



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

[Welcome to our September 2025 Newsletter.](#)

It's back to school time!!

We hope you and your family had a wonderful summer break and enjoyed the chance to spend time together, relax, and make special memories. We know the holidays can be challenging at times so we welcome you to our upcoming drop-in mornings to reflect, chat and meet with others who understand. Please see details below for our dates and venues.

As we begin a new term, we know many parents and carers will be worried about different challenges that school and growing up can bring. We focus on friendships and bullying in this month's newsletter as we receive many questions on these topics.



This month's newsletter includes:

- **Welcome**
- **Zoom Workshop in September**
- **Drop in Support Groups**
- **Supporting Friendships and Navigating Peer Relationships**
- **Plan Bee**
- **Puffins**
- **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.

Norfolk and Waveney NHS Integrated Care Board

Family Action's Norfolk and Waveney Autism/ADHD Support Service is commissioned by the Norfolk and Waveney NHS Integrated Care Board to provide support and advice, learning, resources and signposting to parents/carers of children or young people either awaiting a neurodevelopmental assessment or newly diagnosed.



Read on for information about how we can be there for you with our help-line, newsletters, free courses, online workshops and drop-in support groups.



SEPTEMBER ONLINE WORKSHOP FOR PARENTS - Click to enlarge



Introduction to the Low Demand Approach Workshop

Free Online Workshop

**Tuesday 23rd September
10:00am - 11:30am**

This workshop aims to help families to reduce the demands placed on the child and provide an environment that may minimise stress and anxiety.

No need to book.
Just join on the day via Zoom using the following details:

Meeting ID: 966 4447 9930
Passcode: 400275

For more information you can contact us Monday to Friday 9-5pm on:

- 01603 972589
- NorfolkandWaveney@family-action.org.uk
- Family Action Norfolk & Waveney Autism/ADHD Support Service.

www.family-action.org.uk

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Making Sense of SEND - THETFORD

Family Action's Norfolk and Waveney Autism/ADHD Support Service will be attending this event in Thetford on Thursday 18th September. Come along and meet Kerry, our Central Area Co-ordinator.



MAKING SENSE OF SEND

FREE INFORMATION EVENT

Thursday 18th Sept 2025 **10am-12pm**

The Charles Burrell Centre, Staniforth Road, Thetford IP24 3LH

- Attend talks about **SEND support** and **reasonable adjustments**
- Get **information & advice** from services
- Enjoy **free refreshments**

Find out more and book your place:



www.norfolk.gov.uk/msos

Norfolk County Council

Our Drop In Support Groups



SOME NEWS ABOUT DROP-INS.

WE ARE NO LONGER RUNNING OUR **ONLINE DROP IN GROUP** ON A REGULAR BASIS BUT MAY PLAN SOME IN SCHOOL HOLIDAYS.

OUR **KING'S LYNN DROP-IN GROUP** IS TAKING A TEMPORARY BREAK WHILE WE FIND A NEW VENUE. WE HOPE TO RELAUNCH IN THE NEW YEAR AND WILL ADVERTISE IN THE NEWSLETTER.

See below the drop-ins which are running in September. Click on each one to enlarge.

Come and Join us in GORLESTON in September

If you have a child with a diagnosed or suspected neurodivergence...	...we would love you to join us at our Gorleston drop-in. No need to book, just come along.	NEXT MEETING WEDNESDAY 3rd SEPTEMBER 10 TO 11:30AM
RING 01493 650220 or EMAIL gorleston@family-action.org.uk for more information	A chance to meet other parents who 'get it', to meet our team and ask for advice or resources.	Join us at Gorleston Library, Family Action Office Lowestoft Road Gorleston-on Sea NR31 6SG

JOIN US IN LOWESTOFT



For advice, support, resources and signposting or just to have a chat with our team and other parents who understand your challenges.

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



Come along and join us on
Thursday 4th SEPTEMBER 2025 from 10:00am to 11:30am
NO NEED TO BOOK
RING 01493 650220 or EMAIL gorleston@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 between 9:30-11am on
Wednesday 10th SEPTEMBER 2025

Friendly, informal, no need to book. We can offer
support, advice, signposting and a listening ear.

Ring 01603 972589 or

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



Swan Youth Project Downham Market

On the last Tuesday of each month (may be different in
school holidays) we join the regular parent group run at
The Swan Youth Project, Paradise Rd, Downham Market,
PE38 9JE, from 9 to 11am.

