

In this issue:

- 2** Let's talk... with Rachel Gates **7 October 2020**
- 2** Family Voice virtual coffee morning
16 October 2020
- 3** Could you be our new Administrator?
Deadline **9 October 2020**
- 4** Libraries Week **5–10 October 2020**
- 5** E-learning: Holistic outcomes in EHCPs
- 5** Dear-friendly teaching resource
- 6** Local People Project – King's Lynn and
Downham Market
- 7** Updates on claiming DLA, PIP and UC
- 7** Contacting Family Voice – many ways!
- 8** Family Voice Members Chat Room – you
said, we did...
- 10** Family Voice consultation on returning to
school or college
- 11** NNPCF briefs Minister Vicky Ford
- 12** Learning Disabilities Partnership Board
- 12** Positive Behavioural Support (PBS) webinars
- 13** Adult Learning courses for working with
adults or children
- 14** See, Hear, Respond
- 15** Letter from Minister Vicky Ford to families
- 19** Free workshops for parent carers
- 21** Calling all parents of children with autism...
- 22** Coronavirus testing for children at home or in
educational settings
- 23** Accommodation questionnaire – ends
30 October 2020
- 23** Children and young people's mental health
service logo survey
- 23** Disabled Children's Partnership back-to-
school survey
- 24** Contact courses for professionals working
with parents and carers of children with SEND
- 25** Back to school video
- 25** Peter & Friends talk about Covid-19 –
29 October 2020
- 26** Mencap's easy-read guides for coping with
Covid-19 rules
- 26** Carers Matters Norfolk new service update
- 27** Health advice drop-in services for Norfolk
parents of 0–19 year olds
- 28** Bursary fund now open to help young carers
- 28** Support for young carers
- 29** Careers support for young carers
- 30** SEND Family Roadshows
- 31** Norfolk Libraries online for families
- 28** Early Childhood and Family Service – virtual
activity programme

Facing the future positively

If there is one word that sums up the current situation, it's **uncertainty**. So much is unclear about the future for families, for the country and for the world. It's a situation that families with children and young people with special educational needs and/or disabilities (SEND) already know well. That's why Family Voice Norfolk representatives and ambassadors work hard to make sure that the views and experiences of families like ours are always taken into account when decisions about services are being made – and we will continue to do that. Please keep telling us about how things are for you (see page 7) so that our collective voices are loud and powerful.

Together we are stronger.



Don't miss this week...



with Rachel Gates

Join us in an online get-together to:

- Ask questions in a relaxed setting
- Share ideas with other parent carers
- Make sure professionals know what families need

Strategic Health and Disability Commissioner,
Norfolk County Council

Wednesday 7 October
10:00am to 12:00pm

Find out the latest news
on Short Breaks services.

Contact Bernadette at office@familyvoice.org.uk for joining details.

family voice
norfolk
together improving services



Family Voice Coffee Morning

The Family Voice team has really missed meeting with parent carers at events this year and hearing about how life is for you. In addition to our **Let's talk...** sessions, we would like to catch up for a casual, friendly and informal 'coffee morning'. The next one will be on:

Friday 16 October from 10:00 to 11:00am

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 at 10am to join us.

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



Would you like to be part of the Family Voice Norfolk team?

ADMINISTRATOR WORKING FROM HOME

on average between 15 and 20 hours p/w – flexible working (self-employed)

Family Voice Norfolk is looking for an experienced Administrator to help co-ordinate its activities. We are a group of parents and family members of children with special educational needs and/or disabilities (SEND). Family Voice Norfolk is the Parent Carer Forum for Norfolk, part of a national system of parent carer groups who work locally but also feed into the National Network of Parent Carer Forums (NNPCF), which has direct contact with government. We work in partnership with service planners, commissioners and providers to imagine and design better services that meet the needs of families.

The successful applicant will be assisting with the day-to-day administration of Family Voice Norfolk. They must have good interpersonal skills, excellent communication, facilitation and organisational skills, and be able to empathise with and understand the issues facing families of children with disabilities. They will need to liaise with a variety of stakeholders. The ability to use IT effectively, including MS Office, is essential.

To a large extent you will be able to organise your own time but will be required to attend on average up to two meetings a week. These are online at the moment but will eventually involve travel within Norfolk, so your own transport is desirable. We aim to be family friendly and hold meetings at times that fit in with the lives of our steering group and members, all of whom have children with SEND.

We are currently a Constituted Group. You can find out more about how we are organised and our aims on our website at <http://www.familyvoice.org.uk>. Within the next year we intend to become a Community Interest Company (CIC), which would mean that this would become an employed role. You would be involved in discussions around this. You can find out more about how groups are organised [here](#).

You will find a full job description on our website [here](#).

Applicants are invited to email a CV and covering letter, including details of two referees, to our Chair at tracey.sismey@familyvoice.org.uk by **Friday 9 October 2020**. Interviews will be held w/c 19 October 2020.


family voice norfolk newsletter
together improving services

The next newsletter will appear in October 2020. If there are issues that you would like to see covered, or if you would like to contribute an article, please email comms@familyvoice.org.uk or leave a message on 07535 895748.



Libraries Week: 5–10 October 2020

Throughout the week, Norfolk Libraries will be highlighting on social media all the exciting ways people across the county can access books, online reading activities, and free support for adults who struggle with reading.

This year's theme celebrates books and reading, showcasing the vital contribution that libraries across the UK make towards building a 'Nation of Readers' and acknowledging their remarkable efforts to keep the nation reading – providing comfort, companionship and escapism during challenging times.

While events in libraries are on hold due to the pandemic, library staff across the service have been recording **Baby Bounce and Rhyme**, **Storytime** and **Coding Club** videos that can be accessed for free on the Norfolk Libraries YouTube channel – <https://www.youtube.com/user/NorfolkLibraries>. Parents can follow the Norfolk Libraries for Families Facebook page for all children's activities during Libraries Week and beyond – <https://www.facebook.com/NorfolkLibrariesForFamilies>.

Children aged 6–11 are invited to share their favourite thing about their local library or favourite book. Submissions can be a video, picture or some written words and should be sent to the Norfolk Libraries Facebook or Twitter pages or emailed to libraries.iconnect@norfolk.gov.uk by **Saturday 10 October**. The favourite 500 entries will receive a free book, which the child will be able to collect from their local library in time for October half-term.

There are also plenty of live events for adults via Zoom which continue to prove popular, including Knit and Natter, author Q&A sessions and weekly Reading Friends shared reading. To find out more visit the Norfolk County Council website.

As part of **Black History Month**, there is a special Zoom event at **8:00pm on Wednesday 7 October** by BAME author, Michael Donkor. He'll be talking about the path to the publication of his first novel and sharing some writing tips. Anyone who'd like to join the session can email libraries.iconnect@norfolk.gov.uk to book a place.

Adults who struggle with reading can also access the Norfolk Reading Pathway, a free programme to support adults in becoming more confident readers. Anybody who would like help can contact their local library or email nrp@norfolk.gov.uk. Learners are matched with a volunteer coach and they work through the 'Yes we can read' handbook together.

Almost all Norfolk's Libraries have reopened and all mobile libraries are on the road again. Customers can now return items, browse and borrow books, and use a library computer. For more information about opening hours and safety measures, visit <https://www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/coronavirus-update>.

