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newsletter  
March 2026



## Family Voice Norfolk's 2026 Conference – what a brilliant day!

Our 2026 conference was held at the John Innes Centre, Norwich on Saturday 14th March and was a huge success for parent carers, professionals and for the Family Voice Norfolk team.

We welcomed parent carers and families to the centre from 09.30. They were greeted with opportunities to book our ever-popular 'Speed Dating' slots and the 'new for 2026' consultation and coaching sessions. Both of these offered parent carers highly individualised sessions with professionals to discuss, in confidence, issues that were affecting their families, to ask questions and to find out next steps. Many were a sell-out in a matter of moments. Our conference offered a total of 130 opportunities for individual discussion – thank you so much to all those professionals involved.

We had 35 stands for families to browse and to chat with the lovely organisations who gave

their time to exhibit. Help, advice and guidance were available across the board, from health to education, from support for parent carers to 'what to do if things aren't working'. We had activity providers and, for those who were not in attendance, we had offered a display board for flyers and materials so parent carers could see what's 'out there' for children and young people to do.

Our keynote speaker, Nicola MacKinnon, spoke about her role as the Designated Social Care Officer for Norfolk County Council's Childrens Services – her dedication and drive to ensure children with SEND have meaningful and consistent support was tangible. Huge thanks go to Nicola for being part of the day.

Family Voice Norfolk was proud to be asked, once again, by the Norfolk and Suffolk Music Hub, to announce the launch of this year's SENDfest! Bookings went live immediately and families were able to visit the Local Offer stand and secure their places. It sounds like a brilliant day lies ahead at Banham Zoo!

All of the workshops on offer were superb. Parent carers could choose from PDA, Short Breaks, British Sign Language, Transitions and Resilience for Parent Carers. These were brilliant opportunities to learn, to question and, certainly for the British Sign Language one, to have fun. Again, a big 'thank you' goes to all those professionals who planned and delivered the workshops.

Feedback on this year's conference has been lovely to hear and to read. Some of our visitors were parent carers who have been before and return because they always get something new from it, a 'nugget' that will help them continue to strive for the best for their children. Other visitors were brand new to the conference, hadn't known what to expect but declared they'd got so much from the day and were so glad they'd come. Here are a few of the comments we have received:

"PDA talk very helpful and informative. A great session and stalls overall. Just what we needed – helpful, not judgemental. A Big Thank You"

"I found it really useful and informative. We spoke to load of people, got loads of leaflets and have signed up to some parent carer groups to help understand our child. I'm really glad I attended".

"We found Saturday's conference very helpful. Everyone was kind, warm and understanding; that is really appreciated. We are grateful for the time taken to hold this space".

"You are getting it so right. More like today please!"

"Everyone was so lovely, kind, welcoming and caring. We gained some really valuable insights. Our son really enjoyed it, in particular he enjoyed the assorted fidget toys and games available".

“Information all in one place, weekends work better for me due to work and child, this was an amazing event, first time and can't believe how much I gained from it... keep doing them!”

Your voice matters! This year's conference was driven by what families had told us they wanted to get from the day. The workshops, the stands, the topics for consultations and speed dating, they all came from what you had told us. You said you wanted more space for better accessibility for buggies and wheelchairs. We responded to that and this year's conference was designed for greater space and a calmer feel. We will consider all the feedback and suggestions we have received for future events from this year's feedback. If you came to the conference and haven't yet had chance to let us know what you thought, there's still time to do so using the QR code on the back of your programme.

Thank you to all those parent carers and families who came to our conference and who made it the fabulous event it was. We truly hope you all got something from the day which will help you, your children and your families. We loved seeing you with us and hope to see you again at future events.



