



December 2023 Newsletter

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A Christmas wish

Family Voice Norfolk wishes everyone a Merry Christmas, in whatever form Christmas takes for you and your children. Quiet or crazy, pizza or the full roast dinner, excitement over presents or raptures over the wrapping, our children are all unique, our families are unique and we're all doing the best we can. The Family Voice Norfolk team is looking forward to family time and we hope you are too. Thank you for sharing your experiences of 2023, responding to our surveys and requests for feedback on various topics, and for coming along to our online Check in and Chat sessions. Every voice makes a difference and together we are stronger. Let's keep making that difference in 2024.

As usual we at Family Voice Norfolk have been really busy with our attendance at various meetings.

In the year from April to November our parent representatives have attended 396 meetings. We have had an Ambassador representation at 34 events. And have been involved in 128 more meetings which were either internal FVN meetings, regional Parent Carer Forum meetings or voluntary sector meetings.

That's 558 meetings of the first eight months of this calendar year!



check in and chat



Online Check in and Chat Monday 8th of January 2024

Join us online!

If you would like to join other parent carers for an online chat, come along to one of our Check in and Chat sessions. Bring a cuppa, click the Zoom link and tell us how your week has been!

We are all parents like you and we know how useful it is to chat with parents who understand us.

Don't worry if you haven't used Zoom before just [click here](#) to download it and then you can join in with the chat!

Monday 8th of January 2024 10-11am

No need to book – just drop in [here](#).

Just in case Zoom asks you, here is the password.

Meeting ID: 830 0670 3755

Passcode: 8wFFs5





SAVE THE DATE

Annual Conference

Saturday 23rd March 2024

John Innes Centre, Norwich NR4 7UH

Find out about all things SEND from

- *information stands*
- *workshops*
- *face-to-face meetings with professionals*
- *keynote speaker*



Find out more at
www.familyvoice.org.uk
f FamilyVoiceNorfolk
@familyvoicenfk

Family Voice Norfolk conference 2024 registration for parents and carers will open in January 2024

Save the date in your new diaries and calendars! Work is hotting up behind the scenes as Gita Bose, our conference co-ordinator, works very hard pulling all the planning together. Keep a look out for your emails from us in January 2024 as booking will open for parents and carers. It promises to be an information-packed day where we hope you go home knowing more about the world of SEND than when you arrived! We all look forward to seeing you there.



Working on Worries: Parent and Carer Advisory Group

Parent-led CBT for Child Anxiety Problems

Working on Worries: parent and carer advisory group

What is it?

The project is called Working on Worries. It is about trying to help parents and carers with their child's anxiety problems. Parents and carers are given help from their child's school to learn a skill called Parent-led CBT. Primary schools and families in Norfolk & Waveney are taking part. Working on Worries is funded by the National Institute for Health and Care Research. Three organisations are working together on this project. They are the Norfolk & Waveney Integrated Care Board, NSFT and the East of England Applied Research Collaboration.

What is Parent-led CBT?

Parent-led CBT is about teaching parents and carers some strategies to help their child. The strategies are about helping the children with the way they think about problems. Parents and carers have sessions with the school. They can be face to face or online. In the sessions, parents and carers work through the strategies with support from trained school staff.

How we need your help.

If you have experience of a child with anxiety, we would like you to share your thoughts about getting help from school. Your opinions will help us do this project as well as we can for other parents and carers.

We would like to meet as a group 3-4 times across 12 months to ask you some questions. We will talk about the programme and you can join in the chat in two ways. If you have experience of parent-led CBT you can tell us about what went well and what you would change. If you do not have experience of parent-led CBT you can tell us how the programme would make you feel if it was offered to you. The meetings will take place online via Microsoft Teams. Each meeting lasts up to 1 hour.

You will receive a £20 Voucher for each meeting you attend as a thanks for your help.

If you would like to register your interest please click [here](#).

Thank you for your interest in joining the Parent and Carer Advisory group for the Working on Worries programme.

To email Rachel McGuire for more information click [here](#)



family action Building stronger families

Family Action Autism/ADHD Support service, supports families of children with neurodevelopmental differences.

