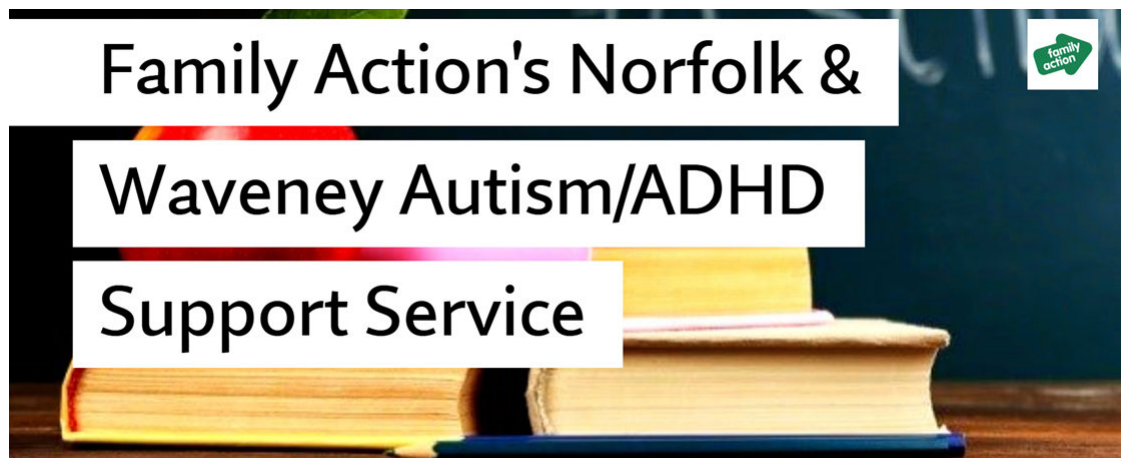




newsletter
August 2026



Family Action's Norfolk & Waveney Autism/ADHD Support Service September 2026 newsletter

Hopefully, if your child's school recognised that they were likely to need some support with transition, there was some work done in the last weeks of the previous term to introduce and familiarise your child with their new teacher, new classroom and so on. They may have been provided with a social story or folder of information to look at during the holidays. And perhaps you did all you could over the holidays to talk positively about school, look at the uniform, or even go out of your way to drive past the school regularly.

These are all helpful strategies.

But... despite all of the above, your child or young person may very well have some struggles in the first few weeks of the new school term.

In this month's newsletter we are offering some strategies to help you support your child's transition back to school.

Family Action's Norfolk & Waveney Autism/ADHD Service is commissioned by Norfolk and Suffolk NHS Integrated Care Board.

In the September edition you will find:

- Welcome
- Contents
- The Snowdrop Programme
- Meet The Team
- September Online Workshop - MASKING
- Come to a Drop-In this September

- Transition Back to School
- Plan Bee Courses
- Puffins Courses
- Teen Life Suffolk
- Norfolk & Suffolk NHS Integrated Care Board
- Family Action Website and FamilyLine
- About our Service - contact details

[Click here to read the Family Action newsletter.](#)



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[Norfolk County Council Tech Skills for life service- now covers all of Norfolk](#)

[Tech Skills for Life support sessions taking place across South Norfolk and Broadland.](#)

[King's Trust - Team programme](#)

[Eastern Region Parent Carer Workshop: The MCA – DoL & Your Loved Ones Rights, Your Rights& Professional Responsibilities](#)

[SEND reform: education otherwise than at school \(EOTAS\) -consultation](#)

[Kids Norfolk- Autumn Term Online Workshops](#)

[JEPA- Tiny Town- Big Adventures for Little People in Watton- SEN sessions](#)

[Mint - a supported employment provision based at City College Norwich](#)

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[Supporting Children and Young People around Serious Illness, Loss and Bereavement – Free training by Tapping House](#)

[Cromer PositiviTea - a free drop in event for support around the cost of living](#)

[British Red Cross - Mobility aids loan service in Norfolk and Waveney](#)

[LGBTQ+ Project supporting Norfolk and Waveney](#)

[Baroness Casey launches the Big Conversation on Care with the public](#)

[From September 2026, all children from families getting Universal Credit will receive free school meals, regardless of parental income](#)

[Needs Assessment VS Carer's Assessment- useful information from Contact](#)

[An easy way to share our newsletter](#)



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!





Family Voice Norfolk Ambassadors 'Out and About'

Last week one of our Ambassadors Kirsty Attended a [Future Projects](#) Community Wellness day at Pilling Park in Norwich.

Kirsty spoke to lots of parents on various topics such as diagnosis, waiting lists, school avoidance and also SHIPS (Specialist Hubs of Inclusive Practice) and SRB's (Specialist Resource Bases).

She also spoke to a former SEND Transport driver who told her about how he loved the job and that it was most rewarding job he had ever had. How lovely.

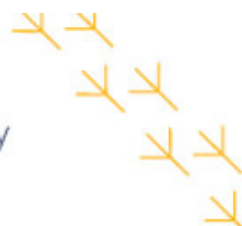
We have a small team of FVN Ambassadors who are all parent carers and attend lots of events where parent carers will be or professionals who work with children with SEND are in attendance. If you would like an Ambassador to attend your event so we can tell families how important their voice is to us, please contact admin@familyvoice.org.uk



Norfolk
County Council



**Technology
Enabled
Care**



Technology Enabled Care

Supporting you to live safely
and independently at home

Formerly known as Assistive Technology, Technology Enabled Care (TEC) is a range of simple electronic devices that help you to stay safe, independent, and connected in your own home by:

- Helping you get assistance in an emergency
- Supporting day-to-day activities
- Providing reassurance for family and carers

Who is this service for?

- Adults aged 18 and over
- People living in their own home (not in residential or care homes)
- Individuals who want to maintain independence or need extra support



Equipment available:

- Sensors and detectors connected to a monitoring centre, such as falls detectors and smoke detectors
- Devices that alert carers to movement or activity, including door sensors, PIR motion sensors, and call buttons linked to a pager.



TEC Services are here to:

- Offer advice and support with devices tailored to your individual needs
- Offer equipment on a loan basis through Norfolk County Council
- Help you identify equipment that can support independence and safety.



TEC Service cannot:

Directly provide Community Alarms packages (pendant alarm subscriptions) or certain specialist or consumer devices, such as GPS trackers, smart home devices, but can signpost you to trusted suppliers.



Where to ask about TEC

Contact the Customer Service Centre on

0344 800 80 20

or scan the QR for more information

Norfolk County Council- Technology Enabled Care- supporting you to live safely and independently at home

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- Help you identify equipment that can support independence and safety.

TEC service cannot:

Directly provide Community Alarms packages (pendant alarm subscriptions) or certain specialist or consumer devices, such as GPS trackers, smart home devices, but can signpost you to trusted suppliers.