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*It's easy to read an article that is of interest to you, just click on the blue writing of the title (under 'in this issue' above) and it will take you directly to that article!*





## Eastern Region Parent Carer Forum meeting

On Friday 20th March, Rachel, Clare and Mark from Family Voice Norfolk attended the termly Eastern Region Parent Carer Forum training and workshop day in Cambridge. It was a day packed with discussion and attention on the SEND Reform Consultation Document: Putting Children and Young People First. Family Voice Norfolk is part of a bigger picture, feeding what families tell us into the Eastern Region Parent Carer Forum which in turn feeds into the National Network of Parent Carer Forums, ensuring your voices are heard by central government. Please do keep sharing with us. Over the coming weeks and months, we shall be asking questions of you and really hope you will find a few moments to tell us what you feel and experience as parent carers of children and young people who have SEND. Your voices and your experiences matter. Together, as part of that bigger picture, we can make them heard.





# Chess Club

**Monday 1:00 - 3:00**

Come and learn or develop your problem solving skills at our calm, friendly new chess club!

£1 Entry, age 12+, Drinks and snack will be provided.

If interested please email:

[george@swanyouthproject.org](mailto:george@swanyouthproject.org)

**Swan Youth Project**



## Chess club for home educated young people in Downham Market

The swan Youth Project are launching a new Chess Club for home educated/not in education young people. This is for age 12+ and will be every Monday (term time) from 1pm - 3pm starting on 16th March.

Join us for chilled vibes and a calm atmosphere here at Swan Youth Project.

It will be £1 which will include a drink and snack, so get in touch with George if this floats your boat....

Swan Youth Project, Paradise Road, Downham Market, Norfolk, Downham Market, United Kingdom, PE38 9JE

Click [here](#) for more information about the Swan Youth project.

Click here to contact George for more information



**Introducing the new.....**

# Carers Identity Passport for Young Carers

Including icons on the back of the passport to help you discreetly ask for support from staff at school or college.



This card has been issued by Carers Voice Norfolk & Waveney on behalf of the Norfolk & Waveney Integrated Care System



			
I need access to a phone in case of emergencies	I may arrive late or need to leave early	I need more time to complete my homework	I may need to leave class to take a break

Scan the QR code or visit: [improvinglivesnw.org.uk/carers](http://improvinglivesnw.org.uk/carers)  
 If this card is found, please contact: [info@carersvoice.org](mailto:info@carersvoice.org)

**SCAN ME!**  To apply or for more info scan the QR Code or visit [carersvoice.org/carers-identity-passport](http://carersvoice.org/carers-identity-passport)



## Introducing the new carers identity passport for young carers

The All Age Carers Identity Passport, co-produced by Carers Voice Norfolk and Waveney, will now include additional icons and information to support Young Carers.

Examples are:

- I need access to a phone in case of emergencies
- I may arrive late or need to leave early
- I need more time to complete my homework
- I may need to leave class to take a break

This tailored card for Young Carers was launched earlier this month.

To apply for a Carers Identity passport for young carers click here or scan the QR code on the flyer above



**Do You Look After Somebody?**

# Carers Wellness & Information Event

**Save The Date**

Friday 17<sup>th</sup> April – 10.30 to 2.30



FREE Wellness Activities



Local Health & Exercise Info



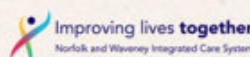
Info & Advice tailored to Unpaid Carers living in North Norfolk



FREE Refreshments

**Cromer Parish Hall, 65 Church St, Cromer NR27 9HH**

For more information, contact [info@carersvoice.org](mailto:info@carersvoice.org) or 07932095260



## Carers wellness and Information event in Cromer on Friday 17th April

Carers Voice are holding a Carers Wellness & Information Event in Cromer on 17th April from 10.30am to 2.30pm. The event will be a chance for Carers to benefit from free wellness

sessions as well as tailored Information and Advice from professionals in attendance.

