



# Norfolk Multi-agency Practice Week

Monday 20 to Friday 24 November 2023

The importance of Family  
and Friends in ensuring children  
and young people FLOURISH



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# Introduction.



Welcome to our November 2023 Practice Week. This is now our sixth practice week and as ever, it's a fantastic opportunity for our multiagency children's workforce to come together to share some of the fantastic practice taking place in Norfolk, learn from the lived experience of children and families, and engage with national research and local developments.

I'm delighted that this programme is focusing on the importance of Family and Friends. Children have told us that their family and friends are vital to their feelings of safety and belonging, and as such they rightly hold the first place in our FLOURISH shared ambition. We will be working through all of the elements that make up FLOURISH in future Practice Weeks.

As ever, this Practice Week is a jam-packed with learning opportunities; something for everyone. We've made it easy for workers, managers and carers from across Norfolk to 'drop-in' when they can spare an hour. The events are open to all and so we of course also welcome children, young people and families who would like to join. Each event is on Teams so just save the time in your diary and click on the links in the brochure to join. Resources and video recordings will be published on the Norfolk Safeguarding Children Partnership website after the events.

The conference on Wednesday looks to be really inspirational as we will be hearing from Paul Dix, renowned teacher, author and national speaker, and we welcome back Belinda Hopkins, Director of Transforming Conflict and long-term supporter of Norfolk as early pioneers of restorative approaches in our schools and services. We will also be hearing from young people in the Youth Advisory Board who will be telling us about their work in encouraging positive friendships during anti-bullying week and the 10 steps to bullying they have promoted to young people across Norfolk. Please note, this is the only event that you will need to book a place. You can find the booking link in the brochure.

Sessions through the week are being delivered from across the partnership with some brilliant opportunities to hear about the work taking place in Norfolk to support children's positive relationships with family and friends, as well as opportunities to hear directly from young people, parents and carers about the importance of their family, friends and networks. A huge thank you to all our presenters and co-producers of this practice week. I do hope you can all find a bit of time to enjoy, learn and feel inspired!

## Sara Tough

Executive Director of Children's Services and  
Chair of the Children and Young People's Strategic Alliance (CYP SA)

**For any queries, please contact [CSStaffDevelopment@norfolk.gov.uk](mailto:CSStaffDevelopment@norfolk.gov.uk)**

# At a glance timetable of the week.

	Monday 20 Nov	Tuesday 21 Nov	Wednesday 22 Nov	Thursday 23 Nov	Friday 24 Nov
9.30am - 10.30am	<b>Working with Gypsy Roma Traveller Families and Communities</b> Hilary Heath, Rachel Yates, Claire Tattersall and Cindy Campbell	<b>Our Life Story Approach - Family Networks are part of everyone's Norfolk Story</b> Lizzie Hills	<b>How engaging with Black History Month can support children and young people to feel welcome, safe and included in Norfolk</b> Alice Ndiaye & Eunice Kokrasset	<b>The Power of Family Networks in Prevention and Early Help</b> Jo Todd, Paul Farmer and Fay Spencer	<b>One Plus One- The digital programmes available in Norfolk to support parenting relationships</b> Roxanne McDowell
11am - 12noon	<b>Norfolk's Start for Life and Family Hub programme</b> Teresa Frost	<b>'Bloom where planted' - Learnings from supporting Ukrainian children and young people</b> Katie Smith, Sarah Squirell and Roxanne Smith	<b>An Introduction to Active Norfolk CYP and HAF</b> Emma Drake and Joel Matthews	<b>Helping a child belong to more than one family</b> Judith Dunholme, Beverley Leek, Carole Watkin	<b>Safeguarding children by working effectively with fathers</b> Mark Osborn
12.30pm - 1.30pm	<b>Theraplay - Building strong attachments for children who have experienced trauma.</b> Sarah Jacklin and Rebecca Howard	<b>SEN friendships</b> Angela Teague & Marcia Frony-O'Shea	<b>Child Exploitation, extra-familial harm and risky peer relationships</b> DCI Bruce Clark	<b>Supporting You To Support Us</b> Emma Hallums and Sophie Reynolds	<b>12:30pm - 1pm - Prevent radicalisation of your friends and family</b> PC Christopher Boden  <b>1pm - 1:30pm - Friendships. The good, the bad and the fake</b> PCs Dave Funnell and James Smith
2pm - 3pm	<b>Being a Kinship Family - Lessons from Research and Lived Experience</b> Dr Paul McGrath and Carole Dent	<b>Norfolk's Parent Champion Programme</b> Carla Nichols, Ellie-May Keywood, Tanya O'Leary and Liz Fredericks	<b>Conference 3pm - 5.45pm</b>  <b>Safe, Connected and Supported - The importance of Family and Friends in ensuring children and young people FLOURISH</b>	<b>Utilising young people's expertise in the design and delivery of services for them</b> Mike Pepperell	<b>Identifying, assessing needs and supporting young carers in Norfolk</b> Phil Beck
3.30pm - 4.30pm	<b>Understanding how the Supporting families programme has enhanced whole family practice</b> Teresa Frost	<b>Friendships - our thoughts and feelings from a SEND parent/carer</b> Tracey Sismey and Paul Stern		<b>RSHE: a foundation for Families and Friends to Flourish</b> Alice Ndiaye	
5pm - 6pm	<b>We are family</b> Young people from the NiCC			<b>5:30pm - 6pm Let us be heard, let's make a change</b> North Send Youth Forum and Bridget Robinson	



