

Putting Words into Actions

30 June 2010

Annual Parent Carer Conference 3
for parents of disabled children and
young people



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Overview

Nearly 100 people; 47 parents and carers of disabled children and young people and 45 paid workers from across children's services came together on 30 June at the Old Assembly Rooms for the third Annual Parent Carer Conference – Putting Words into Actions.



The parent carer conference has become an annual event which enables parents and carers to pick up information, find out what's happening in services for disabled children and have a say in how they are developed.

The aim of parent carer participation in Newcastle has always been for parents and carers to work together with paid workers to improve services for disabled children and their families. The Parent Participation Steering Group wanted to make sure parents got the opportunity to be involved and feel confident to contribute to the day. In order to help this process great care was taken in making sure each table had a mix of parents and paid workers from different service areas ensuring there were always more parents than paid workers on each.

The day was opened by John Collings, Executive Director for Childrens Services who talked about the direct links between the Children and Young Peoples Plan and outcomes for disabled children, young people and their families.

After feedback from last years Action Plans with help from U Decide parents and carers voted for the priority areas they wanted the Childrens Trust to work on over the coming year. (June 2010 – May 2011) The top 4 areas were:

- Access to therapies 56%
- Support for parents 56%
- Play and Leisure Services 54%
- Communication and Information 51%

The Parents Participation Steering Group plan to hold focus groups in the autumn and spring for each priority with interested parents and relevant paid workers.

42 parents and carers signed up to get more involved across eleven other areas of service planning in relation to disabled children. These include childcare, speech and language, training and interviewing paid workers but we always need more!

Feedback from both parents and paid workers said it was clear parents were leading the way. It was evident parents and carers were involved in the planning and delivery as well as their involvement on the day. 37% of parents and carers said it was the first conference they had attended and 95% said they would recommend it to parents next year.

A very busy but productive day ended with a fantastic display of dancing performed for us by students from Hadrian Special School. Their enthusiasm and self confidence was an inspiration to all of us.

Special thanks go to parents from the Parent Participation Steering Group and Short Breaks Advisory for helping to plan, chair and facilitate the day. Thanks also go to the Children with Disabilities Administration team for their help with the preparation, bookings and registration on the day.

Commitment

This year's conference was joint funded from Together for Disabled Children's parent participation grant and the Children with Disabilities, Special Needs Management Partnership (CWDSNMP) as part of their commitment to feedback and involve parents in decision making and planning future services. It is hoped this commitment to parents and carers will continue in future years.



Parents and carers working together in partnership to make a difference for our children



Presentations

The aim of the annual conference is for parents and carers to hear about and be involved in decision making about services at a strategic level. The Participation Steering Group also wanted parents to be able to go away with information that would benefit them directly as individuals.

In order to meet both these needs the group decided to have presentations relating to strategic planning in the morning followed by presentations they hoped parents would find useful as individuals in the afternoon.

Strategic:

Children and Young Peoples Plan - 2011 - 2014

John Collings; Executive Director of Childrens Services; provided the conference with information about what the Children and Young People Plan was and who is responsible for making it happen. He went onto show how the key priorities for the plan directly related to the needs of disabled children and their families.



The plan focuses on cross cutting priorities and how Children's Trust partners can work together to improve the well-being of all children. The 3 key priorities for the draft Children and Young People Plan are:

- Keeping children and young people safe and supporting families
- Reducing inequalities
- Raising aspirations, achievements and opportunities

During 2010 -2011 for disabled children and young people Childrens Services will be working on:

- Developing Short Break provision
- Ensuring smooth transition to adult services
- Involving parents and carers in recruitment and induction of staff
- Complete Individual Budget pilot for children and young people in transition
- Strengthen assessment and moderation of pupils
- Recruit teaching staff from special education to the National Personal Social and Health Education (PSHE) Accreditation Programme
- Increase take-up of benefits and grants for families
- Shape local specialist educational provision to meet current and predicted need and reduce out of authority placements
- Delivering the requirements of 'Aiming High for Disabled Children'

Since the conference the new coalition Government has announced they will be making changes to some of the structures and reporting mechanisms Local Authorities have. This could mean names of boards, trusts and plans will change but in Newcastle the commitment to deliver on these outcomes for families will remain.

