

# PARENTS PARTICIPATION



# FORUM

WORKING TO IMPROVE THE LIVES  
OF ALL DISABLED/SEN CHILDREN  
IN TORBAY

## Parent Participation Forum *Voice Your Views/Meet the Parents* Event Report

The Grand Hotel  
Torquay

03.02.2012



## Voice Your Views/Meet the Parents Event

### THE GRAND HOTEL, TORQUAY

Friday 3<sup>rd</sup> February 2012

#### **BACKGROUND**

The PPF Steering Group organised the event as a follow-up to the “Speed Dating” event held in March 2011. The expectation was that professionals who had attended the “Speed Dating” event would have the opportunity to update parent/carers on progress over the last year

In addition, a number of professionals and service providers within Children’s Services and Torbay Care Trust had requested the opportunity to consult with parent/carers or to promote their organisation to parents, and the PPF invited them to the event accordingly

#### **AIMS OF THE EVENT**

1. To follow up the March 2011 “Speed Dating” event
2. To enable further professionals/organisations to introduce their service and/or consult with parent/carers
3. To give parent/carers the opportunity to raise any current issues they have and to offer suggestions or improvements that they would like to see introduced
4. To give professionals and service providers the opportunity to network with parent/carers and each other
5. To recruit further members to the PPF and DeCiDe (Children’s Disability Register)

#### **AUDIENCE**

The event was open to all parent/carers of children with a special educational need or disability, not just PPF members, and all professionals who work with them

## **INVITATIONS TO PARENT/CARERS**

Invitations were sent to all PPF members and to support groups (AsrUS, Play Torbay, Torplay, Downsouth etc) for forwarding to their members, and Steering Group members forwarded invitations to all their contacts.

Printed copies of the flyer and invitation were sent to Mayfield, Combe Pafford and Torbay special schools to be sent home in the children's school bags

Flyers and invitations were e-mailed to all School Nurses and SENCO's in the Bay, inviting them to attend and asking them to print off and distribute invitations to appropriate children to take home in their school bags

Flyers and invitations were also e-mailed to Portage Workers, Advisory Teachers and Keyworkers, again inviting them to attend and asking them to distribute invitations to the families they work with

In light of criticism from the last Event, details of parking arrangements were included in the invitations, and we made it clear that childcare was available at the event for children of all ages, not just pre-school

## **INVITATIONS TO PROFESSIONALS**

Invitations were sent to all professionals who "speed dated" at the event in March 2010, or their replacements

All members of the Children's Integrated Service were invited, as well as the Children's Disability Champion, local councillors, Special Educational Needs Team, and Torbay Care Trust.

## **THE NUMBERS**

### **ATTENDANCE**

Professionals 36 (See appendix 1)

Parent/Carers 40

48 parents accepted invitation, including 10 steering group members

36 of these attended, including eight steering group members

Four parents attended without having replied to the invitation

### **RECRUITMENT**

New PPF members enrolled 12

Parents informed about DeCiDe 7

## **FORMAT OF THE EVENT**

For the complete agenda for the event, see Appendix 2, (this had to be re-arranged on the day due to the late arrival of Richard Williams.)

Seven professionals accepted our invitation to “speed date”, and a further 13 professionals/organisations applied to have a stand to consult with parent/carers

To ensure that parent/carers had the opportunity to visit all the stands, talk to the professionals manning them, and pick up leaflets and so on, the stands were grouped together as one “speed-date” station

Parent/carers were divided into eight groups, to “date” with each of the eight “speed-date” stations in turn. On arrival, each parent/carer was allocated a number to show which of the eight groups they belonged to, and a Steering Group member was assigned to each group. The aim of this was to stop parents staying too long with a “date”, or visiting dating stations out of sequence – this had caused problems at the previous “speed-dating” event

In light of the feedback from the previous “speed dating” event, we booked a much larger venue, and lunch was served in a separate room. We also increased the time for each “date” from ten to 15 minutes