# Monday

## 20 November

### **Working with Gypsy Roma Traveller families and communities**

Time: 9.30am – 10.30am  
Presenter: Hilary Heath, Rachel Yates, Claire Tattersall and Cindy Campbell

Come and learn more about the work of the Gypsy Roma Traveller Service with GRT children and their families. We will be talking about our work in schools and out in the community and you will learn a little about the culture and heritage of the different GRT communities we work with. We will also be sharing information about our Gypsy Roma Traveller History Month Project this June where we worked with schools and GRT children on this year's theme of Weaving Journeys, a Celebration of Gypsy Roma Traveller lives, history and culture'.

[Click here to join the meeting](#)

### **Norfolk's Start for Life and Family Hub programme**

Time: 11am to 12noon  
Presenter: Teresa Frost

In this session we will focus on learning more about the new and enhanced offers which are being provided for families with 0-4 year olds as part of the Start for Life and Family Hub programme and how professionals can support families to access these universal and targeted Early Intervention offers to help families meet their needs.

[Click here to join the meeting](#)

### **Theraplay – Building strong attachments for children who have experienced trauma**

Time: 12.30pm to 1.30pm  
Presenter: Rebecca Howard and Sarah Jacklin

In this session we will discuss what Theraplay is and how it differs from other types of therapeutic support. We will describe how Theraplay can be helpful in building and supporting strong attachment relationships between children and the adults caring for them, and how this can lead to an increased 'window of tolerance' and build trust and connection. We will describe how Theraplay is currently used within the Adoption and Kinship Support team – both in therapy with individual families,

and group Theraplay. We will also demonstrate some examples of Theraplay in practice and hear from families who have experience of individual therapy and groups.

[Click here to join the meeting](#)

### **Being a kinship family – Lessons from research and lived experience**

Time: 2pm to 3pm  
Presenter: Dr Paul McGrath and Carole Dent (Special Guardian)

Kinship care is the most prevalent family option for children who are unable to live with their parents. Some have been placed with kinship carers with support from children's services, however many would not have had social care involvement, with some not even realising they are kinship carers.

Until recently there was little research into kinship care. The introduction of Special Guardianship Orders has led to a renewed interest, resulting in kinship care becoming the bedrock of the recommendations of the Independent Review into Children's Social Care.

This session will examine the research into what it means to be a kinship carer and a kinship family, before hearing from a grandparent special guardian about their personal experiences. Using research, we'll examine the joys and challenges of being a kinship family and

consider ways to work with kinship families to help them feel supported and understood.

[\*\*Click here to join the meeting\*\*](#)

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**Understanding how the Supporting families programme has enhanced whole family practice**

Time: 3:30pm to 4.30pm

Presenter: Teresa Frost

In this session we will explore how after 10 years the Supporting Families Programme (Previously Troubled Families) is now implemented in Norfolk to understand the needs of the whole family and how well the wider early help system in Norfolk achieves outcomes for families of against the identified needs.

[\*\*Click here to join the meeting\*\*](#)

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**We are family – Young people from the Norfolk in Care Council**

Time: 5pm to 6pm

Our care experienced young people talk about the value of being a part of the NiCC family.

[\*\*Click here to join the meeting\*\*](#)

# Tuesday

## 21 November

### **Our Life Story Approach – Family Networks are part of everyone’s Norfolk Story**

Time: 9.30am to 10.30am

Presenter: Lizzie Hills

Lizzie will be discussing how family networks are integral to exploring each child and young person’s story, whether this involves capturing their story for the future, or supporting them to make sense of their own experiences through their own eyes and others. This session will provide useful inspiration to all those working directly with children and young people and particularly to those who support children to make sense of trauma and loss.

[Click here to join the meeting](#)

### **‘Bloom where planted’ - Learnings from supporting Ukrainian children and young people**

Time: 11am to 12noon

Presenter: Katie Smith

In the face of immense adversity and chaos, Ukrainian refugees have found hope and belonging within their new communities. Despite leaving behind their homes, families, and sometimes even their livelihoods, they have flourished in their newfound environments, building lives for themselves that are grounded in strength, perseverance, and an unwavering commitment to their shared cultural identity. This presentation from Ukrainian young people and their families tells the story of their experiences of having to flee the war in Ukraine and coming to live in Norfolk, how they have made friendships and connections to help them feel supported and safe and what has helped them to FLOURISH in Norfolk.