COME AND MEET US ON TUESDAY 30th SEPTEMBER

No need to book, friendly and informal, just come along for coffee/tea
and a chat. We are there for any questions you have about autism or
ADHD, diagnosed or not, and to offer some support/advice or
signposting.

For more information you can ring us on 01603 972589 or

EMAIL NorfolkAndWaveney@family-action.org.uk

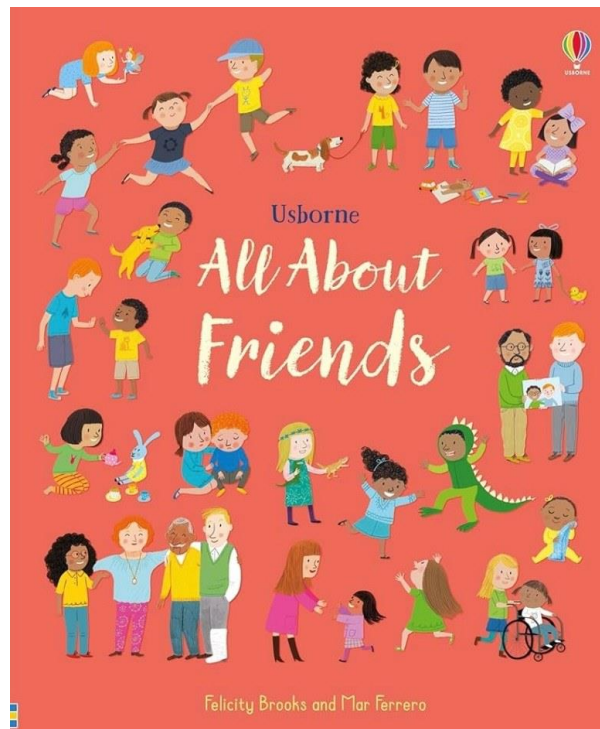


Supporting Friendships and Navigating Peer Relationships

As your children head back to school, nursery or college this September, as parents or carers, you may be worrying about how they will get on with others and if they will make friends. For those that are home-schooled or currently not in education, lack of social interaction with peers may also be a concern.

Friendships and social interactions are an important part of a child's life. For children and young people with autism or ADHD, building and maintaining relationships can come with unique challenges—but also meaningful rewards. As parents and carers, your guidance and support can make a big difference in helping your child to understand friendships, develop positive social experiences and learn to recognise and cope with difficulties like bullying.

Social stories and books can be useful to support understanding. This Usborne book is a great resource for younger children. For other age-appropriate books, speak to your local library staff who are very knowledgeable on helping with finding the right books for your children and for you.



Understanding the Social Landscape

Children with autism or ADHD may experience the world differently. Social rules that come naturally to others—like taking turns in conversation or understanding body language—may need to be explained. They may:

- Prefer one-on-one friendships over large groups
- Struggle with understanding sarcasm, jokes, or hidden meanings
- Have strong interests they want to share enthusiastically
- Find unstructured social time (like break and lunchtimes) overwhelming

Recognising your child’s social style can help you support them in finding connections that are comfortable and authentic. Your child’s school may have a lunchtime club or ‘buddy’ system so it could be worth asking if you feel your child would benefit from these.

Helping Your Child Build Friendships

Here are a few ways to help your child develop friendships in a way that suits their needs:

- ✓ **Start Small:** Encourage short, structured playdates or online interactions (if age appropriate and safely managed) around shared interests.
- ✓ **Practice Social Skills:** Role-play scenarios like joining a group, introducing themselves, or handling disagreements.
- ✓ **Celebrate Their Strengths:** Help your child see that their unique traits—like honesty, loyalty, or creativity—can make them a great friend.
- ✓ **Talk about what a *good* friend looks like:** Be clear about the kinds of things a good friend would not do or ask you to do
- ✓ **Find Inclusive Groups:** Look for clubs or community groups that support neurodivergent children, where social differences are embraced, such as:

Autistic Girls Network, is a regional charity organisation supporting autistic children and young people, and they are starting a new group in Lowestoft for autistic girls and non-binary young people aged 9–12.



Running every other Sunday morning from 10:15–11:45 at The Seagull Theatre, starting 7th September.

The group will be mainly craft-based, with time for relaxed chats about being autistic, making friends, and playing games together in a supportive, understanding environment.