Scan the QR code above or click [here](#) for more information or call 0344 800 80 20 and ask to speak to someone about the TEC service.



Learning Disability England

Learning Disability and Autism Housing Community of Practice

The Learning Disability and Autism Housing Community of Practice brings people together to share ideas, best practice and solutions around housing and support.

The network is now being hosted by Learning Disability England, with NHS England and ADASS continuing as partners.

It's open to everyone with an interest - you do not need to be a Learning Disability England member to join.

Upcoming dates:

- Wednesday 16th September 1:00pm-3:00pm
- Tuesday 24th November 1:00pm-3:00pm

Meetings are online via Zoom.

To find out more about Learning Disability England click [here](#).

[Click here to book a place at the next meeting](#)



Making a difference
One Individual at a time

The Rob George Foundation

[The Rob George Foundation](#) has been set up in loving memory of Rob George, who died aged 21 on 9th December 2013 following a long battle with leukaemia.

The Rob George Foundation has two distinct objectives. These are:

- To provide practical and/or financial support to young people with life threatening or terminal illnesses
- To provide financial support to young people who demonstrate exceptional commitment and/or ability in the worlds of sport or the performing arts but may be held back by their financial situation from pursuing their goals

Rob was a student throughout the period of his illness, and had no tangible income of his own. He found the process of seeking financial support completely frustrating and demoralising. The Foundation assists young people with life threatening or terminal illnesses who find themselves in similar difficulty to Rob, and applications from young people with life threatening or terminal illnesses who require practical as well as financial assistance will be

considered. Applications will also be considered from young people who demonstrate exceptional commitment and/or ability in the worlds of sport or the performing arts but may be held back by their financial situation from pursuing their goals.

Applications from within the following geographical areas within the UK are eligible for consideration: Essex, Suffolk, Norfolk, Cambridgeshire, Hertfordshire and any London Borough.

To find out more, please call the Grants Team at Essex Community Foundation on 01245 355947 or e-mail grants@essexcf.org.uk. You can tell us what you need support for at any time, as we accept applications throughout the year, and our team will try to find the funds you need.

[Click here for the application form](#)



The lives of people with profound and multiple learning disabilities in the UK



The Lives of People with
PMLD
In The UK

the survey...

We would like to invite you to take part in a brief survey. The survey is specifically about the lives of people with profound and multiple learning disabilities (PMLD) across the UK.

We want to know more about life since the coronavirus pandemic, and how we can better support people with PMLD going forward in the future.

The survey will ask questions about different aspects of the life of the person you care for (e.g., questions about health, life since Covid-19, well-being, living circumstances, cost of living, and how we can better support people with PMLD going forward in the future). The survey will also ask some questions about you and your well-being.

who are we...

We are a team of university researchers from University of Birmingham, Manchester Metropolitan University, The University of South Wales, The University of Glasgow, and Queens University Belfast.

We have partnered with Learning Disability England, PAMIS, Positive Futures, and the All Wales Forum to do this survey.

If you want to take part in the survey or for more information please visit

www.pml-d-survey.ac.uk



All Wales Forum
Sharing a national voice to improve practice
A voice of people with a learning disability

pamis
promoting a more inclusive society

POSITIVE FUTURES



PMLD LINK
sharing ideas and information



The lives of people with profound and multiple learning disabilities in the UK- survey

If you are a carer of a person with a profound learning and multiple disability (PMLD) aged 14 or over and you are over 18 please consider taking part in this online survey. Many of you will remember the COVID-19 pandemic UK-wide survey about the impact of COVID on people with a learning disability and their families and the restrictions that were put in place. The findings from several phases of this research were and continue to be really

useful.

The team are now building on this and are doing a survey specifically looking at the life and well-being of people with PMLD, and how we can best support them in the future. We are supporting this research because we believe it is an important way for carers to help shape research, policy and practice.

The survey has a website where you can find out more about the survey and the team, click on the green button below, or scan the code, or get in touch with the team at pmlid-survey@contacts.bham.ac.uk if you want to discuss further, to make sure we collect your thoughts on what is needed to ensure healthy lives of meaning and inclusion.

Click here to go to the survey website



Autism gardening group for adults in Swaffham and King's Lynn

Looking for a welcoming place to connect with others, enjoy nature, and learn new skills?

Our Autism Gardening Group offers autistic adults the opportunity to spend time outdoors in a relaxed, supportive environment across our allotment in **Swaffham** and community garden in **King's Lynn**.

Whether you're an experienced gardener or have never planted a seed before, everyone is welcome. Join us to:

- Learn practical gardening and growing skills
- Improve confidence and wellbeing through nature
- Meet like-minded people in a friendly, understanding environment
- Enjoy gentle outdoor activity at your own pace
- Help grow flowers, fruit and vegetables
- Have a chance to learn new crafts and skills

- To sit and reflect in nature

There is no pressure, no previous experience is needed, and you can take part in whatever way feels comfortable for you.

Who is it for?

Autistic adults (18+) who would like to enjoy gardening, make social connections, and spend time outdoors in a supportive setting.

Locations:

- Tumbler Hill, Swaffham please contact Sarah.green@family-action.org.uk
- Discovery Garden, Columbia Way King's Lynn please contact melissa.morgan@family-action.org.uk

Come along, get involved, and discover the many benefits of gardening for wellbeing, confidence, and community.



SEND Café



Join Danni from SEN Socials/Little Miracles, Early Help Community Worker Georgie, and Norfolk and Waveney Autism/ADHD Support Service each month for a cuppa and an informal chat about all things SEND parenting. No diagnosis needed!



Children welcome, and there will be an activity each session provided by Voices Through Art!

Please contact sensocialsdownham@gmail.com for further information or to request a social story and venue walk through.



10th August
14th September
12th October
9th November
14th December

10:30AM-12:30PM

📍 Family Hub, St Augustines
Healthy Living Centre
Columbia Way, King's Lynn PE30 2LB



SEND cafe Family hubs- King's Lynn

Join Danni from SEN Socials/Little Miracles, Early Help Community worker Georgie, and Norfolk and Waveney Autism/ADHD support service each month for a cuppa and an informal chat about all things SEND parenting. No diagnosis needed!

Children welcome, and there will be an activity each session provided by Voices Through Art!

- 14th September
- 12th October
- 9th November
- 14th December

10:30am-12:30pm at the Family Hub, St. Augustines Healthy Living Centre, Columbia Way,
King's Lynn PE30 2LB

Please click [here](#) to email for further information or to request a social story and venue walk through



Sunbeams Community Hub
A world in which Autism is celebrated.

AUTISM FESTIVAL

Join us for a fun-filled day for the whole community!