[Click here to join the meeting](#)

### **SEN friendships - Developing friendships within our specialist short breaks group respite service to support children to flourish**

Time: 12.30 to 1.30pm

Presenter: Angela Teague and Marcia Frony-O’Shea

At The Benjamin Foundation specialist short break services, we support each young person who attends our sessions to have fun and

new experiences with their peers. We tailor the activities to their needs, and we support all areas of their development, enabling friendships to flourish. We also work in collaboration with the families and everyone who is involved in the young person’s lives to encourage their growth and development. A lot of families tell us they want their child/ young person to have fun, become more independent and make friends. In our sessions we aim to offer opportunities that will enable these children to live a full life of friendships and socialization, outcomes we have identified together with the children and their families. We are here in this workshop looking into the opportunities and the impact of friendship.

[Click here to join the meeting](#)

### **Norfolk’s Parent Champion Programme**

Time: 2pm to 3pm

Presenter: Carla Nichols, Ellie-May Keywood, Tanya O’Leary and Liz Fredericks

An overview of the Parent Champion Programme being rolled out across the County, which will include the role of a Parent Champion, the training and ongoing support available to them. We will also provide a summary of the data collected so far which will provide insight into what information, advice and guidance families are requesting. We will hear from some of Parent Champions and what their experience has been with regard to the training and the support they



are providing families. We will also learn how our Ukraine Support team have adapted the programme and have developed a Ukrainian Parent Champion community.

[\*\*Click here to join the meeting\*\*](#)

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**Friendships - our thoughts and feelings from a SEND parent/carer.**

Time: 3.30pm to 4.30pm

Presenter: Tracey Sismey and Paul Stern

SEND can have a disproportionate effect on friendships. Paul and Tracey will be talking to us about their experiences and some of the reasons behind this. We will discuss what we need to be taking into consideration and what we can do to improve opportunities for children with SEND to develop those all-important friendships.

[\*\*Click here to join the meeting\*\*](#)

# Wednesday

## 22 November

### **How engaging with Black History Month can support children and young people to feel welcome, safe and included in Norfolk**

Time: 9.30am to 10.30am

Presenter: Alice Ndiaye and Eunice Kokrasset

In this session Alice Ndiaye an adviser from the Learning and Inclusion Team will share the work of the Norfolk Black History Month organisation and partners; its impact on Norfolk's children and young people and their families and what learning it has enabled. She will be joined by Eunice Kokrasset, chair of Norfolk Black History month and members of St Michael Junior School's Cultural Club who will share:

- Signposting to trusted sources of support
- Providing a space for those historically marginalised to have their voices heard
- Learning about Inspirational Black women and their exceptional achievements

[\*\*Click here to join the meeting\*\*](#)

### **An Introduction to Active Norfolk and the Big Norfolk Holiday Fun Programme**

Time: 11am to 12noon

Presenter: Emma Drake and Joel Matthews

Active Norfolk is a strategic organisation, seeking ways to tackle the challenges of social inequality that prevent everyone getting healthier through physical activity. The Active Norfolk Children & Young People (CYP) team is always seeking new partners and ways to support our aim to get children in Norfolk moving. This session will explore our current work, approaches, and opportunities, with a focus on children and young people and the Big Norfolk Holiday Fun programme

[\*\*Click here to join the meeting\*\*](#)

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### **Child Exploitation, extra-familial harm and risky peer relationships**

Time: 12.30pm to 1.30pm

Presenter: DCI Bruce Clark

This session will provide you with an awareness of child exploitation, the different types of exploitation children and young people are potentially exposed to, the importance of relationship-based practice and how to raise any concerns you may have in relation to a child or young person. You will also gain an understanding of the work Norfolk Constabulary are doing to identify exploitation and the

disruption tools which can be used to safeguard young people and vulnerable young adults.

[\*\*Click here to join the meeting\*\*](#)

# Conference.

## Safe, Connected and Supported – The importance of Family and Friends in ensuring children and young people FLOURISH

Time: 3pm – 5.45pm

Our Conference focuses on children and young people's positive relationships and networks and how important it is that all young people feel safe, connected and supported in their schools and settings and in their homes.

We are therefore delighted to be welcoming Paul Dix, behaviour specialist, author and education reformer, and Belinda Hopkins, Restorative Approaches expert, accredited practitioner and author. They will be our keynote speakers alongside young people from the Breckland Youth Advisory Board who will inspire us with their anti-bullying work and 10 steps to prevent bullying. This conference is a must-see for anyone working with children and young people in schools, settings and the community, as well as parents, carers and anyone else who wants to be inspired in their relational and restorative approaches.

### Paul Dix

Paul Dix is a behaviour specialist, author, education reformer and advisor. He inspires huge audiences all over the world in practical ways to transform their classrooms, relationships, and schools. He has worked with the Ministry of Justice on behaviour and restraint in youth custody and given evidence to the Education Select Committee on Teacher Standards.

His book, **'When the Adults Change, Everything Changes'** (2017) sold more than 150,000 copies. His new book **'When the Parents Change, Everything Changes'**, is out now.