Parent Participation the Story So Far

Kathy Rist; Regional Manager for Contact a Family and Parent Participation Advisor for Aiming High Together for Disabled Children gave the national perspective for parent participation and talked about the opportunities and challenges this means.



What has happened so far?

- Emergence of Parent Carer Forums & Steering Groups
- Identify common priorities
- Collective informed opinions
- Making a Difference
- Sharing experience & successes
- Peer support & Joint training

We all need to make sure parent participation continues to make a difference.

We can do this by looking at:

- How much did we do? - Who is involved, what services, activities were developed?
- How well did we do it? - What measures are in place?
- Is anyone better off? - In their skills, knowledge, attitude, opinion, behaviour or circumstances

Parents and carers working together to make a difference for our children

Margaret, Nahid, Sonia, Barbara, Maureen and Louise talked about why they got more involved as parents and carers, what the Participation Steering Group and Short Breaks Advisory Group have been doing and how they felt it had made a difference.

The Steering group is made up of parents, carers and paid workers who support parents from statutory and voluntary organisations. The Advisory group is made up of parents and carers with a special interest in short breaks. These groups meet once a month and are linked to the Children with Disabilities Management Partnership who are senior managers from health, education, social care and early years.

These groups have been integral in making sure parents voices are being heard in decisions about services for disabled children. They have been involved in commissioning new short break services and increasing opportunities for parents to get more involved.



In Newcastle we have a model where parents, carers and paid workers work together to develop services from the start. In this current financial climate it is important parents and carers continue to be involved and we want to encourage more parents to do so

I like being part of the steering group because you find out information and it gives you a say in the decisions made that influence services for our children



Individual:

Quids for Kids

Rosemary Bell and Joanne Morris gave a presentation about the Welfare Rights Service and how their initiative Quids for Kids can help families of disabled children.

Parents and carers of disabled children are often unaware of what is available to them. The Welfare Rights Service offer confidential advice and support to families to make sure they are receiving all the benefits they are entitled to.

Work they have done includes:

- Benefit checks offered to all families known to the Children with Disabilities team
- Liaison work with Special schools including transition interviews
- A substantial part of their work is about tax credits
- Since it was set up in 2004 it has achieved over £4 million in annualised benefit gains

Managing Stress and Anxiety

Sue Sanders, Stress Management Consultant talked the causes of stress and gave everyone some techniques to use in stressful situations.

Stress is the individual's response to an inappropriate level of pressure. It is the response to pressure not the pressure itself. It is your body's natural reaction to a perceived threat. The good news is that although you may not always be able to change the events in your life that create stress, you can change the way you react to them and the way they affect you.

Café Carousel – feedback from last year

At the annual conference in 2009 parents, carers and paid workers came up with action plans for six service areas:

- Short Breaks
- Education
- Childcare
- Play
- Sure Starts Children Centres
- Health



It was agreed that feedback from these action plans would be given at the annual conference in 2010. In order to ensure all delegates got the opportunity to hear feedback from each area we used the idea of a café carousel.

The tables were set up in groups of six. Over the course of an hour facilitators from each area moved around each table giving an overview of what had been done in relation to their action plan and get feedback. 'You Said We Did' reports for each action plan were included in the conference packs.

Delegate's feedback suggests that despite this being the longest part of the day people would have liked longer for this activity to discuss future actions.

Feedback gathered on the day:

Where direct questions were recorded where possible answers have been provided in bracket.

