



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

Welcome to our November 2025 Newsletter.

In this month's newsletter, we feature an interview with a grandparent who recently attended both our Plan Bee and Puffins courses alongside his wife, daughter and daughter's partner. His initial aim was to gain a better understanding of his grandchildren's behaviour and to find effective ways to support his daughter.

As lots of families tell us, differing perspectives and gaps in understanding of neurodivergent traits can sometimes lead to tension. When a child masks their distress or works hard to manage in certain settings, the true extent of their challenges may only be visible at home, where they feel safe to express how they truly feel. This can sometimes lead to confusion or differing opinions within families about what's really happening, creating friction when everyone's intentions are loving and supportive.

Through attending the groups, this grandparent developed a deeper understanding of autism and neurodivergence. He learned about the impact of masking, the meaning behind distressed behaviours, and the importance of understanding these as a form of communication rather than defiance. In doing so, he not only strengthened his ability to support his daughter and grandchildren but also embarked on a personal journey of reflection and growth. His story is a powerful reminder that when families learn together, understanding deepens, empathy grows, and relationships become stronger through shared experiences.

Read on for the full interview.

This month's newsletter includes:

- **Welcome and Introduction**
- **Family Action's WELLFAMILY Service**
- **Zoom Workshop in November**
- **Grandparent Q&A Session**
- **Drop in Support Groups in November**
- **Interview: A Grandparent's Journey**
- **Plan Bee**
- **Puffins**
- **Other News**
- **Link to FA's West Suffolk Service Newsletter**
- **Norfolk & Waveney NHS Integrated Care Board**
- **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.

Family Action's WellFamily Service



WellFamily is open for new referrals

WellFamily provides flexible and tailored support to people of all ages concerning:

- mental health and wellbeing,
- parenting and behaviour,
- schools and education,
- finances, housing,
- and social isolation.

WellFamily supports adults, children and families registered with GP Surgeries in Swaffham, Downham Market and Litcham.

Appointments take place at Swaffham Community Centre as well as being able to offer home visits.

We aim to be as flexible as possible and can also support at meetings with schools.

For more information or to make a referral, scan the QR or contact:

- ✉ swaffhamwellfamilyreferrals@family-action.org.uk
- ☎ 01760 725801



family-action.org.uk

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NOVEMBER ONLINE WORKSHOP - for parents, grandparents and carers.



Supporting Neurodivergence in Early Years

JOIN US ON ZOOM FOR THIS PARENT/CARER WORKSHOP
TUESDAY 18TH NOVEMBER 2025 10-11am
Relaxed and friendly presentation with time for your questions.
Meeting ID: 966 4447 9930
Passcode: 400275



Calling All Grandparents - Q&A session [click to enlarge](#)



Grandparent Workshop

Calling all Grandparents!

Do you have a grandchild with Autism or ADHD?

Join us for a relaxed and friendly session to learn more about how you can support and understand them.

We'll talk about:

- What Autism and ADHD really mean
- How these differences can affect everyday life
- Practical tips for connection and support
- How grandparents play a special role

Come along, ask questions, and share experiences with others.

No need to book – Just join us online via Zoom on the day.

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

- 📞 01493 650220 or 01603 972589
- ✉ NorfolkandWaveney@family-action.org.uk
- 📘 Family Action Norfolk & Waveney Autism/ADHD Support Service.



Thursday
20th November 2025
10:00am – 11:00am
Free Online Workshop



Meeting ID: 946 8148 6826
Passcode: 085559

www.family-action.org.uk

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Our Drop In Support Groups



Our drop-in groups are friendly and informal. No need to book. Come along, have a tea or coffee, meet other parents in your area. And members of our team will be there to offer advice, support and signposting.

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

Come and Join us in GORLESTON in November

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 5th NOVEMBER 10 TO 11:30AM
RING 01493 650220 or EMAIL gorleston@family-action.org.uk for more information	A chance to meet other parents who 'got 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 6th NOVEMBER 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 12th November 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



Swan Youth Project and Family Action would like to welcome you to a parent/carer drop in at

The Swan Youth Project, Paradise Rd, Downham Market, PE38 9JE on TUESDAY 25 NOVEMBER. Drop in and meet us anytime between 9 and 11am.

