

**Family Action's Norfolk & Waveney
Autism/ADHD Support Service**

February 2025 Newsletter

Our newsletter to families usually focuses on a particular topic but this month we would like to tell you about services and websites which you can turn to for extra support, guidance or information. Some of these have been around for many years and others only recently established. We chose just six key services to highlight in this edition of the newsletter.



This month's newsletter includes:

- **Our Drop-In Groups in Feb**
- **Six Services you should know about**
- **Our Upcoming Courses**
- **Psychology in Schools Workshops**
- **Link to FA's West Suffolk Service Newsletter**
- **Family Action Website and FamilyLine**
- **About our Service - contact details**

Just as every child is unique, every family's situation is different. We in the Norfolk and Waveney Autism/ADHD Support Service are not health professionals but we do speak to many families with children of differing needs. Some of the information contained in this newsletter is anecdotal and some from respected websites. We hope you find the following interesting and helpful.

Some Dates for your Diary

Drop-In Support Groups



Our Drop-In Groups are friendly and informal. No need to book. They are a chance to meet our knowledgeable team as well as other parents and carers who are facing similar challenges.

See below ALL our drop-ins in FEBRUARY. Click to enlarge.

Meet our team and other
parents in...

GORLESTON

We meet at.....
GORLESTON LIBRARY, FAMILY ACTION OFFICE,
GORLESTON-ON-SEA, NR31 6SG

WEDNESDAY 5TH FEBRUARY 2025 from 10:00am to
11:30am

No need to book, friendly and informal,
but if you do want more information then please
RING 01493 650220 or EMAIL [gorleston@family-
action.org.uk](mailto:gorleston@family-action.org.uk) for more information.



Please note our change
of venue in LOWESTOFT

This change is temporary.....the warm welcome
remains the same.
Until further notice join us at:

The Kirkley Family Hub, Kirkley Street,
Lowestoft, NR33 0LU. 10am-11.30am

Come along and join us on
Thursday 6TH FEBRUARY 2025 from 10:00am to
11:30am

NO NEED TO BOOK
RING 01493 650220 or EMAIL [gorleston@family-
action.org.uk](mailto:gorleston@family-action.org.uk) for more information.



If you have in the past attended our drop in group at Dobbies, next to Tesco, Hardwick, King's Lynn, please note that Dobbies has now closed and so we would love to meet you in Costa Coffee, next to Boots the Chemist, Hardwick, King's Lynn for the time being.

Join us in KING'S LYNN



Our drop-in support group will meet this month in.....

COSTA COFFEE, next to Boots, HARDWICK, KING'S LYNN, PE30 4NA

No need to book just come along on.....
TUESDAY 11th FEBRUARY 2025 9.30 - 11.00 am
We will have a Family Action flyer on the table.
RING 01603 972589 or
EMAIL NorfolkAndWaveney@family-action.org.uk for more information.



We would like to meet you in..... SWAFFHAM



We meet each month,

In the quiet UPSTAIRS room in Costa Coffee, Market Place, Swaffham, PE37 7AB

Come and join us on Wednesday 12th FEBRUARY 2025 9:30 – 11:30am

Friendly, informal, no need to book.

Ring 01603 972589 or

Email NorfolkAndWaveney@family-action.org.uk for more info



We would love to see you at our support session at Dereham Library in February. See details below. Please note that this is an event organised by Family Hub and we have been invited to join them to offer support and advice to families.

And for those of you who are unable to make it to a face to face drop-in during the working week, we have a regular online drop on ZOOM on the last Wednesday of each month. Click to enlarge.

COME AND MEET US IN DEREHAM



MONDAY 17th FEBRUARY 2025 1:30 TO 2:30pm
DEREHAM LIBRARY, 59 High St, Dereham NR19 1DZ

This is a joint venture with FAMILY HUB

No need to book, friendly and informal, just come along for coffee/tea and a chat.

RING 01603 972589 or

EMAIL NorfolkAndWaveney@family-action.org.uk if you would like more information.



Join us Online in February

If you have a child with a diagnosed or suspected neurodivergence...

...we would love you to join us online on ZOOM. No need to book, just come along if you can.

NEXT MEETING
WEDNESDAY 26 FEB
10 TO 11AM

JOINING DETAILS
Meeting ID: 966 4447 9930
Passcode: 400275

A chance to meet other parents who 'get it', to meet our team and ask for advice or resources.

For more information ring Family Action on 01603 972589



Six Services You Should Know About

Just One Norfolk



"Trusted help, advice and information during pregnancy, birth and your parenthood journey"

[Just One Norfolk](#) services cover **both Norfolk and Waveney areas** allowing parents and carers of children and young people aged 0-25 to access a wealth of information and advice related to health, education, wellbeing and additional needs.

Check out the new digital resource, [the ND Digital Library](#), which has been launched by Just One Norfolk to support families with their child or young person's neurodevelopmental needs.

Have a look at [Occupational Therapy for Parents and Carers](#) which is full of interactive content, downloadable and clinically informed strategies and expert OT tips for issues including sleep, sensory processing, behaviour and emotional regulation.