Short Breaks

- Interested in finding out more about Dance City, who to contact? (contact: emma@jambalayaarts.co.uk Jambalaya Arts Dance City Temple Street Newcastle upon Tyne NE1 4BR Tel:0191 2695591)
- Try to co-ordinate more so groups do not clash
- More information about fun activities in local areas (contact Families Information Service to advertise and find out)
- Information about concessional transport passes (Nexus provide this)
- Support from short breaks for family occasions/weddings/funerals etc – one offs
- Who completes Access Fund application? - (it can be a parent/carer/young person or an organisation/paid worker)
- Team "short breaks" confusing – expect overnight/weekend break etc.
- Calvert Trust – 1 lodge – what is availability? Difficult to book normally, what are charges? - (we do not have a set plan in place yet this is still being developed for more information contact Liz McElvenny it is anticipated the service will start September 2011)
- How will Calvert Trust information be shared/made available? Concerns children in mainstream may not get information. - (through Families Information Service, Northeast Special Needs Network, Contact A Family)

Disability Matters newsletter Newcastle City Council Web site, professional networks and bulletins)

- North Tyneside families get Calvert Trust free. Some problems with facilities not being as accessible for children with more complex physical needs - (All contributions will go towards making this a sustainable long term service beyond March 2011 when Aiming High money finishes. Discussions are ongoing with Calvert Trust to ensure accessibility to all wherever possible)
- Eligibility for Calvert Trust? - (we anticipate this would be available to any family with a disabled child)
- Positive that Calvert Trust idea is progressing over last year
- Calvert Trust steered at older children, what is available for younger children? (The Calvert Trust caters for all ages)
- Lack of opportunities for children with ADHD
- Need to know more about “All about me” books. Who is responsible for completing? Where can we get them? - (Anyone can fill them in but it is best if the young person can do it. You should be able to get these from the community nurse team, children with disabilities team or a special school)
- Cheviot View needs to be more flexible to fulfil needs

Education

- Change for better
- Monitoring quality of cascaded Disability Equality Scheme training within schools
- How will you monitor quality of information/relationship with schools? - (This is part of the current school inspection process. Monitoring will also be carried out by a process of regular auditing a sample of schemes)
- Issue regarding “Keeping back” a year – future impact
- Issues regarding needing consent from social worker re trips for looked after children

Access to Childcare

- Closing the loop
 - Feedback into service development
 - Outcomes/update to families
- There will always be a need for 1:1 support
- Out of school clubs need access to training, childminders training
- Breakfast at school
- Transport - specific issues with education transport not flexible
- Whole family situations solutions to childcare
- Send list of all out of school clubs to Jacqui to send out to families
- Integrated services – access for all
- Parents need to trust the setting
- Funding for specialist equipment e.g. toilet seats

Play

- Nice to see things being addressed
- Parks need to be staffed (Teenagers drinking)
- Need to consider security and up keep of parks
- Children's centres outside areas.
- Sensory play e.g. sand
- Ridley park – Water fountains, one level
- Open up age group for Exhibition park
- Accessible car parking not just spaces but distance
- Adventure playgrounds around the city
- Include accessible swings with chairs etc
- View of parents haven't been considered
- Good examples – Morpeth and Saltwell Park

Sure Starts Children Centres

- More specialised services throughout (parent-toddler)
- More Integrated services – playschemes
- Need to work on transition from Sure Start to services for over fives
- Information for over fives should be better
- Under fives generally very good – over fives – not as good
- Outdoor equipment for children with additional needs

Health

- Difficulties in getting GP appointment – long wait
- Medication – problem in mainstream schools for disabled children
- Parent should not have to go into school – schools have a medication policy
- Parents see Jacqui if there's a problem

You Said We Did reports for each area are available from Jacqui Adams, Parent Carer Participation Officer.



Voting for this years priority areas

After a good lunch and a chance to look around the stalls with help from U Decide parents and carers voted for the priority areas they want the Childrens Trust to work on over the next year June 2010 - 11.



The priority areas were chosen in advance of the conference by parents and carers via the parents email forum and Participation Steering Group. Information about each priority was sent out to parents and carers booked to attend the conference. This meant people had time to properly consider which priorities would be their top three and discuss with other parents before the day if they wanted too.

On the day each parent or carer was given a voting keypad. Gail Forbes from U Decide told us how the voting system would work. We ran through each priority and after a few monitoring questions parents and carers voted for their top three priorities.