A crèche was provided for parent/carers’ children

Professionals/service providers were provided with a flip chart on which to record points raised by parent/carers. Professionals/service providers were then asked to type up the general themes for the day, along with action points

\* \* \* \* \*

The feedback and action point transcripts follow below :

**PPF – Voice your Views Event**  
**3.02.2012**

**Physiotherapy Feedback**

	<b>Parental Views/ Topics Discussed</b>	<b>Action/Outcomes</b>
1	<p><u>Child Development Centre (CDC)</u> Varied views –</p> <ul style="list-style-type: none"> <li>• Positive feedback.</li> </ul> <p>Found staff supportive/caring, particularly Physiotherapy staff.</p> <ul style="list-style-type: none"> <li>• Inconsistency of therapists attending Nursery assessment groups. Parents did not always see a therapist. “Felt they could have stayed at home”.</li> <li>• Some parents and children found the CDC experience very hard – e.g. found nursery groups too noisy and busy.</li> </ul> <p>One parent said her child was fearful of going into John Parkes Unit (JPU).</p> <ul style="list-style-type: none"> <li>• Families would like psychology support in early stage (in CDC).</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback to team/CDC staff and Clive Sainsbury.</li> <li>• Jill Dommett to discuss with Occupational Therapy Lead and Physiotherapy staff to make sure therapists attend.</li> <li>• ? Arrange cover if on Annual Leave.</li> <li>• Inform parents if therapist not attending.</li> <li>• Feedback to CDC staff.</li> <li>• Feedback to Clive Sainsbury/Jacqui Allen.</li> </ul>
2	<p><u>Information for Parents</u></p> <ul style="list-style-type: none"> <li>• Parents would like information earlier, e.g. Postural Management workshops presentation presented whilst attending CDC.</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss with Team – JPU/CDC Presentation of workshop.</li> </ul>
3	<p><u>Manual Handling for Parents</u></p> <ul style="list-style-type: none"> <li>• Parents would like training, e.g. at Mayfield.</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss with Team/OT’s and Education.</li> </ul>
4	<p>Would like CAMHS at future events.</p>	
5	<p>Parents concern about children who have been discharged (those in mainstream)</p>	<ul style="list-style-type: none"> <li>• Raised awareness that can be re-referred → Physiotherapy via G.P.</li> </ul>
6	<p><u>Wheelchair services</u></p> <ul style="list-style-type: none"> <li>• ? Any local clinics that could be developed (currently at Mayfield/JPU/Bidwell Brook).</li> </ul>	<ul style="list-style-type: none"> <li>• Jill Dommett to ask Exeter Mobility Centre re clinics in Torbay.</li> </ul>

**Freedom of Information Act 2000**

*This committee/group will observe the requirements of the Freedom of Information Act 2000 which allows a general right of access to recorded information held by South Devon Healthcare, including minutes of meetings, subject to the specified exemptions.*

Date: 07.02.2012 JILL DOMMETT Paediatric Physiotherapy Lead



## PARENTS PARTICIPATION FORUM SPEED DATE EVENT FRIDAY 03-02-12

### Feedback and action points

#### **Adventure Play in the Bay:**

"It's really worth doing. You meet lots of people - you don't feel 'special' - you feel like part of a group." Helen Roberts - mum.

"It's not just for disabled children. It's for everyone!"

"Having everyone involved gives all children a learning opportunity to meet children from different walks of life." Mum

"Go Adventures was brilliant!"

Cancelled activities really disappoint children.

We need to find a way through, a way to amalgamate; time our publication of APIB programme with Special Needs Playscheme Holiday programme so parents have more choice.

Action: Play Torbay will discuss with SNPS.

#### **3 Bay Ventures Adventure Playgrounds:**

"I'm all for areas that get kids out in a safe environment using their imaginations." Mum

Wild Fox along with Indigos Go Wild and Fort Apache will be staffed, have an inclusion worker and open to everyone. Currently we have funding to open x2 days a week at each site.

