



Norfolk Multi-agency Practice Week

Monday 22 to Friday 26 May 2023

Helping Minds Flourish:
Considering different aspects
of mental health and wellbeing



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Introduction.



I'm delighted to be introducing the May 2023 Norfolk Practice Week, which this time focuses on Helping Minds Flourish, by looking at all aspects of mental health and emotional wellbeing. It includes how we support healthy minds in children and young people, parents and carers, and of course, ourselves. We've all heard the term 'secure your own gas mask before assisting others', and we want to celebrate the

importance of self-care and trauma-informed practice throughout this week, as well as using the opportunity to launch the Wider Children's Workforce Mental Health Training delivered in partnership with the Anna Freud Centre, Charlie Waller Trust, and National Children's Bureau. We are honoured to be part of this training partnership, alongside Portsmouth and Southampton, which aims to help all workers who come into contact with children and young people receive the same basic training in emotional health. The first training sessions will be running concurrently to the Practice Week programme and will continue through summer.

Our conference on Wednesday afternoon is not to be missed as we have [Lads Like Us](#) presenting on the real difference we can make by being trauma sensitive, whatever our professional role, as well as an opportunity to

hear more about the multi-agency practice approach known as THRIVE for Norfolk and Waveney in ensuring all children and young people in Norfolk **FLOURISH**. All of the week is of course open to children and young people, families and carers, as well as the children's workforce from across Norfolk.

I would like to say a huge thank you to all the people who've come together to co-produce this Practice Week and ensure it includes something for everyone, and special thanks to all those professionals, parent carers and young people who will be presenting and sharing their skills, knowledge and experience. It really is a vibrant online programme which is open to all and easily accessible. So please make sure you leave time in your busy schedules to promote your learning during the week and book on to the conference early to avoid disappointment. The week's timetable and all the links are included in this brochure.

Sara Tough

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

At a glance timetable of the week.

	Monday	Tuesday	Wednesday	Thursday	Friday
9.30am - 10.30am	An introduction to the HEE Wider Children's Workforce Mental Health Training Andrea King Join here	Understanding the Mental Capacity Act 2005 in practice Carmen Hawkes, Amy Hanton, Sasha Gilbert Join here	Identifying and reducing the impact of vicarious trauma in professionals Shirley Green Join here	Using the Flourish framework to promote wellbeing Matthew Reading Join here	Supporting families with the impact of childhood developmental trauma Carl Smith, Laura Dyson Join here
11am - 12noon	Every Relationship Matters in Norfolk, Reducing Parental Conflict and Mental Health Phil Beck, Roxanne McDowell, Melanie Perry Join here	Suicide prevention and crisis support Kate Dexter, Michelle Trollope Join here	Supporting Staff (TRiM and Moral Injury) Kayleigh Darling, Sue Christie Join here	What does the evidence suggest we should do to support children and young people's mental health? Dr Tim Clarke Join here	Doing relationships - it's the little things that matter Dr Natasha Rennolds Join here
12.30pm - 1.30pm	Working with eating disorders Natalie Ajayi Join here	Supporting trans, non-binary and gender-non-conforming youth Joe Henson Join here	12noon to 12.15pm An Introduction to the TALK Centre Vicki Saul Join here 12.30pm to 1.30pm The impact of SEND and mental health in children and young people and their parent/carers Niamh Keane, Bridget Robinson, Heidi Merrick-Pell, Sarah Harrison, Tracey Sismey and Rachel Clarke Join here	The importance of perinatal mental health support through our Start for Life and family hub offer Keith Holmes, Teresa Frost Join here	Transforming Care Navigators Amy Pease, Kelly Boast Join here
2pm - 3pm	2pm to 3pm Working with the impact of trauma on engagement and emotional wellbeing Shirley Green Join here	Supporting children and young people's mental health Holly Dowsing, Deanna Mason Join here	Conference 2pm to 5.30pm Helping minds flourish: Considering different aspects of mental health and wellbeing Lads Like Us Danny and Mike, Peter Fuggle, Dr Kelly Semper, Rebecca Mann Book here	Parental mental health and longitudinal neglect of children and young people Lisa Morton, Sarah Reade Join here	Sleep and youth mental health Rebecca Rollinson Join here
3.30pm - 4.30pm	A death in the family: supporting those left behind Caroline Aldridge Join here	Seeing the community of practice coming to life through Joint Agency Group Supervision (JAGS) Rachel Cogman Join here		Whole school/organisation approach to mental health and wellbeing and mental health support teams Anna Sims, Annabel Trick Join here	
5pm - 6pm	Introduction to Kooth, Qwell and Just One Norfolk Chloe Symeou, Fay Spencer Join here	Young people's voices on friendships and anti-bullying Young people Join here		What do children and young people really want from us? An introduction to the Children and Young People's Mental Health Charter Jo Hand, young people from the Youth in Mind project Join here	

Health Education England (HEE) Wider Children's Workforce Mental Health Training.