This is the regular parent/carer drop in run every Tuesday in term time at the SYP and we join them on the last Tuesday of each month. Friendly and informal, we come along to answer any questions you have about autism and ADHD. Whether you are old friends of the project or new friends we haven't met yet, come along for a cuppa and a chat.

For more information you can ring us on 01603 972589 or EMAIL NorfolkAndWaveney@family-action.org.uk



A Grandparent's Journey: Learning, Understanding and Growing Together

Could you tell us a little about what led you to attend the courses, what made you decide to come along?

The course was offered by our daughter – almost 'I wonder if this might be useful?' (and it's free) and recognising that our daughter needed support, we agreed to join. We had noted her having issues with her children (our grandchildren) and her frustration that we didn't understand. We had noted that the children were a little 'difficult' for us, but nowhere near as problematic as she reported, and we also noted that their behaviour was worse after she arrived to collect them – from which we had concluded that it was her poor management of the children (and our rather better management of them, with boundaries and our expectations) on which their behaviour was based. It was easy to criticise our daughter, to not understand, to not appreciate her difficulties.

What were your thoughts, or beliefs, about your grandson's behaviour before you started attending the courses?

We believed that our grandson was smart, although he lacked attention unless it was at his instigation and it was difficult to 'make' him do things at times. But, being grandparents without any particular time constraints most of the time, we could allow him to lead the agenda and go along with his interests thereby avoiding conflict and associated dysregulation. We observed that when we were in charge he generally complied with directions without too much drama - his behaviour was rather more challenging when his mother took over parental responsibility.



During the sessions, you often asked really honest and thoughtful questions, what surprised you most about what you learned? Was there a particular moment or conversation that really shifted your perspective?

There are a number of facets of the courses which really struck home for me:

- 1: The stories from other parents struck a chord. They were not subject to the judgment we put upon our daughter – but seemed that they were perfectly ‘normal’ people struggling with extreme difficulties with their children, at their wits end through no fault of their own.
- 2: The key line for me from the courses we have attended was the explanation offered up to those who would harshly judge the parents’ handling of the children (which certainly included me!) “My child is not a difficult child, he is a child with difficulties”. This remark puts an entirely new perspective on behavioural issues and, of course, one’s response to the parent’s difficulties in managing (or mis-managing) the behaviour.
- 3: I have found the entire exposure to one’s cognitive processes fascinating and enlightening.

You attended with your wife, daughter, and her partner; how did learning together impact your family conversations?

I think that attending together has been useful for us, it gives a unified knowledge base from which we can select an effective approach, apply it consistently, and observe the results. It enables us to remind each other of the strategies learned when we are being dragged off-plan by circumstances, situation or behaviour. I think that had we attended separately we may have been rather less constrained in our natural criticism of our daughter and as such would have maintained our rather ‘we-know-best’ attitude which would have been unhelpful and entirely counter-productive. Aspects of the course are certainly referred to in conversation; what works and what doesn’t. The course has helped us enormously to understand our grandchildren’s difficulties, our daughter’s difficulties and our own difficulties!

You mentioned recognising some neurodivergent traits in yourself. What was that realisation like for you?

Fascinating! Indeed, I would extend that to recognising traits in others, family, friends, friends' children, and realising how much more helpful it might have been, how much more 'regulated' relationships might have been, had there been a recognition and understanding of these aspects over my lifetime.

Why should grandparents attend the course?

The answer to that has got to be to help to understand the difficulties your son or daughter is having bringing up/managing their children's (your grandchildren's) behaviour. I think that we (the grandparents), through no fault of our own, have no understanding of neurodivergence. Our upbringing did not give us any appreciation of neurodivergence, indeed, our upbringing condemned differences, requiring compliance with the 'norm' – hence we have no tolerance for or understanding of 'differences' – and certainly no appreciation that these differences should be celebrated, encouraged, embraced.

I would like to think that almost all grandparents want the best for their children, for their grand-children and will want to make their lives easier. Being able to understand their children's difficulties in managing their grand-children must, surely, make for a more cohesive family, a more supportive family, happier children, a better world.

What have you learned about the experiences of parents raising autistic or neurodivergent children today?