Hosted by **Lucy Short**

COME ALONG AND CELEBRATE NEURODIVERSITY!

FUN FOR ALL AGES!

A CELEBRATION OF AUTISM

SATURDAY 5TH SEPTEMBER 2026

HIGHFIELD FARM
HEATH ROAD, ROLLESBY,
GREAT YARMOUTH, NR29 5HJ

11:00AM – 10:30PM
(AMPLE PARKING AVAILABLE)

FREE PARKING ON SITE!

AMAZING ACTS & ATTRACTIONS!

RAOUL & TIM
FROM *The Floating Greyhounds*

SAM
(The Magic Man)

BODYSNATCHERS

PLUS SO MUCH MORE!

ISVS MASCOTS
Mascots For All Occasions

INFORMATION STANDS

COMIC CON STANDS

ACTIVITIES & MORE!

£5 PER TICKET FOR 1 ADULT & 1 CHILD

BOOK YOUR TICKETS NOW ONLINE!

BOOK VIA ticket source

DON'T MISS OUT – TICKETS LIMITED!

QR CODE

/SunbeamsCommunityHub

01493 442181

www.sunbeamsplay.org.uk

info@sunbeamsplay.org.uk

Sunbeams Autism festival- a celebration of Autism 5th September - Great Yarmouth

Join us for a day where autism is celebrated, differences are embraced, and everyone is welcome!

We're so excited to invite you to the Sunbeams Autism Festival on Saturday 5th September at Highfield Farm, Rollesby – a fantastic day out for the whole family while helping to support Sunbeams Community Hub.

Hosted by the amazing Lucy Short, the day will be packed with entertainment and activities, including:

- Live music
- Magic shows
- Comic Con stands
- Character mascots
- Activities for all ages
- Food and refreshments
- Information and support stands
- ...and so much more!

This isn't just a festival – it's a celebration of neurodiversity, inclusion, acceptance and community. Whether you're autistic, have an autistic family member, work in the community, or simply want to enjoy a brilliant family day out, we'd love to see you there.

Just £5 per ticket (admits 1 adult and 1 child)

- 11:00am-10:30pm
- Ample FREE parking on site

Every ticket purchased helps Sunbeams continue providing vital support, activities and opportunities for autistic children, young people and their families throughout our community.

Together, let's make this a day to remember!

Book your tickets today before they sell out! Scan the QR code above or click the green button below to book places.

For more information call 01493 442181 or [email](#) or click [here](#) to go to Sunbeams Website.

[Click here to book tickets for Sunbeams autism festival](#)





Autism Anglia- Community Connect Drop-in Sessions in Dereham

At Dereham Library, 59 High St, Dereham, Norfolk, NR19 1DZ.

On the first Monday of the month - 1:30pm to 2:30pm.

Forthcoming dates:

- Monday 7th September 2026
- Monday 5th October 2026
- Monday 2nd November 2026
- Monday 7th December 2026

This drop-in session is hosted by Breckland Families.

We see you. You feel like you're going around in circles looking for some advice around autism and/or ADHD in your family and getting nowhere fast.

Have you heard about our Community Connect drop-in sessions?

Our amazing team hold FREE regular drop-in sessions in Norwich & Mid-Norfolk for children & young people, who live in those areas, aged between 0-25 and their parents/guardians/carers.

We offer a friendly, safe space to meet and receive practical advice and information on challenges such as:

- Behaviours that may be hard to manage.
- Obtaining support and moving between schools or big life changes.
- Advice when applying for DLA (Disability living allowance) and PIP (Personal Independence payment).

What is more, we meet you where you are. So there's no "silly questions", nothing off topic, just a friendly supportive ear.

Plus, everyone is welcome and you don't even need to have a diagnosis of autism or ADHD to come along.

So why not try us out and come along to our next session. It may just be the turning point you need for you and your family.

Got a question?

You can email the team at communityconnect@autism-anglia.org.uk or call on 01206 577678



Autism Anglia- Community Connect Online for Norwich & Mid-Norfolk

Working parent or carer? We know getting to in person drop-ins aren't always possible for you.

Over the past year, we've been listening closely to our communities. One thing has come through loud and clear: many support services just don't fit around the realities of working families and carers.

So, we decided to do something about it.

Book a FREE 15 minute session, hop onto a simple video call (Microsoft Teams), and get the support you've been searching for, from home, work, or wherever you are.

The first Thursday of each month (10am–12pm)

Forthcoming dates:

- Thursday 3rd September 2026
- Thursday 1st October 2026
- Thursday 5th November 2026
- Thursday 3rd December 2026

If you've been feeling like you're going in circles trying to find clear advice around autism and/or ADHD in your family, you're not alone. And you don't have to navigate it by yourself.

- Open to young people (0–25) in Norwich & Mid-Norfolk, and their parents/guardians/carers.

At our online drop ins, you can get friendly, practical guidance on things like:

- Behaviours that feel challenging to manage
- School transitions or big life changes
- Help with DLA and PIP applications

No jargon. No judgement. No such thing as a silly question, just a supportive ear and people who truly get it.

And remember you don't need an autism or ADHD diagnosis to attend. Everyone is welcome.

This could be the moment that makes things feel a little lighter and a little clearer for you and your family.

Spaces are limited.

Got a question?

You can email the team at communityconnect@autism-anglia.org.uk or call on 01206 577678

[Click here to book an online 15 minute slot with Autism Anglia](#)

[Click here to go to the Autism Anglia website](#)



UPCOMING GROUPS

SEPTEMBER

Where will you join us?



Baby PEEP
0-crawling

Baby PEEP six-week course

Old Hunstanton Village Hall, PE36 6HS
Starting Monday 7th September 10:00-11:30





Little PEEP
Crawling - 2yrs

Little PEEP six-week course

Gaywood Church Rooms, King's Lynn, PE30 4DZ
Starting Monday 14th September 10:30-12:00
Chapel Break Village Hall, Bowthorpe, NR5 9LG
Starting Tuesday 15th September 10:30-12:00
The Abbey Hall, Wymondham, NR18 0PH
Starting Thursday 17th September 10:30-12:00





Chatter Tots PEEP
Age 2 - 3 yrs

Chatter Tots PEEP six-week course

The Old School Village Centre, Bradwell
Starting Friday 11th September 10:00-11:30





Baby Massage

Baby Massage five-week course

Chapel Break Village Hall, Harpsfield, Bowthorpe
Starting Thursday 17th September 10:30-12:00 **New!**



 **BOOK NOW**

Home-Start Norfolk groups running across Norfolk

BEST START IN LIFE

HOME START Norfolk

www.homestartnorfolk.org/get-support

Home Start Norfolk - upcoming groups for September

Where will you join us?