Central
Norfolk and Waveney Autism/ADHD Support Service

Join our friendly 'Drop In'

If you have personal experiences with a child with neurodiversity or are waiting for a diagnosis, come along to our 'drop in' session to meet our Family Support Workers, who can offer support and answer any questions.

When
Tuesday
16th January
2024
10.00-12.00
noon

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

SCAN ME

For more information contact our team on 01603 972589 (Swaffham Office). or email swaffham@family-action.org.uk

Family Action Autism/ADHD support service- Thetford drop in

Family Action Autism/ ADHD support service, supports families of children with neurodevelopmental differences in Norfolk and Waveney.

Join them for a friendly drop in on Tuesday 16th of January 2024 10-12 noon at The Charles Burrell Centre Cafe, Staniforth Road, Thetford IP24 3LH.

If you have personal experiences with a child with neurodiversity or are waiting for a diagnosis, come along to the drop in session to meet the family support workers, who can offer support and answer any questions. For more information scan the QR code or call the team on 01603972589.

To email Family Action click [here](#)





Have your say about the Police

For adults with
learning disabilities





Tuesday
16



10:00am → **12:00pm**





**Chapel Field Road
Methodist Church**
Norwich





**Tell us the
top 3 things
you want the
Police to do**

**Get your
voice heard**



**You can ask
questions**



For more information just call or email



01603 631433



admin@openingdoors.org.uk



**You and a supporter can pop along
on the day.
No need to book in advance.**



Opening Doors

Have your say about the Police for adults with learning disabilities

A free event is being held by Opening Doors on Tuesday January 16th from 10am until 12 at the Chapel field road methodist church Norwich NR2 1SD.

Tell Norfolk Constabulary and the Police and crime commissioner the top three things you want the police to do.

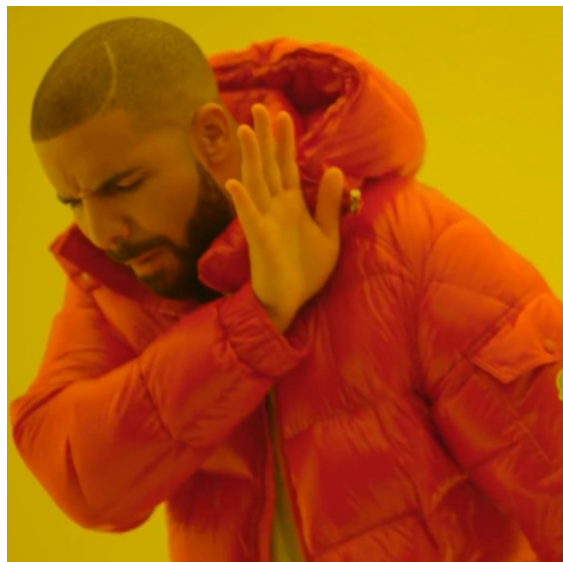

Get your voice heard and ask questions.

For more information call 01603631433.

You and a supporter can pop along on the day, there is no need to book in advance.

To email Opening Doors click [here](#)



	<p>Buying a laptop for hundreds of pounds</p>
	<p>Borrowing a laptop from your local library for FREE</p>

Why buy a laptop when you can borrow a laptop from a Norfolk library?

If you have a full adult library membership, you can borrow a laptop from a Norfolk library, for either a same day loan or a 2 week loan - with the option to renew the 2 week loan if needed.

For more info, head into your local library - the friendly staff will be on hand to answer any questions, get you signed up if needed and get you online!

To find your nearest library [click here](#)





THE CLIENT HARDSHIP SERVICE

**INCORPORATING THE NORFOLK ASSISTANCE SCHEME
AND THE MONEY SUPPORT SERVICE**

Are you in crisis and worried about managing financially?

We can give you support to get back on track with information and guidance on a wide range of issues including budgeting. We can also support you financially as part of our holistic service.

Do you fall into any of these groups?

- Working on a low income
- Working and receiving a means tested benefit
- Claiming benefits
- Disabled/pensioner
- Caring for someone
- Trying to get back to work
- Unexpected expenditure

The fastest way to apply is online: norfolk.gov.uk/chs

If you do not have internet access, call 0344 800 8020

To discuss an open application, call 01603 306131 option 1



Norfolk County Council

The Client Hardship Service incorporating the Norfolk Assistance Scheme and the money support service

Are you in crisis and worried about managing financially?