All staff are DBS checked and have the relevant safeguarding training! ✨

Swan Youth Project, Downham Norfolk

- Open Access: young people aged 8-18 year can drop in for a chance to come together and spend time with friends in a positive environment.
- Junior and Senior youth groups
- Holiday sessions
- Young Carers groups

“Swan Youth Project is a place where you can be yourself whatever is going on in your life. We support young people and their families with a whole variety of needs. One size does not fit all”



MAP Youth Project offers different support and groups across the county including Great Yarmouth's new 11-16 D&D group.

Reach out to wellbeingdnd@map.uk.net to get involved 🐝

🕒 4:30pm - 6pm 📅


Fortnightly-Wednesdays

📍 52a Deneside, Great Yarmouth




Voices Through Art sessions give children and young people with SEND up to the age of 25 a chance to express their views and make friends.


To book a place email Henry and Laura at csparticipation@norfolk.gov.uk or call 01603 303378.

 Date: Mondays – 22 September; 20 October; 17 November; 15 December


 Time: 2.30pm to 3.30pm


 Place: Gaywood Library, River Lane, King's Lynn, PE30 4HD

 Date: Tuesdays – 9 September; 7 October; 4 November; 2 December

 Time: 2.30pm to 4pm

 Place: Wymondham Library, Back Lane, NR18 0QB

 Date: Wednesdays – 17 September; 15 October; 12 November; 10 December

 Time: 2.30pm to 4pm

 Place: Sprowston Library, Recreation Ground Road, NR7 8EW

- Pushes, hits, or touches someone in a way that's not okay.
- Tries to leave someone out on purpose.
- Spreads rumours or lies about someone.
- Messages or posts mean things online.

Bullying is **not okay**. No one deserves to be bullied, including me.

How It Makes Me Feel

When someone bullies me or someone else, I might feel:

- Sad
- Angry
- Nervous
- Scared
- Confused

These feelings are normal. I can talk about them with someone I trust.

What I Can Do If Someone Bullies Me

If someone is bullying me, I do **not** have to deal with it alone. I can:

1. **Stay calm** and try not to show the bully they are upsetting me.
2. **Tell them to stop.**
3. **Walk away** if I can.
4. **Tell an adult** I trust, like:
 - a. A teacher or TA
 - b. My mum or dad.
 - c. Another family member or family friend.

Adults can help stop the bullying. There are lots of people who care about me and want to help. Telling someone is okay. It is **being safe**.

If I feel too scared or nervous to speak, I can write down what happened or draw a picture to show an adult.

I am strong. I am important. I can speak up. I deserve to feel safe and respected.

Building Resilience and Self-Worth

Positive peer relationships help children feel valued, but they also need to feel good about themselves independently of others. Support this by:

- ✨ Encouraging hobbies and interests that build confidence
- ✨ Praising effort, kindness, and self-expression
- ✨ Talking openly about emotions and self-advocacy

Help your child understand that everyone has different social needs and that friendship can look many different ways.

Final Thoughts

Every child deserves the chance to form meaningful connections, feel safe among peers, and be accepted for who they are. By understanding their unique social experiences and standing with them when challenges arise, you are helping to create a foundation of trust, resilience, and belonging.

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/>

Our courses in Downham Market in September and online on Zoom in October are already full. We hope to be able to tell you about an additional course in Banham in October as soon as it is finalised.

See below flyers for Plan Bee courses which are available to book now. Click to enlarge.



Norfolk and Waveney Autism/ADHD Support Service

Plan Bee - Brundall September 2025

**Understanding and supporting
your neurodivergent child or young person's needs.**

A free course for parents & Carers

Plan Bee is a 3 week course (2 hours per week) written by two Clinical Psychologists working in Norfolk Community Health and Care. We have been commissioned by Norfolk & Waveney NHS Integrated Care Board to deliver this course for parents and carers of children who have suspected or diagnosed neurodevelopmental conditions.

All behaviour is a form of communication. Our course supports parents to understand their child's individual needs and how to best support them.

The aim of this course is to help parents and carers:

- Understand why their child or young person might become overwhelmed.
- Reflect on what might trigger certain distressed behaviours and how to implement pro-active and re-active strategies.
- Develop a support plan which they can share with other family members and schools to ensure a consistent approach.
- Meet with other parents/carers for peer support.