Baby Peep

Suitable for newborns until crawling

- Old Hunstanton Village Hall, PE36 6HS Starting Monday 7th September 10:00-11:30

To book your free space at our Baby Peep Groups, email mel.baker@homestartnorfolk.org

Little Peep

Suitable for children who are crawling to aged 2.

- Gaywood Church Rooms, King's Lynn, PE30 4DZ Starting Monday 14th September 10:30-12:00.

- **Chapel Break Village Hall, Bowthorpe, NR5 9LG Starting Tuesday 15th September 10:30-12:00.**
- **The Abbey Hall, Wymondham, NR18 0PH Starting Thursday 17th September 10:30-12:00**

To book your free space at our Little Peep Groups, email claire.keron@homestartnorfolk.org

Chatter Tots

Suitable for children aged 2-3 years.

- **The Old School Village Centre, Bradwell Starting Friday 11th September 10:00-11:30**

To book your free space at our Chatter Tots Group, email emma.cook@homestartnorfolk.org

Baby Massage

- **Chapel Break Village Hall, Harpsfield, Bowthorpe Starting Thursday 17th September 10:30-12:00**

To book your free space email claire.keron@homestartnorfolk.org

Click here to find out more about Home Start Norfolk





Coffee & Cake Morning

A relaxed, welcoming space for parents and carers of autistic children

Weds 9th Sept 2026, 10am-12pm.
Beams Foster Care and Family Services.
2a Shrublands Cottages, Magdalen way,
Gorleston NR31 7BP

Parking available next door at Shrublands Health centre.

Come along for a friendly, informal morning where you can:

- Meet other parents and carers
- Share experiences and support
- Enjoy great coffee, cake and conversation
- Take time to relax in a calm, understanding environment

FREE TO ATTEND • DROP IN ANYTIME

For more information:
 Email: hello@thrive-autism.org
 Phone: 01603 723493
 Website: www.thrive-autism.org
 Follow us on – FB, Instagram

@ thrive_autism/
in company/thriveautism
f ThriveAutismUK

Thrive Autism- coffee and cake morning in Gorleston

Thrive Autism - coffee and cake morning- enjoy a relaxed, welcoming space for parents and carers of autistic children.

Wednesday 9th September 10 am-12pm. At Beams foster care and family services, 2A Shrublands Cottages, Magdalen Way, Gorleston NR31 7BP.

Parking available next door at Shrublands Health centre.

Come along for a friendly informal morning where you can:

- Meet other parents and carers
- Share experiences and support
- Enjoy great coffee, cake and conversation
- Take time to relax in a calm, understanding environment

Free to attend- Drop in anytime

For more information:

Email: hello@thrive-autism.org

Phone: 01603 723493

[Click here to go to the Thrive Autism website](#)



ADHD UK – Support Groups

The challenge of ADHD is lessened and any burden shared when we support each other and share effective strategies.

We provide a number of different peer-to-peer options and bring in experts for informative lectures and Q&A sessions. To reach as many people as possible the majority are done online. Our virtual groups follow these rules. To be the first to know join our mailing list or follow us on social media.

Join our [Mailing List](#) to be the first to know about upcoming groups and events

Upcoming [Online \(Video\) Support Groups](#), Coach Groups & Expert Led Events

Upcoming [Online \(Video\) Drop In Clinics](#)

Join our Main [Facebook](#) Support Group

Join our special [Facebook Group for Parents of Children](#) with ADHD

Join our special [Facebook Group for Parents of Adult Children](#) with ADHD

Join our [Women and ADHD Facebook](#) Support Group

Join our [Men and ADHD Facebook](#) Support Group

Join our [LGBTQ+ and ADHD Facebook](#) Support Group

Join our [ADHD and Ethnic Minorities Facebook](#) Support Group

Join our [ADHD and Autism Facebook Support](#) Group

[To find out more about ADHD UK click here](#)



[ADHD Aware- support groups- for adults with ADHD](#)

Welcoming, non-judgmental and confidential sessions, participate as much or as little as you like.

We run drop-in and group discussion sessions online (on Zoom). All sessions must be booked in advance.

Our popular volunteer-led drop-in sessions are friendly, relaxed social gatherings with around 10 to 20 attendees from diverse backgrounds.

Group discussions are structured meetings that focus on a specific topic with a facilitator. Subscribe to our [newsletter](#) to get the latest topic every month!

We run these group sessions online (on Zoom) only. All sessions must be booked in advance.

[For Parents with Over 18 Adult](#)

[For Parents with Under 18 Child](#)

[For Partners of ADHD Adults](#)

[Click here to go to the ADHD aware website](#)



Helping you to get
Doc Ready

Helping you to get Doc Ready

Doc Ready is a digital tool that helps young people to prepare and make the most out of mental health related GP visits. It helps young people to know what to expect during a GP consultation, plan what to say and record the outcomes of their appointments.

We know it can be difficult to talk about mental health and especially hard to talk to people or ask for help. We've put together some tools that will help you prepare for the first time you visit a doctor to discuss your mental health.

Info & Advice

Find information and advice about speaking to a GP about your mental health, including what to expect and how to plan.

Build Your Checklist

It can be awkward, scary or embarrassing talking about your mental health. Doc Ready helps you to plan what you're going to say to your doctor.

[Click here to find out more about Doc Ready.](#)



Free travel for Job Seekers – on Greater Anglia trains

We know that getting to and from interviews as a jobseeker can be tricky. That's why we've launched Job Track to help you fast-track to employment with free travel.

If you've been unemployed for at least six months or have recently left education, we can provide you with up to six free tickets for travel to job interviews.

Jobseekers are also able to take advantage of the Jobcentre Plus Travel Discount Card – a UK government initiative which allows those who are unemployed and claiming Jobseeker's Allowance or Universal Credit to receive a 50% discount on selected rail tickets. To get a Jobcentre Plus railcard, apply at [your local Jobcentre Plus](#).

Once you've found employment, we can help with your travel for the first two months of your new job with a two-month season ticket.

How do I join the scheme?

Firstly, you need to be eligible for our scheme. To be able to join up, you must:

Have been unemployed for the last six months (with official proof of unemployment) or

Be actively seeking employment with either Jobcentre Plus or Ingeus

Be unemployed at the time of application (we do not accept applications from people who already have an active job offer)

If you are eligible, [download the application form](#) and send it through to the Freepost address on the application form.

Once your membership is approved, we will email you details of your username and password. You can then apply for tickets to attend job interviews – just follow the instructions on the ticket ordering page. It's that easy!

When we supply you with tickets, you will normally need to pick them up at either the ticket office or a ticket machine where you start your journey. We will send you details of how to do this upon each successful ticket application.

How long will my Job Track membership be valid for?