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### Belinda Hopkins

Belinda Hopkins is the Director of Transforming Conflict, one of the UK's leading providers of training and consultancy in the field of restorative approaches in schools, residential care and other youth settings. She pioneered the application of restorative principles in school settings in the UK in the 1990s, creating the first training course in restorative skills for teachers. Belinda published 'Just Schools- A whole school approach to restorative justice' in 2004,

'Just Care- Restorative justice approaches to working with children in public care', in 2009, and 'The Restorative Classroom' in 2011. All are internationally acclaimed and familiar sights in schools and care settings across Norfolk where Belinda trailblazed her early work. Belinda maintains her practice base by volunteering for West Berkshire's Restorative Justice Service.

### Breckland Youth Advisory Board (YAB)

Breckland YAB is a group for young people who live or study in Breckland, Norfolk. They work with professionals in the community to ensure that young people have a say in decisions that affect them. In the last 12 months they have been campaigning on a range of issues including accessible play equipment in parks and antibullying work, including their 5th Norfolk Against Bullying conference during antibullying week.

Visit the [Eventbrite website](#) to book your place.

**Please note, the conference will be recorded and published on the NSCP website after the event.**

# Thursday

## 23 November

### **The Power of Family Networks in Prevention and Early Help**

Time: 9.30am to 10.30am  
Presenter: Jo Todd, Paul Farmer and Fay Spencer

The Family Networking Approach is making a big difference in Early Help by transforming the way that schools and partners work with families. Whilst the benefits of family group decision making when children are on the edge of care are well documented and embedded, this session will focus on how we unlock potential at a much earlier point, to support the everyday care of children, well before any risk of harm. In Norfolk, we have adapted our Family

Networking Model to ensure universal services are drawing in the support of the child's network, friends and family, from the earliest point. We will discuss together how to overcome barriers for agencies in involving a child's network, and how to give children's networks the tools to embed the approach for themselves, including the excellent Just One Norfolk (JON) resource.

[Click here to join the meeting](#)

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### **Helping a child belong to more than one family**

Time: 11am to 12noon  
Presenter: Judith Dunholme, Beverley Leek and Carole Watkin

In this session, we will be talking about how carers help and support the children to belong to their foster family, but also still be a part of their birth family, looking at the ways they do this and some of the challenges that they face.

[Click here to join the meeting](#)

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### **Supporting you to support us**

Time: 12.30pm to 1.30pm  
Presenter: Emma Hallums and Sophie Reynolds

Emma from the Norfolk LGBT+ Project will provide an overview of the charity and the services they provide. She'll discuss the main

issues LGBTQ+ children and young people face and how to provide support to children and young people who identify as LGBTQ+ and their families. You can find out about the Project Support Groups as well as a brief overview of 'Educating with Pride'. Emma will provide some statistics and feedback from clients and their families and the opportunity to raise any questions you may have.

[Click here to join the meeting](#)

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### **Utilising young people's expertise in the design and delivery of services for them**

Time: 2pm to 3pm  
Presenter: Mike Pepperell

Mike from Prospects (Part of the Shaw Trust) will be talking to us about their Youth Participation Pledge to engage children and young people and how this can be applied to different roles with differing priorities.

You'll gain a basic understanding of engagement and co-production, how to use tools to understand service user wishes and feelings and use these to inform delivery. Participants will also learn how to involve family and friends, to help encourage service users to engage in their service.

[Click here to join the meeting](#)

### **RSHE: a foundation for Families and Friends to Flourish**

Time: 3.30pm to 4.30pm

Presenter: Alice Ndiaye

Alice, the Relationships, Sex and Health Education (RSHE) Adviser from the Early Intervention and Prevention Team, will talk about how schools teach the knowledge, skills and values children and young people need, to manage their relationships in a safe, healthy and positive way. She will be joined by leaders from local schools who will share how they build on this to include families and the wider community ensuring everyone feels welcome, safe and included.

We'll get a flavour of what children and young people in Norfolk schools are learning about friendships and other relationships, with examples of successfully working with groups historically marginalized and how the children's workforce might get involved.

[Click here to join the meeting](#)

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### **Let us be heard, let's make a change**

Time: 5:30pm to 6pm

Presenter: Norfolk SEND Youth Forum  
and Bridget Robinson

In this session we will share the voice of children and Young People with Special Educational Needs and Disabilities (SEND), based on the

lived experiences of our members. We will consider the importance of friends and family, and the tensions and challenges of making and maintaining relationships and feeling "connected". We will reflect on members feedback, the reasons why this group is important to them individually, their collective identity, and what we can learn from them.

[Click here to join the meeting](#)

# Friday

## 24 November

### **One Plus One - The digital programmes available in Norfolk to support parenting relationships**

Time: 9.30am to 10.30am  
Presenter: Roxanne McDowell

One Plus One is a digital resource for professionals to use with parents. In this session you will learn about the three digital programmes within it: 'Me you and baby too', for new parents, 'How to Argue better', for parents who are together, and 'Getting it right for children', for parents who are separated. We will consider how you might use the resources in direct work and reflect on approaches that families can use themselves to reduce parental conflict and its impact on children.