Norfolk County Council can give you support to get back on track with information and guidance on a wide range of issues including budgeting. They can also support you financially as part of a holistic service.

Do you fall into any of these groups?

Working on a low income.

Working and receiving a means tested benefit

Claiming benefits

Disabled/pensioner

Caring for someone

trying to get back into work

Unexpected expenditure

The fastest way is to apply online click [here](#)

If you do not have internet access call 03448008020

To discuss an open application call 01603306131 option 1

If you are eligible, NCC can:

Give support, guidance and advice

Assess your application to decide if you are eligible for assistance with food and energy

Assess your application to decide if you are eligible for essential household items if required

Warm referrals to support workers, advice organisations and voluntary agencies to provide a wraparound support service and prevent further crisis occurring

Money-management and budgeting support and advice, involving helping people identify income and outgoings, supporting grant applications, providing cost comparisons for utilities and supporting with switching to cheaper providers or tariffs

Connecting people to debt agencies and supporting them with any initial appointments

Supporting people with Disability Related Expenses claims – these can reduce the amount that people must pay towards their care.

You will need to complete an application with evidence of your financial situation.



Autism Central - resources to help cope with Christmas

Many autistic people love Christmas, but for others the festive period can be stressful and overwhelming. There are many tips online on what you can do to make Christmas a more enjoyable experience for everyone.

[Click here to see Autism Central Christmas resources](#)



Support for families of children with neurodevelopmental differences/additional needs in Norfolk and Waveney

Norfolk and Waveney ICB have written two information sheet for families who are worried about autism/ADHD/additional needs. The services listed are here to support you on your journey. Please reach out to them for help. One is for Waveney the other is for Norfolk. Although a clinical assessment for neurodevelopmental differences such as autism or ADHD is helpful for some families, a diagnosis is not required to access SEN support. It is important to remember that having a name for your child's condition does not change who they are. It is helpful to think about what goals you and they are aiming for so that you can access the support available to help achieve these goals.

To read the Waveney information sheet [click here](#)

To read the Norfolk information sheet [click here](#)



Making Sense of SEND INFORMATION FAIR



Visit a range of service information stands, listen to a guest speaker, and meet like-minded parents and carers.
Free refreshments provided.



Swaffham Assembly Rooms



Wednesday 24th January 2024



10am-12pm

Making Sense of SEND - 24 January 2024 - Swaffham Assembly Rooms

The SEND Local Offer team asks :Join us for our next 'Making Sense of SEND' information fair! This time we're going to be at the Swaffham Assembly Rooms! 24 January 2024 10am-12.

These events are for professionals and parent carers who work with or have a child or young person with special educational needs and/or disabilities (SEND). The aim is to share information with you and enable you to meet the people behind the services.

We have lots of services joining us with information stands so you'll have the opportunity to go around, find out more and ask your questions.

We will be joined by a guest speaker TBC.

Free refreshments will be available and you're welcome to drop in and stay for as long as you like.

Making Sense of SEND is organised by the Norfolk SEND Local Offer team in partnership with Family Voice Norfolk, who will have an Ambassador at the event.

Parking is also available on site!

[To book a place click here](#)





Enhance your parent carer journey with Carers Matter Norfolk's new meet ups!

As part of our commitment to supporting parent carers, Carers Matter Norfolk is excited to introduce a new initiative – meet ups tailored to your needs and interests. We invite you to share your thoughts and preferences to help us curate a selection of groups that resonate with you and your fellow parent carers.

Your feedback is invaluable in ensuring we create groups that provide genuine support and enrichment. We recognize the extraordinary role you play in your children's lives and the challenges you face. Your input will guide us in establishing groups that offer tangible benefits and alleviate the burdens you carry.

Thank you for taking the time to complete this [survey](#).

We look forward to welcoming you to a meet up soon! Together, we can foster a thriving community of connection, support, fun, information, and shared experiences.

Please also check out and follow the Parent Carers Facebook page to keep updated with the meet ups that are coming your way!

With kindness,
Hayley & Rachel
Parent Carer Group Coordinators

[Link to the Parent Carers Facebook page](#)





The Recovery College and the Discovery College

The Recovery College and the Discovery College provides free educational workshops and courses for young people and adults.