- Free Wellness activities
- Local health and exercise activities
- Info and advice tailored to unpaid carers living in North Norfolk
- Free refreshments

Cromer parish Hall, 65 Church Sreet, Cromer NR27 9HH

For more information click [here](#) to send an email



**JENNY LIND**  
CHILDREN'S HOSPITAL



Norfolk and Norwich University Hospitals



NHS Foundation Trust

## COMPLEX HEALTH TRANSITION EVENT

**22 APRIL 2026**

**10:30 - 13:30**

Benjamin Gooch Lecture Theatre,  
East Atrium, NNUH



### For young people with complex needs moving to adult services

Contact: Sarah Cassels [Transition@nnuh.nhs.uk](mailto:Transition@nnuh.nhs.uk)

## Complex Health Transition Event at the NNUH on April 22nd

One of our Family Voice Norfolk Ambassadors Kirsty, will be attending this useful event. Please go and have a chat with her and tell her what's working well for you and your family at the moment and whats not working so well. Your voice really does matter to us!

The event aims to support families with a young person with complex health needs who will be moving to adult services in the future.

Transition from paediatric to adult service can be a stressful and worrying time for young people and their parents/carers. Supporting young people during transition in both paediatric and adult service can reduce stress, improve engagement with services and potentially reduce admissions.

The event will include talks on subjects such as the mental capacity act and deputyships, how consent for treatment changes, adult urgent care myth busting, how we can support health care transition and a patient/family experience of transition to adult care, from in patient to emergency care. There will be also stalls from adult health and social care to give support and advice.

Sarah Cassells, Lead Transition Practitioner, said: "Feedback on last year's event from parents and carers showed they found that it was really helpful for understanding how things change when their child turns 16. Others told us they liked the opportunity to talk to people from adult social care. All young people with complex health needs are welcome and there is no need to book."

The event for young people aged 13-19 with complex health needs and their parent carers on the 22nd April 2026 10:30-1:30pm at the Ben Gooch theatre, East atrium at the Norfolk and Norwich University Hospital.

Free car parking (Surface car park).

Refreshments available.

No need to book just turn up.

If you have any questions click the green button below to send an email to Sarah Cassells - lead transition practitioner at the NNUH.

[Click here to send Sarah Cassells an email](#)



[Are you affected by Child to Parent Abuse?](#)

PEGS (Parental Education Growth Support) is committed to supporting parents, carers and guardians impacted by Child to Parent Abuse, through a range of online services.

Our aim is to create safe places online where you can talk openly about your experiences, where you will always be listened to and never judged. Our services are free, and open to any parent, carer or guardian experiencing Child to Parent Abuse, regardless of the age of their child (including those with adult offspring). They're also all offered virtually to limit any boundaries around accessing in-person services.

Once you complete a [self referral form](#) (or a professional submits a form on your behalf), we'll be in touch to let you know which services below we're able to offer. Our drop-ins and peer support group are available to every parent who refers in to us.

All of our services are specifically for parents - we don't work directly with children displaying CPA behaviours, however we have a network of partner services who specialise in child-focused support and we can signpost or refer into these as necessary.

[Click here to go to the PEGS website](#)



## Now that's what I call Autism 2026 at the Forum in Norwich -23rd April

Now That's What I Call Autism! 2026 is back for another vibrant celebration of autistic people, culture and creation

Join us at The Forum, Norwich for a welcoming day of community, connection and creativity. Expect a fantastic mix of:

- Makers Market – autistic creators and small businesses
- Information & Advice stands – local services, support and signposting
- Talks & speakers – lived experience, ideas and topics that matter
- Performances – music, spoken word, theatre and more
- Networking & community space – time to meet others and feel part of something special

Thursday 23rd April 2026 11am – 3pm at The Forum, Millennium Plain, Norwich, Norfolk, NR2 1TF

This event is open to autistic people, families, friends, professionals and anyone who wants to learn, connect and celebrate alongside our community.

More details will be added [here](#) as we confirm the programme – keep an eye on this page for updates!



## Reduced bills for around 300,000 low income households in WaterSure reform

Around 300,000 low-income households will see lower water bills thanks to the biggest overhaul of WaterSure in nearly 30 years.

The WaterSure changes include:

More people with disabilities will qualify. Those receiving disability benefits will now be eligible if their household income is below £25,745 per year.

Bill caps will be fairer. Bills will be capped at the lowest average reading, helping those currently paying more.

