org

Phone: 01603 723493



Thrive Autism- Coffee and cake morning at Ringsfield Village Hall Beccles

Thrive Autism - coffee and cake morning- enjoy a relaxed, welcoming space for parents and carers of autistic children.

Monday 5th October 10 am-12pm.

At Ringsfield Village Hall, Church Road, Ringsfield corner, Beccles NR34 8NT

Parking is available and accessible.

Come along for a friendly informal morning where you can:

Meet other parents and carers
Share experiences and support
Enjoy great coffee, cake and conversation
Take time to relax in a calm, understanding environment
Free to attend- Drop in anytime

For more information:

Email: hello@thrive-autism.org

Phone: 01603 723493

Fees Fund- Fi's Enrichment Education Support (FEES) Fund

Do you know a child or young person aged between 7 – 25 who would benefit from taking part in an enrichment education activity but money in the family can't currently stretch to paying for the activity? Fees Fund might be able to help.

FEES Fund is a registered education charity set up in memory of Fiona (Fi) Braidwood. Fi died in a car accident in March 2016 just before her 18th Birthday. Her family and friends actively fundraise in her memory, and have set up the trust fund, which awards grants three times a year. Fi's love of learning, benefited greatly from the opportunity to take part in enrichment education support activities both in the community where she lived, and at the schools she attended.

Research shows there are many benefits for children and young people who take part in extracurricular activities. Such activities can result in improved education outcomes, the building of social and emotional skills and improved social inclusion particularly when children from disadvantaged backgrounds take part.

How to apply

FEES Fund provides grants to enable children and young to take part in extracurricular activities. FEES Fund grants have funded music lessons, swim camps, musical theatre opportunities, funding for outdoor adventure, scout-based activities, mountain biking, forest school activities, gardening, maths clubs, foreign travel and trips. FEES Fund pay grants directly to the enrichment activities providers, so it's important to tell us in the application where the activity will take place, the cost of the activity and a contact person in the organisation for FEES Fund trustees to liaise with around the payment of the grant.

For details of eligibility and how to apply click here.

Click here to go to the FEES fund website for more information



The SEND Collaborative -Free Webinars on Appeals and EHCP needs assessments

Thursday 22 October • 7 PM - 8:30 PM

Join our online EHCP Appeals workshop in October to get tips and support for the appeals process!

EHCP Appeals Process Workshop
Join us online for a hands-on workshop all about navigating the EHCP Appeals process with confidence. Whether you're a parent, caregiver, or professional, we'll break down the steps, share tips, and answer your questions. Don't miss this chance to get clear, practical advice and connect with others going through the same journey. Grab your spot and empower yourself this October!

Thursday 3 December • 7 PM - 8:30 PM Join our online EHCP Appeals workshop in December to get tips and support for the appeals process!

Thursday 19 November • 7 PM - 8:30 PM
Join our EHCP Needs Assessment Workshop online to get the lowdown on support plans!

Click here to find out more about the services SEND Collaborative offer



Click, Save, Spend at Norfolk Libraries

Free, one-to-one support available at select libraries across Norfolk.

Find out about:

- Setting up an email account
- Online banking
- Budgeting and saving money
- Spending money online
- Ways to save money with online tools such as price comparison websites
- Online safety and security
- Spotting scams
- Printing or scanning financial documents
- much more

We won't be able to do things like storing your passwords, typing in personal / banking details for you, handling cash or completing financial transactions or acting as a guarantor for financial agreements but please do book a session for lots of other practical help.

To book a session please call 01603 774 777 or email libraries.iconnect@norfolk.gov.uk

Sessions will be taking place at the following libraries:

- Blofield
- Wroxham
- Fakenham
- Holt
- Hunstanton
- Gaywood

- King's Lynn
- Dersingham

For more details click here



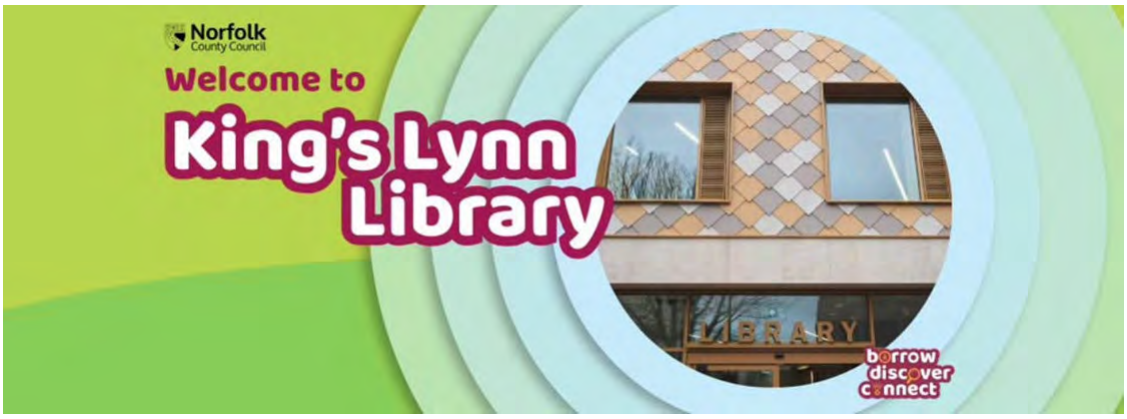
Digital Skills Support: appointments available at Millennium Library

Appointments can be booked by:

- Calling 01603 774740
- Emailing millennium.lib@libraries.norfolk.gov.uk
- Speaking to library staff in person

For more information about our digital skills offer available across the county, please visit the digital support and skills page on our website.

For more details click here



Autism Youth group at King's Lynn library

The Autism youth group at King's Lynn library is a monthly group - on the first Saturday of the month

The next one is 03 Oct 2026 - 11:00 AM to 1:00 PM

It is a friendly support group for young people and their families.

There are board games to play, colouring in, Lego etc.

No need to book, all welcome. Refreshments provided.

46 New Conduit Street, King's Lynn PE30 1DL

Click here for more information about King's Lynn library





Newlife Free Sensory Play Pod Loans

Newlife offer free Play Pods to eligible families across the UK to support play opportunities at home for disabled children and children with additional needs.

Every Play Pod is packed with exciting specialist toys, carefully selected to support different sensory and developmental needs.

Families can borrow a pod for 8 weeks, giving children plenty of time to explore, learn, connect and have fun!

With a Play Pod children can:

- Explore new sights, sounds and textures
- Develop communication, movement and other skills
- Discover toys that genuinely interest and engage them
- Enjoy more opportunities to play with parents, carers and siblings
- Try specialist toys before deciding whether to buy anything

Click here for more details of how to loan a play pod from the Newlife charity



Your Voice Matters: Share your views and experiences in relation to the NHS 10 Year Plan

Essex Carers Network on behalf of the East of England Regional Co-production Group are inviting family carers who care for a family member with a learning disability and/or autism from across the Eastern region to take part in one of a number of special online sessions this autumn — and we would really value your voice. Anyone living in the Eastern region caring for a family member of any age is welcome to join and share their experiences. We are really pleased that Jo Harrison the co-chair of the National Network of Parent Carer Forums and director of the eastern region forum will be joining our children and young people sessions.

We will be exploring the 3 Big Shifts within the NHS 10-Year Plan:

• Moving from analogue to digital

• Moving from sickness to prevention

• Moving from acute to community

Your lived experience matters. The session will be exploring what is working well, what are the challenges, and what are the opportunities for improvement. Anything you share will help shape future health services across the Eastern region, ensuring they reflect what families actually need.

To make it easier for everyone to take part, there are daytime and evening options for family carers of children/young people and adults separately, so you can choose the time that works best for you.

- Wednesday 30th September 10.30am - 12.30pm Families caring for an adult family member
- Tuesday 6th October 6.30pm - 8.30pm Families caring for an adult family member
- Thursday 8th October 6.30pm - 8.30pm Families caring for a child or young person
- Wednesday 14th October 10am - 12pm Families caring for a child or young person

If you are unable to attend the online session, you can still contribute by completing the survey via the link:

Your Voice Matters. If you need any further information please email Essex Carers Network.

To book your place click here





Scribbles pre-school group in Bawdeswell - SENCO drop in cafe-

Scribbles Pre-school Group - Bawdeswell are opening a SEN Drop-In Café for any parents who would like support, advice, or a friendly chat about their child's development and any concerns they may have.

We're working alongside Nicole Braddon from Broadland Family Hubs, who will be there to offer guidance and support to families.

It's a relaxed and welcoming space where you can come along, ask questions, share any concerns, or simply have a chat with someone who may be able to help.

You do not need to have a child attending Scribbles Preschool Group to come along. The SEN Drop-In Café is open to any parents/carers who are looking for support or advice regarding their child's development or additional needs.

There's no need to feel that your concerns have to be big or significant — if there's something you're unsure about regarding your child's development, behaviour, communication, learning or additional needs, please feel free to come along!