[Click here to join the meeting](#)

### **Safeguarding Children by Working Effectively with Fathers**

Time: 11am to 12noon  
Presenter: Mark Osborn

Working with fathers to safeguard children has been highlighted as a challenge for practitioners for decades in national and local safeguarding

practice reviews. This session will examine Norfolk's approach to father inclusive practice and aims to develop participants' confidence in using Norfolk's Good Practice Guidance and Toolkit to engage and work with fathers and father figures. Participants will have had the opportunity to build their knowledge and understanding of Norfolk's good practice guide for working with fathers, review Norfolk's resource toolkit for improving work with fathers and father figures and consider actions to take this work forward in their own practice.

[Click here to join the meeting](#)

### **Prevent radicalisation of your friends and family**

Time: 12.30pm to 1.00pm  
Presenter: PC Christopher Boden

Would you be able to spot the signs of PREVENT? Who would you go to for help? What would you do? Find out more and what resources there are available for schools.

### **Friendships. The good, the bad and the fake**

Time: 1pm to 1.30pm  
Presenter: PC Dave Funnell and  
PC James Smith

Find out what a Safer Schools Partnership Police Officer does in a school. The type of criminal and sexual exploitation they deal with. The preventive messages they deliver

on internet safety, abusive relationships and Exploitation. Come ask us some questions and have a chat.

[Click here to join the meeting](#)

### **Identifying, assessing needs and supporting young carers in Norfolk**

Time: 2pm to 3pm  
Presenter: Philip Beck

The session will share the context of young caring in Norfolk, some of the supporting evidence from data, good practice and what those attending practice week could contribute through the 'friends and family' element of FLOURISH when it comes to our collective efforts to support young carers across the county. I have two short infomercials that were co-produced with members of the county young carers forum that will be shared and will allow some time at the end of our session for those attending to ask questions. There will be information about how children and young people who are young carers can be identified, how their needs can be assessed and ensuring that support is then offered to meet needs and reduce the risk of excessive and inappropriate care being undertaken.

[Click here to join the meeting](#)



# About the presenters.

## **Philip Beck**

Philip is a Head of Partnerships, Schools and Communities in Children's Services and leads on our approach to working with young carers and partners in Norfolk. Having worked with young carers, their families and wider partners for over a decade, he has come to understand both the challenges they face as well as having the opportunity with dedicated colleagues to look at how needs can be better identified, and support then offered to children and their families. Philip works with a range of wider partners and colleagues seeking to collectively strengthen Norfolk's approach at the earliest opportunity through the FLOURISH outcomes framework and our prevention and early help strategy being applied into practice. Co-production is at the heart of effective young carer practice, learning and applying what children and young people's own experiences are to professionals' work, helping to amplify young carers' voices and ensure any support provided makes a meaningful difference.

## **Christopher Boden**

Christopher is an Officer in the Norfolk Constabulary, specialising in the PREVENT programme.

## **Cindy Campbell**

The Community Liaison Officer for the Gypsy Roma Traveller Service, Cindy has a wealth of experience spanning over 23 years working with GRT families and communities in Norfolk.

Cindy supports families, schools and settings with admissions, accessing school places, and attendance related issues, and advises on correct use of the T Code when families are travelling for work purposes.

Alongside supporting the families Cindy works in partnership with many other Local Authority services including the Attendance Team, Alternative Education Service, Social Care, Alternative Provisions, and Health.

## **Bruce Clark**

Detective Chief Inspector Bruce Clark works within Norfolk Constabulary's Safeguarding and Investigations command. He manages the exploitation team and works closely with Norfolk's Children's Services to ensure a co-ordinated response to safeguard young people.

## **Carole Dent**

Carole is caring for her 9-year-old step grandson with her husband, his grandad. They have been

raising their grandson since he was born, after his mother was assessed as not being able to care for him because of the impact of her learning disabilities. Carole and her husband are both in their mid-60s and caring for their grandson can be challenging, especially with little formal support. This has led them to reflect on how they cope and their determination to do their best because they love their grandson. Carole also facilitates the Norwich Kinship Care Support Group.

## **Emma Drake**

Emma leads on the delivery of the Holiday Activity and Food programme. The programme, offering free activities and food, is aimed at free school meal means tested children aged 4-16 years and runs each main school holiday until winter 2024.

## **Judith Dunholme**

Judith and her husband have been registered as foster carers with Norfolk County Council since December 2020. They are currently registered for 2 placements, 0-18 years. During this time, they have supported two placements; one young person whom they supported to move to adoption and their current placement of twin baby boys. The couple have two adult daughters and five grandchildren who are a full part of their lives.

## **Paul Farmer**

Paul is an experienced Family Group Conference and Family Networking Advisor working within the FGC & Family Networking Advisory Service in Children's Services. Paul's expertise is within Communities & Partnerships, supporting schools



and partners to utilise the Family Networking Approach to improve their engagement with families and include them in decision making and planning.