The Recovery College's educational workshops and courses are open to everyone and they are designed to support people on their mental health recovery and wellbeing journey.

The courses are co-produced and delivered by those with lived and learned experience of mental health challenges.

The courses helps people build an understanding of themselves and plan for the future.

Anyone over the age of 16 in Norfolk and Suffolk can attend these course, this includes those suffering with mental health challenges, carers, professionals, and members of the public.

Attendance at Recovery College is not put on clinical records and you can participate as much as you like.

It is not like school. Instead, it is a relaxed and informal environment with no tests.

You can read more about the Recovery College [here](#)

You can find the full list of courses and information on how to sign up [here](#)

The Discovery College offers free educational online courses and webinars on mental health topics for 16 - 25 year olds. The courses and webinars are designed so that people can become an expert in discovering themselves and their self care alongside others their age.

You can find out more about the Discovery College [here](#)

You can view the Discovery College timetable [here](#)

Signing up to both the Recovery and Discovery College courses.

You need to complete an online registration [form](#):

Once you have completed the registration form, a member of their team will email you.

If you need more support, you can contact them and ask for:

- A learning support call – Talk to a tutor who can support and guide you into choosing courses which you may find supportive for your Recovery. The tutor can also support you with completing an individual learning plan, as well as answering other queries you may have about our courses.
- A registration and tech help call – administrator to support you with your online registration and tech questions.
- An Introduction to Zoom session – designed to help you learn how to use Zoom.

For more information telephone on: 0300 303 4419

To email click [here](#)



Supporting the mental health of
children, young people, and adults in
your community



Kooth's live chat hours over the holiday period

24th December (Christmas Eve) - 4pm - 8pm
25th December (Christmas Day) - 4pm - 8pm
26th December (Boxing Day) - 4pm - 8pm
31st December (New Years Eve) - 4pm - 8pm
1st January (New Years Day) - 4pm - 8pm

Other days over the holiday period will follow our usual live chat
hours of 12pm - 10pm on weekdays and 6pm - 10pm on weekends.

kooth.com





Kooth and Qwell supporting the mental health of children, young people and adults- opening times over Christmas

Kooth and Qwell are still here to support your mental health over Christmas time

Both services opening hours are;

24th December Christmas eve 4pm- 8pm

25th December Christmas day 4pm-8pm

26th December Boxing day 4pm -8pm

31st December New years eve 4pm-8pm

1st January New years day 4pm - 8pm

Other days over the holiday period will follow usual live chat hours of 12pm-10pm on weekdays and 6pm to 10pm on weekends.

To access Kooth for young people age 11-25 yrs [click here](#)

To access Qwell for over 25s [click here](#)





Healthwatch Norfolk survey on how Norfolk and Waveney patients digitally access and attend primary care appointments with doctors and other healthcare professionals

Healthwatch Norfolk is the independent voice for patients and service users in the county. We are working with Norfolk and Waveney Integrated Care Board (ICB) to find out how patients in Norfolk and Waveney digitally access and attend primary care appointments with doctors and other healthcare professionals.

We would like to know more about patient's experiences of using digital tools (for example their doctors' surgery website, the NHS app or the Airmid and Patient Access Apps) to:

- 1) make appointments
- 2) attend appointments at their doctors' surgery
- 3) seek information and advice about healthcare
- 4) order repeat prescriptions
- 5) access any other information, advice, or support from their doctors' surgery

The survey is available online and we can provide alternative formats (for example: easy read) if required.

The Survey closes on the 2nd January 2024.

People are also able to ring Healthwatch Norfolk on: 01953 856029 to take part in the Digital Tools survey and provide feedback over the phone.

To access the healthwatch Norfolk survey click [here](#)





COFFEE MORNING



FOR ALL PARENTS AND CARERS

Our Coffee Mornings take place at SenSI in Mulbarton, between 10am and 12pm on the dates listed below:

Thursday 25th January
Thursday 29th February
Thursday 21st March

“

**AN INFORMAL GROUP TO
CHAT, SHARE AND LEARN
FROM OTHERS &
NETWORK**

Contact Us

Phone	01508 578577
Mail	info@sensitreatment.com
Website	www.sensitreatment.com

SenSI coffee morning for all parents and carers in Mulbarton

SenSI are hosting some coffee mornings at SenSI in Mulbarton between 10am 12pm on the dates listed below.