As this was a new way of doing things for most of the delegates it took a little time for people to get used to the system and this was reflected in the votes for the first couple of monitoring questions. To ensure everyone got their votes counted for the priorities we asked people who had not had time to press their buttons to let us know. These votes were then added into the percentages.

The priorities voted on were:

Access to Health Services

The focus for this priority area is Primary Health services such as GP's and Dentists and hospital outpatient appointments.

We would like to ensure all front line workers including customer services and receptionist staff receive disability awareness and good communication training. We want to improve parents, carers, children and young people's initial experiences when first contacting someone from a universal health setting. We would like to look at who has the responsibility to approve and promote longer appointment times, accessible waiting areas and welcoming environments for disabled children.

Access to Therapies

The focus for this priority area is to look at how we can improve families of disabled children's access to Speech and Language, Occupational Health and Physiotherapy services. We would also like this priority area to look at the benefits of wider therapies such as music, drama, art and aromatherapy.

Communication and Information

The focus of this priority would be how Childrens Services can improve the information available for families of disabled children. Information is the first thing parents always ask for. We need to look at and develop better ways of getting this information out to families, by various means and methods e.g. Internet, text alerts, reference packs/leaflets, phone, word of mouth.



This priority needs to look at how Childrens Services can improve the links between the Disabled Childrens Register and mainstream information resources to ensure relevant information is passed onto families and easy to access in a way parents find useful.

Play and Leisure

We want this priority area to look at how these universal services provide and promote what they can offer families of disabled children e.g. Newburn Leisure Centre recently received funding through Aiming High for equipment – did you know about this?

This group will also link with the Play Forum to help in the developments of parks and play areas across the city to ensure they are accessible to all disabled children.

Support for Parents

We would like there to be one key contact for parents who would be able to give 1:1 support on wide ranging issues. We would like this role to be impartial from services and have an understanding of how systems work. They would have access to information and advice to support families at point of need and or diagnosis and to act as an advocate if necessary.

We also feel parents of disabled children need to have support to develop their emotional resilience and build their individual strength to be able to deal with the day to day challenges of living with a disabled child.

We would like to build on developing more peer support for parents from parents who have already been through similar situations.

Transport

This priority area needs to look at how transport services can be extended to meet the needs of disabled children to access out of school clubs and wider leisure activities the same as their non disabled peers.

We recognise the challenges of organising transport for disabled children across the city that is why we think it is vital parents are part of process both for their individual needs but also in relation to commissioning transport and training escort staff.

Voting Results

Individual votes were converted into percentages and everyone could instantly see which received the most votes. The votes were:

- Access to Health Services 37%
- Access to therapies 56%
- Communication and Information 51%
- Play and Leisure Services 54%
- Support for parents 56%
- Transport 24%



As the votes were so close the Children with Disabilities Management Partnership and Participation Steering Group agreed to work on the top four priorities instead of three.

Through the Participation Grant from Together for Disabled Children and Aiming High we will be organising 2 focus groups to look at each area with relevant paid workers and parents. Our intention is to have one meeting in the autumn (Oct/Nov) to look at action planning and decided who the best people to take the work forward are. Then have one in the spring (Feb/March) to feedback and review progress on the work done. Each priority area will then report back at next years Parent Carer Conference in June 2011.

Monitoring questions told us 62% of parents and carers attending the conference had disabled children aged between five and eleven years; 24% had children aged between twelve and sixteen and 14% had children under five. It was great to see a good range of children's ages. This enables services to get a good overview of families needs and we hope provides good informal parent to parent support. 100% of parents and carers said this was a good way to get parents and carers involved in planning services.



The Disabled Children's Register (August 2010)

Each local authority has to collect information about disabled children and children with special needs. This is to monitor services, make service planners aware of what's needed in the future, and let parents know what's available. Aiming High for Disabled Children expects Children's Services to involve parents and carers as much as possible in decisions about services.

The register is voluntary for parents who live in Newcastle to join and collects details of children and young people who have a disability or special need up to their 18 birthday.