If you don't have one, sign up for a **free** library card. With free borrowing of all the latest books at your local library, plus access to a wide range of resources online, it's easy to stay reading, learning and entertained at home. You can also browse the online catalogue, discover new titles and make book reservations online.





New e-learning course for parents and professionals: Holistic Outcomes in Education, Health and Care Plans

The Council for Disabled Children has launched a free, self-guided course covering:

- Aspirations
- Outcomes from children, young people and family perspectives
- Outcomes from professional perspectives, including writing SMART outcomes
- Legal considerations
- Annual reviews

The course centres on placing children, young people and family-determined aspirations and outcomes at the heart of the plan, and how the different teams and individuals involved should support the development, writing and monitoring of the outcomes. It provides an overview of how different roles intersect through the process, so it is suitable for parent carers and family members, as well as professionals involved in EHCPs and any other professionals who would benefit from an understanding of the process.

To complete the free e-learning course please click [here](#). You can find this and many other learning opportunities on the CDC website at <https://councilfordisabledchildren.org.uk>.

Now I fully understand the purpose of an EHCP I will ensure my child's is as it should be.



Deaf-friendly teaching

The National Deaf Children's Society has produced a guide to help staff in further education:

- make effective provision for deaf students so that they make good progress and develop the independent learning and life skills they will need in adulthood
- take the reasonable steps required under the Equality Act 2010 to ensure that deaf students are not treated less favourably than other students.

It does this by:

- explaining the implications of deafness on language and learning
- providing advice on how to help a deaf student make a successful transition to college
- describing the measures college staff can take to enable a deaf student to succeed.

The resource can be downloaded [here](#) and you can find other resources on the NDCS website at <https://www.ndcs.org.uk>.



Local People Project

Scope's Local People Programme in West Norfolk gives disabled people, their families and unpaid carers the opportunity to talk about their communities and the issues they face.

We welcome young disabled people to share their ideas and make them come to life. Want a virtual hangout? Something to do at home? Just a chat with other young people?

Funding is available to support activities for young disabled people in King's Lynn and Downham Market.

Want more information?
Contact Sophie Pearson on sophie.pearson@scope.org.uk
or 0777 6650 890



SCOPE
= Equality for disabled people

funded through



Updates on claiming Disability Living Allowance (DLA), Personal Independence Payment (PIP) and Universal Credit (UC)

Contact, the charity for families with disabled children, has updated its DLA and PIP guides to explain how DLA and PIP renewals are being handled during the coronavirus pandemic and what parents should do if they're not sure what's happening with their child's claim. Both guides will help parent carers make sense of the rules for claiming these essential benefits – there to help with the extra costs of caring for a disabled child – and include hints, tips and suggestions on how to make the best application and answer the questions on the forms.

In addition, Contact has also updated its factsheet on claiming Universal Credit (UC) for a young disabled person. A young person turning 16 may have the option of claiming UC in their own right as a young disabled adult. However, if a young disabled person chooses to claim UC this can affect the benefits that parent carers receive. The factsheet explains these rules in detail, and includes information on how a young person might qualify if they've not paid national insurance contributions, what assessments they may have to undergo, and what to do if there's a lengthy delay.

The factsheet can be found at <https://contact.org.uk/news-and-blogs/updated-benefits-information-from-contact-dla-pip-and-universal-credit/>.

Contact has many guides about benefits and other financial issues, including those for carers. All the guides are **free to download** from their website, or you can call Contact's helpline (**0808 808 3555**) and ask them to send you a copy. You can also watch Contact's webinar on benefits for young people aged 16 and above at https://www.youtube.com/watch?v=9wvOTgnVzy4&feature=youtu.be&ab_channel=Contact.

contact *For families with disabled children*

Remember...

We are always keen to hear from you about the services you are receiving or would like to receive, so that we can inform decision-makers about what families really need.

- You can contact our **Membership Secretary Kate** on 07950 302937 or at membership@familyvoice.org.uk
- Or write to us at Family Voice Norfolk, PO Box 1290, Long Stratton, Norwich NR15 2HD
- Or you can connect with us via our website, on Facebook or on Twitter:



www.familyvoice.org.uk



[FamilyVoiceNorfolk](https://www.facebook.com/groups/674209366743395/about/)



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

- Or join our **Family Voice Members Chat Room** on Facebook at <https://www.facebook.com/groups/674209366743395/about/>
- Look out, too, for our **Family Voice Let's talk...** sessions, which are held on Zoom...
- and our new online 'coffee mornings' for a friendly chat and get-together.



Family Voice Members Chat Room – you said, we did...

This is now a regular feature in this newsletter. Our closed Facebook group called **Family Voice Members Chat Room**, where full members of Family Voice can share freely in a safe environment, has strengthened our contribution in meetings with the local authority, health and voluntary services. At a time when meetings are organised more rapidly than before, we are able to ask members about their experiences of current topics, so that we have very recent evidence to take into meetings. Here are some of the topics that have been discussed in August and how we have been able to carry them forward – always anonymously unless a parent carer specifically grants us permission to give further details. August was, of course, a little quieter for all of us than the busy days of July. The main topic was SEND transport – by far of most concern to parent carers as they looked towards children being back in school.

- **SEND transport** – did you receive information/a brochure about transport from your school?

40% of parent carers who responded had received either information or the brochure, but 60% said they had not. There was a great deal of concern about late information and arrangements. Children who had been away from school for months needed certainty and preparation. Late transport plans made it impossible for parents to give them this, and the degree of stress this placed on some families is difficult to overstate. One parent was told that parents were not being contacted if there was no change from last year – but how were parents to know if there was a change or not?

"No contact from transport still. Worrying as I go back to work tomorrow in school. ... My social worker is on leave – so is her boss. Usual thing the week before school starts. But the taxi company have not heard anything either."

"This really is poor from transport people. Families can't live with a question mark over transport. They need to communicate to say, 'same taxi arrangements /new taxi arrangements and these are...'. It is like they're frightened to pick up the phone and speak to families."

"2 different taxi firms turned up for my son this morning. His anxiety went through the roof, great start to 6mths absence from school :("

"Still haven't heard a thing from Transport. I got the school SENCO involved as well as EHCP Co-ordinator. They believe 'something' is in hand but we've no details and Transport just keep saying they can't tell us anything via phone and we must email. We've lost count of the number of unanswered emails. I understand they're busy but I'm in limbo as I can't help or advise or reassure my vulnerable child of the process on Monday as I know nothing. Well after being on the phone to them all day my husband finally managed to talk to someone in Transport who could actually answer our questions. All now resolved.... fingers crossed."

Family Voice Norfolk: we arranged a Let's talk... session with Nicki Park, Head of Passenger Transport, Norfolk County Council, on 21 August, which gave parents the chance to ask direct questions. While we are grateful to Nicki for attending and don't underestimate how very difficult transport arrangements are this year, it was disappointing that so many problems continued to be raised by parent carers. Once again, it is lack of communication that is felt most keenly. It is a subject that we raise in multiple meetings and continue to stress in work on the Written Statement of Action in response to Ofsted's three areas of significant concern.



- **Carers assessments** – have you received one? Was it helpful?

"Well the carers assessment happened!! 20 mins later it was finished!! When the question was asked am I happy to carry on caring? And I said yes! It almost immediately came to an end. I wasn't offered any help or support. I wonder what/why we bother!"

