



DURHAM

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c/o Durham SENDIASS

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Making Changes Together XX Conference Report



Ramside Hall Hotel & Golf Club, Carrville,
Durham

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Welcome and Introductions

Members of the Making Changes Together (MCT) steering group welcomed everyone to the twentieth MCT parent conference held since 2008; the 10 year celebration event.

MCT particularly extended a warm welcome to some of the parents who were members of the original steering group who were in attendance and also expressed thanks to both Durham SENDIASS and Durham County Council for their continued support.

10 Year celebration Video

Unfortunately, Elaine Chandler, SENDIASS Manager could not attend in person but provided a video message which was due to be shown at the conference. Unfortunately, due to technical difficulties this was not possible but the video is available to view on Making Changes Together' Facebook page.

<https://www.facebook.com/MakingChangesTogetherDURHAM/>

Feedback from Ofsted – Written Statement of Action

Paul Shadforth, Strategic Manager for SEN and Inclusion, Durham County Council

Since the last conference held in November 2017, the Local Area Inspection in Durham has taken place and the aim of this presentation is to present the findings and planned actions as a result of this.

The Inspection Brief

To measure how effectively the Local Area has implemented the SEND reforms.

The Inspection Team

- Ofsted
- Care Quality Commission

SEND Reforms came in in 2014 and they determined that there needed to be a Local Area response to these reforms; not just one area but covering all agencies across Education, Health and Care.

Over a four day period, the inspection team see how far an area has gone in implementing the SEND reforms.

Inspection Scope

Three Key Areas

- How effectively does the local area identify children and young people who have special educational needs and/or disabilities?
- How effectively does the local area assess and meet the needs of children and young people who have special educational needs and/or disabilities?
- How effectively does the local area improve outcomes for children and young people who have special educational needs and/or disabilities?

The Making Changes Together steering group and other parents formed a key part of the inspection. Inspectors visited 11 different schools and also spoke to a wide variety of professionals and providers when conducting this inspection.

Findings

The inspection team saw a lot of strengths in the work of the local area, particularly:

- identifying children's needs
- providing high-quality services for vulnerable young people
- preparing care leavers for adulthood
- and making sure children feel safe and well cared for

Other findings:

- The Local Area strategic leadership response to the SEND reforms has been too slow
- There is an inaccurate view of the local areas effectiveness. Improvement in the use of data and a sufficiently robust quality assurance and monitoring is required
- The above has led to unacceptably long waiting lists to access services, receive treatment and a variability in experience
- The Local Area must embed an approach to strategic co production to secure necessary improvements

For everyone involved, we would all agree that there is more work to be done and there are still many challenges to face in changing an entire system but we are all part of this journey together.

There is a lot of good work that has been undertaken, particularly with the involvement of MCT but as the inspectors identified, Durham's response to the SEND reforms came mid 2016 which was deemed too slow and they challenged the leadership of the implementation of these reforms at a strategic level as a result.

Durham is not alone in needing improvements in the use of data as this is a national challenge. There are a number of blind spots about how people access therapy and health services and how outcomes for these people can then be tracked when they move into adulthood so we know improvements around this issue need to be made.

As many parents in attendance at the conference will have experienced, there are unacceptable waiting times in Durham and services are looking to address these issues as quickly and effectively as possible. There needs to be both investment and change in this area in Durham.

Coproduction is a term used to describe sitting down together and designing services between service providers and parents and children and young people themselves. In Durham we generally have very good examples of coproduction but rather than pockets of good practice existing, this needs to be evidenced across the whole framework and MCT have again been instrumental in helping to achieve this.

The inspectors have identified what needs to be addressed in an action plan which is called the Written Statement of Action. A number of different agencies have worked together and contributed to what the findings say to develop a set of actions to address the issues raised:

- Durham County Council
- Making Changes Together
- Durham SENDIASS
- Durham Dales, Easington and Sedgefield NHS Clinical Commissioning Group
- North Durham NHS Clinical Commissioning Group

Written Statement of Action

Parent/carers can view the written statement of action anytime as it is being promoted on the Local Offer through a Local Area Inspection button. By clicking here, you will see the statement alongside details of progress made so far in addressing the identified actions.

<http://www.countydurhamfamilies.info/kb5/durham/fsd/localoffer.page>

It was a difficult time during the inspection but everyone involved is up for meeting the challenges in addressing the issues raised by the inspectors and improving outcomes for children and young people across County Durham and as parents, you have a right to know about the inspection, the outcomes and how these are being addressed so please visit the Local Offer website for regular updates and details of progress made.

Parents' Toolkit

Teri Corsan-Bland, SEND and Inclusion Manager, Durham County Council

Last year, Teri worked with parent/carers as part of a writing group working on the development of a professionals' toolkit and at the time, it was identified that a parents' toolkit was also required.

The Local Offer should be this but it is acknowledged that some parents do not know enough about the Local Offer or how to use it so we have been driven to produce a toolkit as a result.

A draft copy of the toolkit was distributed and is also available electronically for parent/carers. A practical demonstration at the conference highlighted where on the Local Offer both the parents' and the professionals' toolkits could be found.

There is a section where parents can click on **“useful SEND information for parents and carers”** which will take you to a new section with lots of information. This was previously an A-Z list but has since been improved and organised into relevant sections.

Once the toolkit has been verified by parents, it will be made available in the first page of the Local Offer. It is long at 23 pages but will include lots of hyperlinks so parents can easily navigate to the relevant section they are interested in.

If anyone wants to view the professionals' toolkit, this is also located within the Local Offer under the **“for providers”** tab

The professionals' toolkit includes lots of information about the individuals and services who are available to support children and young people. There is also information included about courses and training available and some of these are available for parents to attend at a small cost.