To date there are 116 children and young people signed up to the register which is an increase of 42 families since June 2009 (2009:74; 2010:116). The email forum has also increased from 38 to 88 members. The top diagnosis for children signed up to the register is Autism with 32 young people; Cerebral Palsy is the second with 17 young people. The number of families who said they would like more support than they currently receive has reduced from 99% to 36% (2009:73 out of 74; 2010:42 out of 116). The more parents and carers are involved in planning services the more services will meet their needs.

Seven young people had to leave the register as they had reached 18 years. However, as transition is such an important time we have created a separate transition list for young people aged between 18 - 25 who were signed up to the register so we can pass on any information that is specific to transition.

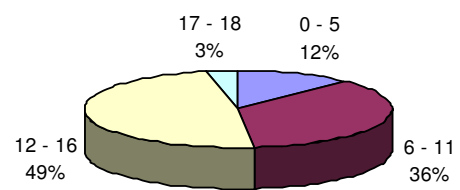
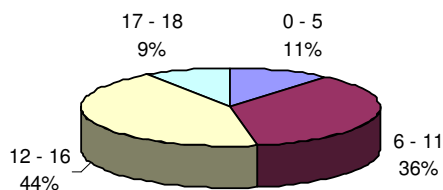
Age range of children:

2009 (June)

0 - 5	8
6 - 11	27
12 - 16	32
17 - 18	7

2010 (June)