"I asked for a carers assessment in July 2019 when [my son] had his review. It was refused. I was told the review was to cover him and me. In over 20 years of caring I have had only one carers assessment ever before. That was 2016."

"I must ask our new social worker number 5 as I've been asking and promised a carers assessment for about 2 years since social worker number 2."

Family Voice Norfolk: under recent revisions to services, Carers Matters are now delivering carers assessments. We will be interested to see if these are found to be more helpful. FV has been attending the NCC Carers Coproduction Group, discussing the future of services. However, parent voices seem to be sought very late in the process. We continually stress in meetings that two aspects of services *have* to go hand in hand – first being able to access the service, then finding the service to be of high quality. One without the other is pointless.

- **Speech and language therapy** – Has there been any further progress on getting SaLT provision going again in some form before January 2021? How are EHCP duties being met (from 1 August)?

"I'm a nursery SENCo. I've spoken directly to SaLT. They said definitely no face to face until the earliest January. They have limited staff as a lot have been redeployed."

"Surely, they need to bring their staff back in in order to meet their duties? What about those who have SaLT on their EHCP? The expectation is that has to be delivered from 1 August. It seems a bit of an oversight to redeploy their staff until January and have no alternative!"

Family Voice Norfolk: Family Voice has been represented on the Early Language Forum and in other SaLT meetings. We also noted that SaLT staff have now been brought back and look forward to hearing how therapy under EHCP provisions is being delivered. SaLT is rightly viewed as being key to a child's development by many parents and has been a focus of surveys and reports by FV in recent years. We will continue to press for service improvements.

- **Dental services** continue to be a source of concern to parents who fear that their child's teeth are deteriorating while they are not being seen, or, worse, who report their child as being in pain with no help available.

Family Voice Norfolk: the report of our survey on dental services in August can be seen on our website at <https://www.familyvoice.org.uk/articles-reports/survey-results/>. Healthwatch Norfolk has also been actively seeking information on services. FV has been invited to be part of a new Norfolk Oral Health Alliance Group, the aim of which is to coordinate multi-agency partnership working to deliver improvements in oral health and reduce oral health inequalities in Norfolk. The target will be those at the highest risk of poor oral health and we, of course, would consider that children and young people with SEND are among this target group. This Oral Health Group meets for the first time in November.



Family Voice consultation on returning to school or college

In the first half of September, Family Voice surveyed members via an online survey about their experiences during the early days of children and young people returning to school or college. The survey took place over five days, in order that a report could be sent to the National Network of Parent Carer Forums (NNPCF) in time for a meeting with Vicky Ford, MP, Parliamentary Under Secretary of State for Children and Families. This is one way in which we can ensure that the views and experiences of Norfolk families can reach central government.

You can read the full report on our website at <https://www.familyvoice.org.uk/articles-reports/survey-results/> but some of the key messages are summarised below. As usual, the personal experiences of Norfolk families (anonymised, always, in our reports) gave a vivid picture of real lives in these difficult times.

- Parents' rating of their and their children's experience was influenced by many factors, including their child's individual needs, their experience of lockdown and what had been happening at school (or not at school in the case of some children) in the first three months of the year.
- Half of all parent carers who responded to the survey felt that the transition **back to school** was good or excellent. This appeared to apply mainly to schools that provided detailed transition plans. Others were reported as giving parent carers very little written information or opportunity for preparation and were not rated highly as a result.

"A five-minute visit to meet new teacher and new 1:1 is not sufficient after such a long time away."

"The information provided by our son's special school has been confusing and unclear. Our mainstream son's school did a better job in that we could answer all our son's questions because his timetable everything was set out well in advance and shared. For our autistic son we had no idea what it was going to look like."

- **Transport** continued to be an issue with some parent carers at the beginning of September, as information about arrangements came too late for families to plan and prepare. This also meant that taxi companies often did not have time for a meet-and-greet, and children and young people were not confident about arrangements for their first day back to school. Transport issues are a source of huge anxiety for families.

"Found out at 10.30 the night before about who would take my daughter."

"The taxi service and staff are perfect, but the communication from NCC Transport was non-existent."

- Relaxation around how parent carers of children under 18 could use their **Short Breaks** budget during lockdown has meant that over 60% of parent carers who responded said that their experience of Short Breaks was good or excellent, despite not being able to access usual services.
- 85% of parent carers whose children or young people had **speech and language therapy** (SaLT) services in March said that their experiences of accessing SaLT have been poor. Very few children or young people have had any access to SaLT services since March 2020 and communication about the service has also been lacking. Some services may resume by October 2020 but many face-to-face therapies may not commence until January 2021.



- 70% of parent carers who responded said that Covid-19 and having six months of not being in school or college had had an impact on their child or young person's **mental health**. For some this meant missing friends and social isolation but for others the Crisis team have been involved. Some children and young people, however, were happier while at home.

"No help from school or any services. Daughter regressed an awful lot during lockdown. No one seemed concerned, not even her paediatrician."

"Crisis point entry into Crisis Team and now receiving help. Shouldn't have to reach crisis to get this though."

Only 17% of parent carers have been able to access mental health services for their child or young person.

- There were concerns about physical health and mobility, too, with experience of **occupational therapy** varying from excellent to non-existent.

"My son had OT via school zoom sessions and she was amazing!"

However, well over than half of the responses regarding occupational therapy and physiotherapy were negative.

- Six months of no school has had an **effect on siblings** of children and young people with SEND. Often parent carers were unaware that service existed that offered support for **young carers**.

"I wasn't aware that there was any help out there for my daughter. She has really struggled with my son over lockdown." [See our July/August newsletter, available on the Family Voice website at www.familyvoice.org.uk]

- It was sometimes difficult to distinguish **parental anxiety** over Covid-19 and the return to school from the child's anxiety and parent carers themselves were aware of this. It's important that the whole family feels supported.
- Overall one message was clear – **good communication was key**. Not only did it mean that important information was shared between settings and families, but both sides felt seen, heard and cared for. In these uncertain times, that is enormously important.

NNPCF briefs Minister Vicky Ford

The full version of the Family Voice report above was sent to the National Network of Parent Carer Forums, where it contributed to a meeting with the Minister, giving feedback on the experiences of parent carer forums across the country.

You can read the briefing document that was sent to the Minister before the meeting at <http://www.nnpcf.org.uk/wp-content/uploads/2020/09/Return-to-school-feedback-17-09-2020.pdf> and a summary of some of the topics discussed at <http://www.nnpcf.org.uk/your-back-to-school-experiences-nnpcf-steering-group-brief-minister-vicky-ford/>.

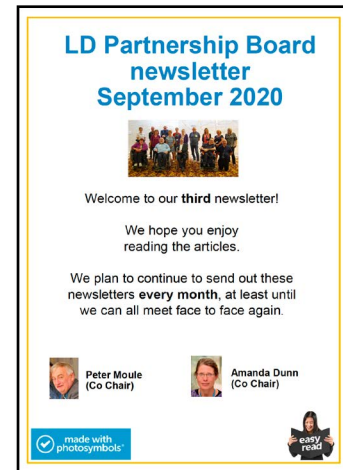
We will continue to send updates and our reports from surveys and meetings to the NNPCF, so that Norfolk voices are heard in these important conversations.