We'd love to see you there and hopefully provide a friendly, supportive space for families.

Our SENCO's are here to support you.

Dates for 2026:

- Friday 16th of October
- Friday 20th November
- Friday 11th December

9:30am- 11:30am - refreshments are provided.

To find out more click here for the Scribbles preschool group Bawdeswell Facebook page





Family Hub and SENDIASS drop in Caister, Great Yarmouth and Gorleston

Are you a parent, grandparent, carer or young person looking for advice, information, or support with any family worry.

Family Hubs:

We can support you with money and work, local groups and activities, parenting, learning, school worries, mental health, domestic abuse and any other family worry you may have.

SENDIASS:

Norfolk SENDIASS is a statutory service providing free and impartial information, advice and support about about special educational needs and disabilities (SEND) for children, young people, parents and carers.

We're always happy to chat, offer a listening ear, and provide information, advice or guidance tailored to your needs.

Up coming dates:

Thursday 22nd October -12:30-2:30pm Caister Library.

Thursday 12th November- 10am-12pm Great Yarmouth Library.

Wednesday 2nd December- 10am-12pm Gorleston Library.

No appointment needed- just drop in!



Swaffham Community Centre
Managed by Iceni Partnership

Discover our *new* ...

SEND Friendly Room

- Large touchscreen monitor
- Soothing, soft colours and furnishings
- Acoustic panels to reduce echo
- Colour changing mood lighting

Adaptable space for meetings, training and events.

Contact us to discuss affordable rates of hire.

01760 722 800
icenipartnership.co.uk
@iceniswaffham





New SEND friendly room at Swaffham Community centre

Discover the new ....

SEND friendly room at Swaffham Community Centre:

- Large touchscreen monitor
- Soothing, soft colours and furnishings
- Acoustic panels to reduce echo
- Colour changing mood lighting

Adaptable space for meetings, training and events.

Contact The Iceni Partnership to discuss affordable rates of hire.

01760 722 800

There is a regular 'SEND Cafe' held in the room for children, parents and carers. Click here to find out more about T's SEND Hub.

For more details click here for the Iceni Partnership website



Learning Disability Annual Health checks 14+

It is important that everyone over the age of 14 who is on their doctor's learning disability register has an annual health check.

An annual health check can help you stay well by talking to a doctor or nurse about your health and finding any problems early, so they can be sorted out.

You do not have to be ill to have a health check – in fact, most people have their annual health check when they are feeling well.

If you are worried about seeing a doctor, or there is anything they can do to make your appointment better, let the doctor or nurse know.

They can make changes to help you. These are called reasonable adjustments.

Easy Read Annual health checks (Mencap charity website)

Who can have an annual health check?
Anyone aged 14 or over who is on their doctor's learning disability register can have a free annual health check once a year.

You can ask to go on this register if you think you have a learning disability.

Check with your doctor's practice if you or the person you care for is on the register.

How will an annual health check help?
You will get to know your doctor better. The doctor will also be able to spot any health problems sooner so that you get the treatment you need to stay well.

You can ask your doctor questions about your health and tell them how you are feeling.

You can also talk about any treatment you are having or medicine you use.

How do you get an appointment?
Adults and young people aged 14 or over with a learning disability who are on the doctor's practice learning disability register should be invited by their doctor to come for an annual health check.

Most doctors offer annual health checks to people with a learning disability. But they do not have to offer this service.

If your doctor's practice has not offered you an annual health check, you can ask them if you can have one.

If they say no, ask your local community learning disability team to help you get one.

You can also ask your doctor if there's another GP surgery in your area that provides health checks.

For more details about Learning Disability health checks click here





Learning Disability England - family members- join the membership

As a membership organisation, Learning Disability England members work together to build a world where people with learning disabilities have good lives with equal choices and opportunities as others.

Family and Friends members tell us how helpful it is knowing that there is a community of other families when their family member hits adulthood. They also tell us how useful they find the information that is shared about systems and services for adults in the newsletter. Our newsletter receives a lot of positive feedback especially for family carers who need information easy to access, read and at their fingertips.

Click here to find out more



Every Check helps- Disclosure and Baring service (DBS)

A guide for parents and carers employing self-employed workers or personal employees.
Eligible self-employed workers and personal employees can now apply for their own Enhanced DBS check where the role is eligible.

What does this mean for parents and carers?
Parents and carers can ask whether an individual has an Enhanced DBS certificate and whether they are willing to share it.
A DBS certificate is one useful source of information and should be considered alongside references, qualifications, experience, recommendations and personal judgement.
For more information, read the GOV.UK guide for parents and carers:
Every Check Helps

Click here to read more about the Every Check Helps

STRONGBONES
CHILDREN'S CHARITABLE TRUST

Strongbones Children's Charitable Trust- Equipment applications

Equipment applications are being accepted. Can we help?!