And for young people themselves or parents of young people, go to Just One Norfolk's [FYI](#) which offers trusted advice and support to 11 to 24 year-olds.

SENDIASS - Special Educational Needs & Disabilities Independent Advice and Support and Service



Every local authority is required to fund an independent advice service to help and support parents with issues around education and special educational needs.

Click for [Norfolk SENDIASS](#) or [Suffolk SENDIASS](#)

SENDIASS can give information, advice and support on the law relating to Special Educational Needs (SEN) and Disability, Health and Social Care where they link to education including:

- SEN Support and reasonable adjustments
- Education Health and Care Plans (EHCP)
- Annual review of EHCP
- Exclusions and suspensions
- Transport
- SEND Tribunals

You can book an appointment through their website but there is a more direct and faster process if you have any of the following formal deadlines.

- 2 month EHCP appeal deadline
- 30 day Mediation Certificate deadline
- 15 day draft EHCP deadline
- 15 day permanent exclusion meeting deadline
- Tribunal order deadline

Go to the websites for more information.

School & Community Teams

Norfolk County Council's [School and Community Teams](#) offer support to education settings (schools and early years settings) and to families with a focus on inclusion, early help, and prevention.

The teams work across Norfolk in 15 geographical zones that cover the whole of the county. Each zone has a manager and a team of Education and Family Workers.

Important for families to understand is that:

- The referral should be made by the educational setting but if you have concerns you can ask that they consider a referral.
- This service was set up to support difficulties before they became too complex.
- An assessment of needs will be done to check that the difficulties are not already too complex.
- If your child already has an Education Health and Care Plan in place this team will not get involved.
- A child at risk of being excluded and who meets the criteria above should be able to access support.

Click on the link above for much more information about how the teams work.

SEND Local Offer



The SEND Local Offer is a wide range of information about all the support and facilities which families can expect to find in their area for children and young people.

Visit [Norfolk Local Offer](#) or [Suffolk Local Offer](#)

The Local Offer is a directory of support available for children and young people with special educational needs and disabilities from 0-25 and arranges information in categories such as Education, Health & Well-being, Activities and Groups and Transitioning to Adulthood.

Family Hubs



Norfolk [FAMILY HUBS](#) can offer support and advice on a wide range of concerns and difficulties which families might face from time to time. This can include advice and early intervention with issues around housing, finances, childcare, health and wellbeing.

You can access Hubs online, by telephone or drop into your nearest Family Hub without an appointment.

For information and contact details for Family Hubs in Great Yarmouth, King's Lynn, North Walsham, Norwich, Hellesdon, Long Stratton and Thetford visit Norfolk County Council [Contact Family Hubs](#) page.

Click here to find out more about [Family Hubs in Suffolk](#)

Early Help

You can seek advice on a wide range of issues for families through the Family Hubs discussed above.

If you have growing concerns for your family, are worried for your children or feel you are not coping well and you need more dedicated support to help things improve, you may be referred through the Family Hubs to the Early Help Service. This service aims to support difficulties before they get any bigger.

You can also [self-refer directly to Early Help](#) from the Norfolk County Council Website.

In Suffolk you can request an [Early Help Assessment](#) from Suffolk's Child & Young Person CYP Family Support Service.

We are currently waiting to hear whether our service has been recommissioned to continue supporting families after 1st April 2025. We are therefore only able to advertise Plan Bee and Puffins courses in February and March. As soon as we know we are able to continue we will be busy booking venues. We apologise if you are

waiting for a place on a course near you. Keep an eye on the newsletter for further information.

PLAN BEE COURSES



PLAN BEE – Understanding and Supporting your Child or Young Person with Additional Needs.

‘Plan Bee’ is a FREE 3 week course (2hrs per week) and is aimed at parents or carers of children or young people with additional needs including those with traits of autism or ADHD.

If your child or young person already has a formal diagnosis of autism, please see the information later in the newsletter about the PUFFINS AUTISM PROGRAMME.

You can still access the online videos of our Positive Behaviour Strategies course (now Plan Bee) on the NHS for Norfolk website, Just One Norfolk. Just click here:

<https://www.justonenorfolk.nhs.uk/child-development-additional-needs/behaviour-sleep/norfolk-positive-behaviour-strategies-pbs/>

MARCH 2025 - KING'S LYNN

Thursdays 6th, 13th and 20th March

10am to 12noon

St Faith's Community Hub, Next to Gaywood Church Rooms, Gaywood, King's Lynn, PE30 4DW

To book a place please ring us on 01603 972589 or email norfolkandwaveney@family-action.org.uk

Puffins Autism Programme - for parents or carers of children or young people with a *diagnosis* of Autism



PLEASE SEE BELOW DETAILS OF REMAINING COURSES PLANNED FOR 2025. FEBRUARY IN THETFORD AND MARCH IN KING'S LYNN. PLEASE CONTACT US IF YOU WANT MORE INFORMATION ON 01603 972589 OR EMAIL Sue.Killick@family-action.org.uk.

Click to move through the flyers below and click on the arrows bottom right to enlarge.

Puffins ASD Programme

The **Puffins Programme** is a FREE, four week programme designed by Norfolk Community Health and Care's Neurodevelopmental Service for parents and carers of children and young people **with a diagnosis of ASD**.