Learning Disabilities Partnership Board

This has been a difficult time for the Learning Disabilities Partnership Board. It's a place where professionals, people with learning disabilities and groups such as Family Voice can discuss together the strategy for learning disability in Norfolk. Without being able to meet in person, many members of the Board have found it difficult to take part and this may continue for some time. Until we can all get back together or find other ways of working, there are two ways we can keep going.

- A monthly easy-read newsletter is being produced. You can read it at <https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/learning-disabilities/learning-disabilities-partnership-board/our-current-work>. People who use learning disability services, family carers, advocacy groups, staff, partners and providers are encouraged to write articles to share views and ideas with each other.
- There are already lots of good ideas to work on from workshops at the beginning of the year. You can see some of them on the website as well.



Positive Behavioural Support (PBS) webinars

Three webinars have been announced addressing ways in which Positive Behavioural Support can help with some difficulties that people experience. Unfortunately the first (on sleep problems) was before this newsletter was produced, but the second two can still be booked at www.pbscooperative.org.uk. These webinars are not free, but they could make a big difference to difficulties that may be of long standing. If you have further questions before booking, you can contact Jo at hello@pbscooperative.org.uk.

PBS Cooperative

PBS Cooperative Webinar

Addressing Eating Difficulties

Friday 6th November 1-2pm

This webinar will cover

- Food refusal
- Behaviours at the dinner table
- Picking eating
- Eating routines
- Length of meals
- Making meals enjoyable

£10 per webinar (£25 to attend all three) - Book now www.pbscooperative.org

2nd October - Using PBS to address sleeping difficulties
4th December - Using PBS to address toileting difficulties

PBS Cooperative

PBS Cooperative Webinar

Addressing Toileting Difficulties

Friday 4th December 1-2pm

This webinar will cover

- Fear of toilets
- Toilet routines
- Daytime/Night time incontinence
- Toilet training
- Only using certain toilets
- Increasing toilet independence

£10 per webinar (£25 to attend all three) - Book now www.pbscooperative.org

2nd October - Using PBS to address sleeping difficulties
6th November - Using PBS to address eating difficulties



Adult Learning courses for working with adults or children

Working with Adults

Course code: EMPEO8720P

Dates: Thursday, 8 October 2020 to Thursday, 5 November 2020

Duration: 5 sessions over 5 weeks

Schedule: Thursday 10:00am (1 hour 25 minutes)

Course description

This **Working with Adults** online course is the very first step to take if you are considering a career in any adult care setting. The course takes place online as well as learning from home and you will work through units provided by your tutor. You will complete a short assessment at the end of the course and provided with clear progression pathways including the Pathway to Health and Social Care or Health and Social Care Level 1 and Level 2. You will be fully supported throughout your course and hold regular online meetings with your tutor.

What will you learn?

The course covers fundamental topics:
* Communication and record keeping * Safeguarding * Infection prevention and control * Health and safety * Healthy eating and drinking * Person-centred care and values

How will the course be taught?

The session is facilitated by a friendly and supportive tutor. The course takes a relaxed and flexible approach and will be delivered online using Microsoft Teams and or other platforms if required. More information will be emailed to you once you have booked your place.

This session is **FREE** to anyone aged 19+ who has lived in the UK/EU/EEA for three years before the start of the course.

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

Working with Children

Course code: EMPEO8620P

Dates: Tuesday, 13 October 2020 to Tuesday, 10 November 2020

Duration: 5 sessions over 5 weeks

Schedule: Tuesday 2:00pm (1 hour 25 minutes)

Course description

This **Working with Children** online course is the very first step to take if you are considering a career in any childcare setting. The course takes place online as well as learning from home and you will work through units provided by your tutor. You will complete a short assessment at the end of the course and will be provided with clear progression pathways including the Pathway to Health and Childcare or out Childcare Level 1 Award. You will be fully supported throughout your course and hold regular online meetings with your tutor.

What will you learn?

The course covers fundamental topics:
* Communication and record keeping * Safeguarding * Health and safety * Healthy eating and drinking * Person-centred care and values

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You can find out more and book your place at https://www.norfolk.gov.uk/education-and-learning/adult-learning/courses



See, Hear, Respond

The See, Hear, Respond Partnership is a new service funded by the Department for Education. With your help, the See, Hear, Respond Partnership will quickly identify and support children, young people and families who are struggling to cope with the impacts of coronavirus.

Its aim is to provide early intervention before these children reach the threshold for statutory intervention. It does not replace the usual referral processes for children who

meet a statutory threshold for significant harm: in such cases contact your local authority safeguarding team in the usual way.

The See, Hear, Respond Partnership has been created specifically to help children and young people in England who are experiencing harm and increased adversity during coronavirus, by providing support to those who are not being seen by schools or other key agencies. There is no minimum threshold for referral. The Partnership will support children from pre-birth up to 18 years of age and those with special educational needs under the age of 25.

See, Hear, Respond will contact every referral made, so no child gets missed. It will then find a partner best placed to support the most isolated and at risk children. They'll get help in one or more of four ways:

- an online hub of support and information
- online counselling and therapy
- face-to-face support for those most affected and at risk of some of today's most pertinent issues, such as criminal exploitation, and
- helping children and young people reintegrate back into school.

The Partnership especially invites referrals for families who are most isolated from support due to Covid-19, including:

- Under fives, with a specific focus on under twos
- Those with special educational needs and disabilities (SEND) and where there are concerns about their welfare, e.g. online safety
- Children who may be at increased risk of abuse, neglect and exploitation inside or outside the home
- Black, Asian, Minority Ethnic and Refugee children who experience barriers to accessing services
- Young carers

Children, young people, families and professionals can find out more information about the help available and how to make contact by using the link below.

<https://www.barnardos.org.uk/see-hear-respond> or call us freephone number: 0800 157 7015

Are you worried about a child during Covid-19 in England?

There's now one co-ordinated response centre: See, Hear, Respond

In England, call 0800 157 7015 or visit [barnardos.org.uk/see-hear-respond](https://www.barnardos.org.uk/see-hear-respond)

Funded by the Department for Education and managed by Barnardo's, See, Hear, Respond will contact every referral so no child gets missed.

We'll then find a partner best placed to support the most isolated and at risk children in your area.

They'll get help in one or more of four ways:

- a self-service online hub of support and information
- online support including advice, guidance, and one to one and group therapy
- direct, face to face intervention, or
- helping children and young people reintegrate back into school.

Don't hesitate to call between 9am-9pm Monday-Friday, and 10am-6pm on Saturday and Sunday.



Funded by
Department
for Education

Believe in
children
Barnardo's





Vicky Ford MP

Parliamentary Under-Secretary of State for Children and Families

Sanctuary Buildings 20 Great Smith Street Westminster London SW1P 3BT
tel: 0370 000 2288 www.education.gov.uk/help/contactus

2nd September 2020

Letter from Minister Ford to children and young people with SEND, their families and carers, and those who work to support them

As minister with responsibility for special educational needs, I wanted to write to you about support for children and young people with special educational needs and disabilities (SEND) to return to school.

Return to school

I am extremely grateful to those working in schools and colleges for the preparations they have made to ensure all children and young people can get back into the classroom, with many returning for the first time since March. I recognise that for children and young people with SEND, and their families and carers and those who work tirelessly to support them, this is a particularly challenging and anxious time.