Parents raising autistic or neuro-divergent children not only face extreme difficulties to support their children, but seem to have to fight every step of the way to get recognition, help and a diagnosis. Understanding at schools seems rather hit and miss and appropriate assistance/support at school can be difficult to access. Many parents raising autistic or neurodivergent children find themselves judged; by friends, family, neighbours and without any moral support. Without a support group, they feel alone and are struggling; without doubt, their own mental stability and regulation is severely challenged. None of the above is working toward the best outcome for the child/children and none of the above is helping the neurodivergent child grow to their full potential to be a settled and happy member of society. The parents (and grand-parents) attending this course are reassured to learn of the shared experiences of others, that it's not just them, that there is understanding, help and support available – even if it's only a kindly word of someone else who is fighting the same battles.

How has your relationship with your family changed since the course?



In terms of my grandson, I am aware that certain behaviours are unavoidable traits and that gives validity – not him being difficult, just him being him – and I am more ready to make allowances (and perhaps be more patient!). I think that my appreciation and acceptance of his differences has changed my view, changed my responses and will, I am sure, give our relationship a more constructive basis. Importantly, I think that the course has changed my view of my daughter's management of her children (my grandchildren)'s behaviour. I understand now to some extent, and that must be a positive! My daughter (like all the other parents in her situation) needs all the support she can get. She didn't need, or deserve, my criticism of her upbringing of her children.

What would you say to parents who are finding it hard to get their own parents on board with understanding autism?

Treat them gently. They don't understand (or if they do, they don't want to acknowledge it may have come from them!) Instead of 'You should come on this course – you might learn something' try 'I wonder if this course might be helpful?'. It is difficult to tell one's parents anything – they (think they) know best!

If you could sum up what this experience has taught you; about autism, family, or yourself, what would it be?

We all need each other to support us – we need help to try to understand.

We have to give of ourselves, to care for one another.

That communication is the key - that behaviour is a valid way of communicating one's joy, frustration, love, anger and when words aren't enough – or when they fail

That we are all different and should recognise and celebrate our differences (and make allowances)



We hope you have enjoyed reading and sharing this grandparent’s perspective and experience of the two courses he attended. We want to express our huge thanks to him for engaging so fully with the formal learning of the courses, being so open to listening to the voices of others in the groups and that he was able to take these experiences and viewpoints on-board so graciously and with such empathy. And of course we want to thank him for sharing his journey with us and with all of you. Thank you.

If you (or your wider family) would like to attend one of our courses, please do get in touch to book your place.

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 November and December are full. In our December newsletter we will have information about some new courses planned in the new year starting with King's Lynn in January.

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 COURSES ARE VERY POPULAR and are FULL in November, December and January.

See below a flyer for our Feb 2026 course in King's Lynn which still has spaces. 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.


Norfolk Community Health and Care
NHS Trust


Educational Psychology & Specialist Support


Educational Psychology & Specialist Support


Norfolk Community Health and Care
NHS Trust





Puffins Autism Programme King's Lynn - February 2026

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 February 2026

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

Monday 2nd, 9th & 23rd
February & 2nd March 2026

9:30am – 12:30pm

Please note: This course is not suitable for children to attend and 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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Other News

Family Action's Norfolk & Waveney Autism/ADHD Support Service will be in Great Yarmouth this month for the latest Making Sense of SEND event. See flyer below. Click to enlarge.



**MAKING SENSE OF
SEND.**

Free, friendly information and support for families & professionals

Do you care for a child with special educational needs and disabilities (SEND)? Or work with families who do?

Join us for a relaxed and welcoming event filled with helpful info, expert advice, and friendly faces.

 Tuesday 25th November 2025

 Town Hall, Hall Plain, Great Yarmouth NR30 2QF

 10am-12pm

 Free refreshments

[Find out more and book your place:](#)

www.norfolk.gov.uk/msos



 Norfolk County Council

Norfolk SENDIASS - Library Drop-Ins



Join Us for Drop-In Sessions

We will be here to answer any questions you may have, advice and signposting to further support.

All sessions are subject to change, and any changes will be advertised on our Facebook page. Please be aware these sessions do not offer a private room to talk, we will be based in main areas of the library. As we are not taking bookings, we will do our best to speak to you on a first come, first served basis.