The Anna Freud Centre, Charlie Waller Trust and National Children's Bureau are piloting new mental health training for the wider children's workforce. They are aiming to help all workers, who come into contact with children and young people, receive the same basic training in emotional health, much as we skill everyone in safeguarding. The training is being piloted in Norfolk, Portsmouth and Southampton.

It is being delivered by Liz Cracknell, who is the Joint Programme Lead for AMBIT at the Anna Freud National Centre for Children and Families. She is a mental health nurse and systemic practitioner who has specialised in work with young people with multiple, risky problems, in both outreach and secure settings, utilising the AMBIT approach.

The aim of the training is to provide simple, practical tools for staff who work with children and young people to feel more confident:

- Identifying early signs of mental health needs
- Speaking about mental health concerns and knowing what to say

- Offering support and signposting resources for emerging issues
- Knowing when and where to go for more specialist help.

You can sign up to attend online, across three sessions from Tuesday 23 to Thursday 25 May 2023, each from 10am to 12noon. Please note, you will need to attend all three sessions.

Book your place by visiting the Norfolk Safeguarding Children Partnership (NSCP) website.

Monday

22nd May

An introduction to the HEE Wider Children's Workforce Mental Health Training

Time: 9.30am – 10.30am
Presenter: Andrea King

Andrea King, Director of Clinical Service at the Anna Freud Centre, will open Practice Week 2023 with an introduction to the Health Education England (HEE) Wider Children's Workforce Mental Health Training. The training is being piloted in Norfolk, Portsmouth, and Southampton from April-September 2023 and aims to help all workers, who come into contact with children and young people, receive the same basic training in emotional health, much as we skill everyone in safeguarding.

[Click here to join the meeting](#)

Every Relationship Matters in Norfolk, Reducing Parental Conflict and Mental Health

Time: 11am to 12noon
Presenter: Phil Beck, Roxanne McDowell, Melanie Perry

We will be presenting research about the effects destructive parental conflict can have on parents, children, and young people. This session will introduce you to some of the resources we have developed within our Every Relationship Matters in Norfolk toolkit, which will support your early intervention with families to reduce parental conflict. There will also be discussion on how we are partnering up with agencies to collaborate in future development of the work we have done so far.

[Click here to join the meeting](#)

Working with eating disorders

Time: 12.30pm to 13.30pm
Presenter: Natalie Ajayi

Children and young people's admissions for eating disorders increased by 90% in the five years to 2020/21. Despite having the highest mortality rate of all mental disorders, the signs that someone is ill with an eating disorder can be missed by frontline health and social care staff due to lack of training and accessible guidance. Children and young people can appear well, and it is likely they will feel a mix of fear, shame and

ambivalence about seeking help. This training will provide attendees with an understanding of the signs and symptoms of eating disorders in children, appropriate responses, signposting and some key resources.

[Click here to join the meeting](#)

Working with the impact of trauma on engagement and emotional wellbeing

Time: 2pm to 3pm
Presenter: Shirley Green

Find out how our experience of trauma and threat impacts on our perception of ourselves, other people, and the world we live in. Learn how our perception influences our behaviour, our ability to engage with support and our sense of wellbeing. This workshop is for all those who want to understand and improve engagement and the working relationship with service users.

[Click here to join the meeting](#)

A death in the family: supporting those left behind

Time: 3:30pm to 4.30pm
Presenter: Caroline Aldridge

In this experiential and reflective session, Caroline will explore the impact on the whole family when someone dies and what bereaved families might

need from professionals. Drawing on her lived experience, examples from her books, and her therapeutic skills, Caroline will focus on deaths that are stigmatised and/or traumatic. She will offer suggestions about supporting children and their networks in the aftermath of a bereavement and beyond. Participants will be invited to draw on their personal and professional experiences and to share their ideas and practice tools with each other.

[Click here to join the meeting](#)

Introduction to Kooth, Qwell and Just One Norfolk

Time: 5pm to 6pm

Presenter: Chloe Symeou, Fay Spencer

Kooth plc provides online counselling services to young people aged 11-25. Qwell is available for adults aged 18+. Both services provide a free, safe, anonymous and non-judgemental place for people to connect with others and know they are not alone. Instant access to self-help materials, discussion forums, as well as accessing drop-in or booked sessions with professional counsellors.

The presentation will provide: an introduction to Kooth and Qwell; support on the sign-up process; an overview of the professional support available; and an overview of community support features and self-directed support.

Just One Norfolk is a digital platform for Norfolk parents, carers and professionals. This part of the session will be covering the ethos of the development of the platform, co-produced with families and professionals to keep a Norfolk focus. Learn about how the site works, supports the delivery of services and provides self-care resources and support, empowering families to flourish.