0 - 5	14
6 - 11	42
12 - 16	56
17 - 18	4

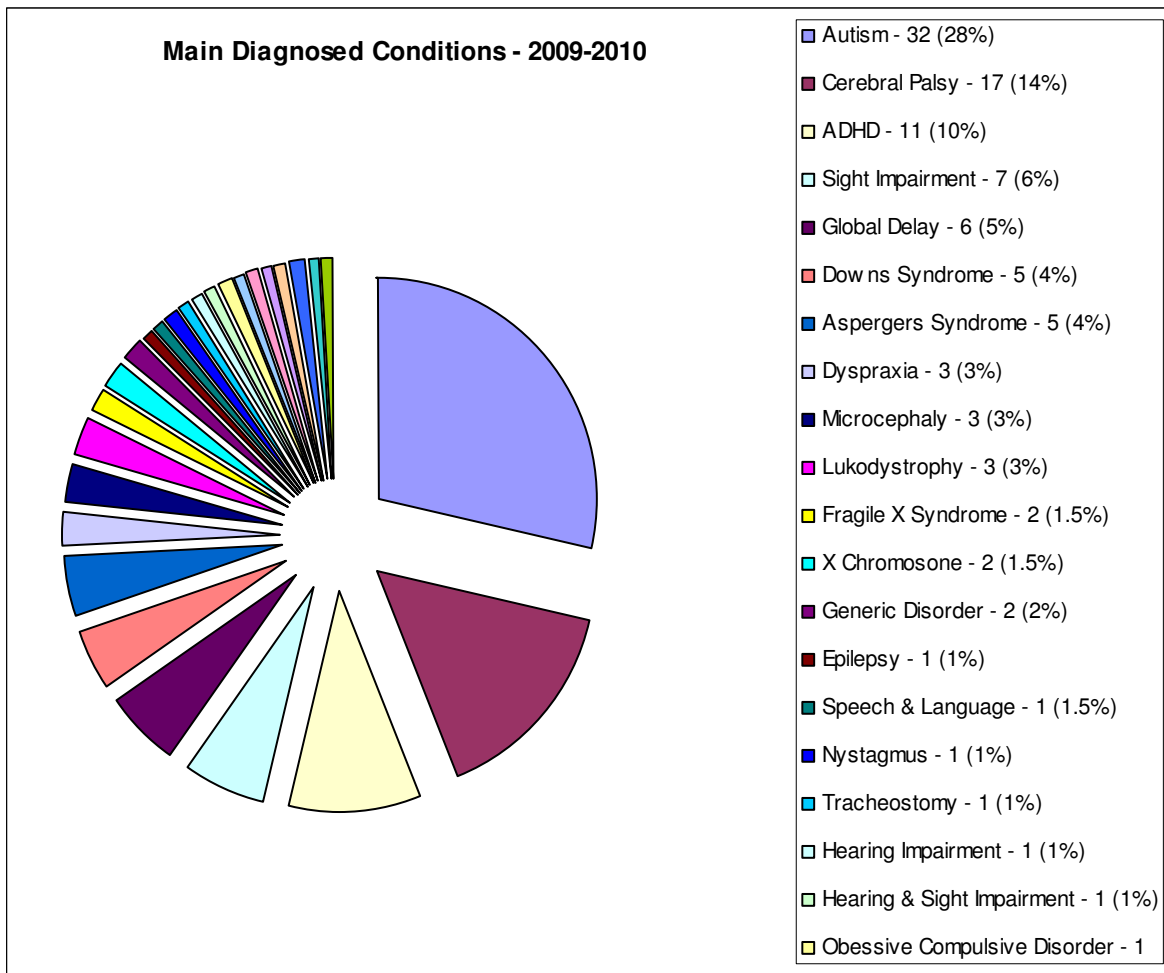


All families signed up to the register receive a priority copy of Disability Matters Newsletter and invitations to other events such as the annual conference. The priority booking for the Annual Conference worked very well this year. It ensured parents who were part of the register were guaranteed places before we opened up the invitations' to more people.

Part of the promise to families who sign up to the register is that we let you know how the information you provided has been used. The data about current and future needs is reported to the Children with Disabilities Management Partnership and contributes to developing services for disabled children and their families.

Here is what parents and carers have told us:

Main diagnosed conditions:



Autism remains the highest diagnosis for children signed up to the register with cerebral palsy being the next which increasing from 8 last year to 17. This could be due to greater promotion of the Disabled Childrens Register across a wider range of services.

Services the child/family currently access:

2009	2010
Children with Disabilities Team	Children with Disabilities Team
Community Team Learning Disability (CTLD)	CTLD
Support services within Schools	Support Services within Schools
Direct Payments	Direct Payments
Newcastle Toy Library – based at Hadrian School	Toy Library – based at Hadrian School
Guardian Homecare & Nursing	Guardian Homecare & Nursing
Physiotherapy & Speech Therapy	Physiotherapy & Speech Therapy
Occupational Therapy	Occupational Therapy
Speech & Language (SALT) via Schools	Speech & Language (SALT) via school
Education Psychology	Education Psychology
Coquet Trust	Coquet Trust
SEN Teaching ASS Team	SEN Teaching ASS Team
Music & Art Therapy	Music & Art Therapy
Percy Hedley School	Percy Hedley School
Cheviot View	Cheviot View
Toby Henderson Autism Centre	Toby Henderson Autism Centre
Parent Groups	Parents Groups
Thomas Bewick School	Thomas Bewick School
Geoffrey Rhodes Clinic	Geoffrey Rhodes Clinic
Play Services	Play Services
Youth Services	Youth Services
Leybourne	Leybourne
Quaker Play Group	Quaker Play Group
St Oswald's	St Oswald's
Granville Lodge	Granville Lodge
Rainbow Trust	Rainbow Trust
Playschemes	Playschemes
St Cuthbert's Care	
	New services identified
	Childminding
	CAMHS
	Individual Budgets
	Barnardo's
	Walkergate Sensory Group
	Edward Lloyd Trust

Services parents feel would be useful but do not currently receive in 2010:

- Out of School Activities
- More Childcare
- More Short Break Provisions
- More Community Enablers
- Adapted Housing
- 24 Hour Support
- Independent Living
- Access to Leisure Services
- Supported Housing
- Better Information and advice

Future needs parents identified in 2010:

Along with the 27 previously identified services in 2009 six new services have been identified as being currently used by families this year. The need for adapted housing for children under the age of eleven has been identified and more short breaks for children aged six to eleven including overnight stays. From the ages of six to sixteen out of school activities are also identified as a future need.