Returning to education is vital for the education of all children and for their wellbeing – time out of school is detrimental for children’s development, particularly for disadvantaged and vulnerable children. All children and young people value the structure and routine of regular attendance as well as the support and strong positive relationships provided by their school or college. It is critical that all children can once again benefit from a full time five day a week on-site education.

I do recognise, though, that the return to school may be more difficult for some children and young people, particularly those who have had to shield, received their education remotely without full access to specialist support, or been exposed to a range of adversity and trauma including bereavement, anxiety and in some cases increased welfare and safeguarding risks. Schools and colleges should work with children and young people with SEND and their families and carers so that they receive the education, therapeutic/specialist support, and reasonable adjustments that they need. The prolonged period of absence from schools and colleges may contribute to disengagement with education upon return to school, resulting in anxiety which could lead to increased incidence of poor behaviour. School leaders should be mindful that disruptive behaviour might be the result of unmet educational or other needs and consider whether a multiagency assessment is necessary.



The Whole School SEND (WSS) Consortium have produced a handbook to support educational professionals to successfully re-engage pupils with learning after a period of disruption. They have also produced a COVID-19 SEND Review Guide to help schools reflect on their provision before September and a leaflet to support families and carers ask questions to schools to support successful returns. These resources are available on the [SEND Gateway](#) and webinars are hosted on [WSS's YouTube page](#) shortly after being delivered. Details of future training sessions are held on the [events page](#) of the SEND Gateway. You can opt to join Whole School SEND's [community of practice](#) when you sign up for an event to receive notifications about future training and resources as they are published.

Behaviour policies

To assist all school leaders and staff in welcoming back all pupils, we have developed [a tool for mainstream schools to support the re-engagement of pupils](#). To further support schools, our full opening guidance advises that [schools](#) and [specialist settings](#) should update their behaviour policy to reflect the new protective measures, as well as any new rules and routines.

In the event that a pupil's behaviour warrants disciplinary action, the normal rules apply and the disciplinary powers, including exclusion, that schools currently have remain in place. Permanent exclusion should only be used as a last resort and must be lawful, reasonable, and fair. Where a child with a social worker is at risk of exclusion, their social worker should be informed and involved in relevant conversations. Any disciplinary exclusion of a pupil, even for short periods of time, must be consistent with the relevant legislation. Headteachers should, as far as possible, avoid permanently excluding any pupil with an Education, Health and Care Plan. Pre-empting that a pupil may commit a disciplinary offence, and thus not allowing a pupil to attend school is an unlawful exclusion.

Ofsted will continue to consider exclusions, including the rates, patterns and reasons for exclusion and to look for any evidence of off-rolling. **Off-rolling is never acceptable.** Ofsted is clear that schools placing pressure on parents to remove their child from the school (including to home educate their child) is a form of off-rolling. Elective Home Education should always be a positive choice taken following a discussion between parents the school, and the local authority about how the needs of the child might best be met. This is particularly important where vulnerable children, children in need, and those at greater risk of harm are involved.

Risk assessments

It may be necessary to undertake individual risk assessments to understand the level of additional support a child or young person may need. These can help reassure pupils, families and carers, and staff that it is safe for the pupil to be welcomed back to school. Risk assessments should inform a plan of action which focuses on supporting attendance and engagement and identifies what additional support children and young people need to make a successful return to their full time education. Such an assessment would also be useful if children and young



people have to self-isolate or if a local outbreak of Covid-19 requires a school or college to return to more limited attendance.

Face coverings

To provide further reassurance, we have also updated our guidance on face coverings. Schools and colleges will have the discretion to require face coverings in indoor communal areas where social distancing cannot be safely managed, if they believe that it is right in their particular circumstances. In [areas of national government intervention](#) where the transmission of the virus is high, in education settings where Year 7 and above are educated, face coverings should be worn by adults (staff and visitors) and pupils when moving around indoors, such as in corridors and communal areas where social distancing is difficult to maintain.

However, we have been clear that some individuals are [exempt from wearing face coverings](#), including people who cannot put on, wear or remove a face covering because of a physical or mental illness or impairment or disability or people who are speaking to or providing assistance to someone who relies on lip reading, clear sound or facial expression to communicate. The same exemptions will apply in education settings, including for staff providing specialist interventions and therapies, and we would expect teachers and other staff to be sensitive to those needs. More information on face coverings can be found [here](#).

Specialist and visiting practitioners

Settings should minimise the number of visitors where possible, however, visiting specialists such as therapists, clinicians, peripatetic teachers and other support staff for pupils with SEND should provide interventions as usual, including moving between settings as required. Visitors may also include NHS staff, such as those delivering vaccinations as part of the national childhood immunisation programme, which are essential for children's health and wellbeing. Such specialists will be aware of the PPE most appropriate for their role.

Mental health and wellbeing

There will be some children and young people with SEND who will return to school with additional social, emotional and mental health needs. NHS mental health services remain open and have adapted to provide ongoing support to children and young people who need it. NHS mental health trusts are ensuring ongoing access to 24/7 crisis lines to support people of all ages.

The Wellbeing for Education Return programme will provide £8 million of funding, training, and resources for local authorities to equip education staff with resources, training and ongoing advice and support to promote children and young people's wellbeing and mental health. This will link to and include resources sensitive to and supportive of children and young people with SEND.



Aerosol generating procedures

There are a small number of children with complex needs that require aerosol generating procedures (AGPs) to be undertaken. Schools, health and local authority partners need to work together on how the [current guidance](#) applies in their setting and to the specific children they are working with in order to enable them to return to school safely. We have heard examples of good practice locally and are working with PHE and NHS England to establish whether any changes to the guidance or further information about practice principles are needed. It is important that schools communicate clearly with parents on progress towards supporting children who need AGPs to return to school safely.

Hospital schools

There may be other reasons where any child or young person may be absent from school, including those with SEND. Where children and young people are receiving hospital education on hospital sites then should continue to be supported, including through remote learning support as necessary, to minimise the impact of their hospital stay on their education.

Once again, we would like to thank you for the hard work that you have done to prepare for the full return of children and young people for the new school year.

Yours sincerely,



Vicky Ford MP
Parliamentary Under-Secretary of State for Children and Families



Vicky Ford is the Conservative MP for Chelmsford, and has been an MP continuously since 8 June 2017.



Free workshops for parent carers

contact For families
with disabled children

Contact, the charity for families with disabled children, is running three workshops for Norfolk parent carers – all accessible online via Zoom. Full instructions for using Zoom and accessing the workshops, together with booking forms and further information, is available if you click on the links below.

Money matters

Tuesday, 3 November 2020, 7:30pm–9:30pm

Find out how to maximise your finances as a parent of a child with additional needs



Financial matters, and the benefit system can seem very confusing at the best of times. During the disruption of the Covid-19 lockdown this year, many families experienced changes in their financial circumstances. This online workshop will help you to make sense of financial matters and opportunities for you and your family.

This session is aimed at parent carers living in Norfolk. They will be given priority for places.