[Click here to join the meeting](#)

Tuesday

23rd May

Understanding the Mental Capacity Act 2005 in practice

Time: 9.30am to 10.30am
Presenter: Carmen Hawkes, Amy Hanton, Sasha Gilbert

Learn about the Mental Capacity Act 2005 and be introduced to its application in practice when working with 16 and 17-year-olds. The session will explore case studies where the Mental Capacity Act has been applied. The session will provide signposting to useful support, tools and resources as well as the opportunity to discuss queries and share practice ideas.

[Click here to join the meeting](#)

Suicide prevention and crisis support

Time: 11am to 12noon
Presenter: Kate Dexter, Dr Michelle Trollope

The session will focus on sharing up to date understanding and research on suicide within the youth population and an oversight of best practise regarding suicide prevention and crisis support. Attendees will leave with an understanding of the national guidance on crisis support and how this is currently being implemented locally across health and social care. The presentation will promote a joined up multi-agency approach to crisis care which holds the needs of the young person in the centre and will provide further information on exciting local initiatives between health and social care which aim to support this. Attendees will also be provided with some practical tools and resources to use in both assessment and intervention when working with young people in crisis.

[Click here to join the meeting](#)

Supporting trans, non-binary and gender-non-conforming youth

Time: 12.30 to 1.30pm
Presenter: Joe Henson

Explore some of the key issues around supporting LGBTQ+ young people, with particular focus on improving inclusion for

trans and gender-diverse youth. We will be covering topics such as bullying, social media, terminology, mental health and raising practitioners' confidence to have supportive, empathetic conversations around identity and sexuality. The session is provided by Norfolk LGBTQ+ Project, a local health and wellbeing charity supporting the needs of the LGBTQ+ community and their allies since 2007.

[Click here to join the meeting](#)

Supporting children and young people's mental health

Time: 2pm to 3pm
Presenter: Holly Dowsing, Deanna Mason

The Link team works as part of the Supporting Smiles service at Ormiston Families, helping children, parents and carers and families experiencing mental health difficulties. The team specialises in training adults who work with children and young people, helping them feel confident and knowledgeable in supporting their emotional wellbeing. Their free training offer includes the full Mental Health Champion training, as well as follow-up support and specialist workshops. You will be able to learn how to access the training offer, as well as top tips for professionals who want to support the mental health of the children and young people that they work with through simple strategies

and signposting. In addition, we will outline how to make a referral into mental health services and what makes a good referral.

[Click here to join the meeting](#)

Seeing the community of practice coming to life through the use of Joint Agency Group Supervision (JAGS)

Time: 3.30pm to 4.30pm

Presenter: Rachel Cogman

During the last practice week, you heard how to become a community of practice and the benefits this way of working has for children, their families, and the professional network. What an incredible year it's been for Children's Services - we've further embedded our ways of working, improved our audit outcomes and achieved an overall grade of Good from Ofsted! Part of that has been facilitating and embedding JAGS as business as usual. This session will focus on the benefits of JAGS and how it is collaborative, curious, reflective, and supportive of good quality decision-making in the best interests of children and families. We'll discuss case examples and hear about the recent evaluation of the community of practice and how well JAGS are being used, particularly focusing on the positive feedback we've received from partner agencies, children and their families. Participants will be able to share their experiences, ask questions and seek support in

how to bring their community of practice to life using JAGS. In addition, we will outline how to make a referral into mental health services and what makes a good referral.

[Click here to join the meeting](#)

Young people's voices on friendships and anti-bullying

Time: 5pm to 6pm

Presenter: Young people

In this session we will be hearing and learning directly from young people involved in Norfolk's Youth Advisory Boards (YABs) and Norfolk's in Care Council. Discussions will focus on the importance of relationships and friendships and how strong anti-bullying practice can improve emotional wellbeing. Both these areas of work are linked to Norfolk's Partnership Youth Strategy.

[Click here to join the meeting](#)

Wednesday

24th May

Identifying and reducing the impact of vicarious trauma in professionals

Time: 9.30am to 10.30am
Presenter: Shirley Green

Find out how working with people who have experienced trauma can impact on our own wellbeing and impact our satisfaction, engagement and motivation. This workshop will not only explain how vicarious trauma impacts us all but also give some useful tips we can use to reduce the consequences of doing the work we love.

[Click here to join the meeting](#)

Supporting Staff (TRiM and Moral Injury)

Time: 11am to 12noon
Presenter: Kayleigh Darling, Sue Christie

TRiM is a model of support for staff following potentially traumatic events (PTEs). A traumatic incident is something often outside your usual experience with the potential to cause physical, emotional, spiritual, or psychological harm. We know, due to the nature of our professional work, there will be times staff may be exposed to potentially traumatic incidents. This can have an impact on our work and lives. Participants will gain understanding of an evidence-based model to support staff following PTEs, some psycho-education focused on how to care for one's-self following an event, and some signs and symptoms of trauma response. Moral injury is a concept based on us breaching our own values, having them transgressed or being betrayed by those around us and being therefore 'injured'. Based on three pillars; omission, commission and betrayal, this injury within a pandemic and in a fraught healthcare system is worth exploring. It is, sadly, a state in which we can be both victim and perpetrator. The session explores how we need to return to and develop our value system in order to deliver ethical care.

