

Tri-borough SEND Newsletter

Bromley Healthcare provides Special Educational Needs and Disabilities (SEND) support to people living in Bromley, Bexley and Greenwich, in partnership with other key professionals and networks.



Welcome to the latest edition of the Tri-borough SEND Newsletter! We aim to publish these to you every 6 to 8 weeks. This edition of the newsletter informs you about supermarket quiet hour, shopping aids, the Sunflower Scheme, anti-bullying week, preparing for Christmas, quiet Santa sessions, and relaxed theatre performances.



Supermarket quiet hour

Morrisons operates quiet hours between 2pm to 3pm every Monday to Thursday, 9am and 10am on Saturdays, and for the first hour of opening on Sundays. The initiative is for people who may struggle with music and other loud noises, for example those who have been diagnosed as autistic.

[Morrisons introduces new afternoon quiet hour to help shoppers \(morrisons-corporate.com\)](https://www.morrisons-corporate.com)



Asda recognise that large, busy supermarkets can be noisy and overwhelming for some customers, so they help by operating a Quieter Hour, Monday to Thursday between 2–3pm in our large stores. They turn Asda Radio off, and their colleagues work quietly, acknowledging this hour as quiet time to support customers with additional needs or hidden disabilities.

Details can be found on the [store locator for participating stores](#).



Tesco is a place where 'Everyone's Welcome', but they understand that their stores – with the loud noises, bright lights or strong smells, and volume of people – can be stressful for some of their customers. They want to help deliver the easiest shopping trip for everyone in their stores – so every Wednesday and Saturday, from 9am-10am, they will dim the lights and lower the Checkouts noise in all of their larger stores, to make it a more enjoyable experience for customers.

[We're launching Quiet Hour permanently in stores to support customers \(tescoplc.com\)](https://www.tescopl.com)



Shopping aids

Take a look at the autism-friendly visual guide to shopping at Tesco and download their visual shopping list:

[Hidden disabilities – help with shopping in Tesco stores](#)

Asda Happy Little Helpers initiative is a free shopping list board game available at the Customer Service Desk in their large stores. They have been working with the Makaton Charity – the initiative is designed to make shopping trips feel less intense and more enjoyable for people with learning and communication difficulties.

[Inclusive Shopping Environments - Social - Creating Change for Better | Asda](#)



Hidden Disabilities Sunflower Scheme

The Hidden Disabilities Sunflower is a simple tool for you to voluntarily share that you have a disability or condition that may not be immediately apparent – and that you may need a helping hand, understanding, or more time in shops, at work, on transport, or in public spaces.

[A symbol for non-visible disabilities \(hdsunflower.com\)](https://hdsunflower.com)



Anti-Bullying Week: Monday 11 - Friday 15 November 2024

This year's theme is: Choose Respect.

Odd Socks Day is taking place on Tuesday 12 November, with adults and children being encouraged to wear odd socks to celebrate what makes us all unique.

[Anti-Bullying Week 2024: Choose Respect \(anti-bullyingalliance.org.uk\)](https://anti-bullyingalliance.org.uk)

[Beyond Bullying – Anti-Bullying Week 2024](#)

Preparing for Christmas



Preparing for Christmas: autism resources

The Christmas period can be a very exciting but often stressful time of the year for many autistic people. It can be a time with lots of change, social interaction and expectations.

The National Autistic society have put together a brief list of resources that may prove helpful in making this festive period as special and stress free as possible for autistic people.

[Preparing for Christmas: autism resources](#)



Helping your neurodivergent child cope with Christmas

Christmas can be a tricky time for neurodivergent children or children with SEND. This could be the case if your child is autistic or has ADHD or a sensory processing disorder.

They may find it hard to adjust to different light, colour, sound, smells, textures and tastes. It might be that their senses become overwhelmed. Changes in routine can also affect how they feel. Planning in advance can help you all adapt and enjoy the festive period.

[Helping your neurodivergent child cope over Christmas \(actionforchildren.org.uk\)](http://actionforchildren.org.uk)



Santa's Quiet Grotto

Dobbies garden centre are delighted to offer Santa's quiet grotto for children who may have some additional needs.

[Events | Dobbies Garden Centres](#)



Meet Santa Relaxed

London Zoo appreciate that the Zoo and their events can be quite loud or overwhelming for some visitors.

Meet Santa Relaxed sessions offer visitors with additional needs a more comfortable experience. This may mean less lighting, reduced noise, and off-peak times to limit the number of visitors on site.