### **Liz Fredericks**

As an Early Help community worker who work across Norfolk, the focus of Liz's role is to have a good understanding of the different organisations and services within our seven districts across the county, that support and enable more children & families to access early help support within their own communities.

Liz talks with children, young people, and their families, signposting to services and support, identifying gaps of service within the community and looking at ways to bridge these gaps.

To ensure they respond to need appropriately, they are training parent champions who are the voice from their communities, who feedback to what is happening in their area and things that children and families need.

### **Marcia Frony-O'Shea**

A Specialist Short Breaks Team Leader with The Benjamin Foundation, Marcia has been working with children and young people all her adult life, first as a teacher and later working only with SEN. Her passion for SEN has grown over the years as a result of supporting her own autistic daughter overcome challenges in school and daily life. She has been in the world of SEN for the past 22 years as a parent, 14 years of those professionally.

Marcia has been with the Benjamin Foundation for just under a year and half; previously as a senior practitioner in one of their service groups and in her current role as Specialist Short Breaks Team Leader since April 2023.

### **Teresa Frost**

A Community and Partnerships Head of Service within Norfolk Children's Services, Teresa is currently the operational lead for the Family Hub and Start for Life offer Programme and Supporting Families agenda. Teresa has worked within NCC for over 20 years covering a wide range of remits including Early Years, Extended Schools, School Attendance, Guidance Advisers and Social Care and has spent the later few years within Early Help services and strategy.

### **Dave Funnell**

With over 25 years' service, Dave transferred from Essex Constabulary, was a Beat manager prior to becoming an SSP (senior superintendent of police) officer who enjoys cycling and walking and he can't wait to get a camper van with a bed that will fit his 6ft 4 frame!

### **Emma Hallum**

Emma recently joined the LGBT+ Project although she has been a volunteer since leaving the Army. Her previous work experience includes 26 years serving in the Army retiring in 2022 as a Captain. Emma is an experienced facilitator, instructor and presenter in Diversity, Mental Health, Welfare and LGBTQ+ and holds a BA (Hons) Politics, Philosophy & Economics

### **Hilary Heath**

With career spanning over many years working in both London and Norfolk, across a range of roles including Teacher in Charge of Nurture Department and Assistant Head Teacher in charge of Inclusion, Hilary has developed extensive experience and expertise supporting children, young people and their families from a range of ethnic backgrounds. She can comprehend the cohesion of multi-agency partners to secure positive outcomes throughout early years, statutory school years and Post-16 provision. Hilary has worked with GRT families and communities across Norfolk for 20 years and is currently Team Manager for Gypsy Roma Traveller (GRT) Service at NCC. She has led national and local strategic initiatives informed by her wealth of operational understanding to support inclusive practice, ensuring schools and settings are developing a culture and ethos of inclusion and meeting their equality duties to effectively support Gypsy, Roma and Traveller pupils.

### **Lizzie Hills**

Lizzie is currently a team manager in Life Beyond Care, supporting young people between 15 and 25. Lizzie has worked a social worker and manager in child protection and corporate parenting, as well as in practice development. Lizzie is really interested in the idea of life stories and life journeys, which links her interest in history and the importance of everyone knowing and being able to tell their own story. While working in practice development, Lizzie developed the life story approach in Norfolk, which enables every child and young person to have and own My Norfolk Story, and worked with

Research in Practice (RiP) to develop their best practice tool on life story work. [You can hear her RiP podcast here.](#)

### **Rebecca Howard**

Becky is the manager of the Adoption and Kinship Support Team. She has been a part of this team for 8 years, prior to that she worked in a Children with Disabilities team as a Senior Social Worker. Becky is a foundational Theraplay practitioner and regularly supports individual families and groups using Theraplay. Becky is also trained to Level 1 in DDP and foundation level systemic family therapy.

### **Sarah Jacklin**

Sarah is the Therapeutic Parenting Worker in the Adoption and Kinship Support Team. She has been a part of this team for 8 years. Sarah is a foundational Theraplay practitioner and regularly supports individual families and groups using Theraplay. Sarah has a diploma in Therapeutic Parenting, she runs Norfolk Adoption's Therapeutic Parenting Group. She is also trained to Level 2 DDP and foundational level systemic family therapy. Prior to joining Adoption and Kinship Support Sarah was one of Norfolk's 'train the trainers' in Solihull.

### **Eunice Kokrasset**

Originally from the Ivory Coast, Eunice has been living in the UK for 13 Years. She is the new Chair Person for Norfolk Black History Month and as such, trying to follow in the steps of her predecessors in promoting black heritage and create awareness of their struggles in society as

well as creating a platform for a symbiotic community.

### **Beverley Leek**

Bev and her husband were initially approved as foster carers in November 2018. They are currently registered to care for three children aged 0-18 either gender and are currently at capacity. Since their approval in November 2018, they have supported three children on a short / long term basis. They have also offered day care and emergency care to other young children. The couple have five children, four grown up living away from home, the youngest, (17) still lives at home.