People living alone will get extra help. Their bills will be capped at the average bill for a one-person household.

Less red tape. People will no longer need to pay for a doctor's note to apply, making it quicker, cheaper, and easier to get help.

[Click here to go to the Anglian Water eligibility checker](#)



**Kids** Disabled children say we can

Registered Charity No. 275936

# Norfolk Parent Carer Service



## Understanding Behaviour that Challenges Online Workshop

Join us online to discuss behaviour that challenges and strategies that might help

**Tuesday 14<sup>th</sup> April**  
**10am-12pm**

Email [sally.macgregor@kids.org.uk](mailto:sally.macgregor@kids.org.uk) for more info

Scan here for Eventbrite tickets:



## Kids- Understanding behaviour that challenges online workshop

Join Kids online to discuss behaviour that challenges and strategies that might help.

Tuesday 14th of April 10am -12pm.

For more information email [Sally.macgregor@kids.org.uk](mailto:Sally.macgregor@kids.org.uk)

[Click here to reserve a place](#)

**Kids** Disabled children say we can Registered Charity No. 275936

## Coffee and Connect @ Thetford Family Hub

**April 15th - Parental Resilience Workshop**  
**May 20th - Wellbeing**  
**June 17th - Sleep Workshop**  
**July 15th - Wellbeing**

Join us for a cuppa at the Thetford Family Hub, Kingsway, Thetford, IP24 3DY.

10.30am - 12.30 pm  
Email [sally.macgregor@kids.org.uk](mailto:sally.macgregor@kids.org.uk) for more info

## Kids- Coffee and Connect @ Thetford Family Hub

April 15th- Parental resilience workshop

May 20th- Wellbeing

June 17th- Sleep workshop

July 15th- Wellbeing

Join Kids for a cuppa at the Thetford Family Hub, Kingsway, Thetford, IP24 3DY.

10:30am- 12:30pm

For more information click here to email Sally

**Kids**

**Norfolk**  
County Council

# Dad's Time!

 **Are you a dad, stepdad, grandad or male carer for a young person (0-18 years) with SEND?**

**Then this is for you!**  
**Come and join us at Albion Games Cafe in Norwich for a drink, gaming and connection with other parent carers.**



**Tuesday 21<sup>st</sup> April**  
**7:30pm-9pm**

**Albion Games Cafe**  
**21 St Benedicts Street**  
**Norwich, NR2 4PF**

Email  
**hayley.huckle**  
**@kids.org.uk**  
for more info

## Kids - Dads time in Norwich

Are you a dad, stepdad, grandad or male carer for a young person (0-18 years) with SEND?

Then this is for you! Come and join us at Albion Games cafe in Norwich for a drink, gaming and connection with other parent carers.

Tuesday 21st April 7:30- 9pm at Albion Games Cafe, 21 St. Benedicts Street, Norwich, NR2 4PF

For more information [click here to email Hayley](#)




**Coffee and Connect  
@ King's Lynn Family Hub**

**Monday April 27th – Wellbeing Activity**  
(No group in May as School Holiday)

**Monday June 22nd – Sleep Workshop**  
A look at ways of managing sleep issues with children  
and young people with SEND



**Join us for a cuppa at the  
King's Lynn Family Hub,  
St Augustines Healthy Living Centre, Columbia  
Way, King's Lynn, PE30 2LB**

**10.30am – 12.30 pm**  
Email [sally.macgregor@kids.org.uk](mailto:sally.macgregor@kids.org.uk) for  
more info

## Kids coffee and connect @Kings Lynn Family Hub

Monday April 27th - Wellbeing Activity.

No group in May as school holiday.

Monday June 22nd - Sleep Workshop, a look at ways of managing sleep issues with children and young people with SEND.

Join Kids for a cuppa at the Kings Lynn Family Hub,

St. Augustines Healthy Living Centre, Columbia Way, Kings Lynn PE30 2LB

10:30am- 12:30pm

For more information click here to email Sally



## Fledglings- Adaptive Clothing - Swimwear & Shoes, Bedding, Disability & Sensory Aids & more...

Fledglings is a UK not-for-profit organisation providing practical disability and additional needs aids that make everyday life easier. Founded in 1998, Fledglings was created to help people access specialist products that were often difficult to source, poorly explained, or unavailable through mainstream retailers.