Thursday 25th January

Thursday 29th February

Thursday 21st March

An informal group to chat, share and learn from others and network.

Richmond Lodge the Common, Norwich Rd, Mulbarton, Norwich NR14 8JW

For more details phone 01508578577

Or email SenSI click here

To go to the SenSI website click here



Together For Short Lives - Support with energy bills

Support with energy bills

If you are caring for a seriously ill child with complex medical needs at home you may have high energy bills because you rely on specialist equipment or need to keep your home warm at all times. This page gives some advice on energy bills and how we can support you

[Together for Short Lives](#)

From December you will be able to call our Helpline to book an appointment with our Energy Adviser. They will be supporting families to use energy safely, efficiently and affordably. In the meantime, if you are struggling financially, we can support you via our helpline: Call: 0808 8088 100.

To email the helpline click here





Thetford Foodbank- service update

Numbers continue to increase and we are experiencing our busiest period since we opened in 2011.

Please find below our Christmas Opening times over the Christmas and New Year period.

Thetford Client Sessions
Wednesday 20th Dec 6pm-6:45pm
Saturday 23rd Dec 9-10am
Wednesday 27th Dec 6pm-6:45pm
Saturday 30th Dec 9-10am

Thetford Warehouse
Closed for donations 25th Dec and 1st Jan Open as usual Monday 8th Jan 12 (noon) until 2pm

The Hub (was Church of the Nazarene)
Croxtton Road
Thetford
IP24 1TA

Thetford foodbank website





Supporting the deaf community through text

At Shout 85258, we believe that mental health support should be accessible for all. As the UK's first free, 24/7 text support service we offer silent, confidential and anonymous support for anyone who is struggling to cope.

We've partnered with the deaf health charity [SignHealth](#) to reach more people in the deaf community and to provide 24/7 access to mental health support via text. Deaf people can text DEAF to 85258 for free, confidential, 24/7 support via text message.

Shout 85258 website





Carers Matter Norfolk
SUPPORTING PARENT CARERS

ARE YOU A PARENT CARER?
Parent carers are parents who give extra support to their child/ren

PARENTS GROUP FOR PARENT CARERS IN THE NORWICH AREA

A chance to meet, share and listen to one another...

 **Date**
Every 2nd Monday of the month (term time only)

 **Time**
9.15am-11.15am

 **Location**
**CFM Childrens Centre
Hunter Road, Norwich, NR3 3PY**

 **More Info**
parentcarersmatternorfolk.org

Find out more





Carers Matter Norfolk- new parents group for parent carers in the Norwich area

Carers Matters Norfolk- supporting parent carers.

Are you a parent carer?

Parent carers are parents who give extra support to their child/ren.

A chance to meet, share and listen to one another....

Every 2nd Monday of the month (term time only).

From 9:15am- 11:15am.

At the CFM Children's centre, Hunter Road, Norwich, NR3 3PY.

For more information [click here](#) or scan the QR code on the flyer





JOIN THE
Super 1s

All disabilities welcome
Ages 12-25

CHALLENGE YOURSELF
BE MORE ACTIVE
IMPROVE YOUR SKILLS
MAKE NEW FRIENDS

**Free inclusive
cricket sessions!**

WHEN:
Every Thursday
5pm - 6pm
(Starting 7 September 2023)

WHERE:
City of Norwich School,
Eaton Rd, Norwich NR4 6PP

CONTACT:
Abi Sutherland
07542 769082
abi.sutherland@norfolkcricket.co.uk

www.lordstaverners.org/super1s



LORD'S TAVERNERS
Empowering young people through cricket
Registered Charity No. 306054 | OSCR No. SC046238



**NORFOLK
CRICKET BOARD**

Free inclusive cricket sessions in Norwich for 12-25 year olds

Join the super 1s, all disabilities welcome, ages 12-25.

Challenge yourself, be more active, improve your skills and make new friends.

Every Thursday 5-6pm at City of Norwich school, Eaton Road, Norwich NR4 6PP.