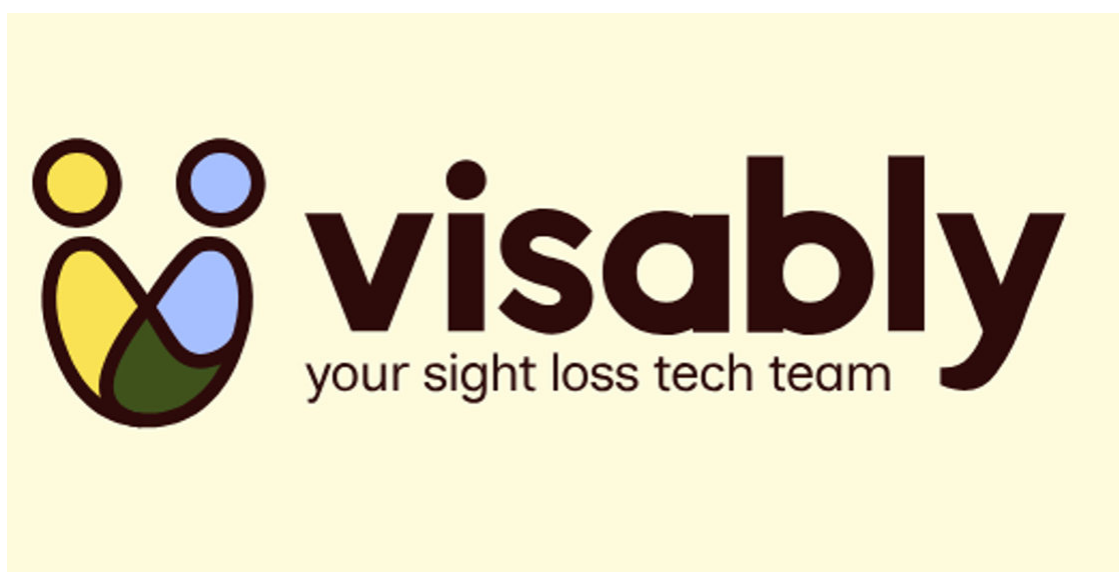
Memberships are valid for three months from the date of application. Memberships for those who have recently left education are valid for six months. You may not reapply to be a member of the Job Track scheme within 12 months of any previous membership commencement.

Once you have accepted a job offer and been given a Season Ticket, as described below, your membership of the Job Track Scheme is effectively terminated (although the terms concerning Season Tickets issued by Job Track will still apply).

You must provide Job Track / Greater Anglia with documentation as required from time to time to ensure your membership remains valid. If such documents are not supplied, we retain the right to withdraw your access to the scheme and any future membership validity.

Please note, we will only accept applications for tickets / Season Tickets that have resulted from offers for interview / job offers that have occurred during your Job Track membership. Your membership does not start until you receive official notification from the Job Track team.

[Click here to find out more about the Job Track scheme](#)



Visably your sight loss tech team

Visably, is a UK sight-loss charity providing free accessible audio devices and technology to people living with sight loss.

We currently have dedicated funding available to support children and young people living with sight loss in Norfolk, and we are keen to make sure this reaches families who could benefit.

The funding is not restricted to one particular product. This means we can provide a suitable device from our wider range based on the individual child or young person's needs.

Our devices can support things such as:

- Listening to books, music and radio
- Learning and education
- Accessing news, information and entertainment
- Developing confidence with accessible technology
- Supporting independence at home, school or college

You can see the range of devices currently available through Visably [here](#):

To receive a free device from Visably, the child or young person must be living with sight loss and meet our financial eligibility criteria.

For children under 18, a parent or guardian receiving a qualifying disability or means-tested benefit can also meet the financial eligibility criteria.

We welcome referrals from teachers and education professionals, health and social care teams, sight-loss organisations, charities and other professionals supporting children and young people.

Referrals can be made through our [website](#):



Free Voxblock audiobook players for people living with sight loss in Norfolk and Suffolk

Visably currently have dedicated funding available to provide free Voxblock audiobook players to eligible people living with sight loss in Norfolk and Suffolk, and we are keen to make sure this opportunity reaches people who could benefit.

The Voxblock is a simple, screen-free audiobook player designed to make listening to books easy and accessible. There are no apps, downloads or complicated set-up involved.

Each Voxblock Starter Pack includes:

- A Voxblock audiobook player
- Three audiobooks
- POGS headphones
- A travel carry case

The player also has a built-in speaker, headphone connection, bedtime mode and USB-C charging.

More information about the Voxblock Starter Pack is available [here](#):

Eligibility

To receive a free device from Visably, the person must be living with sight loss and meet our financial eligibility criteria.

This includes receiving:

- Disability Living Allowance (DLA)
- Personal Independence Payment (PIP)
- Attendance Allowance (AA)
- Adult Disability Payment (ADP)
- Any means-tested benefit
- For children under 18, a parent or guardian receiving one of the qualifying benefits can also meet the financial eligibility criteria.

Referrals

Voxblock Starter Packs require a referral from a sight-loss or support professional.

Referrals can be submitted through the Visably [website](#):





Norfolk County Council Tech Skills for life service- now covers all of Norfolk

Do you live in Norfolk? Tech Skills for Life is a partnership led by Norfolk County Council.

- Do your children need to do their homework, but you do not have a laptop or internet access at home?
- Do you need to book appointments, buy things online, or apply for jobs, but struggle with your device or data?
- Do you have a smartphone, but feel you are not getting the most out of it?
- Do you feel you might be missing out because you are not online?
- Are you worried about staying safe from online scams?

Tech Skills for Life is here to help.

What we offer

Our friendly Community Tech Coaches work with people across Norfolk to:

- Help you access laptops, tablets and internet data
- Give advice about affordable broadband
- Teach practical skills to make technology easier to use
- Build your confidence using the internet safely
- You can take part in free one-to-one sessions with a Community Tech Coach.

Whether you are completely new to digital technology or want to build on existing skills, we will support you at your pace.

We aim to help you:

- Use tablets, computers and smartphones
- Get online and stay connected
- Develop the confidence to use technology in a way that works for you

Who we work with

- The NHS
- Local community organisations
- Volunteer groups, and more

Together, we aim to make sure people across Norfolk can access essential online services and make informed choices about technology.

Tech Skills for Life has grown from an initial pilot and now supports people across the whole of Norfolk, helping more residents to get online and build digital confidence.

How we can help

Community Tech Coaches can support you, or someone you know, with everyday digital tasks and skills.

They can:

- Help you feel confident and safe online
- Show you how to use your smartphone, tablet or laptop
- Explain how to borrow a device
- Talk through options to access a device to keep, if you are eligible
- Help you access mobile data or find a more affordable broadband deal
- Suggest local opportunities such as learning sessions or community groups

Check out some [success stories](#) of how Tech Skills for Life can help you.