[Click here to join the meeting](#)

An Introduction to the TALK Centre

Time: 12noon to 12.15pm
Presenter: Vicki Saul

Discover more about the new TALK Centre, offering free training and resources for the workforce and volunteers working with children and young people's mental health and wellness in Norfolk and Waveney and supporting you to support young people.

[Click here to join the meeting](#)

The impact of SEND and mental health in children and young people and their parent/carers

Time: 12.30pm to 1.30pm
Presenter: Niamh Keane, Bridget Robinson, Heidi Merrick-Pell, Sarah Harrison and Family Voice Norfolk

Join our discussion where we will be talking about the links between mental health and special educational needs and disabilities (SEND). This session will help you understand the impact of mental health on SEND and vice versa, from the unique perspectives of children, young people and their parent/carers. This inspirational session has been co-produced by members of The DRAGONS, Norfolk Youth Forum, Family Voice and SENDIASS.

[Click here to join the meeting](#)

Conference.

Helping minds flourish: Considering different aspects of mental health and wellbeing

Time: 2pm – 5.30pm

Presentation

Presenters: Lads Like Us Danny and Mike,
Peter Fuggle, Dr Kelly Simper,
Rebecca Mann



Danny
Lads Like Us



Mike
Lads Like Us



Peter Fuggle

This Practice Week Conference is an opportunity to reflect on how each of us can make a difference to people's emotional health and wellbeing and to consider the Norfolk and Waveney vision for supporting mental health and wellbeing, as well as implementing THRIVE as a practice model across the partnership:

We will be hearing from '**Lads like us**', Danny and Mike, who will be sharing their experience of services. 'Million Pieces' will be both challenging and inspiring, helping us look at recovery from trauma with fresh eyes. Their underpinning ethos is: "If you haven't heard and felt what we have said when you leave and you haven't taken tools away that inform your practice, we have failed". **Peter Fuggle**, a clinical psychologist and Director of Clinical Services at the Anna Freud Centre, will be giving a short overview of the research behind THRIVE and why it's important, helping us consider the implications for practice.

Dr Kelly Semper and Rebecca Mann, of NHS Norfolk and Waveney Integrated Care Board (ICB) will take us through the vision for children and young people's mental health services in Norfolk and Waveney, considering how we can ensure a joined-up approach by working better together in partnership with children, young people and their families and carers.

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

Thursday

25th May

Using the Flourish framework to promote wellbeing

Time: 9.30am to 10.30am
Presenter: Matthew Reading

Flourish is the key ambition overarching all work with children and young people in Norfolk. In this workshop we will think together about how we can use it to build our skills when working with children and young people with mental health issues, in order to achieve better outcomes for them. We will reflect on and develop ideas about how it can be applied to your day-to-day work.

[Click here to join the meeting](#)

What does the evidence suggest we should do to support children and young people's mental health?

Time: 11am to 12noon
Presenter: Dr Tim Clarke

Access to evidence-based support for children and young people with mental health difficulties is paramount, but we know that often such interventions are not accessed. Tim will share some work his team has developed which summarises what the latest research, evidence and guidance suggests we should be doing to support children and young people's mental health. This will include examples from prevention to specialist mental health care. Participants attending this session will be introduced to the latest emerging evidence and will be encouraged to consider how, as a system, we put this into practice.

[Click here to join the meeting](#)

The importance of perinatal mental health support through our Start for Life and family hub offer

Time: 12.30pm to 1.30pm
Presenter: Keith Holmes, Teresa Frost

The session will provide an overview of the Start for Life and Family Hub programme, our approach for moving to this model in Norfolk, and the way services will come together through

the family hub network, such as mental health support for families. The session will especially focus on the deliverable aims of the perinatal mental health and parent-infant relationship support strand of the programme, and the enhancements to commence the service delivery we are proposing. The session will also provide an overview of how the approach supports mental health services beyond the perinatal offer. Participants will develop knowledge of the family hub approach and how the model will become embedded by March 2025, as well as gaining an understanding of the proposed enhancement to the perinatal mental health offer in Norfolk.

[Click here to join the meeting](#)

Parental mental health and longitudinal neglect of children and young people

Time: 2pm to 3pm
Presenter: Lisa Morton, Sarah Reade

We know that parental mental health needs, both met and unmet, are a significant key factor where children experience longitudinal and chronic neglect. Workers see the impact of those parental needs in all elements of children's lives, particularly within children's own mental health and emotional wellbeing, but also educationally, socially and in the practical aspects of their lives. How do we, in co-production with families, identify and deliver effective plans that address

not only immediate safety for children, but which also ensure focus on resolving longer term neglect issues rooted in parental mental health?

