

SENsational Families

Support groups Q and A's



Can Someone attend the group with me?

Yes, everyone is welcome. You can bring children with you however this group is aimed at parents/carers and you will be responsible for you child throughout.



Do we have to pay? Are refreshments free?

Our groups are free to attend. Complimentary hot drinks, toast and biscuits

Norwich and Great Yarmouth- We will provide hot drinks and Toast.

Holt – You will receive a loyalty type card to be marked of each week. This entitles you to one complimentary tea/coffee and Toast which can be ordered at the café.



Is there car parking and is it free?

There are free car parking spaces at our groups.

Great Yarmouth- there are 3 different car parks you can use on site at Shrublands- these are all free.

Norwich – We have a small car park.

Holt Group- There is limited parking in the Tree house car park however there is on street parking just outside. All Free to park.



Is there disabled access and accessible toilets?

Yes, all our groups have access for a wheelchair and an accessible toilet.

Great Yarmouth- There is an accessible toilet to use at Shrublands.

Norwich – We have one accessible toilet at the family centre.

Holt group- there is an accessible toilet at the Tree house, to access this please just ask a member of the tree house team.



What sort of topics are often talked about at groups?

EHCP's, School support, School transitions, School Refusal, Mental Health, Behaviour, Sensory needs, Sleep, Funding, Dietary issues, Home-schooling, Emotional regulation, Form filling in, Benefits. We aim to offer advice at the time however if we do not know we will go away and find out.



Do you have professional speakers?

Yes, we invite professional speakers, examples of speakers we have previously are: -Short breaks, Fiona Springall Specialist Nurse, John Clogan Pi, Education on EHCP, Norfolk Vision, Just one Norfolk. We will arrange speakers according to your needs.



Can I attend the group if my child does not have a diagnosis, but I suspect my child has ASD/ADHD or Special educational needs?

Yes of course, it has been helpful for parents to meet other parents who may have been through some similar.



Testimonials

First time I've been, and it was so useful, and staff were so supportive.

It was really good to be able to chat with others who understand and just talk openly about feelings etc.

I was so pleased to be able to talk face to face with the FSA team with my worries and concerns, they really listened to me.



Confidentiality

Please be aware that anything that is shared in our groups must be kept confidential within the group, respecting one another.

Please be aware the holt group is held in a café where other members of the public are also able to access. However, if there is something particularly sensitive or that you would like to speak to a Family support advisor about there are spaces, we can use to allow more privacy.

Child Protection & Safeguarding Young People and Adults.

If any safeguarding concerns are raised through the group, please be aware that this will be raised with our Safeguarding Lead at Nansa and further advice will be reported to CADS or MASH, if needed.



Is there anywhere on site to go after group?

Norwich Group- unfortunately there is not any extra space to go after group.

Great Yarmouth- There is a café that serves drinks and food you can access after group if you wish to.

Holt – The group is held in the café; you are welcome to stay after the group. The Café serves drinks and food and do NOT allow picnics.



What should I do if need adaptations/ support to come to group?

If you would like to ask further questions or contact us around adaptations or support, you may need to attend group please call Nansa 01603 414109 and ask to speak to a member of the SENSational families team.