Why give it a go?

- Tech Skills for Life is here to help you, your family, and your friends make the most of being online.

You might:

- Need help with a specific task
- Want to save money or time using online services
- Be curious about what the internet can offer
- Feel that internet access is currently difficult or out of reach

Whatever your starting point, we can support you.

How do I get started?

It's easy to get in touch. You, or someone you trust, can call us on 01485 536420, 01603 306241, or 01493 448246. The line is open Monday to Friday from 9am to 5pm. A Community Tech Coach will answer your call, or you can leave them a message and someone will call you back at the earliest opportunity.

Or you can complete our Tech Skills for Life [online form](#).

We're currently receiving a high number of requests, so it may take us a little longer to get back to you. We'll contact you as soon as we can.

[Click here to find out more about Tech Skills for life](#)



Tech Skills for Life support sessions taking place across South Norfolk and Broadland.

Sessions are available at:

- Wymondham Library
- Poringland Library
- Long Stratton Library
- Diss Library
- Brundall Library
- Loddon Library
- Harleston Library

[Click here for more details](#)



King's Trust - Team programme

Is your young person aged 16 – 25? Are they ready to open up new paths towards work or learning?

On this free 12-week personal development course, they will gain practical skills and experience, earn a qualification, and grow their confidence.

If you think this course would benefit your young person please share with them the details below.

Course Sessions

21st Sep – 11th Dec 2026

Mentoring Support: 6 months

Course Format: In Person

Join Team, our free 12-week personal development programme, to gain valuable skills and experience, earn a qualification, and boost your confidence. The programme is designed to take your confidence sky-high and prepare you to take the next steps into work, education or training.

Here's what you'll get out of the Team programme:

- Take part in an action-packed week of activities, which could be a residential trip, where you'll get to know the other people in your team.
- Make a positive difference in your community by working together on a group project.
- Get two weeks' work experience in a profession or organisation that interests you.
- Earn a nationally recognised qualification, and develop your English, maths, communication and teamwork skills.
- Receive support to write a standout CV, and learn how to impress in an interview.

Twelve weeks may sound like a long time, but the programme flies by. You won't believe how far you've come when you share your journey at the final celebration.

The King's Trust - Team programme will be running in: Click on the location closest to you to find out more.

[Norwich](#)

[King's Lynn](#)

[Great Yarmouth](#)

Rest assured that joining the programme won't affect your benefits!

The Prince's Trust became The King's Trust in October 2024. This change reflects our Royal Founding President's continued dedication to our work. We remain committed to enabling even more young people to create a better future for themselves.

[Click here to find out more about The King's Trust](#)





Eastern Region Parent Carer Workshop: The MCA – DoL & Your Loved Ones Rights, Your Rights & Professional Responsibilities

21ST OCTOBER 2026, 10:00AM – 11:30AM

FOR THE EASTERN REGION BY THE EASTERN REGION

Join us for the Eastern Region Parent Carer Workshop: The Mental Capacity Act (MCA) – Deprivation of Liberty (DoL) & Your Loved Ones Rights, Your Rights & Professional Responsibilities

These sessions are designed for Parent Carers & Family Representatives.

Purpose:

- Increase understanding of transitional safeguarding and MCA
- Provide accessible information about rights, safeguards, and processes
- Enable informed engagement in decision-making
- Improve understanding of professional responsibilities in relation to the MCA and deprivation of liberty

Sessions will be tailored to be clear, practical, and inclusive, ensuring accessibility for all participants.

Improvement East also run workshops for professionals Click [here](#) for more details.

[Click here to book a place](#)





SEND reform: education otherwise than at school (EOTAS) -consultation

There is still time to complete this consultation- **the closing date is the 18th of September.** We're seeking views on improving support, quality and oversight for children and young people outside school.

Why your views matter

This consultation is for parents, carers, schools, local authorities and sector organisations. It seeks views on how to strengthen arrangements for children and young people who are educated outside school or further education settings.

We want to understand how support can be improved, how responsibilities should be clarified, and how provision can be better quality assured. We are also seeking views on how arrangements can support improved outcomes, including progression and, where appropriate, reintegration.

For more information, refer to [SEND reform: education otherwise than at school – what parents and carers of children and young people need to know.](#)

Click here to have your say on the SEND Reform: Education Otherwise Than At School Consultation







Norfolk Parent Carer Service

Autumn Term Online Workshops

Tuesday 22nd September Demand Avoidance
10.30am – 12.30pm

Sunday 4th October Eating Challenges 2pm – 4pm

Wednesday 7th October Eating Challenges 11am – 1pm

Wednesday 14th October Sleep 10.30am – 12.30pm

Sunday 25th October Demand Avoidance 2pm – 4pm

Sunday 8th November Behaviour 2pm – 4pm

Friday 20th November Behaviour 10.30am – 12.30pm

Sunday 22nd November Sleep 2pm – 4pm

Monday 23rd November Resilience 11am – 1pm

Sunday 29th November Resilience 2pm – 4pm

Scan here for booking form:



Join us online - just scan the code and choose your dates!

Email
sally.macgregor
@kids.org.uk
for more info



Kids Norfolk- Autumn Term Online Workshops

Tuesday 22nd September [Demand Avoidance](#) 10:30am-12:30pm

Sunday 4th October [Eating Challenges](#) 2pm-4pm

Wednesday 7th October [Eating Challenges](#) 11am-1pm

Wednesday 14th October [Sleep](#) 10:30am-12:30pm

Sunday 25th October [Demand Avoidance](#) 2pm-4pm

Sunday 8th November [Behaviour](#) 2pm-4pm

Friday 20th November [Behaviour](#) 10:30am- 12:30pm

Sunday 22nd November [Sleep](#) 2pm-4pm

Monday 23rd November [Resilience](#) 11am-1pm

Sunday 29th November [Resilience](#) 2pm-4pm

Scan the QR code above or click the green button below to book places.

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

[Click here to book places on Kids Norfolk Online courses](#)





A calm, inclusive and supportive space to play, explore and be yourself

SEN SESSIONS

A dedicated time for children with additional needs and their families to enjoy JEPA Tiny Town.

**EVERY WEDNESDAY
3PM – 4.30PM**

-  Calm environment with reduced noise & distractions
-  Smaller numbers for a more relaxed experience
-  Sensory friendly resources and spaces
-  Understanding, supportive staff
-  Parents & carers welcome to relax in our café

BOOK YOUR SESSION ONLINE
bookwhen.com/jepatinytown

87 High Street
Watton, Norfolk
IP25 6AW

01953 571519

jepatinytown.com




JEPA- Tiny Town- Big Adventures for Little People in Watton- SEN sessions

SEN Sessions

A calm, inclusive and supportive space to play explore and be yourself.