#### **Play Torbay Play Champions:**

Play Torbay are looking for the help of parents to share information about Play Torbay projects and events with their children's schools and make sure children get to know what's going on.

The following people attending the Speed date agreed to be Play champions at the following schools;

Jackie will become Play Champion for Coombe Pafford

Carol will become Play Champion for Kings Ash School

Rob to become Play Champion at Sacred Heart

Carole to become Play Champion at St Mary Church

Action:

Carmen from Play Torbay is going to bring Play Champions together for an informal meeting to understand what they're taking on!

Play Torbay and the Parents Participation are going to work together to share Play Champions – action Carmen to invite the PPF.

#### **Transport:**

Getting to and from events is a big issue for parents and Play Torbay – last year for Go Adventures we spent over £600 on a taxi for one person for the week. We need to find a way of offering more transport at a lower cost in the future.

Action:

Parent, Rob has very kindly volunteered to drive for Play Torbay.

Play Torbay with partners AsRUS Tigers and Percy are going to explore the possibility of sharing responsibility for an accessible mini bus.

#### **Personalisation:**

Play Torbay would like to work with the PPF to develop advice, guidance and referral routes for children, young people & parents around the personal allowance, where it can be used to extend and support play and leisure opportunities.

How do children, young people and parents get to know what's going on with Play Torbay?

Play Torbay are on face book and send out a Bimonthly e-zine for more information contact Carmen T: 850 157 E-mail: Carmen@playtorbay.org.uk

Membership to Play Torbay is free and all are welcome, young and old(er).

## Parents' Participation Forum, The Grand Hotel, 03/02/12

### Speech and Language Service represented by:

- Louise Arrow and Verity Hyde (Early Language Consultants)
- Emma Mays (Head of Speech and Language Therapy Service)
- Maria Howarth (Lead for Children's Speech and Language Therapy Service)

### Parent comments/actions:

- Parents requested clarification about the provision of Speech and Language Therapy (SLT) services in special schools
- Parents commented that they wanted professionals to be open with them about what they, as parents, should be doing with their children to help speech, language and communication (SLC) development
- Parents requested that professionals could 'check in' regularly (e.g. phone call once a month) to see how things are going with their child
- A parent suggested that a poster could be created, which is child-friendly and eye-catching, to be displayed in GP or HV offices with contact details if parents are concerned about SLC
- Parents reported that they, as parents, did not know where or who to go to if their child is discharged and when a re-referral should happen
- Parents reported that they wanted further information so that they may be able to identify their child's difficulties with SLC earlier (e.g. education about milestones, ages and stages of development)
- A parent commented on her child's experiences at a Torquay school, which identified a specific need for training and support in the school regarding Autistic Spectrum Disorder
- Parents stated that at times of transition, when their child had SLC difficulties or a specific diagnosis, this information was not necessarily passed on to the child's new setting
- Parents requested training about 'communication' separate from speech and language, as this was especially important for children who did not have any speech or language
- Parents reported that they were not clear on information about referral and re-referral to SLT
- Parents reported that they would like to be invited to their children's SLT appointments in settings as this was not consistently happening
- Parents suggested that professionals should communicate with each other about children that they are seeing as this would help goals for the children

to be joined up and easier for parents to implement (e.g. joint Physio and SLT goals)

- Parents stated that they did not believe SLT input should cease after the child finishes Primary School
- Parents requested specific targets for them to focus on at home rather than general recommendations (e.g. ILDP)
- Parents requested that professionals be honest with them if their child is having difficulties and what the impact of those difficulties is likely to be
- Parents reiterated the importance they felt about professionals being in contact with them at least every few months
- Parents expressed confusion and frustration about the transition of the services their children received (e.g. transferring from JPU to Community SLT)
- Parents requested that they be more informed about the level of SLT input into their child's setting (e.g. who the SLT is, when they are at the setting, how often they see the child)