[Click here to join the meeting](#)

Whole school/organisation approach to mental health and wellbeing and mental health support teams

Time: 3.30pm to 4.30pm

Presenter: Anna Sims, Annabel Trick

Develop an understanding of a whole school/organisation approach to mental health and wellbeing and the role of mental health support teams (MHSTs). This session will provide signposting to self-care resources and support for the whole school community.

[Click here to join the meeting](#)

What do children and young people really want from us? An introduction to the Children and Young People's Mental Health Charter

Time: 5pm to 6pm

Presenter: Jo Hand and young people from the Youth in Mind project

Join Jo Hand, Youth Work Coordinator at the Mancroft Advice Project (MAP), and young people from the Youth in Mind project as they introduce their work on a Charter for Child and

Young People's Mental Health Services. The charter shines a light on what children and young people really want from the services that support their mental health and will help professionals clearly prioritise where they put their focus and effort.

[Click here to join the meeting](#)

Friday

26th May

Supporting families with the impact of childhood developmental trauma

Time: 9.30am to 10.30am
Presenter: Carl Smith, Laura Dyson

In this session we will outline the presenting behaviours reported by adopters in referrals for their children to the Norfolk Adoption and Kinship Support Team. We will discuss how early developmental trauma can impact on a child's ability to self-regulate and explore how accessing programmes based on therapeutic parenting and non-violent resistance principals can support parents in moving from the corrective to the connective relationships which children who have experienced trauma need to thrive. Participants will gain further knowledge about the impact of early developmental trauma for adopted children and an insight into how supporting parents and carers in adapting their parenting approaches, when seeking behavioural change in children, can be an effective intervention.

[Click here to join the meeting](#)

Doing relationships - it's the little things that matter

Time: 11am to 12noon
Presenter: Dr Natasha Rennolds

The importance of relationship-based practice in safeguarding and multi-agency arenas is well understood and widely recognised as a positive approach. We know what qualities good relationships have e.g., trust and non-judgemental support. However, how often do we stop to consider how we 'do' relationships on a day-to-day basis? Drawing on Natasha's PhD research, this session will aim to get you thinking about the 'little' things in your day that can help and hinder successful relationship outcomes. We will also consider what this might mean for our practice and how we can take the small steps to changing habits for even better outcomes.

[Click here to join the meeting](#)

Transforming Care Navigators

Time: 12.30pm to 1.30pm
Presenter: Amy Pease, Kelly Boast

Kelly and Amy will be presenting the Transforming Care Navigators journey so far, including the role of the team, defining our eligibility criteria and providing case studies of the impact of having a dedicated navigator. We will also touch on the Dynamic Support

Register (DSR) and how it plays a crucial role within the team.

[Click here to join the meeting](#)

Sleep and youth mental health

Time: 2pm to 3pm
Presenter: Dr Rebecca Rollinson

We all know how awful it feels not to sleep, but why is sleep so particularly important to teenagers and young adults? We'll be answering this question as well as talking through some key ideas to help give us a better understanding of sleep. Everyone's sleep is different, there will be no one solution that works for everyone, but we will give some ideas for how to work out what might be getting in the way of good sleep, and some ideas for changes to try out to help get sleep back on track. We'll also be sharing some of the resources we use in The Better Sleep Programme and a few of our favourite podcasts, websites and apps relating to sleep and youth mental health.

[Click here to join the meeting](#)

Feedback from last year's practice week.

“

Thought provoking

Really good to have the wider children and families' workforce at the conference

”

“

Lots of ideas of tools to use

”

“

This conference was possibly the most interesting training session I have engaged in for a long time

“

Today's session has helped me to think more about what I want to bring to my organisation

”

“

I'll be taking this information to a team meeting to ensure all my staff are aware

“

I really like the format

The speakers were really engaging

”

About the presenters.

Natalie Ajayi

Natalie is the clinical nurse specialist in central Norfolk Child and Adolescent Eating Disorder Service. She qualified as a mental health nurse in 2017 and has worked with children and their families for over 15 years, specialising in the assessment and treatment of eating disorders in young people

Caroline Aldridge

“If I could change one thing, it would be to increase kindness”. Caroline is a social worker and independent trainer. She has over 30 years’ experience of working with children and families in a range of settings including safeguarding, adoption, and Children and Adolescent Mental Health Services (CAMHS). Her lecturing experience includes social work, mental health and social care. Her books: *He Died Waiting: Learning the Lessons - a Bereaved Mother’s View of Mental Health Services* (2020); and *They Died Waiting: The Crisis in Mental Health Services - Stories of Loss and Stories of Hope* (2023); which she co-edited with Emma Corlett, articulate the experiences of people with mental illness, their carers, and families. Caroline advocates for improved mental health services and support for bereaved relatives. Her qualifications include Social Work BA (First Class Hons), Advanced Social Work MA (distinction), Diploma in Education and Training, and Fellow of the Higher Education Academy.