[Find out more](#)

Dereham Library 1 st Oct 10:00-12:00	Caister Library 7 th Oct 14:00-16:00
Kings Lynn Library 9 th Oct 11:00-13.30	Mile Cross Library 15 th Oct 10:00-13.00
Wroxham Library 17 th Oct 13:00-15.00	Great Yarmouth Library 22 nd Oct 10:30-12:30
Cromer Library 27 th Oct 11:00-13.00	Mile Cross Library 31 st Oct 10:30-12.00
Earlham Library 4 th Nov 13:00-16:00	Gorleston Library 11 th Nov 13:00-15.00
Wymondham Library 14 th Nov 13:00-15.00	Downham Market Library 27 th Nov 11:30-13:30
Thetford Library 10 th Dec 10:00-12:00	

We can give you advice, information and support about special educational needs and disabilities (SEND) in relation to education.

We work with children, young people (0-25 years) and their parent/carers. We can give you information about SEN Support, Education, Health and Care Plans (EHCPs), mediation, appeals, exclusions and suspensions, and other SEND processes.



Also from SENDIASS

New Parent Drop-in at Family Hub We're excited to announce a new regular drop-in at Thetford Family Hub which we launched on Wednesday 8th October! Join us every 2nd Wednesday of the month from 1:30-3:00 pm. We look forward to meeting more families and offering information, advice and support.

Workshops for Parents/Carers

See below information about workshops for parents being organised by the Charity, Kids, in a number of locations around the county. Booking for these sessions is through Eventbrite. Click to move through the cards below or on the arrows to enlarge.



Join us for a series of workshops about neurodiversity, behaviour, communication, resilience with information, strategies and support, held in a safe and welcoming space.

Wednesday 12th November - Behaviour that Challenges, 10am-12pm

Wednesday 19th November - Neurodiversity,

10am-12pm

Wednesday 26th November - Resilience for Parents, 10am-12pm

Where?

ECFS Drayton, School Road

Drayton, Norwich NR8 6EP

Tickets available on Eventbrite

Join us for a series of workshops about neurodiversity, behaviour, communication, resilience with information, strategies and support, held in a safe and welcoming space.

Tuesday 4th November - Behaviour that

Challenges, 12:30pm-2:30pm

Tuesday 18th November - Neurodiversity,

12:30pm-2:30pm

Tuesday 25th November - Resilience for Parents,

12:30pm-2:30pm

Where?

Charles Burrell Centre,

Staniforth Road,

Thetford, IP24 3LH

Tickets available on Eventbrite

Join us for a series of workshops about neurodiversity, behaviour, communication, resilience with information, strategies and support, held in a safe and welcoming space.

Thursday 6th November - Behaviour that

Challenges, 10:30am-12:30pm

Thursday 20th November - Neurodiversity,

10:30am-12:30pm

Friday 28th November - Resilience for Parents, 10:30am-12:30pm

Where?

ECFS Seagulls

Magdalen Way

Gorleston - on -Sea Scan QR

code for

Great Yarmouth, Eventbrite

NR31 7BP tickets

Family Action also serves families in West Suffolk



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.



Norfolk and Waveney Integrated Care Board

"CHILDHOOD IS PRECIOUS BECAUSE IT IS BRIEF: TOO MANY CHILDREN ARE SPENDING TOO MUCH OF IT WAITING FOR CARE."
Ortiz, 2020

FIND SUPPORT AND SERVICES FOR CHILDREN AND YOUNG PEOPLE ON JUST ONE NORFOLK

WWW.JUSTONENORFOLK.NHS.UK



SCAN ME

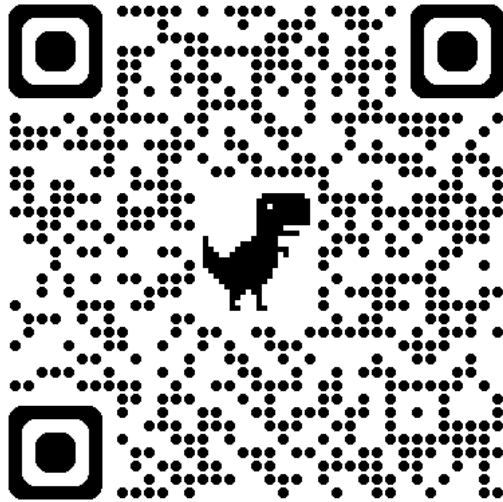


Norfolk and Waveney
Integrated Care Board

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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