#### Actions:

- **Meet with Head of Speech and Language Therapy Service for South Devon and Torbay** community SLTs to share parents feedback and develop a specific action plan
- To begin a 'Turning the Curve' process around the outcome of 'ensuring that parent/carers, practitioners and all other agencies involved with the child and family, have a clear understanding of SLT management decisions and their role within it.' (This was one theme that ran through the parent feedback)
- Using the ideas and suggestions to inform the further development of Torbay's 'Let's Get Talking' Strategy Paper



## **PPF Speed Dating Event**

### **Transitions**

#### **Parent Comments/Actions**

- Challenge of accessing services if not automatically referred
- Assessment delays when parents/carers can see a problem but professionals don't agree – wasted time
- Reports of parent/carers constantly fighting the 'system'
- So many decisions to make, in such a short space of time that have consequences many years in the future

#### **Action Points**

- Email out draft of Parent/Carer Guide to Transition
- Meet with PPF Steering Group member to collate feedback and develop further

PPF Speed dating event – response from **Parent Partnership Services**

<b>PARENT COMMENTS</b>	<b>ACTION</b>
Parents need clear information and advice about when referrals are required and how / who is making them (eg EP could explain if parents need to see their GP to refer to CAMHS)	Feedback given to EP service and PPS to explore the possibility of creating a checklist of Who does what?
Statements are often vague and not amended for years	Feedback given to SEN section and PPS to exploring the possibility of creating a specific checklist for Statements that could be included with all future proposed statements including proposed amended Statements
Concerns about secondary transfer	Information sheet devised by PPS – information sheet is now on the website and will be circulated by SEN team alongside Yr5 letter about the transitional review
Should schools let parents know support available for parents at meetings (ie Annual Reviews) ...SENCo's should tell parents about PPS	Annual mailshot to all school SENCo's about PPS and an article about PPS to be included within the next SEN newsletter
Curriculum changes make it hard for parents to support their child's learning	Feedback to schools in order that they can signpost parents to curriculum courses for parents
Checklists should have contact numbers for the PPS	Future checklists and revision of current checklists will include date of production and contact details for the PPS where relevant

# Parents' Participation Forum, The Grand Hotel, 03/02/12

## Direct Payments Service represented by:

- Debi Porter (Direct Payments Officer, CIS)

### Parent comments/actions:

- The majority of each session was spent explaining the whole Direct Payments process to parents and carers and giving a general overview on how they may be used.
- Many parents had not heard of Direct Payments.
- Parents wanted to know how to access this service, which in turn highlighted the lack of knowledge around how to access the Disability Team in general. Again, time was spent outlining this process to parents.
- Parents thought that there was a definite lack of information readily available around the Fair Access to Carer's Breaks Assessment process unless you were already 'in the system'.
- A small number of carers asked how robust and fair the assessments were and how we monitored this.
- Parents suggested that they were unclear information around referrals through Integrated Children's Services.
- Most parents and carers found the 'chat' to be very informative and would like information to be more readily available on the whole process.

Parents' Participation Forum, The Grand Hotel, 03/02/12

SEN Service represented by:

- Dorothy Hadleigh, SEN Team Leader

To follow

## **EVALUATION OF THE EVENT**

Parents were asked to complete an evaluation form - see appendix 3 for an analysis of the results

### **WHAT NEXT ?**

It was encouraging to see that 66% of people who completed the evaluation sheet rated the *event overall* as 'excellent' and that there is a marked improvement in the number of parents rating *Professionals' presentation/information* as 'excellent'. We will therefore continue with our intention to repeat this event on an annual basis

We ask that professionals submit an update on their action points in six months' time, which we will circulate to all involved in the event

We will continue with our efforts to reach parent/carers of children in mainstream schools, and other schooling facilities, possibly in conjunction with Play Torbay's Champion scheme

We need to liaise with front line workers such as health visitors and school nurses, Occupational Therapists and Physiotherapists to enlist their help with promoting our events to parent/carers

We are planning to hold a School Transport event before the end of this financial year and a Communication event during the summer. In light of parent/carers comments, we will also explore the possibility of holding an event centred around CAMHS later in the year