This online workshop will cover:

- an overview of benefits (DLA, Carer's Allowance) – dispelling common myths
- opportunities for grants and discounts available on utility bills, leisure activities and for carers
- services available to support you with making applications
- hear other parents' experiences
- share as much or as little of your story as you wish
- explore how you can obtain further help and guidance if you need it

<https://www.eventbrite.co.uk/e/money-matters-a-workshop-for-parent-carers-in-norfolk-tickets-122548504877>

Encouraging positive behaviour

Thursday, 5 November 2020, 10:00am–12:00pm

A chance to develop your understanding of your child's behaviour and explore ways to support them



It is common for all children to display behaviour that can be difficult to understand or manage as a parent. The behaviour of children with additional needs can be particularly challenging to deal with.

Following the disruption of the Covid-19 lockdown and summer period, there have been challenges for many children and their families around transitioning to new or changed routines or environments, or re-establishing routines and activities. This may have affected your child's behaviour in different ways and brought extra challenge around supporting their needs, and the wellbeing and safety of yourself and your family.



This session is aimed at parent carers in Norfolk, who will be given priority for places.

This online workshop gives you the opportunity to:

- gain a general understanding of the origins and purpose of behaviour
- understand more about what might be causing a particular behaviour, or set of behaviours
- hear other parents' experiences
- share as much or as little of your story as you wish
- learn new strategies to support your child
- explore how you can obtain further help and guidance if you need it

<https://www.eventbrite.co.uk/e/encouraging-positive-behaviour-a-workshop-for-parent-carers-norfolk-tickets-122551527919>

Wellbeing workshop for parent carers

Thursday, 12 November 2020, 10:00am–12:00pm

Hear other parents' stories while learning strategies to help manage your stress and improve your wellbeing



Parenting can seem full of challenges and stressful times. Supporting the needs of a disabled child can affect your wellbeing in many different ways. The disruption of the Covid-19 lockdown this year has brought additional unforeseen challenges which might have further impacted your wellbeing, and limited opportunities to deal with stress.

Parent carers from Norfolk have priority for bookings to this workshop.

This online workshop will give you an opportunity to:

- understand clearly what stress is and how it affects you
- identify those factors which cause you stress and establish how you cope with these at present
- learn about coping mechanisms and each other's coping styles
- identify new ways of coping with stress and reducing your stress levels (the 5 Steps to Wellbeing)
- be motivated to try new stress-busting ideas until you find ones that fit with you!
- hear other parents' experiences
- share as much or as little of your story as you wish
- explore how you can obtain further help and guidance if you need it

<https://www.eventbrite.co.uk/e/wellbeing-workshop-for-parent-carers-norfolk-tickets-122551953191>

Please direct any enquiries relating to your bookings to claire.robinson@contact.org.uk

For further info and support from Contact, please email info@contact.org.uk or see www.contact.org.uk



CALLING ALL PARENTS OF CHILDREN WITH AUTISM...



**Do you have a child/adolescent with autism aged over 11?
Would you like to share your experiences to support others?
We are running an online programme that offers you the
opportunity to :**

- **Share your experiences of raising a child with autism.**
- **Understand how to use your experiences to benefit others.**
- **Build resilience with regard to supporting others.**
- **Develop your understanding of relevant legislation , rights and support networks.**
- **Develop your understanding of peer support and the associated benefits .**

**Sessions will be delivered online.
Dates and times will be confirmed, as
these will be reliant on your availability.**



For further information and to book your place, please contact us on:
melissatharm@foxtrainingsolutions.co.uk
debbieparry@foxtrainingsolutions.co.uk

Telephone: 07968141919 or 07508345685


Health Education England



Coronavirus testing for children at home or in educational settings

The Department of Health and Social Care has published **Guidance to parents and guardians: when you should book a coronavirus test for your child**. The letter, from the Chief Nurse and Interim Chief Medical Officer of NHS Test and Trace, offers advice on when to book a Covid-19 test for a child. The letter can be downloaded from <https://www.gov.uk/government/publications/guidance-to-parents-and-guardians-when-you-should-book-a-coronavirus-test-for-your-child>.

The Department for Education has updated its guidance on **Coronavirus (COVID-19): test kits for schools and FE providers**. The guidance is for mainstream schools, special schools, alternative provision settings, post-16 FE providers, FE colleges, sixth form colleges, and other FE providers. The update confirmed that schools and FE providers ordering additional test kits will be provided with one box of 10 kits per 1,000 pupils or students. The updated guidance can be found at <https://www.gov.uk/government/publications/coronavirus-covid-19-home-test-kits-for-schools-and-fe-providers#history>.

The Department for Education and the Department of Health and Social Care have published guidance on the **Use of the NHS COVID-19 app in schools and further education colleges**. This guidance is for leaders and staff in schools and further education (FE) colleges in England that have students aged 16 and over, including:

- local authority maintained schools
- academies and free schools
- alternative provision schools
- pupil referral units
- independent schools
- boarding schools
- sixth form colleges
- general FE colleges
- independent training providers
- designated institutions
- adult community learning providers
- special post-16 institutions



It provides guidance about how the NHS COVID-19 app works and how to use it within their setting. The guidance can be found at <https://www.gov.uk/government/publications/use-of-the-nhs-covid-19-app-in-schools-and-further-education-colleges>.

Accommodation questionnaire

The Learning Disabilities Commissioning Team of Norfolk County Council has sent a questionnaire to young people aged 14+ with a learning disability so that their wishes can form part of a planned **accommodation strategy**.

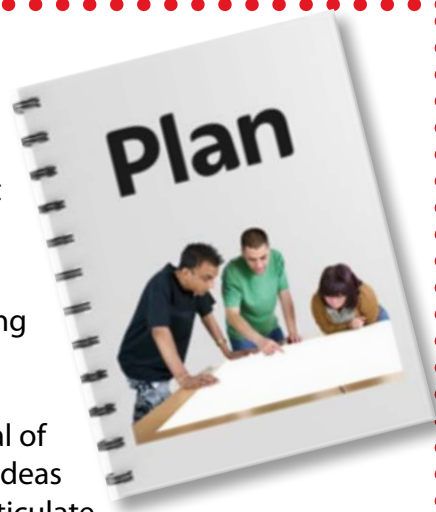
Family Voice looked at an earlier draft of the questionnaire and suggested ways to make it clearer and more accessible for young people. As parent carers ourselves, we are only too aware that young people with a learning disability are all individuals, with very varied abilities and aspirations. Some will need a great deal of support to make their views known. Others already have clear ideas about where they would like to live as adults and are able to articulate them in detail.

It is not easy to produce a questionnaire that will be suitable for everyone, but by ensuring that this one is as open and straightforward as possible, with the support of parents and other carers, a great deal of useful information will be gathered.

The closing date for returning the questionnaire is **Friday 30 October 2020**.

If your young person prefers to use an online version of the questionnaire, go to <https://www.smartsurvey.co.uk/s/T1STGK/>

If your young person with a learning disability has not received a questionnaire, you can use the online version (which can be printed out) or contact LDCommissioning@norfolk.gov.uk.



Children and young people's mental health service logo

Children and Young People's Mental Health Services in Norfolk and Waveney are being re-designed and as part of this process are looking to create a new logo for the service. Young people have helped produce a short list of ideas. This survey asks for your young person's opinion on these ideas, and for any other ideas they have to create an eye-catching logo that they would remember and recognise in the future.