We are also very happy to share that we have changed our criteria - We now support children and young people, from the age of 3 to 21 years, living with bone and / or muscle conditions who are full time wheelchair users, that live in England or Wales.

We know that statutory services do not fund specialist equipment that our children and young people need. We are now taking applications for equipment, if there is something your young person requires ie shower trolley / chair, mobile hoist, all-terrain wheelchair, comfortable chair, bed, therapy equipment, etc. We may be able to help!
Our criteria and exclusions can also be found on here.

- To apply for an equipment grant click here.
- To apply for a respite break click here.
- To apply for a Bendrigg Activity break click here.

We will only contact the successful applicants.

For more information click here to go to The Strongbones website





Peep Sparkles - groups in Norfolk

Are you the parent or carer of a child aged 0-5 years?

Do you have questions about your child's development, communication, confidence, play skills, or how they interact with others?

If so, you are not alone, and we're here to help.

Peep Sparkles is a friendly and welcoming group where you and your child can learn, play and grow together. Through fun activities and supportive discussions, your'll gain a better

understanding of your child's development while helping them build confidence, friendships, and important early skills.

Our small, relaxed groups provide a safe space for children to learn through play and for parents and carers to connect with others who may have similar experiences.

- Available across Norfolk
- Friendly and supportive environment
- Activities designed for children aged 0-5 years
- Support for the whole family

Early support can make a big difference, and we're here to help every step of the way. We look forward to welcoming you!

Find out more

To learn more about all the services available to families, please visit the ECFS website, Facebook, and Instagram.

If you have any questions about Peep Sparkles please email:

Scan the QR code above or click the green button below to self refer.

To find out more click here to self refer to The Early Childhood and Family service





The Daisy study- are you the parent of a child with additional development needs aged between 2-11 years?

About the DAISY Study:
Researchers are exploring whether a digital parent support program called Stepping Stones Online can help behaviours that challenge in children with a learning disability or developmental delay. This study is called The Digital Family Support study - DAISY.

Stepping Stones Online is an online program for parent carers of a child with a learning disability. It covers:

- Learning strategies to make everyday life easier
- Supporting communication and everyday skills for children
- Positive ways to support behaviours that challenge
- Building your confidence in parenting

Who Can Take Part?
We are looking for parent carers who:
• Live in England
• Have a child aged 2–11 years with a learning disability or developmental delay

What Participation Involves:
Once parent carers complete the screening process and are eligible for the study, they'll be asked to provide consent to take part. Parent carers will then be asked to complete a set of questionnaires about themselves and their family. This information is kept securely on a protected database which only members of the research management team can access.

Parent carers will then be randomly put into one of two groups. Half of study participants will be given access to Stepping Stones Online, and the other half will continue with the support they usually receive. This will help the research team measure the effectiveness of Stepping Stones Online. After the study, participants who did not access Stepping Stones Online will be offered access.

Further information about the study, including details on how to participate, is available via the following link, or by scanning the QR code above.
If you have any questions or would like to find out more, please do not hesitate to get in touch by emailing. Alternatively, you can contact Dr Emma Scripps on 07483123993 or Rovan Bahnassy on 07483656342.



Norfolk and Suffolk People & Communities Assembly

Norfolk and Suffolk People & Communities Assembly

Norfolk and Suffolk Integrated Care Board facilitate the strategic People and Communities Assembly. Everyone is welcome to join! The People and Communities Assembly help to shape how people are involved in the planning, design, delivery and evaluation of health and care services. The group develop and learn from each other – a community of practice for involvement, co-production and co-delivery.

Click here to join and find out more about other engagement groups the ICB host



NHS England

Migraines and acne among five more conditions pharmacists can treat

The five conditions which can now also be treated via pharmacies are:

- low frequency migraines in adults
- hay fever or allergic rhinitis in children
- ear infections in adults
- mild to moderate acne in young people and adults
- mild skin infections and scabies

That's in addition to these seven:

- sore throat
- sinusitis
- earache
- insect bites
- impetigo
- shingles
- uncomplicated UTIs

NHS England said the move was to ease pressure on busy GPs and A&E departments while making sure people could get treatment quickly and conveniently.

Initially, a few hundred chemists will offer treatments for the five new conditions, NHS England says.