While Fledglings is well known for supporting children, we also support teenagers and adults with disabilities and additional needs. Many needs are lifelong, and our range reflects this — with products suitable for home, education and care settings, including items available in adult sizes and solutions designed to support independence and dignity at every stage of life.

Our purpose is to make specialist support easier to access. We bring together trusted products in one place, supported by clear information to help families, carers and professionals make informed choices that work in real life.

### Our Cycle of Support

Fledglings works as part of a wider support ecosystem, helping families move from advice to practical solutions while ensuring long-term social impact.

- Families seek advice and support from [Contact](#).
- Families make informed purchases from Fledglings.
- Immediate practical needs are met.
- Revenue is generated through sales.
- Contact's support services are strengthened.

[Click here to look at the Fledglings website](#)



## SENDIASS Spotlight March 2026

### SENDIASS UPDATE

The weather has certainly been a bit up and down lately, but we're keeping our fingers crossed that the sunshine sticks around in the lead-up to the school break!

We've recently seen a significant increase in Helpline appointment bookings, which means our waiting times have grown. We're working hard to reduce the delay by offering additional Helpline calls whenever we can. We know the wait can be frustrating, and we really appreciate your patience.

Because of the longer waits, some people may no longer need their appointment by the time we call. If that's you, please cancel so we can offer the slot to someone else. You can cancel via the Timely email you received, or by calling or emailing us.

Remember—if you're looking for information or guidance, our online resources are available anytime. We've recently updated lots of our content into more accessible formats and added even more resources. Please take a look at our website, as these pages may answer your questions or help with completing forms: [Information zone | Norfolk SENDIASS](#)

You can also come and chat with us in person at one of our library drop-ins or outreach events—we'd love to see you. You can find out where we'll be here: [Library drop-in sessions and outreach | Norfolk SENDIASS](#)

We're also continuing to gather testimonials from parents, carers, young people and professionals. These voices are incredibly powerful in showing the real-world difference SENDIASS makes. They help us demonstrate to decision makers—locally and nationally—the impact of our support, the gaps that still exist, and the value of investing in accessible SEND information, advice and guidance. If you'd like to share feedback, please email us at

[norfolksendiass@norfolk.gov.uk](mailto:norfolksendiass@norfolk.gov.uk) or add it to our pinboard here: [Feedback and parent/carer pinboard | Norfolk SENDIASS](#)

Finally, a quick reminder: we're still in the consultation phase of the SEND reforms announced by the Government last month. If you'd like to have your say, please complete the consultation by 18 May using the link below.

[SEND reform: putting children and young people first – Department for Education \(Citizen Space\)](#).

Niamh Keane, SENDIASS Manager




[Click here to read the SENDIASS Spotlight for March 2026](#)



# Parent and Caregiver Nursing Curriculum Stakeholder Event

We are inviting Parent and Caregivers to help us shape the future of the Children and Young People's Nursing at the University of East Anglia (UEA).

## Event Details:

-  Dates: 13<sup>th</sup> or 20<sup>th</sup> April 6.30-7.30 pm please select your preferred date
-  Time: 6:30 PM - 7:30 PM
-  Location: Online

We want to hear your experiences and ideas as parents and caregivers and use these to enhance our current curriculum.

**How to Join:** If you would like to be part of this important event, please complete this Microsoft Form by scanning the QR Code below by Thursday 2<sup>nd</sup> April 2026

Parent and Caregiver Nursing  
Curriculum Stakeholder Event



If you have any questions, please do contact us:  
 Ellie Taylor Course Director  
 BSc Children and Young People's Nursing  
[Ellie-May.Taylor@uea.ac.uk](mailto:Ellie-May.Taylor@uea.ac.uk)  
 Teresa Johnson  
 Associate Professor Health Sciences  
 (Children and Young Peoples Nursing)  
[teresa.johnson@uea.ac.uk](mailto:teresa.johnson@uea.ac.uk)



**UEA** University of  
East Anglia  
Norwich



## Parent and caregiver nursing curriculum stakeholder event

The University of East Anglia children's and young people nursing team are inviting parents and caregivers to help them shape the future of the children and young people's nursing at the UEA.