<https://www.smartsurvey.co.uk/s/CYPMHSLOGO/>

Disabled Children's Partnership back-to-school survey

The Disabled Children's Partnership is a major coalition of more than 80 organisations, led by (among others) Contact, Council for Disabled Children, Mencap, National Autistic Society and Scope, campaigning for improved health and social care for disabled children, young people and their families. Their 5-minute survey will update the poll they undertook in May, asking parent carers what life in lockdown was like. The results will be used anonymously to challenge the inequalities and discrimination families face.

The deadline is **9:00am on Monday 19 October 2020** and the survey can be found at <https://www.surveymonkey.co.uk/r/DCPBacktoSchool>.



We know that professionals and volunteers as well as parent carers read this newsletter. We frequently highlight workshops and information from Contact for parent carers (see pages 7, 19 and 20 in this newsletter) but there are also resources for those working with families:



DO YOU WORK WITH PARENTS & CARERS OF CHILDREN WITH SEND?

COME ALONG TO OUR FREE ONLINE WORKSHOPS!

Early identification and access to networks of support make a crucial difference to parents of disabled children, and for parents struggling to come to terms with concerns about their child's development.

Our accessible and jargon-free courses will give you practical ideas about how you can support disabled children and their families, and skill you up to understand parents' concerns and how best to help them.

For more information, go to <https://contact.org.uk/professionals/training/>

contact *For families with disabled children*

Contact is a trading name of Contact a Family. Charity registered in England and Wales (284912) and Scotland (SC039169).



Back to school video

Most children have now successfully returned to school and college, but this resource became available since the last newsletter. In case there are some children and young people who have not yet made the transition, or whose return to school has been interrupted by illness or a need to self isolate, this is a very reassuring and compassionate video about worries around returning to school or college. Some families may find it useful. <https://www.justonenorfolk.nhs.uk/return-to-school>



COVID-19 does not discriminate.

Coronavirus can infect anyone, of any age.



Share Kindness

We can spread kindness further than the virus. By helping each other, both locally and across the world, we can get through this and build the foundations for recovery. Contact the lonely. Look after each other. And listen to your government's advice on isolation and hygiene.

Peter & Friends talk about Covid-19 and having a Learning Disability

Covid-19 has impacted the lives of people all over the world. London South Bank University is proud to present this event to discuss the impact of Covid-19 on some of those people living with intellectual or learning disabilities in collaboration with Oxleas NHS Foundation Trust and the Foundation for People with Learning Disabilities.

The event will not only focus on the trauma and challenges Covid-19 has caused but on the resilience and positive attitude of people with learning disabilities around the world. This is a virtual and interactive half day event with a variety of presentations, polls, role plays and songs.

This event will be delivered using Zoom. If you register using the link below, you will be sent joining instructions three days before the event.

The event has a **Norfolk connection** as one of the speakers will be Norman Lamb, who was MP for North Norfolk until 2019 and throughout his career has championed the human rights of people with learning disabilities.

The event takes place on **Thursday, 29 October 2020 from 1:30 to 5:00pm.**

Throughout the event, there will be a series of polls, asking people to vote on a selection of Covid-19-related questions. If you're still getting used to online events, you may like someone who is good with phones, computers or tablets to watch with you.

Register your interest at <https://www.eventbrite.co.uk/e/peter-friends-talk-about-covid-19-and-having-a-learning-disability-tickets-119601935609>.



Mencap's easy-read guides for coping with Covid-19 rules



Mencap, the charity for learning disability, has created a series of easy-read guides on many aspects of the pandemic. You can find them at <https://www.mencap.org.uk/advice-and-support/coronavirus-covid-19/coronavirus-guidance-help-you-stay-safe-and-well>

Topics covered include:

- self-isolating
- social distancing
- shielding
- local lockdowns
- face coverings
- keeping safe
- public transport
- going to work or working from home
- test and trace
- food shopping
- list of supermarket details
- befriending
- scams
- caring for a person with a learning disability
- keeping clean and handwashing
- about coronavirus
- government guidance

Carers Matter Norfolk new service update



Carers Matter Norfolk's service has refreshed to provide additional support to unpaid carers in Norfolk. The service aims to be highly personalised, which will enable carers to improve their health and wellbeing and support them in their caring role. On behalf of Norfolk County Council, Carers Matter Norfolk will provide carers assessments as well as continuing to provide information, support, advice and one-to-one community support to unpaid carers in Norfolk. The Advice Line (0800 083 1148) will continue to be open 7 days a week.

What does Carers Matter Norfolk offer?

This refreshed service further improves the health and wellbeing of carers and their capacity to fulfill their caring role by offering:

- Carers assessments
- Carers breaks
- Health and wellbeing fund
- Community outreach team
- Follow-up service
- Volunteer service
- Education and training
- Carers Voice – have your voice heard

You can find out more at <https://carersmatternorfolk.org.uk/> and <https://www.norfolk.gov.uk/care-support-and-health/get-help-with-looking-after-someone/a-better-offer-for-carers>.



Health advice drop in services for Norfolk Parents of 0-19 year olds



We want to know your thoughts..

We are currently planning additional ways of offering our health advice drop in services for parents and young people 0-19yrs

Please complete the short survey below (4 questions) to support us with ensuring our services meet families, children and young people's needs

**Please use this link to complete
the short survey:**

bit.ly/norfolksurvey1

JustoneNorfolk.nhs.uk



Bursary fund now open to help young carers with their education



Caring Together are delighted to announce that a support fund for young carers and young adult carers is now open.

The COVID-19 Back to education bursary fund is designed to help reduce the educational impact of COVID-19.

Young carers and young adult carers from Cambridgeshire, Peterborough, Norfolk and Suffolk can apply for small grants to help to reduce the impact that the coronavirus (COVID-19) pandemic has had on their education and to support their successful transition back into education post-lockdown.

Decisions on applications are being made fortnightly on a Monday starting from Monday 28 September while funds are still available.

Decisions will be based on what will make the most difference to the young carer or young adult carer given the money available.

Examples of eligible items and activities include, but are not limited to:

- Purchase of tablets/laptops and data to support a young carer to continue with virtual learning if they don't have suitable access to a device
- Additional tutoring to enable them to catch up with missed work
- Compulsory school/college materials
- Educational transport costs where the family's finances have been affected by the COVID-19 pandemic.
- School uniform
- PPE that is required to attend school/college.

Caring Together will also consider applications from schools/colleges wishing to put in an application on behalf of a group of young carers (e.g. to cover additional costs of running separate young carers groups for different bubbles, or to help support the transition of new Year 7 young carers into a school's young carers support). This can be for a maximum of £300 in total.

Go to <https://www.caringtogether.org/news/education-bursary-fund> for an application form and further information.

Support for young carers

In recent surveys, some parent carers said they were unaware of support available for the siblings of their child with SEND. We as parents often find it difficult to think of ourselves as 'carers' too, but the term 'parent carer' is just a way of acknowledging

that our role as parents has an additional aspect that other families do not have. The same is true for our 'typically developing' children. Of course, they are simply brothers and sisters, but recognising them as 'young carers' acknowledges their experiences that other children do not have. See our [July/ August newsletter](#) for more information.



Careers support for young carers – sign up for half-term sessions



A range of sessions on building confidence, gaining insight, and getting the right tools to reach your career goals are available to young carers this half term.