Philip Beck

Philip Beck is the Head of Communities and Partnerships; he has worked in Children’s Services for 16 years in many roles and is a registered social worker, forest school practitioner and survival instructor. He is a mental health first aid champion and leads on practice and partnership working with young carers.

Kelly Boast

Having worked in the NHS for 10 years, Kelly has undertaken a variety of roles for both the Commissioning Support Unit (CSU) and currently NHS Norfolk and Waveney Integrated Care Board (ICB) (formally the Clinical Commissioning Group (CCG)). In 2020, she was appointed as the dedicated lead for mobilising the new Transforming Care Navigator service across Norfolk and Waveney, which was introduced as a result of a successful bid to NHS England. Kelly has recently moved into the role of Transforming Care Programme Manager in the Children, Young People and Maternity Team to support the wider strategic implementation of transforming care.

Sue Christie

Describing herself as ‘profoundly human’, Sue swims in a local river daily and incidentally happens to be a mental health nurse by training, leading the staff support services at NHS Norfolk and Suffolk Foundation Trust (NSFT) and the staff support hub. Sue has encountered many life and professional challenges and recognises the enormous benefit there is in accepting and offering support to staff when they need it, rather than waiting until they are almost broken. Sue is passionate about getting the message out that it’s OK to ask for help, its ‘OK not to be OK’ and to ensure that we put staff (the wider team) at the

heart of what we do, so they/we are able to deliver what is required; to deliver services, so we all get the best out of what is on offer. It’s often the smallest acts that make the biggest difference – to everyone.

Rachel Clarke

Co-ordinator 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.

Dr Tim Clarke

Tim is a principal research clinical psychologist leading on the development and implementation of evidence-based interventions for children and young people’s mental health. Tim also works as the children and young people’s mental health clinical advisor for NHS Norfolk and Waveney ICB and for NHS England, East of England.

Rachel Cogman

Rachel is the senior quality assurance manager for the Independent Statutory Services and Practice service within Children’s Services. Rachel leads a team of experienced audit officers, supporting the workforce to achieve an excellent quality of practice. The team is a well-established, trusted group of professionals with a breadth of expertise, knowledge, and experience – all passionate about achieving the right outcomes for children at the right time.

Liz Cracknell

Liz is the joint programme lead for AMBIT at the Anna Freud National Centre for Children and Families. As a mental health nurse and systemic practitioner, she has specialised in work with young people with multiple, risky problems, in both outreach and secure settings, utilising the AMBIT approach. Liz has contributed to a number of key publications and the development of AMBIT and has trained and consulted with hundreds of workers in AMBIT in the UK and internationally.

Kayleigh Darling

A passionate midwife and devoted 'dog-mum' who's experience as Lead Professional Midwifery Advocate and Freedom to Speak Up Guardian, created a will to strive towards developing systems which support staff at times of vulnerability. Kayleigh is now the TRiM Manager for Norfolk and Waveney Integrated Care System (ICS) at NHS Norfolk and Suffolk Foundation Trust (NSFT) and is driven by the belief all staff should have access to robust and timely support when involved in a potentially traumatic event. Kayleigh lives by the belief every interaction is an opportunity for an intervention and hopes to leave people/situations feeling a little better for having been a part of something.

Kate Dexter

As Assistant Director for Family Help and High Needs, leading on social work operations, Kate's role is to oversee social work practice and decision making, as well as supporting the social work workforce, using her working experience in all areas of children's social work practice. Previously Kate was the assistant director for corporate parenting, supporting children and young people, as well as resources such as fostering, adoption and residential services. She is

passionate about improving emotional wellbeing for children and young people, is a systemic practitioner and has developed early intervention services for looked after children and care leavers. Kate has worked closely with mental health services in Norfolk for a number of years and is committed to working in partnership with local services to further develop services for children, young people and families.

Holly Dowsing

Having worked as a teacher across Norfolk and Essex, Holly is now supporting schools and wider professionals through delivery of the mental health champion training at the Link Project, part of the Ormiston Families' Supporting Smiles service. The Link Project helps professionals to feel more confident and knowledgeable in supporting children and young people's emotional wellbeing.

Laura Dyson

Laura is the Assistant Team Manager for the Adoption and Kinship Support team in Children's Services. Within this role Laura has trained as a DDP (dyadic developmental psychotherapy) informed practitioner and co-runs a therapeutic parenting eight-week course for parents of adopted children.

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 at Norfolk County Council for more than 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.

Sasha Gilbert

Sasha is the Preparing For Adult Life (PfAL) team manager in Adult Social Services.

