



## Welcome to the SPCF Newsletter

### December 2022

Our newsletters will contain details of events, information, surveys or anything else we think would be good to share with you all. This edition will look at:

- Meeting Feedback
- Annual Survey
- Cost of Living
- Activities Unlimited Holiday Guide
- Local Offer News / SEND Support at Christmas
- Mental Health Support
- SENDIASS
- Feedback Methods
- December/January Opening Hours

### Meeting Feedback

In order to increase our transparency and information sharing with parent carers, members should have received the October, November & December Summary via email. We will continue to provide these updates monthly they and will also be published on our website.

The summaries can be found here: [Meeting Updates](#)

The minutes and paperwork for the SEND Accountability Board and SEND Programme Board are now being uploaded by Suffolk County Council for public access. They had some initial issues in regards to uploading some of the files which we believe has now been rectified. If members come across any issues, please do let us know so we are able to inform them. The documents can also be found on the above link.

### Annual Survey

SPCF will be releasing our Annual Survey in January 2023. Details will be shared as soon as they are available both via email and through social media channels.



### Cost of Living

We have been pulling together some information for those that may be struggling with the cost-of-living crisis.

Suffolk County Council have devised a webpage full of useful information: [Help for Households](#)

There is also a directory which shows wider support in the community and across the voluntary sector: [Cost of Living Support](#).

The Suffolk Local Welfare Assistance Scheme is available for those who are experiencing financial hardship: [Suffolk LWAS](#)

There are many local organisations which have signed up to the **Warm Spaces** initiative where local businesses and organisations are welcoming members of the public to come and stay warm if they are not able to heat their homes. Places can be found on the Rural Coffee Caravan website where they have produced an interactive map: [Map](#). The Warm Spaces category can be selected to filter the results. There are **273** locations across Suffolk which have subscribed.

East Suffolk Council have put together a list of their warm rooms for those that may need them: [Warm Rooms](#)

### Activities Unlimited

Welcome to the Activities Unlimited Christmas Holiday Guide 2022! [Download our Christmas Holiday Guide!](#)

We're delighted to bring you lots of exciting activities for disabled children and young people to take part in this festive period. More information on each break can be found on the website, along with details on how to book: [Activities Unlimited Website](#).

Don't forget we love to see what you get up to, so do send us photos and reviews of your festive fun by emailing: [info@activities-unlimited.co.uk](mailto:info@activities-unlimited.co.uk) or tag us on Facebook! We hope you have a fantastic Christmas.

The Activities Unlimited Team



## Local Offer News and Local Offer SEND Support at Christmas Poster

Check out the SEND Local Offer News on: [Local Offer News: Festive Edition](#)

## SEND Support at Christmas 2022

We know that Christmas can bring additional strain to families, so here are some links to support over the festive season. Many of these services are open during office hours only. If you need urgent support outside of these hours, please either contact your social worker if you have one, or ring Customer First (Children's Social Care) on 0800 800 4004.

<p><b>Suffolk Local Offer</b></p> <p>Do you have a question about SEND? Need help finding services near you? Call the Local Offer advisors on 0345 606 1490 or visit <a href="http://www.suffolklocaloffer.org.uk">www.suffolklocaloffer.org.uk</a></p>	<b>0345 606 1490</b>
<p><b>Reporting a child at risk of harm</b></p> <p>You can report a child at risk of abuse or harm to us over the phone or online. Call Customer First (Children's Social Care) on 0808 800 4005, or 999 in an emergency. To report your concerns online, visit <a href="http://www.suffolksp.org.uk">www.suffolksp.org.uk</a></p>	<b>0808 800 4005</b>
<p><b>Cost of living support</b></p> <p>There is a lot of information out there about the support available both nationally and locally to help you with the Cost of Living. Find out more information about the different support and advice available here.</p>	
<p><b>111 option 2 (formerly First Response):</b> A helpline for people of all ages who need urgent mental health support. The helpline is available all day, every day.</p>	<b>111 and press option 2</b>
<p><b>Just One Norfolk</b> provide advice and support about parenting or children or young person's (age 0-19) physical, mental or emotional health for families living in Waveney.</p>	<b>0300 300 0123</b>
<p><b>Emotional Wellbeing Hub:</b> Non-emergency mental health support for children and young people in the rest of Suffolk.</p>	<b>0345 600 2090</b>
<p><b>Activities Unlimited</b> provide short breaks and respite for children with additional needs and their families. Contact them by phone or visit <a href="http://www.activities-unlimited.co.uk">www.activities-unlimited.co.uk</a></p>	<b>01473 260026</b>
<p><b>SENDIASS</b> provide free, confidential and impartial information, advice and support on issues related to SEND. Call the helpline, text ADVICE4ME to 87007 or email <a href="mailto:enquiries@suffolksendiass.co.uk">enquiries@suffolksendiass.co.uk</a>. Reduced hours over Christmas.</p>	<b>01473 265210</b>