[Meet Santa at London Zoo | London Zoo](#)



Victorian Santa's Grotto – Quiet sessions

Meet Santa every morning in a quiet, calm and relaxed environment. Stroll through the 'Sailortown' gallery decked out in festive decorations to meet Santa in his relaxed and quite grotto.

[Victorian Santa's grotto – quiet sessions | London Museum](#)

ELTHAM PALACE

Relaxed Sessions: The Spirit of Christmas at Eltham Palace

NEW FOR 2024 These relaxed for neurodivergent children feature reduced sound, dimmed lights, and smaller crowds, ensuring an accessible Christmas event. Embark on an interactive theatrical adventure, helping Father Christmas restore the true spirit of Christmas. Enjoy storytelling, meet Father Christmas, and receive an ethically sourced gift in a 60-minute experience across four performance spaces.

[Buy RELAXED SESSIONS - The Spirit of Christmas at Eltham Palace, Greenwich Tickets online - Sneaky Experience](#)



SEN Experience Hever Castle

Tailored to children with SEN requirements. Fully trained Grotto staff will ensure the space is calm and welcoming, so that visitors do not feel overwhelmed. Communication picture cards will be available.

[Christmas At Hever Castle 2024/2025 at Hever Castle](#)

JOHN LEWIS
& PARTNERS

Relaxed Santa's Grotto at John Lewis Oxford Street

Relaxed sessions are available for anyone who might benefit from them, including disabled, neurodiverse or sensory sensitive children. These are adapted in a variety of ways, including reduced in-store noise. See FAQs for more information.

tickets.eskimojoevents.co.uk/landing/jlp24



The Grotto and Ruxley Manor

This year, with some help from the SENCO specialist from Grace's Day Nursery, Ruxley Manor SEN sessions have been created to offer an inclusive and relaxed experience for SEN children.

[Father Christmas' Grotto - SEN - Ruxley Manor \(ruxley-manor.co.uk\)](https://ruxley-manor.co.uk)

CHURCHILL THEATRE
TRAFALGAR TICKETS

ORCHARD THEATRE
& ORCHARD WEST
TRAFALGAR TICKETS

What is a relaxed Theatre performance?

A relaxed performance is a show that's been adapted to suit people who might require a more relaxed environment when going to the theatre. Usually, these are adults or children with learning difficulties, autism, or sensory communication disorders.

Individuals with conditions like these may find standard theatre performances to be overwhelming or unpleasant. This can be attributed to triggers such as darkness, loud music, sudden noises, and an unfamiliar environment where one is expected to remain still and quiet for an extended period.

For some events, some technical changes may have been made to the performance – this can include quieter music, reducing loud or surprising sound effects and avoiding strobe lighting.

Lyric

**STRATFORD
EAST**

Some upcoming relaxed performances

Churchill Theatre, Bromley - Snow White: [Book Snow White tickets | Churchill Theatre Bromley \(trafalgartickets.com\)](#)

Orchard Theatre, Dartford – Sleeping Beauty: [Book Sleeping Beauty tickets | Orchard Theatre Dartford \(trafalgartickets.com\)](#)

Lyric Hammersmith – Aladdin: [Aladdin - Lyric Hammersmith](#)

Stratford – Pinocchio: [Pinocchio \(stratfordeast.com\)](#)

Going to the theatre: [Theatres \(autism.org.uk\)](#)



Tri-borough Local Offers

The Local Offer is a document that gives information about the support services available in your local area. This specifically for children, young people and their families with Special Educational Needs and / or Disabilities (SEND).

[Home | Bexley Local Offer](#)

[About the Bromley Local Offer | London Borough of Bromley](#)

[About the Local Offer | Royal Borough of Greenwich](#)

Get to Know Your Local Children and Family Centres

Bexley [About the Children's Centres | London Borough of Bexley](#)

Bromley [Children and Family Centres \(bromley.gov.uk\)](#)

Greenwich [Children's centres | Royal Borough of Greenwich](#)

Should you require any further support or information, please contact the Health Visiting Tri-borough SEND Specialists at:

Contact: bromh.tri-boroughsendchampions@nhs.net

Please also follow us at the following social media platforms:



Bexley 0 to 19

Bromley 0 to 19

Greenwich 0 to 4



@bexley_0to19

@bromley_0to19

@greenwich_0to4

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