There will be a gradual rollout and the service will eventually be available at thousands of community NHS pharmacies across England.



In Case of Emergency (ICE) card

An In Case of Emergency (ICE) card is a convenient document containing essential personal and medical details. It aids emergency responders and medical professionals during accidents or medical emergencies. The card typically includes your name, emergency contacts, allergies, medical history, and treatment preferences. It's advisable to carry one in your wallet, purse, or phone for easy access in emergencies.

You can also buy them online via the ICE store on Amazon.

Click here to print a version at home

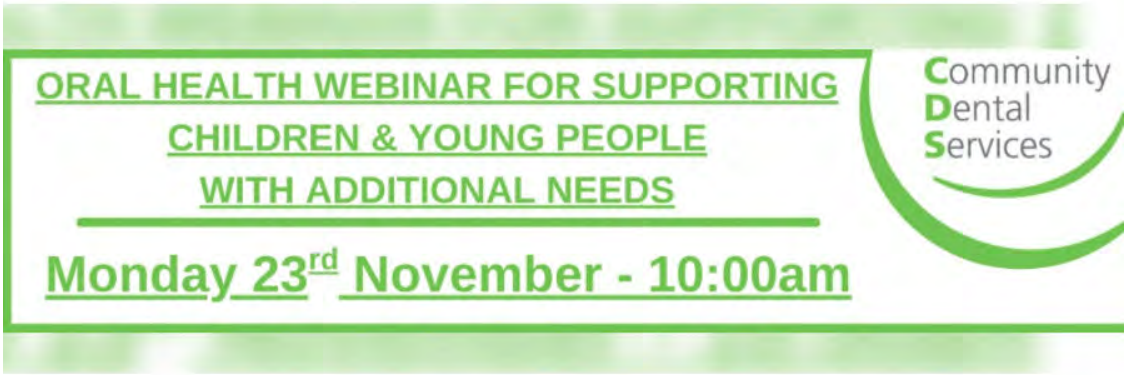
GOV·UK

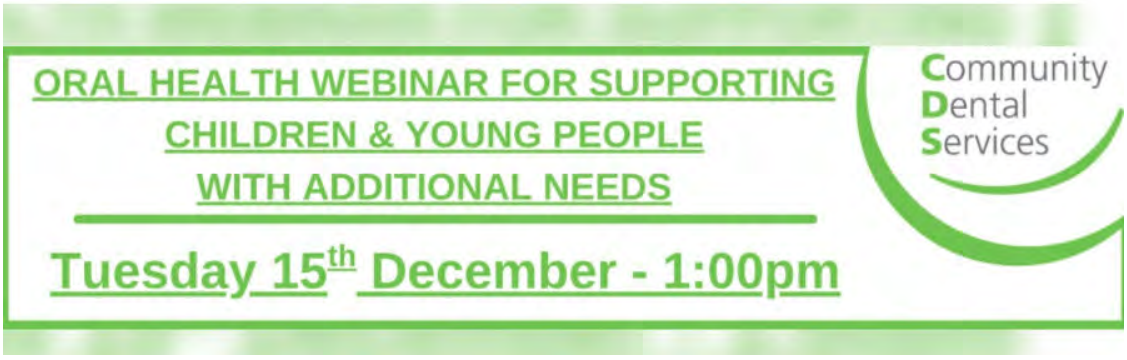
Get prepared for emergencies

Emergencies happen every day in the UK and across the world. They can be caused by severe weather or other natural hazards, by deliberate actions, or as a result of accidents or infrastructure failure. They can be events that happen quickly and are over in a few hours, or they can develop and continue over the course of several days, months, or sometimes even longer.

Click here for a few simple and effective steps you should consider taking when preparing for emergencies







Oral Health Training for those Supporting Children & Young People with Additional Needs

Community Dental services' CIC Oral Health Improvement Team are offering free training with specialised advice for supporting children and young people with additional needs, it is perfect for SEND adults, **parents of SEND children and adults**, carers and healthcare volunteers and professionals working with SEND, and anyone else passionate about oral health!

Click to book on the Wednesday 28th October 3:00 -4:15pm session.

Click to book on the Monday 23rd November - 10:00-11:15 am session.

Click to book on the Tuesday 15th December - 13:00-14:15 pm session.

Join our friendly Oral Health Team for an informative SEND focused Oral Health Webinar!

Discover how to care for oral health, understand the impact of sugar in everyday diets, and learn of the practical ways to help in reducing tooth decay when living with SEND.







Oral Health Training for Adult Health & Social Care workers

Community Dental Services' CIC Oral Health Improvement Team are delivering free oral health training to those working or volunteering in adult health and social care.