As a network partner of Carers Trust, we are able to offer individual young adult carers aged 16+ spaces on these virtual employability workshops that they are organising with professionals from one of their partners, Quilter, over half term

The workshops are all focused on helping young carers/young adult carers to prepare for their future in education, employment and training.

While the workshops are primarily aimed at young adult carers aged 16+, they have had young carers aged 14+ who have joined previous sessions who found them useful.

The timetable is below and you can contact our carer helpline on 01480 499090, or hello@caringtogether.org to register a place on the workshops.

In addition, individual young adult carers are also able to access virtual one-to-one employability support from expert Quilter staff members during half term.

Whether they want to apply for a university degree and would like help writing the perfect statement or would like personalised career support such as building their CV, interview practice and insight to employability, Quilter staff are here to help.

Half-term career support

“A day in the life” Monday, 26 October 2020, 3:30 to 4:30pm

Career insights from a range of guest speakers and industry experts in finance, marketing, admin, call centres and social media (one-hour session).

Confidence building for employment

Tuesday, 27 October 2020, 1:30 to 2:30pm

We will explore how your hobbies, education, skills and role as a carer are building blocks to a successful career (one-hour session).

CV surgery

Wednesday, 28 October 2020, 11:00am to 12:00pm

Quilter experts will walk you through their top tips for creating a CV you can be confident in. We will also look at how to highlight your role as a carer and how to articulate this in a CV and to prospective employers (one-hour session).

Personal finance

Wednesday, 28 October 2020, 4:00 to 5:00pm

We cover a range of subjects from bank accounts (standing orders and direct debits) to student finance and payslips. This workshop will provide you with all the basics, leaving you feeling confident about your finances (one-hour session).



Interview skills

Thursday, 29 October 2020, 3:30 to 4:30pm

Interviews can be extremely nerve-wracking, but Quilter volunteers will provide you with tools to help you prepare (one-hour session).

Networking and careers

Friday, 30 October 2020, 11:00am to 12:00pm

Find out how you can tap into your inner networker when going into college, university and employment. We will also look at how to consider the right career path and how you can harness your personal and learned skills to create a 'personal brand' (one-hour session).

Half term one-to-one employability support

If you are a young adult carer, Quilter employees are here to provide one-to-one support to fit your needs.

Whether you want to apply for a university degree and would like help writing the perfect statement or would like personalised career support such as building your CV, interview practice and insight to employability, Quilter staff are here to help.

Choose a time slot that suits you (one-hour session) (NB provided an expert Quilter employee is available).

SEND Family Roadshows

These Local Offer events were held last year at various places around the county, specially for parent carers with children or young people with special educational needs and/or disability. This year the events will continue online so that representatives of the Local Offer can have regular conversations with parents and carers about:



- actions that will be taken to address the three serious weaknesses identified by the Ofsted/CQC Area SEND Inspection
- progress on the SEND and Alternative Provision (AP) Transformation Programme
- priorities that have been written into Norfolk's refreshed Area SEND Strategy.

Everyone who books a ticket for this Zoom event will receive the agenda and joining instructions nearer the date. Family Voice will be there, too! Planned dates are:

- Wednesday 25 November 2020, 10:30am–1:00pm via Zoom
- Wednesday 27 January 2021, 10:30am–1:00pm via Zoom
- Wednesday 17 March 2021, 10:30–1:00pm via Zoom
- Wednesday 5 May 2021, 10:30–1:00pm (TBC – Pensthorpe Nature Reserve or Zoom)

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>



Norfolk Libraries

What's online for families

Under 5s offer October - December 2020

STORY WEEKS

Join us for a new Storytime every Monday at 12pm,
and then the same time Tues - Fri
for a week of themed activities
that will bring the story to life!

BOUNCE & RHYME

We'll share a new online Bounce & Rhyme session
every Tuesday at 10am.
Perfect for children and grown ups alike!

JUST A CUPPA: BABIES & TODDLERS

Looking for a chat or to learn more about local groups
and help for parents? This is the group for you!
Ideal for parents of new babies, but anyone with a baby
or toddler is welcome. Every Tuesday at 11am,
see below for booking information.

All online sessions available at
facebook.com/NorfolkLibrariesForFamilies
except Just a Cuppa: B&T Edition.
Please email libraries.iconnect@norfolk.gov.uk
to register your interest for this session

Bounce & Rhyme also available at
youtube.com/NorfolkLibraries



Norfolk County Council



Free virtual activity programme for 0 to 5s in Norfolk



The Early Childhood & Family Service (ECFS) is still running, offering extra help to families who need it. Right now, due to Covid-19, we're providing a programme of virtual activities and groups that are available to families with children aged 0 to 5 years.



Early Childhood and Family Service

Activity Programme

October to December 2020



New videos every week at facebook.com/EarlyChildhoodFamilyService and on our [You Tube channel](#). First view on the day/time shown or watch anytime later



<p>Baby Days Bitesize</p> <p>Information and ideas for activities, suitable from birth, which will help encourage your baby's brain development and strengthen your bond</p>	Monday	1.30pm
<p>Toddler Days</p> <p>Inspiration for fun, learning activities, plus tips to get your toddler talking</p>	Tuesday	11.00am
<p>Talk & Play All Through The Day</p> <p>Easy to use ideas for you to talk and play with your child, as you go about your every day lives, helping them build good language.</p>	Wednesday	1.30pm
<p>Outdoor Explorers</p> <p>Videos and simple activities to help you encourage your child's enjoyment and understanding of their natural world</p>	Thursday	11.00am
<p>Cookalong</p> <p>Step-by-step videos for easy family recipes which are fun to make together and will save you money compared to ready prepared food. No experience necessary!</p>	Friday	1.30pm



Live Online Groups



Baby Days Live Online

Six weeks of free online sessions for babies with their parents/carers. Each session will have a new learning activity to try out with your baby, plus an opportunity to meet other parents and talk to knowledgeable staff.

Sessions take place online via Microsoft Teams. You only need an internet connection and a smartphone, tablet or computer to join.

Courses running regularly

Check dates and book at tinyurl.com/ECFSevents



Norfolk Libraries for Families



Story Week	Monday to Friday 12.00pm	New storytime video every Monday, with activity ideas to bring the story to life Tuesday to Friday. Available on Facebook .
Bounce & Rhyme	Tuesday 10.00am	Available on Facebook and You Tube .
Just a Cuppa: Babies and Toddlers	Tuesday 11.00am	Social session over Zoom Video Call. Email libraries.icconnect@norfolk.gov.uk for info.



Family Learning Online



Family Learning Online Cafe	Tuesday 7.00pm	Take part in an activity and find out about Family Learning courses. Visit www.facebook.com/norfolkadultlearning for dates and Zoom access codes.
	Friday 11.00am	
Family Learning Online Courses	Various Days and times	For details and to book visit norfolk.gov.uk/familylearning

Need extra help or someone to talk to?



We are here to help with things like:

- Bonding with your child
- Speech and language development
- Parenting challenges
- Mental wellbeing
- Healthy relationships



Please contact us and one of our team will be in touch.

Online form: www.tinyurl.com/ECFSHelp
Email: ecfs-families@actionforchildren.org.uk

0344 800 8020 | www.norfolk.gov.uk/earlychildhood | ecfs-families@actionforchildren.org.uk

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