### Event details:

Dates: 13th or 20th of April 6:30-7:30 pm. Please select your preferred date on the booking form.

Online on Microsoft Teams.

They want to hear your experiences and ideas as parents and care givers and use these to enhance our current curriculum.

**How to join:** If you would like to be a part of this important event, please complete this Microsoft Form by scanning the QR code above or clicking on the green button below by **Thursday 2nd April 2026.**

If you have any questions please do contact us: [Ellie Taylor](#) course director BSc children and young people's nursing, or [Teresa Johnson](#).

[Click here for the booking form](#)



## Morrisons Supermarkets are the first to introduce stoma- friendly toilets

We are proud to be the first supermarket to introduce stoma-friendly toilets in all stores with an accessible bathroom.

We have worked with [Colostomy UK](#) to introduce features including hooks for clothing or bags, a shelf for supplies, a bin for discreet disposal, and a mirror to help with appliance checks.

We hope these new facilities help to support independence, dignity and comfort for people living with a stoma.

[Click here to learn more about hidden disabilities](#)





**Tourettes**  
*action*

**Tourette's and Exercise**  
**WITH Dr Tara Murphy**



**WEBINAR**  
Tuesday 28 April 2026  
Online Via Zoom

## Tourettes Action webinar- Tourette's and exercise

with Dr Tara Murphy

Tuesday 28 April 2026  
7pm via zoom

Join Dr Murphy to explore the relationship between physical exercise and tic disorders, how exercise can support tic expression and management, and the research that underpins the role of exercise in supporting those with Tourette syndrome.

### About our Guest Speaker

Dr Tara Murphy is a Consultant Paediatric Neuropsychologist and Clinical Psychologist.

Dr Murphy has been involved in leading research on intervention, quality of life, neuropsychological assessment for children with neurological disorders, and

neurodevelopmental conditions. She has co-authored more than 60 peer-reviewed publications, contributed to several book chapters, and co-authored four books.

Dr Murphy acts as a Trustee of Tourettes Action and is an active member of the European Society for the study of Tourette syndrome.

The session will run for one hour and will include time at the end for audience questions.

**Tickets cost £5 to join.**

Bookings will close at 5pm the day before the event.

To register and book for the webinar click here



## Autism Central England's Peer Education Programme

[Autism Central](#) is the National Peer Education Programme for families and support networks of autistic people of all ages in England. The programme is delivered by Anna Freud and commissioned by NHS England.

We offer families education, coaching, and connection through resources, one-to-one peer support, and community events.

Click here to sign up to the Autism Central newsletter





## Exams can be tough.

They're supposed to test you, and sometimes that can be overwhelming. But we're here if it ever feels too much.

With free, confidential support, you can talk to a professional, read how others might be feeling the same or take a moment to write down your thoughts.



Visit [Kooth.com](https://www.kooth.com) to explore the many ways Kooth can support you.



Providing NHS services

### Exams can be tough- Kooth can support you

Exams can be tough. They are supposed to test you, and sometimes that can be overwhelming. But we're here if it ever feels too much, If you have a young person taking exams please tell them about Kooth.

Whether you're preparing for exams, are just about to sit an exam, or you're awaiting your results, finding a moment of calm during the exam season can really help you manage feelings of stress, worry, and fear you may be having.

Our calm zone hub is filled with relaxing activities such as calming meditations, activities, and tips to help you find your own moment of calm and do something that feels right for you this exam period.

You may need to be logged into your Kooth account to view everything on this page. If you haven't registered yet, why not join Kooth today? It's free, safe and completely confidential. (Click the green button below.)