Discover how to care for the teeth of those you support, understand the impact of sugar in everyday diets, and learn of the practical ways to help in reducing tooth decay. Perfect for anybody who works in adult health and social care.

Gain valuable knowledge on...

- The Importance of Oral Care
- Key Oral Health Messages
- Preventative Care
- Accessing a Dentist
- Resources & Signposting
- Tooth-Friendly Diet Advice

The training is completely **free**, held online via Teams. Attendees will receive an Oral Health Champion certificate, a pack of useful resources and links upon completion.

Upcoming dates:

Click to book on the Thursday 8th October – 10:00-11:30am session.

Click to book on the Wednesday 4th November – 15:00-16:30pm session.

Click to book on the Monday 7th December – 13:00-14:30pm session.

If you can't find a date that works, or you'd prefer a face-to-face training session, email CDS at ohp.norfolk@cds-cic.co.uk

The 3H Foundation – Holiday Grant Programme

The 3H Foundation assists people with disabilities and their carers, who are on a low income, to enable them to organise a break for themselves in the UK.

Please ensure that all questions are answered fully and accurately.
You should only complete the application under the category that applies to your circumstance.

Our popular holiday grant programme was set up in 2000 to enable low income families with a disabled member to organise their own holiday in the UK.

Grants are generally awarded of between £250 & £550. The grant is given for the accommodation part of the holiday and is paid directly to the chosen venue.

Carer holiday grants enable carers to have a period of respite away without the person they care for.

The grant programme is always busy and we try to help as many people as possible. Sometimes our funding is limited and if we are not able to help you at the time you enquire, please check our website frequently to see if we have further funding available.

Click here for the 3H Foundation holiday grant application form



Cadent
Your Gas Network

Locking cooker valves for those with a gas cooker

When you care for a person with a condition such as Dementia(s), cognitive impairment or **Autism**, it can often help to have additional measures in place to provide that extra peace of mind.

This simple safety device will help individuals to retain their independence, and provide reassurance to family, friends and carers; as the caregiver can easily control when gas can and cannot be used safely once fitted. For example, this could help avoid leaving the gas cooker/hob switched on unignited or help prevent a plastic kettle being placed on an ignited ring where the person living with Dementia(s) may have remembered how to make a cup of tea but forgotten that these days they have an electric kettle to do this.

We're proud to offer our locking cooker valve fitting service to our customers. **The service is completely free of charge** and will be carried out by one of our own qualified gas engineers.

We provide this service regardless of your gas supplier. You don't need to change energy supplier or inform your supplier of the device. Simply fill in the form at the bottom of this page or call 0800 389 8000 for more information. Once fitted, we will need a carer/person(s) responsible to keep the key safe, meaning they can turn the locking cooker valve on and off to prevent future risk.

The locking cooker valve is not suitable for use with liquefied petroleum gas (LPG) supply.

In order to install a locking cooker valve it may be necessary to make permanent cosmetic changes to your fixed units in the vicinity of the appliance.

If your property is rented please ensure you check with your landlord prior to works taking place. By clicking 'submit my application' on the form below, you agree to these changes and accept responsibility for any subsequent changes you wish to make to suit your cosmetic desire.

How to test a locking cooker valve
If you already have a locking cooker valve fitted and you think it needs testing, you should arrange for a trained gas engineer who is on the Gas Safe Register to do so for you. The same goes for installing or repairing any sort of gas valve; always seek professional, qualified help for this type of work.

Apply for a free locking cooker valve
Applying for a free locking cooker valve couldn't be easier. Simply scroll to the bottom of this page and fill in the form. If you're unsure of anything, you can call our Customer Care Team on 0800 389 8000.

Don't worry if you aren't in an area we cover as we've partnered with the other UK gas distribution networks to offer this free service nationwide:

If you require a locking cooker valve you **may also benefit from an EasyAssistTM ECV (Emergency Control Valve)**, a small device that is designed to help those who would struggle to hold and turn a traditional ECV handle, enabling to isolate their gas supply at the push of a button isolating the gas supply.

You can apply for an Easy Assist™ ECV to be fitted at the same time as your locking cooker valve by selecting both on the form below.

Click here to access the Locking cooker valve application form





Quiet Space- three months free trial

Quiet Space Family Pilot

Quiet Space is a supportive app designed for parents and carers of neurodivergent children. It provides practical tools to help families navigate everyday challenges and better understand their child's needs.