**Thursday 11th, 18th, 25th
September 2025**

10am - 12noon

**Brundall Memorial Hall
Links Avenue
Brundall
Norwich
NR13 5LL**

For more information contact us Monday to Friday 9am to 5pm

01603 972589
norfolkandwaveney@family-action.org.uk
Norfolk and Waveney Autism/ADHD Support Service

www.family-action.org.uk

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Norfolk and Waveney Autism/ADHD Support Service

CONDENSED Plan Bee - Online November 2025

Understanding and supporting your neurodivergent child or young person's needs.

A free online session for parents & carers



If you have been interested in attending our Plan Bee course but have found it difficult to find the time, we are now offering a condensed version of our Plan Bee course. This will be one three hour session only on Zoom.

We hope this will be more suitable for working parents or for those with preschool children who find it difficult to attend a face to face course.

The aim of this course is to help parents and carers:

- Understand why their child or young person might become overwhelmed.
- Reflect on what might trigger certain distressed behaviours and how to implement pro-active and re-active strategies.
- Develop a support plan which they can share with other family members and schools to ensure a consistent approach.
- All behaviour is a form of communication. Our course supports parents to understand their child's individual needs and how to best support them.

Tuesday 4th November 2025

9:30am to 12:30pm.

Online - ZOOM

Joining details will be provided after booking

For more information and to book your place contact us Monday to Friday 9am to 5pm

01603 972589

norfolkandwaveney@family-action.org.uk

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Plan Bee – Understanding and Supporting Your Child With Additional Needs



Advance notice that a Plan Bee course is being arranged in Costessey, Norwich on Tuesdays 2, 9 and 16 DECEMBER 10am-12pm



Venue still being confirmed. Wait for full details in next newsletter or contact us to book. 01603 972589 or email us on Norfolkandwaveney@family-action.org.uk



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



Family Action has been commissioned by Norfolk Community Health and Care to continue to run the comprehensive, free, four-week Puffins Autism Programme for Parents/Carers in *West and Central Norfolk* until end of March 2026.

This is a strictly post-diagnosis autism course and includes sessions delivered by Family Action, by Speech & Language and Occupational Therapists from NCH&C clinical teams and by Autism Specialists from within NCC's Educational Psychology & Specialist Services. Do not miss your chance, if you have a child or young person with a formal diagnosis of autism, to attend this well regarded 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 Autism.

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

Week 1 – Introducing Autism and Understanding

Behaviour (Family Action)

Week 2 – Social Communication and Interaction – (NCHC Speech and

Language Therapy Team)

Week 3 – Understanding Sensory Processing

(NCHC Occupational Therapy Team)

Week 4 – Autism in Education (Educational Psychology & Specialist Support)

THE PUFFINS COURSES ARE VERY POPULAR AND OUR COURSES IN SEPTEMBER AND DECEMBER 2025 ARE FULL.

We do have a few places left on our October Thetford and November King's Lynn courses - See flyers below. Click to enlarge.

KEEP AN EYE ON THE NEWSLETTER FOR FURTHER ADVERTISING OF COURSES OR CONTACT Sue.killick@family-action.org.uk FOR MORE INFORMATION ABOUT BOOKING A PLACE. WE PLAN TO BE BACK IN NORWICH AND KING'S LYNN IN THE NEW YEAR.



Puffins Autism Programme Thetford - October 2025

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 Autism.

Family Action are working in partnership with NCHC and EPSS to deliver the programme to families in Norfolk. Puffins is currently available to parents & carers who live in West and Central areas of Norfolk

Week 1 – Introducing Autism 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)

Thetford October 2025

Charles Burrell Centre
Staniforth Road
Thetford IP24 3LH

Thursday 2nd, 9th, 16th & 23rd
October 2025

9:30am – 12:30pm*

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

Please note: This course is not suitable for children to attend. Unfortunately no childcare is provided.



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

01603 972589
Sue.Killick@family-action.org.uk

family-action.org.uk

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Educational Psychology & Specialist Support

NHS
Norfolk Community Health and Care NHS Trust



Puffins Autism Programme King's Lynn - November 2025

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 Autism.

Family Action are working in partnership with NCHC and EPSS and are currently commissioned to deliver the Puffins course to parents/carers in west and central Norfolk.

Week 1 - Introducing Autism 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)

King's Lynn November 2025

Community Hub, Church Dr,
Nxt Gaywood Church Rooms,
King's Lynn, PE30 4DZ
(Parking at Church Rooms)

Monday 3rd, 10th, 17th & 24th
November 2025

9:30am - 12:30pm

Please note: This course is not suitable for children to attend and no childcare is provided.