Family Action are working in partnership with NCHC and EPSS to deliver the programme to families in Norfolk.

Week 1 – Introducing ASD and Understanding Behaviour (Family Action)

Week 2 – Communication – (NCHC Speech and Language Therapy Team)

Week 3 – Understanding Sensory Processing (NCHC Occupational Therapy Team)

Week 4 – Autism in Education (NCC EP & Specialist Support – Autism Support Team)

NB: Session 1 only in each course is just a little longer, 9:30am to 1:00pm

Thetford 2025

Mondays 3rd, 10th 24th & 27th February
9:30am to 12:30pm (apart from 1st session – see above)

Charles Burrell Centre, Staniforth Road, Thetford IP24 3LH

To find out more or book a place, please contact:

Family Action on 01603 972589 or email sue.killick@family-action.org.uk

Puffins Autism Programme

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Week 4 – Autism in Education (NCC EP & Specialist Support – Autism Support Team)

NB: Session 1 only in each course is just a little longer, 9:30am to 1:00pm

Kings Lynn 2025

Mondays 3rd, 10th, 17th & 24th March

9:30am to 12:30pm (apart from 1st session – see above)

**St Faiths Community Hub, Church Drive, Kings Lynn
PE30 4DZ**

To find out more or book a place, please contact:

Family Action on 01603 972589 or email sue.killick@family-action.org.uk

Messages we are passing on from other services

Psychology in Schools Workshops - Spring Term

A message for you from Psychology in Schools -

We are pleased to announce our upcoming free online parent/carer workshops for the Spring term! Please see the flyer attached for dates and booking information for parent/carer workshops on mental health and wellbeing.

- [Spring Term Psychology in Schools Workshop Programme - Jan to Mar 2025 \[pdf\]](#)
[183KB](#)

All our upcoming workshops can be booked for free on our [Eventbrite page](#). Information on all our workshops, past and present, as well as workshop recordings, can be found on our [website](#).

Many thanks,

Psychology in Schools Admin Team

Here is an example of just one of the courses advertised on the site.

Supporting your Child/Adolescent With Anxiety

Aimed at parents and carers of children and young people aged 12-18, this workshop describes what anxiety is, why we experience anxiety, how it effects the brain and the body, how it affects what we do and don't do. It then explains how to support your child/adolescent if anxiety is becoming a problem.

Wednesday 26th February 12:00 PM

IPSEA - Independent Provider of Special Education Advice

A message from IPSEA



At this time of year, many families reach out to us for advice about their child's move from one phase of education to another - whether it's nursery to primary, primary to secondary, or beyond.

If your child has an EHC plan, your local authority has a legal duty to review and amend the plan when your child moves between particular stages of education. The deadlines for when your child's EHC plan must be reviewed and amended are:

- **31 March** for those moving from secondary school to a post-16 institution
- **15 February** for all other phases of transfer

These deadlines are statutory, not optional.

For further guidance on this topic, [visit our website](#) to access our resources on annual reviews, including template letters to help you take action when your local authority is not complying with the law.

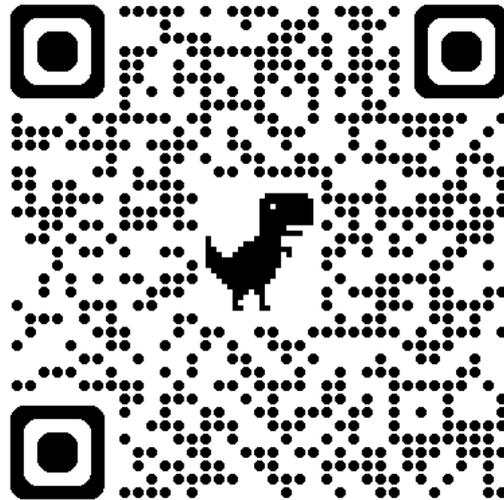
Family Action Website



Family Action is a national charity, supporting families up and down the country and has recently updated and relaunched its [website](#).

In addition to being able to search for Family Action services and projects in your locality, you can also now access lots of information and resources on a wide range of topics affecting families today. Have a look for example at a number of [self-help resources](#) around the return to school and preparing your child for the school day, linking nicely in with the topic of our September newsletter.

See also the QR code below which will take you to the home page.



Family Action also serves families in West Suffolk



Family Action FamilyLine - for any parenting concerns or crises. We can listen, support, inform and refer to a relevant service.



Family Line

-  0808 802 6666
-  07537 404 282
-  familyline@family-action.org.uk
-  Online Chat



Family Line

-  0808 802 6666
-  07537 404 282
-  familyline@family-action.org.uk
-  Online Chat

About our Service - Contact Details



For West and Central Norfolk **01603 972589** or email NorfolkAndWaveney@family-action.org.uk

For East Norfolk and Waveney **01493 650220** or email gorleston@family-action.org.uk

Unsure which area to contact? Use any of the above – we are all here to help you.

If you wish to join our closed Facebook group, go to Facebook and to the Family Action page and then search for Norfolk and Waveney Autism and ADHD Support Service.