0 – 5 years

- Information & Advice
- Childcare
- Short Breaks
- Access to Leisure Services
- Adapted Housing

6 – 11 years

- Information & Advice
- Childcare
- Overnights
- Out of School Activities
- Information about Independent Living
- Access to Leisure Services
- 24 Hour Support
- Adapted Housing
- Short Breaks

12 – 16 years

- Information & Advice
- Out of School Activities
- Childcare
- Access to Leisure Facilities
- Community Enabling Providers
- Adapted Housing
- Short Breaks
- Independent Living
- Living with Family or Carers

17 – 18 years

- Information & Advice
- Community Enabling Providers
- Living with Family or Carers
- Adapted Housing
- 24 Hour Support
- Short Breaks
- Independent Living
- Supported Housing

Access to timely and relevant information has been identified as a future need in every age group this includes information about independent living for the six to eleven age group. This is particularly relevant during times of transition between schools and services not only between child and adult services.

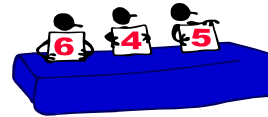
Communication and Information was also voted for by parents at this year's parent's conference as one of the priority areas for Childrens Services to work on. Over the next year the Parents Participation Steering Group will be working with the Corporate Communications team and Families Information Service to look at ways this area can improve.

There is still no single register in Newcastle that records the number of disabled children who live in the city. To date 246 children are known to the Children with Disabilities social care team and there are other children across the city who have additional needs that don't access social care. Childrens Services need to continue to improve how they collect and share information with families.

As part of this work we need to promote the Disabled Childrens Register with families and services so Children's Services can be better informed about the needs of disabled children and families are better informed about what's available and how they can get more involved if they wish too.

Jacqui Adams
Parent Carer Participation Officer

Evaluations



52 evaluation sheets were handed back, 24 from parents, 4 from carers and 24 from paid workers.

For the purpose of this evaluation comments written by parents and carers are in purple and paid workers in blue.

Was the venue okay for the day? What could be better?

Parents and carers - Yes x 28

- Change the place people speak, have in middle, people at the back feel out of it.
- Lots of useful information, but it was a little condensed and rushed along
- Parking a little restricted

Paid workers - Yes x 24

- Parking
- The tables at the back of the hall were too distant from the podium
- Smaller tables as very formal set up (though appreciate space may be a problem)

Did you find the day useful? What could be better?

Parents and carers - Yes x 28

- needs more parent/carer involvement
- Name and job title badges

Paid workers - Yes x 24

- The 10 minute round robin feedback was too rushed (café carousel)

Did you feel involved? What would have helped?

Parents and carers - Yes x 27

- To have pack or summary of information beforehand
- not enough – more time for table discussions

No x 1

- wasn't sure what to expect

Paid workers - Yes x 24

What was the best part of the day?

Parents and carers

- Parent participation in action
- Voting and seeing the results
- Finding out things I never heard before
- Learning how to become more involved. Stress management techniques
- All of it! especially lunch
- The children from Hadrian School – fantastic!
- Feedback from last years conference
- Finding out what has been done from last year that parents and carers views have been listened to and changes where happening, what we wanted to happen and the outcome
- Getting to speak to other parents, carers and professionals
- Professional and parents together

- Presenters humour
- Information
- Having to talk

Paid workers

- Parent participation, hearing the parents speak with such enthusiasm about their experiences of getting involved, local parents speaking
- Parents of different groups doing presentation of their involvement
- Engaging with parents and carers, listening to parents/carers, networking
- A taste of bollywood! The children's dance, brilliant finish (kids were great)
- The vote!! Much fun (to watch!)
- The whole event, I got a lot out of the day
- Feedback on action plans from priorities raised by parents last year and current plans for 2011-2014
- Couldn't choose between them all, strategic, grass roots, information, support, entertainment
- Hearing parents/carers, meeting new parents, new families I can support
- Discussion between parents and professionals
- Talking to people, getting to know about different services, different needs of parents. A feeling things will improve.
- Parents, carers and professionals coming together to support children's needs and future needs

What was the worst part of the day?

