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If there are issues you'd like to see in future newsletters, contact admin@familyvoice.org.uk or 07535 895748.

You are invited to...

Family Voice Norfolk AGM

on Wednesday, 17 May 2017

at Ayton House, Ayton Road, Wymondham NR18 0QQ

Light buffet from 6.00pm. Meeting begins at 6.30pm.

If you would like to come, contact Bernadette on 07535 895748
or admin@familyvoice.org.uk

Remember...

This newsletter is not the only way you can keep in touch with Family Voice. You can also like us on [Facebook](#), follow us on [Twitter](#), visit our [website](#), use the email address or phone number above, or contact our Membership manager Kate on 07950 302937 or admin@familyvoice.org.uk

 www.familyvoice.org.uk

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

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Pledge for co-production

The March newsletter mentioned co-production and why it is Family Voice's preferred way of working with the local authority, health and social care services.

“Co-production is where everyone works together on an equal basis to create a service or come to a decision that works for them all.”

We are pleased to see that the Local Offer now includes a **Pledge for co-production** that makes a commitment to include Family Voice, as the Parent Carer Forum for Norfolk, in all discussions about the Norfolk SEND strategy and new and existing service design and development across education, health and social care.

You can find the Pledge here: www.norfolk.gov.uk/children-and-families/send-local-offer/the-local-offer/pledge-for-coproductio and as a parent carer, or anyone concerned with special educational needs and disabilities, sign up to show your support for the values of co-production.

“The SEND Code of Practice makes it clear that the local authority, education settings, social care and clinical commissioning groups must engage with and listen to children and young people and their parents and carers. This is so that when planning, designing and organising services, their experiences, views and expectations are fully taken into account.

We believe that co-production is the best, fairest and most effective way to achieve this. Children, young people and families must be placed at the centre of shaping the way services are planned and delivered in Norfolk.”

The more people and organisations who sign up to the Pledge, the stronger our collective voices will be in improving things for children and young people with SEND and their families.

National Co-Production Week: 3–8 July 2017

You may have seen in the SEND e-Newsletter that during National Co-Production Week, the SEND Local Offer team and Family Voice Norfolk are planning to co-produce a film about co-production in Norfolk.

We will be out and about filming the different co-production activities that are going on across education, health and care, which could include some or all of the following:

- a Family Voice Norfolk / NCC Liaison Meeting
- members of Family Voice Norfolk contributing to meetings and reviews
- a Person Centred Review

- a school consulting with families about their SEN provision and support to inform the review of their SEN Information report



- an Education, Health and Care plan planning meeting
- people telling us what co-production means to them and why they value it.

The resulting film will be posted on the SEND Local Offer and also on the Family Voice Norfolk website. It will help show families and Ofsted / CQC how co-production is working in Norfolk. See the next page for how you could get involved.



Getting involved in National Co-Production Week

As well as the film, the Local Offer is taking over the *Improving Times* weekly newsletter (Children's Services) for National Co-production Week to let people know about the benefits of working in partnership with children and young people and families when planning or reviewing provision and services.

There are several ways that you can join in too.

- Tell us about your good practice of using co-production to review and plan provision and support so we can include it in the *Improving Times* newsletter.
- Have you got a co-production activity taking place that we can feature in our film?
- Sign the Pledge for co-production and show your support for working in co-production
- Contact claire.jones2@norfolk.gov.uk if you want to get involved by 19 May 2017.

Parent Participation Events

A reminder that the full report of our Parent Participation Events around the county in November 2016 can be found on the Family Voice website at <http://www.familyvoice.org.uk> under Parent Carer Participation Events 2016. If you need a printed copy, contact Kate on membership@familyvoice.org.uk or telephone 07950 302937.

SEND e-Newsletter

If you do not already subscribe to Norfolk's SEND e-Newsletter, you can do so easily on the Local Offer website (www.norfolk.gov.uk/send). The newsletter is full of information about events and services in Norfolk that may be of interest to you and your family.

Cracking the codes

A full report of the 2017 Family Voice Conference will appear on our website (see page 1 of this newsletter) shortly, but in the meantime we have been learning a lot from the comments made by delegates. One that struck a chord was:

"Language and abbreviations should be simplified."

We've all been mystified at one time or another by the shorthand used in meetings, so we'll try to shine a light on some common ones in this and future newsletters.

SEND Special Needs and/or Disabilities

CAMHS Child and Adolescent Mental Health Services

EHCP Education, Health and Care Plan

LO Local Offer

CCG Clinical Commissioning Group

SENCO Special Educational Needs Co-ordinator

PCR Person-Centred Review

CQC Care Quality Commission

OFSTED Office for Standards in Education, Children's Services and Skills

Save the date...

Family Voice Norfolk Eighth Annual Conference Saturday, 10 March 2018



Recent Family Voice activity

Sometimes it's easier to say what Family Voice **doesn't** do than what we **do** do. We're not set up to give information or advice or to be a support organisation for parent carers. We are literally a voice, but sometimes it's hard to explain what that means. So here are a few pieces of work that Family Voice representatives have been involved in recently, putting forward parent carer views where it matters.

EHCP template letters

The latest SEND e-Newsletter from the Local Offer mentions the revision of the template letters that are sent out to parents/young people during the process of assessment and further stages of the Education, Health and Care Plan (EHCP) process. This is in response to comments on the Local Offer and responses from parents and young people on an EHCP satisfaction survey.

A Family Voice representative attended a first meeting about this in April and will attend again in May, when it is hoped that the revision task will be completed.

Families with children or young people with SEND acquire an astonishing amount of paperwork. By working in co-production with the Local Offer, we are able to ensure that written materials like this are as straightforward and clear as possible.

SEND e-Newsletter

Representatives of Family Voice have regular meetings with Claire Jones, Local Offer Manager, to discuss the content of future SEND e-newsletters. They are able to suggest issues of current concern to families (holiday activities, school admissions deadlines) and topics that

are of interest to many families but do not often receive focus. A recent article on continence support came as a result of a Family Voice representative's experiences, for example.

In turn, Family Voice events, such as the Conference and Parent Participation Events, are able to reach a wider audience through the SEND e-Newsletter.

Provision the LA expects to be available in mainstream settings

Family Voice representatives have been working alongside SENCOs, educational psychologists, members of support organisations, and representatives from early years settings, schools and colleges to put together a document setting out the provision the local authority expects mainstream settings to be able to put in place for children and young people with special educational needs without an Education, Health and Care Plan.

Since both families and education settings are sometimes under the impression that there is little support that can be made available without a Plan, this is an important piece of work that we are keen to see completed.

It will outline the legislation that frames this area as well as giving lots of examples of good practice that has proved successful.

This task has taken several months but a document will soon be available to go out to consultation with interested parties.

When the document is finalised, it will be available to settings and to parents on the Local Offer, so that families are empowered to ask for the provision they are entitled to expect.

Newsletter deadlines

The next newsletter will appear at the end of May. If there are issues that you would like to see covered, please contact admin@familyvoice.org.uk or 07535 895748 before 24 May 2017.