Please remember we are here over the Easter holidays. Our BACP-accredited digital service provides free, safe, and anonymous support with no waiting lists or referrals needed. Live chat opening hours remain the same: 12pm- 10pm on weekdays and 6pm- 10pm on weekends. All other parts of the platform including the journal and goal setting features, wellbeing articles, forums and messaging service are available 24/7.

Kooth supports children and young people aged 10 to 18 (up to their 19th birthday).

[Click here to sign up for Kooth](#)



## Supporting unpaid carers survey

We know that many people across our communities provide invaluable unpaid care to friends or family members, or they might be supporting their children. The focus of this email is on unpaid carers supporting people aged 18+. This could be parents, spouses, or others close to them.

At Norfolk County Council, we want to better understand what matters most to individuals so that we can offer the right support at the right time.

[Click here to access the quick survey](#)





## Motability Scheme - changes for new leases

The UK Government has announced tax changes that affect the Motability Scheme.

From Wednesday 1 July 2026, VAT and Insurance Premium Tax will apply to most new leases. This means it will cost more to deliver the Scheme.

We're making careful changes to protect customers and keep the Scheme sustainable for the long term.

### Changes to mileage

From 1 July 2026, when you order a new vehicle on the Motability Scheme the standard mileage included will be reduced.

We're making this change as part of wider steps to manage rising costs, including tax changes from the UK Government.

### Key details

- Leases will have an average yearly mileage allowance of 10,000 miles a year
- This will be a total allowance of 30,000 miles for a three-year lease
- Wheelchair Accessible Vehicles (WAV Wheelchair Accessible Vehicles) will have a total allowance of 50,000 miles over five years
- You'll pay for any miles you do above your allowance at the end of your lease
- Excess mileage will be 25p per mile including standard rate VAT

### Changes to tyre replacement

We're updating our fair usage policy for tyre replacement. If you order on or after 1 July 2026, there will be a reduction in the number of tyres you can replace.

### Key details

- Tyre replacement is still included as part of your lease, as long as it's within fair use
- During a three-year lease you can now replace up to six tyres. Up to four of these can be for damage
- During a five-year lease you can now replace up to ten tyres. Up to six of these can be for damage

### Changes to EU breakdown cover

If you order on or after 1 July 2026, there will be an admin fee to ask for a VE103 certificate. This document proves you have permission to take your Motability Scheme vehicle out of the UK.

### Key details

- You'll need a VE103 certificate before you travel abroad

- An admin fee for the VE103 certificate applies to all new orders
- You can still get this from the RAC

**If you already have a lease**

**Nothing is changing for you right now.**

**These updates only apply to new applications on or after 1 July 2026.**

[Click here for more details of the motability scheme](#)



## SEND reform online and in-person engagement events

Following their Information Webinars on the SEND Reform Consultation, the Council for Disabled Children are working with the Department for Education to hold a number of regional in-person and online engagement events between now and the end of the consultation.

These events are an important opportunity for anyone with an interest in the consultation to share their views on the proposals - including parents and carers, local authorities, schools, early years and further education settings, and social care and health representatives.

You can find the range of dates here:

[Click here to book onto one of the sessions](#)

[Keep up-to-date with the White paper proposals and consultation on Contacts dedicated webpages](#)



## An easy way to share our newsletter

If you would like to share our newsletter with friends, colleagues or other parent carers or professionals click [here](#) for a PDF version.



There are so many ways you can get in touch with Family Voice Norfolk...

- You can contact our **Membership Secretary Kate** on **07950 302937** or at [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk)
- Or write to us at Family Voice Norfolk, C/O Larking Gowen, 1st Floor Prospect House, Rouen Road, Norwich NR1 1RE
- Or message us via:
  - [www.familyvoice.org.uk](http://www.familyvoice.org.uk)
  - [FamilyVoiceNorfolk](#)
- Or if you are a family member you can join our Family Voice Members Chat Room on Facebook [here](#)

Family Voice Norfolk, C/O Larking Gowen, 1st Floor Prospect House, Rouen Road, Norwich NR1 1RE

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