



10 2023-24

- GP Surgeries supported.
- Stay & Play re-introduced.
- All groups running at capacity.
- Cost of living support provided.
- Parent training returns
- Safer Certificate received.
- Big Norfolk Holiday Fun best provider for Easter activities award
- Plans to develop Sunbeams Community Hub and new building.

9 2022-23

- Change of Management
- Groups continued to run at full capacity.
- Support co-ordinator contacted 5380 times.
- Parent support groups continue.
- Introduction of the Late Diagnosis Group
- Introduction of work experience placements and trainee opportunities.
- Psychotherapist continues to support around mental health.
- Cost of living support provided through food and fuel vouchers.
- Bingo and other family events held.

8 2021-22

- Minibus purchased.
- A young therapy dog has been introduced.
- Joined the Norman Lamb Coalition for Young People
- Weekly Tuesday youth and Thursday young carers groups continue.
- Remaining group numbers slowly returned to 15.
- Support work continued
- 967 food packages provided.
- Activity bags for those unable to attend.

7 2020-21

- Furloughed staff returned in July 2020.
- Children/young people welcomed back in smaller groups.
- Children and young people provided with home activity bags.
- Virtual activities taking place through Seesaw..
- Dad's Lego Club, Stay & Play and parent training suspended.
- Staff access personal development through online training opportunities.
- During this time over 8,423 contacts made
- 907 food packages were provided.
- Private Psychotherapist commissioned.

6 2019-20

- Contract for the second resource centre came to an end.
- Forced to adapt and temporarily close due to Covid restrictions.
- Staff were furloughed,
- Manager and co-ordinator continued to work planning for reopening.
- Children and young people provided with weekly activity bags.
- A 'Covid' cleaner employed
- Staff and service users provided with food packages.
- Support work continued via the internet.

5 2018-19

- All sessions running at full capacity.
- Tuesday session relaunched as a youth group for 16-to-21-year-olds.
- Sessions increased during holidays to half or full days.
- Parent Support Group increased to weekly.
- Advocacy is provided to families of children and young people with ASD.
- GP surgery groups and local museums provided with advice.
- Providing support and advocacy within 19 educational settings.
- Links to local health clinics, police and children's services

4 2017-18

- Ofsted Outstanding Grade in August 2017
- Additional Friday session developed.
- Centre improvements continued.
- Level 5 Food rating gained.
- Support service fully established offering 1-1 support.
- Monthly Parent Support Group.
- Parent training offered.
- Fete held.

3 2016-17

- Children In Need visit to film advert, interviews with 2 radio stations.
- Satellite office rented to provide support base.
- Specialist groups continue 3 times a week.
- Siblings group relaunched as a young carers group.
- Manager and Support Coordinator qualified to facilitate parenting courses.
- Centre's appearance improved.
- Website relaunched and updated regularly.
- Workshops for parents and staff.

2 2015-16

- Ofsted registration obtained.
- Attendance increased from 6 to 36 regular users.
- Sibling group introduced.
- Lego Club for Male carers and their children.
- Stay and Play started March 2016 for pre-school children.
- Website and Facebook pages are active.
- Family Support Co-ordinator role fully established.

1 2014-15

- Refurbishment completed 2014.
- Senior staff are attending liaising with other local agencies.
- Staff recruited Nov 2014,
- Opened Jan 2015 on restricted hours (1hr 59mins)
- Delivering 3 x 2-hour sessions per week pending Ofsted registration
- Family support worker recruited early 2015.
- Services promoted to wider community.
- Good links with the local services