Features include:

- Iris, an AI companion that understands your child's individual profile
- Visual schedules and routines
- Social stories and personalised guidance
- Sensory and wellbeing tracking
- Support with school meetings and EHCP conversations
- Parent guidance and practical strategies

We're currently opening a new pilot programme and are offering 3 months of completely free access, with no payment card required.

Who Can Join?

The pilot is open to:

- Parents and carers of children with autism and/or ADHD
- Families who are currently waiting for assessment or diagnosis
- Families who suspect their child may be neurodivergent and are seeking support
- Professionals, support workers and group leaders who would like to explore the platform for recommendation purposes

Families do not need a formal diagnosis to participate.

Support for Families Awaiting Assessment

For many parents, the waiting period can be one of the most difficult parts of the journey.

Quiet Space includes Discovery, a clinician-informed profiling tool that gently guides parents through twelve key areas of their child's life. Through a series of structured questions, it creates a clear summary that can help parents organise their observations and prepare for conversations with schools, clinicians and assessment services.

Discovery is designed to support understanding and communication. It is not a diagnostic tool, but it can help families describe and document what they are seeing more effectively.

How to Join

Visit www.quiet-space.ai and create an account.
Go to www.quiet-space.ai/redeem
Enter the pilot code: FVNPILOT90
Receive 3 months of full access free of charge

Places are currently limited to 50 families and will be allocated on a first-come, first-served basis.

In return, we simply ask participants to share some feedback during their first month through the in-app feedback tool. Family feedback plays a vital role in helping us shape and improve the platform.

Quiet Space was born from my own experience as a parent.

My Daughter, is autistic, and like many families we spent years navigating assessments, school meetings, sensory challenges, emotional regulation difficulties and the constant search for practical support. We often found ourselves wishing there was one place that combined guidance, organisation, understanding and everyday help for families on the journey.

What started as a personal project to support her gradually grew into Quiet Space, a platform designed to help other families feel less overwhelmed and more supported, wherever they are in their journey.

Everything we build is shaped by lived experience alongside input from clinicians, educators and neurodivergent families.





Autism Explorers-Alternative Provision

Autism Explorers Alternative Provision.

Programme length:

Minimum 4 weeks to full academic year. While a final progression review is conducted at the conclusion of your child or young person's time in our provision, we also offer termly reviews as needed to support development.

- Award winning
- 1:2 ratio
- Education reintegration

Practical and weather appropriate clothing is needed, we recommend a change of clothing in-case of water based activities or messy activities. They will need to bring a packed lunch and a refillable water bottle, we provide light snacks and drinks.

No transport options are available.

The Jubilee Community Centre, Norwich NR1 2EX.

Call 07557220309 email helloautismexplorers@gmail.com

Click here for more details of the Autism Explorers Alternative Provision service



Do you support someone with Personality Disorder or Complex Emotional & Relational Needs?

If yes, please join our FREE:

Workshop for Carers, Family and Friends

Personality Disorder and Complex Emotional & Relational Needs

This is a 6-part online workshop for family, friends, & partners (16+) supporting adults (16+) with Personality Disorder / Complex Emotional & Relational Needs, in Norfolk or Suffolk.

The program was developed in collaboration with carers and people with lived experience. We bring people together to support and learn from each other in an inclusive atmosphere, explore relevant topics and skills and share meaningful conversations about caring.

Topics include:

Exploring Personality Disorder / complex emotional & relational needs
Supporting someone with difficult emotions
Validation and containment
Walking the middle path
Boundaries
Advocacy
Looking after ourselves
Sharing resources, ideas, and advice
Recovery, discovery, and management
And much more...

Next workshop dates

Mondays 1-3pm starting Jan 2027:

Part 1: January 25th
Part 2: February 1st
Part 3: February 8th
Part 4: February 15th
Part 5: February 22nd
Part 6: March 1st

Emotive subjects come up, so please keep this in mind.

Though we aim to support each other, this is not a crisis service for urgent issues.

For dates and to book a space, email KUFtraining@nsft.nhs.uk

Please provide your name, reason you wish to join (e.g. 'I care for my partner'), contact email, phone number, county you reside in, and confirm you and your person are over 16.





Family holiday charity

Eligibility criteria
Many families are facing tough times and can't access a holiday together. We aim to make the biggest impact by supporting those who need it most.