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

01603 972589

Sue.Killick@family-action.org.uk

family-action.org.uk

Other News

TIME OUT for parents and carers

FREE 7-week course for anyone parenting or caring for children with **additional needs** aged 3 to 11

When: Starting Monday 22nd September and meeting weekly (break for half term)

Time: 10.00am-12.00pm

Where: Thetford Library (upstairs room)
Raymond Street, Thetford, IP24 2EA

To book your FREE place and for more information, scan the QR code or email CommunityFocusBreckland@norfolk.gov.uk



Autism and Toothbrushing

Let us share with you a useful resource regarding autistic children's oral health, **toothPASTE**, which is now live: autismtoothcare.com. toothPASTE is a free, online resource developed with parents and professionals to support autistic children's oral health and also relevant to many children with additional needs.

It includes small, practical steps to help with toothbrushing, reducing sugary foods and drinks, and attending dental appointments. The resources are autism-informed, non-judgemental, and easy to use.



The King's Trust now in Great Yarmouth [click to enlarge the posters](#)

The Kings Trust is coming to Great Yarmouth! As well as remaining in Norwich and King's Lynn.

The Team programme is a 12-week personal development course, for anyone aged 16-25.

When you join the Team programme, you'll be challenged to:

- **Take on your own group community project, making a positive difference to the place where you live**
- **Have the chance to take part in a fun-filled residential trip**
- **Get two weeks' work experience in something you're interested in**
- **Develop your English, maths, communication and teamwork skills**
- **Have the opportunity to achieve a qualification**

As part of the course, you'll also spend some time developing your interview and CV skills to ensure your confidence is sky-high when taking the next step.

The programme is completely free and won't affect Jobseeker's Allowance / UC.

All of the above includes a residential stay at an outdoor activity center, 2 weeks of work experience in the young people's chosen industry, a week of community fundraising and a week of social action. Also included in the programme is various activities with outside organizations, and our own tailored sessions to help the young people develop employability/ independent living and resilience skills, as well as supporting the young people to move onto their next steps of life with confidence and competence. If you feel you could support in our work experience weeks, or would benefit from our community

fundraising challenge, or social action we would also love to hear from you as to how we can get involved.

We have launched our September dates; The Team referral line is open!

Please scan the QR code below for the online referral form.

BOOST YOUR CONFIDENCE
with TEAM

King's Trust

THE BENEFITS FOR YOU



- > Gain a new qualification in **Employability, Teamwork and Community Skills**
- > Improve your confidence
- > Develop your English and Math's Skills
- > Mix with new people and make friends
- > Free of charge, and doesn't effect your UC.

SCAN ME

Contact the team today to find out more information




0794764688	ellafuller@pilot-uk.com
07947646875	tonipratt@pilot-UKSF.com

THE 12-WEEK TEAM PROGRAMME

Week 1 Induction, goal setting, work placement preparation, residential preparation	Week 2 Residential, independent living workshops, bushcraft, climbing, challenging your comfort zones
Week 3-6 Social action planning, community projects, fund-raising and understanding your community	Week 7-8 Completing work placements, understanding the world of work, working towards your career goals
Week 9 Getting work ready, CV and interview skills, 1-2-1 support, job fairs and employer meet and greets.	Week 10 First aid awareness, public speaking sessions, team challenge preparation
Week 11 Supporting other within the community, job searching, next step support	Week 12 Celebration of achievements!

Scan me to sign up to the next TEAM programme near you!

Family Action also serves families in West Suffolk - To read their September newsletter about helping your child to return to school, just click the link below.



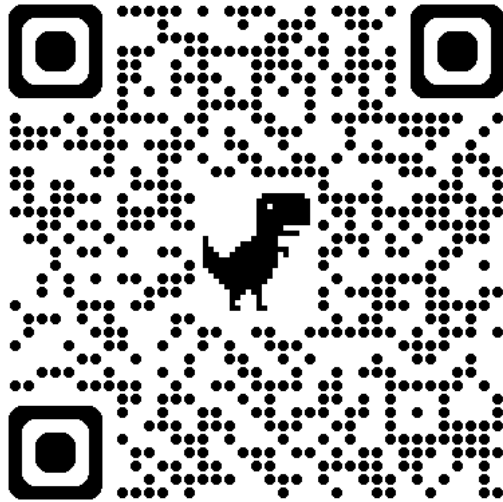
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Family Action Website



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 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.

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