To join, contact Abi Sutherland on 07542769082 or [email](mailto:abi.sutherland@norfolkcricket.co.uk).

Norfolk cricket board and Lord's Taverners are the organisers, empowering young people through cricket.

For more information go to the Lord's Taverners website



New Family Hub webpages

The new Family Hub webpages have been launched, packed with information on parenting, health and childcare.

If you're looking for advice on money, activities to do with your children, or help with your child's education, why not take a look?

To look at the Family Hubs webpages [click here](#)



Have your say to refresh the Norfolk all age autism strategy for 2024-2029

We want to hear more about what is important to autistic people and their parents and carers, to refresh the autism strategy. Join us for a one to one group chat at a library listed below. Or register to **join an online group discussion via Zoom, using one of the links below.**

Library sessions (no need to book – just come along)

Wednesday 17 January 11 am to 1 pm **Thetford Library** Raymond Street, Thetford IP24 2EA

Monday 5 February 1 pm to 3 pm **Wroxham Library** Norwich Road, Wroxham NR12 8RX

Thursday 8 February 1 pm to 3 pm **The Shoebox Community Hub** 21 – 23 Castle Meadow, Norwich NR1 3DH

Friday 9 February 4 pm to 5 pm **Gaywood Library** Gaywood River Lane, Gaywood, King's Lynn PE30 4HD

Tuesday 13 February 4 pm to 6 pm **Cromer Library** Prince of Wales Road, Cromer NR27 9HS

Monday 19 February 4 pm to 5 pm **Fakenham Library** Oak Street, Fakenham NR21 9DY

Friday 23 February 10.30 am to 11.30 am **Great Yarmouth Library** Tolhouse Street, Great Yarmouth NR30 2SH

Online sessions (registration required)

Monday 15 January 3 pm to 5 pm Zoom session for autistic people. To register visit:

<https://tinyurl.com/4mppm99h>

Monday 22 January 10 am to 12 pm Zoom session for parents/carers. To register visit:

<https://tinyurl.com/5x6afc45>

Tuesday 6 February 6.30 pm to 8.30 pm Zoom session for all. To register visit:

<https://tinyurl.com/4mw7nc4p>

Thursday 15 February 3 pm to 5 pm Zoom session for all. To register visit:

<https://tinyurl.com/mrx4wuak>

Norfolk Autism Partnership website



help for psychology

Psycho-Education Group For Autistic Girls

A group for girls aged 12-17 with a formal diagnosis of Autism.

A **free-of-charge group** designed to guide young girls in uncovering challenges, embracing strengths, and acquiring valuable tools and skills to navigate adolescence on the spectrum.

A blend of fun activities and group learning!

Duration: 8 weeks, 1.5 hours per week
Location: The Grange, Spixworth Road

Please scan the QR Code to register your interest!



Expressions of interest requested for a new pilot group for autistic girls, hoping to start early in 2024

Help for Psychology will be running two free of charge 8-week psycho-educational groups for girls aged 12-17. One group will be aimed towards girls aged 12-14 and the other will be aimed towards girls aged 15-17.

The groups will be designed to guide girls in uncovering challenges, embracing strengths, and acquiring valuable tools and skills to navigate adolescence on the spectrum. This will be through a blend of fun activities and psychological tools to facilitate group learning.

Each session will run for 1 hour and a half and the groups are expected to start between Jan/Feb 2024. Each group will be made up of 8 members in total.

The groups are free of charge, and will take place at The Grange, Spixworth Road, Norwich.

If you are interested in this group, please scan the code above or click [here](#) to complete their questions.

[Help4psychology website](#)



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 Ayton House, 11 Ayton Rd, Wymondham NR18 0QQ
- Or message us via:
 -  www.familyvoice.org.uk
 -  [FamilyVoiceNorfolk](https://www.facebook.com/FamilyVoiceNorfolk)
 -  [familyvoicenfk](https://twitter.com/familyvoicenfk)
- Or join our Family Voice Members Chat Room on Facebook [here](#)

Family Voice Norfolk Ayton House 11 Ayton Road Wymondham Norfolk NR18 0QQ

[Preferences](#) | [Unsubscribe](#)