### **Joel Matthews**

Joel is the Active Norfolk CYP strategic lead. His team focuses on education, families and the early years, working in a collaborative way across the system, and on a variety of projects and programmes that tackle inequalities.

### **Ellie-May Keyword**

Ellie is a Senior Family Assistant within the Ukraine Support Team. Her journey with the Parent Champion Project started when she took part in the Train the Trainer Training course in 2022. The aim of this course was to recruit and train individuals living in Norfolk to become Parent Champions themselves. This was a brilliant opportunity for many individuals they work with in the Ukrainian community because they had previous experience of supporting friends and family members who had also resettled in Norfolk.

They have trained 10 Parent Champions in total and now have a Ukrainian Parent Champion community who attend community drop in sessions across Norfolk to support other Ukrainian families who require sign posting to essential services within Norfolk.

### **Roxanne McDowell**

As the Every Relationship Matters in Norfolk Coordinator, Roxanne has been leading on the development and delivery of the county's Reducing Parental Conflict programme. Roxanne is a qualified Trainer, Coach and Mentor, and Mindfulness Teacher, with qualifications in Youth Justice and Child Development.

### **Dr Paul McGrath**

Qualifying as a social worker in 2011, Paul joined Children's Services, first as a social worker and then as a team manager. In 2017 Paul's PhD research focused on grandparents' experiences of being special guardians, whilst also working part time as a lecturer at UEA. The thesis was published in 2021 and he continues to teach, focusing on child care law. Paul worked with the charity Kinship between 2018-2022, leading on research, policy and practice development, and worked with the Independent Review into Children's Social Care, helping to shape the recommendations on kinship care. Currently Paul works as the service manager for Norfolk County Council's emergency duty team and sits on several research advisory panels on projects which include; 'The Experiences of Black, Asian, and Minority Ethnic Kinship Families' and 'Therapeutic Approaches for Birth Parents after Adoption'.

### **Alice Ndiaye**

Alice is an Inclusion Adviser with a background working in primary schools, study support and improving health and wellbeing outcomes for schools through developing resources, delivering training and coaching staff. She works with schools supporting statutory duties around safeguarding, RSHE (Relationships, Sex and Health Education) and equality and helping to create where every child and young person can feel welcome, safe and included.

### **Carla Nichols**

As the Early childhood system development manager, Carla currently coordinates the Parent Champion Programme in Norfolk. She works with system partners to raise awareness of the programme and support colleagues who deliver the training to parent champions. Carla supports the Start for Life and Family Hub approach in Norfolk where they are developing their volunteer/peer support model which will incorporate the Parent Champion programme too.

### **Tanya O'Leary**

As an Early Help community worker who works across Norfolk, the focus of Tanya's role is to have a good understanding of the different organisations and services within our seven districts across the county, that support and enable more children & families to access early help support within their own communities.

Tanya talks with children, young people, and their families, signposting to services and support,

identifying gaps of service within the community and looking at ways to bridge these gaps. To ensure they respond to need appropriately, they are training parent champions who are the voice from their communities, who feedback to what is happening in their area and things that children and families need.

### **Mark Osborn**

Mark works for Norfolk Safeguarding Children Partnership as the Safeguarding Intelligence and Performance Coordinator and also delivers a Respect accredited course for domestic abuse perpetrators. Mark has worked with fathers for over 25 years during which he has regularly presented at local, regional national and international conferences and has a body of published articles on fathers, safeguarding practice and social inclusion in international academic and practice journals. Mark completed his PhD in 2007 focused on young fathers and their experience of social exclusion.

### **Mike Pepperell**

Mike is Senior Youth Support Worker with Prospects, part of the Shaw Trust. He became a full-time youth worker in 2001, mainly working in North Norfolk, but more recently across the whole of Norfolk. Mike was a Scout leader from 1989 to 2005 and his hobbies include taking his boat on the Broads and walking his dogs.

### **Sophie Reynolds**

An Educating with Pride Coordinator, Sophie has been with the LGBT+ Project for a year and half.

Her previous work experience is mostly in the field of HIV and sexual health, working as a HIV medical case manager for 7 years in the US. Sophie has also previously worked on political campaigns advocating for same sex marriage and defending the rights of transgender and non-binary individuals. She holds a MA Gender & Women's Studies.

### **Bridget Robinson**

Bridget works as the Children & Young Persons Supporter, with Norfolk SENDIASS, whose primary responsibilities are the Norfolk SEND Youth Forum. This is a group for children and young people aged 11-25 years, living in Norfolk, with experience of SEND, who meet regularly online and in person, and work together to improve services for CYP with SEND. For Bridget, the personal is political, and is also a parent/carer of two young people with complex needs, so has lived the chaos, joys and challenges this brings.