We aim to hold our next event at a different venue to address the problems with parking, and to see if parents prefer a less "Grand" setting. It will be a half day, rather than full day event to see if this will attract more parents

\* \* \* \* \*

The PPF would like to thank all parents and those in a professional role who attended the event. We hope that this event and report will have a positive impact on developing good quality, relevant services for children and young people with special needs, and their families, and build on the close working relationship developing between the PPF and the Local Authority and Torbay Care Trust

## PROFESSIONALS ATTENDING

### SPEED DATERS

1	Marianne Lewis	Pupil & Parent Liaison Officer
2	Ryan Merchant	Transitions Project Lead
3	Dorothy Hadleigh	SEN Team Leader
4	Louise Arrow }	Early Language Consultants
	Verity Hyde }	
5	Jill Dommett	Paediatric & LD Physio clinical lead
6	Debi Porter	Direct Payments Officer
7	Sarah Jane Lawson }	
	Carmen de Silva }	Play Torbay
	Jemma Collins }	

### STANDS (speed date session 8)

1	Phoebe Casey }	BIBIC
	Lucy Carpenter }	
2	Debbie Roache	DeCiDe
3	Charlotte Partridge	Family Information Service
4	Karin Grey	Scope
5	Jo Penhaligon	Parkfield
6	Teresa Wills	Keyworker
7	Mandy Astin }	Portage
	Irene Horsburgh }	
8	Geoff Mourte	Torquay Utd Inspirations
9	Louisa Whiscombe	Percy Palm 4 Parents
10	Claire Lindsay	Senior Paed. BBC Nurse
11	Liam McGrath	CVA Torbay
12	Leah Wutschik	Children's Learning Dis Team
13	Camilla McHugh	Family Involvement Officer. PENcru

### OTHER GUEST PROFESSIONALS

Julie Porteous	Social Worker
Jacqui Ginley	Social Worker
Kim Koller	ASD teacher, Combe Pafford
Sarah David	Specialist Care Manager (Disability)
Maria Howath	Lead for Children's SLT Service
Emma Mays	Head of Speech & Language Therapy
Louise Smith	Children's OT Team Leader, CIS
Rachel Shiels	Social Worker
Sally Greaves	Community Nurse
Julia Cox	Improving Outcomes Programme Manager
Richard Williams	Director Children's Services



## Torbay PPF Voice Your Views Event

### Grand Hotel – 3<sup>rd</sup> February 2012

## AGENDA

- 9.30 am**                      **Registration and Coffee**
- 10.00 am**                      **Parent/Carers please take a seat in front of the stage**
- Julia Melliush, PPF Chair - Welcome and Housekeeping
- Meet the PPF Steering Group
  - “Speed Dating” format explained!
- 10.15 am**                      Speed Date session 1
- 10.30 am**                      Speed Date session 2
- 10.45 am**                      Speed Date session 3
- 11.00 am**                      **Coffee Break**
- 11.30 am**                      Speed Date session 4
- 11.45 am**                      Speed Date session 5
- 12.15 pm**                      **Lunch** – Gainsborough Restaurant
- 1.05 pm**                      **Parent/Carers please take a seat in front of the stage**
- Richard Williams, Director of Children’s Services
- Recent Appointment
  - Working Together with the PPF

**1.15 pm** Speed Date session 7

**1.30 pm** Speed date session 8

**1.45pm** **Parent/Carers please take a seat in front of the stage**

Speed Date feedback	- Ryan Merchant	5 mins
	- Debi Porter	5 mins
	- Louise Arrow	5 mins
	- Sarah Jane Lawson	5 mins
	- Dorothy Hadleigh	5 mins
	- Jill Dommett	5 mins
	- Marianne Lewis	5 mins

**2.20 pm** Event Evaluation Forms – to be completed by all parent/carers and professionals please!

**2.30 pm** Thank You and Close



## **STATISTICS/RESULTS OF PARENT/CARER FEEDBACK**

File attached