We can only accept applications from families who meet all of the following criteria:

The household income is less than £24,000.*
The family has not had a holiday together in the last four years.
There is at least one child under 18 who will go on the holiday.
*Income excludes non-means tested benefits

What we offer

Funded Holiday programme

For our main holiday programme, we are pleased to be working with Inspire Travel, who offer a wide range of holidays, including self-catered caravans, lodges, and cottages across the UK. Whether you're looking for a peaceful countryside retreat or a fun-filled getaway by the sea, they have something to suit every family's needs and preferences. Usually, our funded holidays cover the cost of self-catered accommodation for up to 4 nights, with a contribution towards travel and food costs during the holiday.

Gifted Breaks programme
At times, families may be offered a holiday through our Gifted Breaks programme, which is made possible thanks to the generosity of our travel partners who donate these holidays. These holidays vary in style and destination, but are always family-friendly. As each offer is unique, full details are shared at the time so families can understand what's included and decide whether it's the right fit for them before booking.

Day Trip Tickets
These tickets are kindly donated by UK attractions and give families the opportunity to enjoy a fun, memorable day out, such as a visit to a theme park, zoo, or special event. When these opportunities become available, we'll contact registered referrers directly with the details.

To find out more and apply for a U.K holiday with the Family Holiday Charity click here





Nina's Foundation- New Sunday group in Thetford

We know that weekdays don't work for every family, so we're excited to be trialling a new Sunday session at The Nurture Hub

Our first session will be:

Sunday 11th October

2pm – 3.30pm

The Nurture Hub, Riverside Walk, Thetford

For children aged 0–11 with additional needs and disabilities
Siblings are very welcome too!
This will be a relaxed and inclusive session where children can play, explore and be themselves, while parents and carers can meet other families in a welcoming and understanding environment.
This is initially a trial session and, depending on how it goes and the level of interest, we'll look at offering more Sunday sessions in the future.
Booking is required so that we can monitor numbers and make sure the session remains comfortable and enjoyable for everyone attending.
Book your place by clicking the green button below.

Click here to book and see what else Nina's Foundation has to offer

Opportunity for parents and carers to help review the Just One Norfolk website

Michelle Walker Norfolk children and young peoples health services, Co-production lead has asked us to share with parent carers an opportunity to support their services by helping to refresh the Just One Norfolk website.

While the content is regularly reviewed and updated, it is now time to refresh the design and layout to ensure the site remains accessible, user-friendly, and meets the needs of families.

We are planning to hold **two online focus groups** on the dates and times listed below:

Wednesday 7th Oct 1pm-2pm

Thursday 8th Oct 7pm-8pm

If you would like to be involved but are unable to attend either of the sessions, please get in touch. We can offer alternative ways for you to share your valuable feedback and insights.

We look forward to hearing from you.

Click here to email Michelle if you are interested in taking part



HelpYouChoose
Your future, your choice

Is your young person NEET? (Not in Education Employment or Training) Help you choose have a helpline

There is a keeping in touch helpline for children and young people not in education, employment or training (NEET).
If your child or young person left school this summer and needs advice on what to do next, or their plans for this autumn have not worked out, call the NEET helpline on 0344 800 8022. They may be able to access the help of a Norfolk County Council Guidance Adviser. These advisers work with young people aged 16-18, or up to 25 for young people with an EHCP.

Click here for more details about Help You Choose.

Or to send Help You Choose a direct message click here





Family Action's Norfolk and Waveney Autism/ ADHD Support service October newsletter

Welcome to our October Newsletter.

We hope that the transition back to learning has been going smoothly for your family. Whether your child goes to school or is home educated there can be many challenges around settling into the 'new normal'. The summer holiday is long; long enough for a child or young person to create new routines which they may have become quite seriously attached to. They have had time to get really used to having longer in bed in the mornings, not having any homework and concentrating only on the things they enjoy doing. Expect that there will be bumps in the road as they adjust.

This month's newsletter is taking a look at Tourette's Syndrome (TS). Even without this diagnosis you may see that your child or young person displays vocal or motor tics, which could be quite regular or only evident when they become stressed or upset. TS often exists alongside other neurodevelopmental conditions.

Click here to read Family Action's October newsletter



family voice norfolk
together improving services

Newsletter

An easy way to share our newsletter

If you would like to share our newsletter with friends, colleagues or other parent carers or professionals click here for a 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 message us via:
  - www.familyvoice.org.uk
  - FamilyVoiceNorfolk
- Or write to us at Family Voice Norfolk, C/O Larking Gowen, 1st Floor Prospect House, Rouen Road, Norwich NR1 1RE
- Or if you are a family member you can join our Family Voice Members Chat Room on Facebook here

Family Voice Norfolk, C/O Larking Gowen, 1st Floor Prospect House, Rouen Road, Norwich NR1 1RE

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