Shirley Green

Having started her working life as a youth worker with Norfolk Youth and Community Service, Shirley moved on to working with children in care with Norfolk Independent Visitors Service before becoming lead practitioner with Action for Children, improving practice in children's centres. Following a brief time managing a residential unit for young people leaving the care system, Shirley joined Norwich Connect, as a skills enhancer, piloting a scheme for a whole family approach to domestic abuse and violence. She supported professionals in creating a culture of engagement as well as trauma informed practice. As a case holder, Shirley worked directly with abusive and violent people, supporting them to change their behaviour. Academically, Shirley has achieved a BSc in psychology, an MSc in child and family psychology as well as many other certifications, which she uses to enhance, enrich and ground her practice as well as supporting others.

Jo Hand

Overseeing staff teams and a variety of youth work projects across Norfolk, Jo is Youth Work Coordinator at the Mancroft Advice Project (MAP). She has a real passion for supporting the mental health and wellbeing of young people and has been instrumental in establishing the mental health participation programme Youth in Mind, which gives young people the platform to challenge, shape and improve services. When not working, Jo is happiest with her family, or out exploring the Norfolk Broads on foot or by paddleboard.

Amy Hanton

Amy is the Designated Social Care Officer in Children's Services, whose role in part is to join up services and support for special educational needs and/or disabilities (SEND) and social care and develop strategies and practice to support this.

Sarah Harrison

Sarah leads on the Disability Real Action Group of Norfolk better known as DRAGONS. The DRAGONS are a group of young people with special educational needs and/or disabilities (SEND) which aims to make sure opportunities in Norfolk are accessible and inclusive, and that young people are enjoying the services on offer. The group have experience of reviewing and commissioning Short Break services for Norfolk County Council; facilitating interviews for senior posts in the council; and reviewing the accessibility of local sports/leisure facilities and much more.

Carmen Hawkes

Carmen is a practice lead for court work in Children's Services.

Joe Henson

Joe is the trainer and consultant at Norfolk LGBT+ Project. He has a background in sociological research, community outreach, sexual health advice and trans support. From writing impactful inclusion policy and specialist resources, to providing training for healthcare, social care and educators, Joe has worked with a variety of LGBTQ+ charities and non-profits to improve awareness and inclusion across multiple sectors.

Keith Holmes

Keith is based within Norfolk Children's Services Transformation team and is the Family Hub and Start for Life offer Programme Manager. Keith has a long and varied change management history within the private and public sector and has worked for the county council for the last four years, where he has been the change lead on various pieces of transformation such as the Children with Disabilities Transformation programme, and the implementation of the New Roads service, which supports children and young people on the edge of care.

Niamh Keane

Niamh Keane is the manager for Norfolk SEND Information, Advice and Support Service (SENDIASS). Norfolk SENDIASS give legally-based information, advice and support to children and young people with SEND and their parents/carers around special educational needs and/or disabilities (SEND) in education and health and social care where it is linked to education. They are a statutory, free, dedicated, confidential and impartial service based across Norfolk with staff who have independent legal training.

Andrea King

Andrea joined the Anna Freud Centre in 2021 and has 20 years' experience in leadership within voluntary sector organisations, local authorities, and the NHS, specialising in children's service multi-professional systems improvement. She is passionate about promoting a greater national understanding the impact of inequality, discrimination and social exclusion has on our children and young people. She is the strategic lead for the Health Education England (HEE) Wider Children's Workforce Mental Health Training which is being piloted in Norfolk, Portsmouth, and Southampton this year.

Deanna Mason

Using her training as a nurse, and experience working in inpatient mental health units, Deanna works as part of the Link Project delivering mental health champion training which helps universal professionals feel empowered to support the emotional wellbeing of the children and young people that they work with.

Roxanne McDowell

Roxanne is the Every Relationship Matters in Norfolk Coordinator, the county's Reducing Parental Conflict programme. Roxanne has been leading on the development and delivery of reducing parental conflict training for 18 months and is now in a full-time position as the coordinator. Roxanne is a qualified trainer, coach and mentor, and mindfulness teacher, with qualifications in youth justice and child development.

Heidi Merrick-Pell

Heidi is a member of the DRAGONS (Disability Real Action Group of Norfolk), a project which focuses on making services and venues more accessible and providing a voice for disabled young people across Norfolk. As part of her work with the DRAGONS, she is currently volunteering at Norfolk County Council as a young person's representative for young people with SEND (special educational needs and/or disabilities) in Norfolk.

Lisa Morton

Lisa is an independent child protection chair. She has 19 years' experience in social work, mainly in Children's Services, working with children with disabilities and children in care and their family networks, as well as spending time working in the voluntary sector alongside families living with

Parkinson's. Lisa provides the child protection training for Norfolk Safeguarding Children Partnership (NSCP), new in practice social workers and the UEA and has a real interest the ways in which we learn and develop practice. When not at work, Lisa can be found in the veg plot, her happy place.