## Mental Health Support

We know that Christmas can be a difficult time of year so we have produced a list of services to help if you need it:

### **Who to Contact in a Mental Health Crisis...**

**999:** If it is a life-threatening emergency

**NHS 111 / Option 2:** If not life-threatening

**Childline:** Call 0800 1111 (available 24/7)

**Shout:** Text SHOUT to 85258 in the UK to text with a trained Crisis Volunteer (available 24/7)

**The Samaritans:** Call 116 123 (available 24/7)

It is possible to contact and access resources on the Wellbeing Service websites:

For Suffolk: <https://www.wellbeingnands.co.uk/suffolk/>

For Norfolk & Waveney: [www.wellbeingnands.co.uk/norfolk/](http://www.wellbeingnands.co.uk/norfolk/)

There are also a number of organisations who will have some availability, these include:

- PACT (Parents And Carers Together) – Their peer to peer support group will continue through the festive period and it can be found here: [PACT](#)
- LiftLoud for Danny: Will continue their Thursday Evening drop ins, more information can be found here: [LiftLoud](#)
- Suffolk Mind: Although the main phone line will be closed, the Suffolk Night Owls remain open: [Night Owls](#)
- Norfolk and Waveney Mind: They are yet to release the Festive hours so please check: [Website](#)
- Suffolk Family Carers: Will be open between the bank holidays: [SFC](#)
- Family Action: You can find details for their FamilyLine, where they can provide support for parents can be found here: [FamilyLine](#)
- YoungMinds: Has mental health support for young people, parents and those that work with young people. Just click on the section needed: [YoungMinds](#)
- Suffolk User Forum: Do you need 'Help Now'? A page with a list of mental health resources and information for those in Suffolk: [SUF](#)
- Hope of Hope: National mental health database bringing local and national support together: [Hub of Hope](#)





## SENDIASS

Festive Season: The helpline will close at 1pm on 23/12/22 and re-open at 9am on 4/1/23.

The SENDIASS helpline is open 9am to 5pm Monday to Thursday, and 9am to 4pm on Friday: 01473 265210 or Text ADVICE4ME to 87007

You can also subscribe to their [YouTube channel](#), [Suffolk Sendiass](#), where they have over 50 videos containing information on a variety of topics. You can also find a lot of information on the [Sendiass website](#). Including the Events Calendar with details of all the upcoming training events: [Events](#)

## Feedback Methods

We want to ensure that providing feedback is as private as possible so we have devised a feedback section on our website which is always available to receive feedback. It can be found here: [www.suffolkpcf.co.uk/feedback/](http://www.suffolkpcf.co.uk/feedback/) Members (and non-members) are also able to message the Facebook page: [www.facebook.com/suffolkpcf](https://www.facebook.com/suffolkpcf) , direct message on Twitter: [www.twitter.com/suffolkpcf](https://www.twitter.com/suffolkpcf) or email: [info@suffolkpcf.co.uk](mailto:info@suffolkpcf.co.uk).

We have also devised a Feedback Form for Professionals and Voluntary Sector colleague who support parent carers. It can be found on the website or directly via this link: [Feedback](#)

## SPCF December/January Opening Hours

The SPCF team will be taking a much needed break over the school holidays. We will be closing at 3pm on Wednesday 21<sup>st</sup> December and reopening on Wednesday 4<sup>th</sup> January 2023 at 9:30am. On our return we will respond to all emails, phone calls/voicemails and social media messages so please bear with us if there is a delay in getting a response.

We hope that you all manage to have a nice break and please remember that whatever the festive season looks like for you, it's your perfect.

All that is left is for the team to say a very huge **Seasons Greetings and a Happy New Year**. We will see you in 2023!

[If there is any content that you would like to see or have any suggestions, please do not hesitate to contact the team.](#)