### **Tracey Sismey**

Tracey is chair of Family Voice Norfolk and a parent carer. Family Voice Norfolk is Norfolk's Parent Carer Forum for families who have children with special educational needs and/or disabilities (SEND). Families share their experiences and views with us about what works well for them and what is lacking in services. It is this 'voice' that we take forward into meetings with the county council and with the NHS Norfolk and Waveney Integrated Care Board, to work together to make improvements.

### **James Smith**

James is a Police Constable with 14 years' service. He transferred from Essex Constabulary, was

recently in CID, and enjoys motorsport and is a coach for a youth football team.

### **Katie Smith**

Service Manager for the Ukraine Support Team, who support the safeguarding and welfare of children, young people and families from abroad who have travelled to settle or live in Norfolk. Katie oversees a multi-disciplinary, county wide team working with refugee families to ensure they have access to universal and specialist services. She works at a strategic level with partner agencies to empower the right agencies to work together to provide the most appropriate services to children, young people, and their families.

### **Roxanne Smith**

A Social Work Team Manager in Children's Services, Roxanne oversees a countywide team of workers including a Social Worker to ensure there is adequate and accessible support for Ukrainian children, young people and their families, including management of any Ukrainian children who are unaccompanied whilst they are in Norfolk on the Homes for Ukraine Scheme. She will lead on development of upskilling our partner agencies on the impact of trauma, unaccompanied children and the relevant statutory assessments such as Private Fostering Arrangements required to keep children safe from harm.

### **Fay Spencer**

Fay is Digital Lead at Norfolk and Waveney Children and Young People's Health Services, overseeing the design and development of digital

platforms for parents, carers, and young people. She is passionate about ensuring services are co-produced to ensure they are accessible and relevant to those who use them and empowering families through digital health.

### **Paul Stern**

Paul is a stay-at-home dad with two daughters, both having SEND, and has been a Family Voice Representative for three years.

### **Sarah Squirrel**

Sarah is a Team Manager, overseeing a district team of workers to ensure there is adequate and accessible universal services for Ukrainian children, young people and their families. She monitors the service offer and alignment with the internal Norfolk County Council teams to ensure they promote efficiency and collaboration in how they work to support migrant families. Sarah supports the Service Manager in supporting staff and deputising on management of workstreams and guides the team on process and supervision.

### **Claire Tattersall**

Claire, Specialist Gypsy Roma Traveller (GRT) Practitioner, was a primary school teacher for over 10 years, with a particular focus on Phonics, reading and assessments and has been supporting GRT pupils in school since 2021. Claire's work supports individual GRT pupils who have significant gaps in their education due missed periods of schooling. She provides support with pupil wellbeing when gaps have occurred. Claire works 1:1 with pupils to help prepare them

to access learning in school and class, with a particular focus on filling gaps in their Maths and English education.

In addition, Claire has developed a comprehensive range of culturally reflective resource materials available online through the GRT Service website, to support schools and educators to embed GRT Culture and History into their curriculums, helping to create a positive culture of equality and opportunity.

### **Angela Teague**

Angela is Operations Manager for Youth Work Services at The Benjamin Foundation. She manages and oversees various youth work projects in her role and the Specialist Short Breaks service for West Norfolk and Breckland. Angela has been in this role for three years and previously worked in the community for the NHS for over 30 years in various positions, offering bespoke support to families with children who had various needs and challenges. She believe we need to work with families, who know their children better than anyone, to offer services and support enabling children and young people to reach their full potential. Angela is also a foster parent and a Mum to a 17-year-old and 10-year-old who has additional needs.

### **Jo Todd**

Jo is the FGC & Family Networking Advisory Service Team Manager. She is a strong advocate for unlocking and utilising the positive connections and networks around families to meet the needs of their children and young people.

### Carole Watkin

Carol was approved as a foster carer in January 2019. She is currently registered as a Family and Friends carer and has been caring for two family members aged ten and eight since her registration. Carole has four children, who live away from home, and 11 grandchildren!

### Rachel Yates

Rachel Yates has a wide range of experience and has been supporting Gypsy Roma Traveller (GRT) pupils in school since 2011. Rachel's work covers many areas, including supporting individual GRT pupils who have missed significant periods of school to narrow their attainment gap, support with transition for those pupils who may arrive mid-term or join school later than their peers, with a particular focus on pupils transferring from Year 6 to secondary school. In addition, Rachel covers mentoring and well-being support for individual GRT pupils where there may be a specific issue that has arisen and given cause for concern in school and that which is having an impact on the pupil's learning, engagement, and retention in school.

In addition, Rachel is a PIVATs (Performance Indicators for Valued Assessment and Targeted Learning) Trainer and is also able to offer Dyslexic Assessments for pupils in school, should this need arise.

# Thank you.

These Practice Weeks wouldn't be as successful or valuable without input from the amazing groups of young people who take part, sharing their insights and helping keep us on the right track. Our special thanks goes to each and every one of you. Please keep doing what you do. And to the small army of planners and presenters, all offering your time and energy to create and deliver yet another incredible week of learning opportunities – many thanks for your dedication to our ongoing development as a true partnership.



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