Amy Pease

Amy is one of the Transforming Care Navigator team managers. Prior to this she has worked in Norfolk SENDIASS providing information advice and support on SEND and has worked in both mainstream and specialist education. Amy is also a parent/carer of two neurodiverse young people, so has lived experience of the joys and challenges this brings.

Melanie Perry

Mel is the Partner and Community Focus team manager for North Norfolk, working in Commissioning, Partnerships and Resources and is the operational manager for reducing parental conflict. Mel has worked for Children's Services for eight years, is qualified in childhood studies, is a former portage worker and has a wealth of experience working in the early years sector.

Sarah Reade

Sarah is an independent chair with over 10 years' experience in child protection, having worked for many years as a child protection social worker in frontline teams. She has a particular interest in promoting fathers' engagement in supporting and safeguarding their children and in protecting babies. Sarah is a determined practice learner, always open to hearing the voice of children and their families and their lived experience of our services and considering what this means in relation to her own practice. Outside of work, Sarah is a master baker of amazing cakes.

Matthew Reading

Matthew is Strategy and Partnership Implementation lead within the Communities and Partnership directorate at Norfolk's Children's Services. He is leading on the rollout of Flourish across the council and its partner agencies. Previously he was Head of Social Work in King's Lynn and West, and then Head of Family Support in King's Lynn and Breckland. He has held various leadership roles in Children's Services over the last 15 years and qualified as a children's social worker in 2001.

Dr Natasha Rennolds

Natasha is a lecturer in social work at the University of East Anglia in Norwich. For the last few years, alongside completing her PhD in Education, she has been part of the Independent Scrutiny Team for Norfolk Safeguarding Children Partnership (NSCP), chairing the multi-agency workforce development group. She was a member of the research team which completed the latest and final Serious Case Review Analysis Report (2022) for the DoE. Her research is concerned with young people and their futures, multi-agency safeguarding, and how alternate perspectives may help practice.

Bridget Robinson

Bridget is the children and young person supporter in the Norfolk SENDIASS team, whose main responsibility is the Norfolk SEND Youth Forum.

Dr Rebecca Rollinson

A clinical psychologist working at NHS Norfolk and Suffolk Foundation Trust (NSFT) who has developed a sleep intervention for young people experiencing mental health difficulties, she is currently lead for the Better Sleep Programme.

Vicki Saul

With more than 25 years of working in adults' and children's education, training and management in both in the UK and internationally, Vicki is now the lead for the new TALK Centre in Norfolk and Waveney.

Anna Sims

Anna is an inclusion adviser for Early Intervention and Prevention (EIP) at Norfolk County Council's Children's Services, working with education settings to support a whole school/organisation approach to mental health and wellbeing. Anna has a background in teaching and supporting schools to promote social and emotional learning.

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.

Carl Smith

Carl is a senior social worker in the Norfolk Adoption and Kinship Support Team, where he has worked for nine years. His current role includes undertaking therapeutic life story work with children and families and delivering non-violent resistance strategies to parents and carers. Carl has completed his Level 3 in NVR and has completed the diploma in therapeutic life story work with Richard Rose.

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. Fay is passionate about ensuring services are co-produced to ensure they are accessible and relevant to those that use them and empowering families through digital health.

Chloe Symeou

As an engagement lead for Kooth, Chloe's role is to raise awareness of mental health and wellbeing in Norfolk and Waveney and to spread the word of all the support available on the Kooth and Qwell digital platforms. Previously, Chloe worked in education management and early years settings, as well as being a baby yoga and massage instructor.

Annabel Trick

Annabel is the service manager for Norfolk and Waveney's Mental Health Support Teams (MHST) provided by Cambridge Community Services. The MHST provide support in schools for children and young people with mild to moderate mental health difficulties, alongside ongoing guidance to schools as they continue to grow a 'mentally healthy' culture. Annabel is a nurse by background and has worked at Norfolk and Waveney Children and Young People's Health services in a number of roles across the county.

Dr Michelle Trollope

Michelle is a consultant clinical psychologist currently working within the Crisis Assessment and Intensive Support Team (CAIST) as part of the Child, Family and Young Person Service at NHS Norfolk and Suffolk Foundation Trust (NSFT). Michelle has

previously worked in both child and adult learning disabilities team, developed and clinically-led neurodevelopmental services and more recently was clinical lead for the harmful sexual behaviour partnership project. Much of Michelle's career has involved working alongside or within social care services and she is passionate about across agencies working together.

Thank you.

From the coordinators and cajolers, to the presenters and speakers: thank you for your time, energy and commitment to creating these open opportunities for learning and discussion, and sharing your knowledge and skills.

As always, a special mention goes to all the amazing young people involved - you help us to keep learning from your experiences and build our services around your needs. We want to do everything we can to ensure every child and young person in Norfolk can thrive and flourish - we couldn't do it without you.