Parents and carers

- Nothing
- Too much talking at beginning
- Stress management
- Carousel wasn't long enough, discussion time too short, didn't get chance to speak
- It wasn't "elastic" to fit everything in for as long as we would have liked
- Seats uncomfortable
- Getting there on time
- Having to talk (also some speeches)

Paid workers

- None
- Tips and tools for managing stress
- The café carousel was a little rushed, more time would have been good, acoustics for café carousel – separate rooms would be better
- Needed more group discussion
- Limited parking
- A paid worker dominated the conversation, did not let the parents on my table have a say
- A paid worker was a bit condescending to the audience, should let parents talk
- Would have liked coffee at lunch time

On a scale of 1 to 5 rate your experience of the day. 1 meaning very poor and 5 meaning very good

The numbers in the brackets () equals the number of people who circled that score.

Information you got before the day

Parents and carers 1=(1) 2=(1) 3=(4) 4=(4) 5=(14)

Paid Workers 1 2=(1) 3=(4) 4=(4) 5=(7)

Presentations:

John Collings – Children & Young People’s Plan

Parents and carers 1 2 3=(5) 4=(10) 5=(11)

Paid Workers 1 2 3=(7) 4=(3) 5=(12)

Parent Participation – The Story So Far

Parents and carers 1 2 3=(3) 4=(7) 5=(17)

Paid Workers 1 2 3=(2) 4=(5) 5=(15)

Café Carousel (feedback from last year)

Parents and carers 1 2=(2) 3=(10) 4=(6) 5=(9)

Paid Workers 1 2 3=(6) 4=(10) 5=(6)

Welfare Rights – Are you getting what you are entitled to?

Parents and carers 1 2=(2) 3=(2) 4=(10) 5=(12)

Paid Workers 1 2 3=(4) 4=(5) 5=(10)

Tips and Tools for Managing Stress

Parents and carers 1=(1) 2=(9) 3=(4) 4=(7) 5=(5)

Paid Workers 1=(3) 2=(2) 3=(5) 4=(2) 5=(7)

The whole event

Parents and carers 1 2 3=(1) 4=(8) 5=(19)

Paid Worker 1 2 3 4=(11) 5=(11)

Do you think this is a good way for parents to get involved?

Parents and carers - Yes x 27, didn’t answer x1

Paid workers - Yes x 24

Do you think this is a good way for parents to get information about what services are available?

Parents and carers - Yes x 27, didn’t answer x1

Paid workers -Yes x 24

Would you recommend the parents conference to other parents?

Parents and carers -Yes x 27, didn't answer x1

Paid workers - Yes x 24

Anything else you want to say about the day or ideas for next year's event?

Parents and carers

- Arrange is so that some of the agendas aren't rushed along
- Got a lot of information had a good day, the food was lovely
- Maybe too much for time – not enough time for feedback
- Lengthen the day, extend time on carousel to include debate or further input from parent/professionals
- Could do with more screens round room for PowerPoint
- Café carousel – smaller tables or microphones for speakers – difficult to hear what was said
- Tea/coffee after lunch? Shorter afternoon, many thanks for all your hard work
- Is there another way (maybe using technology) to have a translation without constant whispering and interruption
- I'll be back
- The professionals were very upfront and honest

Paid workers

- Well done
- Aim to get more parents involved – excellent turn out today
- Excellent day, showing improvements on last years conference
- Hall too big! Screen too far away, felt a bit rushed
- Longer time for feedback from last year. Some of it rushed, did not want to ask questions in case they could not report what they needed to
- Smaller tables for sharing information – difficult to be heard
- Really aware of the passion, belief and commitment this year, very positive
- Very enjoyable, entertaining and informative
- Congratulations to all who organized, let's hope more parents sign up and get involved.
- Names of facilitators on the you said we did sheet
- It was really good to hear about the progress that's been made directly against last years identified targets
- Dancing was absolutely fantastic
- Professionals (managers) not talking about children's plan but how they will put this in practice (more bi-lingual support workers to support BME families (behaviour parenting) more equipment aids and adaption (less waiting time) for families who are struggling with day to day care of their child without equipment. Appropriate housing for special needs children.



Putting parent-carer participation at the centre of planning and developing services for disabled children and young people