A dedicated time for children with additional needs and their families to enjoy JEPA Tiny Town.

Every Wednesday 3pm- 4:30pm

Calm environment with reduced noise and distractions

Smaller numbers for a more relaxed experience

Sensory friendly resources and spaces

Understanding supportive staff

Parents and carers welcome to relax in our cafe

Book your session online by clicking the green button below, or call 01953 571519

[JEPA Tiny Town](#)

87 High Street Watton, Norfolk, IP25 6AW

Discover a world of imagination and delicious treats at JEPA Tiny Town - your children's role-play centre and cafe in Watton, Norfolk.

We provide a safe, stimulating environment for children to explore, learn, and grow through play, while parents relax with a refreshing drink and tasty meal.

To book a SEN session at JEPA Tiny Town click [here](#)



Mint - a supported employment provision based at City College Norwich

Our aim at Mint is to find sustainable paid employment for the young people we work with by helping them overcome their barriers to employment through a variety of methods tailored around their specific needs.

Training

We work with 16 to 25-year-olds who are referred to us from a wide variety of sources,

including schools and colleges, Jobcentre Plus and Youth Services. Everyone who joins Mint does so on the basis that they want to work, even if they are currently a long way away from the job market – we can help facilitate their move into employment, but only if this is what they want.

Each young person will be assigned an Employment Job Coach who will work closely with them, tailoring their support and training around that individual according to their needs. This generally includes a combination of 1:1 and workshops, assistance with creating CVs, applying for jobs and interviews.

Many young people find our group workshops an enjoyable way to learn with others. These workshops cover topics such as employability skills, life skills, and introductions to sectors such as Customer Service, Hospitality and Administration.

Gaining employment

We liaise directly with employers across Norfolk to secure work experience and paid work for our young people. Employers benefit by having the financial costs of recruitment taken away and being introduced to employees who are keen to work hard and prove what they can do, having received training and support from us. Our young people appreciate the chance to make the most of these opportunities in a highly competitive employment market, as well as gaining further independence and reaching their potential.

Job coaching

Once our young people are in employment, our job coaching means they continue to be supported in whatever way necessary, from managing their day-to-day responsibilities at work to learning new tasks. We can also support the employer in any way necessary to ensure the best possible outcome for themselves and their new employee.

Timescales

We have funding to work with our young people for up to 2 full years – 12 months up to the point where they get sustainable paid work or an apprenticeship, and then another 12 months from that point to provide in-work support. Beyond this time we encourage our young people to keep in touch and let us know how they are getting on, and we are very happy that many do choose to do this.

[Click here for more information about Mint](#)



Paloma Health

Paloma Health- September webinars

At Paloma Health, we are passionate about making expert information accessible. Our new monthly webinar series is a free initiative designed to support and inform families exploring neurodivergence.

Each 60-minute session is led by our Senior Assessor and is designed to support you with practical insight and a live Q&A.

Upcoming September webinar dates

- 3rd September Thursday 4:00pm: **Understanding Masking in Clinical Observations**
- 7th September Monday 10:00am: **Understanding and Supporting Emotional Regulation**
- 10th September Monday 4:00pm: **Introduction to Right to Choose**

Please sign up through the link in the green button below, if you are unable to make these dates please still click on the link below to be notified when new webinar dates get released.

[Click here to book onto the Paloma Health webinars](#)



Supporting Children and Young People around Serious Illness, Loss and Bereavement – Free training by Tapping House

Supporting Children and Young People around Serious Illness, Loss and Bereavement – Free training by Tapping House

This in-person training will explore ways to effectively support adults to have conversations with children and young people (CYP) about life limiting illness. This could be parents/carers or extended family members who are seeking guidance and reassurance on how to talk to their children about their (or someone else's) incurable condition.

It is aimed at any **professionals/volunteers** working with children and young people within West Norfolk.

Dates: Wed 9th Sept 9.30-12.30 and Tues 6th Oct 9.30-12.30 in the Learning Hub, Tapping House, Wheatfields, Hillington, King's Lynn, Norfolk PE31 6BH.

Please complete the booking form by clicking the green button below or email education@tappinghouse.org.uk

Click here to complete the booking form



PositiviTea

Come along, chat & connect



A free drop-in event for support
around the cost of living

Cromer PositiviTea

Tuesday 8th September 2026 | 10am to 12pm

Cromer Community Centre, Garden Street, Cromer, NR27 9HL

We look forward to seeing you there!



Cromer PositiviTea - a free drop in event for support around the cost of living

Come along, Chat and connect

Tuesday 8th September 2026 | 10am to 12pm

Cromer Community Centre, Garden Street, Cromer, NR27 9HL

We look forward to seeing you there!

Click the green button below for more details and for dates of other PositiviTea events in Wells -next- to sea, Stalham and Sheringham.

[Click here for more details](#)



Mobility aids service in Norfolk & Waveney

**Here for
humanity**

British Red Cross - Mobility aids loan service in Norfolk and Waveney

The British Red Cross helps people in times of crisis.

For someone having mobility problems, the right equipment can mean the difference between maintaining an active life and being isolated at home. Our mobility aids short-term loan service helps thousands of people every year. Our team of staff and volunteers will support you to borrow equipment that is right for your needs, or signpost you to a service that can.

The initial loan period is eight weeks, but a further short-term extension can be offered if necessary.

The service is donation-led so we will ask service users to make a donation. We will also invite you to Gift Aid your donation if you are able.

Equipment available to loan:

- Wheelchairs (child- ages 5 and over to adult, self propelling and transit)
- Leg extensions
- Bath seat
- Back rest
- Commode
- Raised toilet seat
- Toilet frame
- Mowbray
- Shower stool
- Perching stool
- Walking aids
- Tray trolley
- Over bed table
- Bed cradle

Home delivery and collection service

We offer a home delivery and collection service across Norfolk and Waveney for a charge. This is bookable [online](#), or by contacting the outlets below directly.

Reconditioned wheelchairs

We often have reconditioned second-hand wheelchairs available that have been cleaned and serviced ready for resale. For someone who needs a wheelchair on a longer-term basis this can be an affordable way to purchase a wheelchair. Please contact the outlets directly to find out about stock, which is subject to availability.

- British Red Cross Mobility Aids Service, 209b Whapload Road, **Lowestoft**, Suffolk, NR32 1UL Phone: 01502 441633 Monday - Friday 10am - 2pm Wednesdays 10am - 4pm
- **King's Lynn** Red Cross, Nelson House, Bergen Way, North Lynn Industrial Estate, King's Lynn, PE30 2DE Phone: 01553 766969 Monday - Friday, 10am - 4pm
- **Norwich Red Cross**, Coronation Road, Norwich, NR6 5HD (Open Monday to Friday, 10:30 AM - 4:00 PM). Phone: 01603 253403

The British Red Cross also have a range of mobility items to purchase-
[click here for more information](#)





Are you looking for support, connection or someone to talk to?

We provide **free, safe and inclusive** mental health and wellbeing support for LGBTQ+ people of all ages across Norfolk and Waveney.

You don't have to navigate things alone. We're here when you're ready. **Self-referrals welcome.**

Support can be accessed:

- Face-to-face
- Online
- Telephone


Mental health and wellbeing


Gender identity support


Isolation and loneliness


Confidence and self-esteem


Family and carer support


Accessing services


Community groups and peer support

Find out more or get in touch:

Web: www.lgbtqproject.org.uk

Tel: 01603 219299

Email: info@lgbtqproject.org.uk

Text: 07526 635616



Compassionate support. Lasting change.

Registered Charity No. 1129770

LGBTQ+ Project supporting Norfolk and Waveney

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- Online
- Telephone

Mental health and wellbeing, Gender identity support, Isolation and loneliness, Confidence and self-esteem, Family and carer support, Accessing services, Community groups and peer support.

Find out more or get in touch:

Scan the QR code above or click the green button below.

Or [email](#) or text 07526635616 or telephone 01603219299

Compassionate support. Lasting change.

[Click here for more information](#)



Baroness Casey launches the Big Conversation on Care with the public

The Big Conversation on Care, is the most ambitious public conversation in a generation, handing the public a direct role in shaping the future of adult social care in England.

Between now and April 2027, The Big Conversation will give people across England the opportunity to say what they want and expect from a future National Care Service, including on the tough questions on who it should support, what families should reasonably be expected to do, and how the country should pay for care in a fair and sustainable way.

The launch follows warnings from Baroness Casey that the adult social care system is “broken”, and that previous attempts to reform social care have too often failed because they

have tried to resolve fundamental questions without first building public understanding and consent.

Baroness Casey of Blackstock said:

“For too long, we have been stuck in the same cycle: crisis, promises of reform, another review, and then retreat, while the people who need care, and their families, bear the brunt.

“Social care affects every family in this country: whether we need care ourselves, care for someone we love, work in care, or pay for it through our taxes.

“That’s why I am launching The Big Conversation on Care today. I want people across England to help us face the hard questions about how we can build a National Care Service. It is only by listening to the public that we can build the agreement needed for lasting reform.”

The Big Conversation will aim to engage with one million people across England. It is open to everyone through a new [online platform](#) which has launched, starting the conversation by asking people: when we are old or disabled, or have a serious illness, who should support us and how?

The Big Conversation will conclude by April 2027. Baroness Casey has agreed to provide the Independent Commission’s recommendations by summer 2027.

The Big Conversation will run in two phases. The first phase of the conversation, from July to November, will ask people about the values and principles we should all expect from a care system and who should be eligible for support. The second will focus on how care should be funded and how reform should be delivered.

Click on the green button below to access an Easy Read version.

[Click here to take part in The Big Conversation](#)



From September 2026, all children from families getting Universal Credit will receive free school meals, regardless of parental income

From this September, over 500,000 additional pupils in England will be eligible for free school meals, all children from families getting Universal Credit will receive free school meals, regardless of parental income.

Click [here](#) to apply for Free School Meals.

No specific provision is made in legislation for free school meals to be provided to children who are in receipt of **EOTAS** (Education Other Than at School).

We expect local authorities to consider making equivalent food provision for children who are receiving EOTAS under section 61 of the Children and Families Act 2014 who meet both of the following criteria:

- the child would meet the criteria for targeted free school meals if they were in a state-funded school
- the meals would be provided in conjunction with education and would, in line with the aim of free school meal provision, be for the purpose of enabling the child to benefit fully from the education being provided

Once this consideration has been made, local authorities should then assess the individual circumstances of the child to decide whether and how such provision can be made.

Click here to read the updated Government guidance on Free School Meals



Needs Assessment VS Carer's Assessment

A Child and Family Needs Assessment looks at your disabled child's needs and whether your family would benefit from support from children's social care.

If support is agreed, the local authority should provide a plan explaining **what support** will be provided, **who** will provide it and **when** it will be reviewed.

Possible services include home help, recreational equipment, leisure and education facilities, travel, adaptations, personal assistants, direct payments, family support and short breaks (respite).

Support for disabled children is mainly provided under the Children Act 1989. Some duties relating to disabled children also come from other legislation.

A Parent Carer's Needs Assessment looks at how caring affects your own wellbeing and whether you need support.

The assessment should consider your: physical health, mental wellbeing, work, relationships, family life, education or training, recreation and housing

If you have eligible support needs, the council should explain what support it will provide and may offer services, direct payments or other support.

If you appear to have needs for support, or you ask for one, the council **must consider** carrying out a Parent Carer's Needs Assessment.

For families with disabled children

contact.org.uk/social-care

Needs Assessment VS Carer's Assessment- useful information from Contact

[A Child and Family Needs Assessment](#) looks at your disabled child's needs and whether your family would benefit from support from children's social care.

If support is agreed, the local authority should provide a plan explaining **what support** will be provided, **who** will provide it and **when** it will be reviewed.

Possible services include home help, recreational equipment, leisure and education facilities, travel adaptations, Personal Assistants (PA's), direct payments, family support and Short Breaks (respite).

Support for disabled children is mainly provided under The Children Act 1989. Some duties relating to disabled children also come from other legislation.

A Parent Carer Needs Assessment looks at how caring affects your own wellbeing and whether you need support.

The assessment should consider your: physical health, Mental wellbeing, work, relationships, family life, education or training, recreation and housing.

If you have eligible support needs, the council should explain what support it will provide and may offer services, direct payments or other support.

If you appear to have needs for support, or you ask for one, the council **must consider** carrying out a Parent Carer Needs Assessment.

In Norfolk you can have a Parent Carer Needs Assessment with either Norfolk County Council or [Kids](#) and Norfolk County Council will arrange this for you. Please note that assessments done with Kids are still shared with Norfolk County Council. All parent carers can get support from Kids if they need it, whether their assessment is done with Kids or with Norfolk County Council staff.

Contact Norfolk County Council to ask for a Parent Carer Needs Assessment. You can:

- Call 0344 800 8020 or
- Visit the Early help for children and families webpage and select "Request early help" to fill out the [online form](#) or
- Speak to your child's allocated worker, if they have one.

[Click here for more information](#)



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
- 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
 - 📱 [FamilyVoiceNorfolk](#)
- Or if you are a family member you can join our Family Voice Members Chat Room on Facebook [here](#)

01/09/2026, 15:33

Family Voice Norfolk

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

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