Elaine Chandler, Durham SENDIASS has also committed to provide development sessions for parent/carers that will include a practical session on the Local Offer to help people understand what this is and what is out there to support children and young people in County Durham.

Durham County Council are committed to trying to consolidate all information available to make sure parent/carers are as equally aware as professionals on the support available and how they can find out more about this.

Parent/carers in attendance at the conference were asked to look over the parents' toolkit and give any feedback to the MCT writing group. It is really important that parents know where this is located and how to use it so any comments or suggestions for improvements would be gratefully received.

The Role of the School Nurse

Claire Hunter and Karen Doolan, SEND School Nursing Team

What is school nursing?

A specialised practice of professional nursing that advances the well-being, academic success, and lifelong achievement of students; promotes health and safety and supports children and young adults with actual and potential health problems.

School nursing teams try and identify health needs and promote early interventions to help stop problems escalating in the first place.

They lead and contribute to improving the outcomes for children and young people but are not solely responsible for achieving these as there needs to be a partnership approach. They therefore work in partnership with other professionals, including, for example, school leaders, teachers and youth services to support children and young people to become healthy decision-makers in their lifestyle choices, particularly in relation to:

- Physical activity and healthy eating
- Emotional well-being
- Smoking
- Sexual health
- Alcohol and substance misuse

School nursing supports the core public health offer for school-aged children which encompasses the Healthy Child Programme (0-19) and includes:

- Public health
- Health promotion and prevention by the multi-disciplinary team
- Defined support for children with additional and complex health needs

This programme is a schedule of health promotion (which includes vision and hearing screening).

For children and young people with more complex needs, the team will feed health information into their Education, Health and Care Plan so that they can have their needs met.

Focus of SEND

- To develop the knowledge and skills of the education health and care workforce so that professionals are confident and skilled in meeting the needs of children and young people with SEND
- Review specialist provision ensuring the needs of children and young people with SEND are efficiently met locally
- To improve the % of Children and Young People with SEND attending good or better schools that can effectively meet their SEND needs
- Ensure School Leaders are appropriately challenged and supported to improve the outcomes of pupils with SEND by raising attainment, reducing exclusion and promoting positive attendance

SEND Provision in County Durham

- SENDIASS
- Local Offer
- 0-19 Services
- Healthy child services
- Therapeutic services
- Short Breaks
- Preparation for Adulthood
- Transition
- Day care and nursery providers
- CAMHS

Responsibilities of School Nurse

1. Provides leadership for the provision of health services
2. Provides screening and referral for health conditions
3. Promotes a healthy school environment
4. Promotes health
5. Leadership role for health policies and programs
6. Acts as liaison between school personnel, family, community, and health care providers
7. Provides ongoing health information to students, parents and school authorities
8. Plans, implements and supervises school health screening programs
9. Documents care & maintain records
10. Reports school health data (identifies health issues)
11. Improving the health and wellbeing of school-aged children and young people
12. Leading commissioning of public health services, for example, health improvement, drugs, and sexual health

13. Leading partners and the public to ensure children are safeguarded and their welfare promoted.
14. Promoting emotional well-being through the school-aged years working alongside children and young people to support those with emotional and mental health difficulties and referring to CAMHS where appropriate;
15. Provides ongoing health information to students, parents and school authorities

The SEND school nursing team was previously part of the generic school nursing team but as part of the SEND reforms, they moved out of this service and one large team was broken down into three different areas, all supporting special school provision across County Durham. The team identifies the school health needs based on health data and health profiles provided by the head of the school. A specific nursing team is then assigned to provide the support to that school.

The team are also currently looking at extending support to colleges when young people move on from the special school they are attending.

For children and young people in mainstream schools, their needs will be met by the generic school nursing team but if they have an EHCP in place and extra support is needed, then the SEND school nursing team will provide that support as required.

The team get involved at transition stages (from years 6 to 7) by attending parent evenings and open events to meet children, young people and parents. They work on helping children and young people deal with the transition (their thoughts, fears and behaviours) and also ensure everyone knows about the team and the support that is available through their service.

Health Promotion

- Sexual Health
- Continence Support
- Accident reduction
- Substance abuse
- Healthy lifestyle
- School transition
- Hearing and vision
- Behaviours
- Smoking cessation
- Young carers
- Puberty
- Emotional health
- Dental health

- Safeguarding

Every child is entitled to live in a safe and secure environment and the health promotion team help with this in various ways; by attending drop ins, by holding one to one sessions with children and young people who would struggle in a group setting and also, if invited, with those children who are home educated.

Each activity is tailored to the needs of the group or the individual child or young people.

The School Nursing team provides a service to all children and young people of school age, and their families, whether or not they are attending school. The service is based on the Healthy Child Programme from 5-19 years old. They work with children, young people and families to empower and enable them to make informed decisions about health, and to support them in transitioning safely and happily into adult life.

For any further information, parent/carer can contact the 5-19 Healthy Child Service on their central number: **03000 263538**

Rollercoaster Parent Carer Support

Wendy Minhinnet, parent and founder of the support group

Nicky Harmer, Clinical Lead Child & Adolescent Mental Health Service

How did the group start?

- 2 parents
- CAMHS staff and support
- A free room
- Unlimited tea and coffee
- Publicity leaflet
- January 2015 – the group began

The group started three and a half years ago when as a parent of young person with a mental health issue, Wendy identified that there were no local support groups for parents in similar situations. She met Nicky, a team manager with CAMHS and with their support, the group was formed.

Wendy was empowered to start the group but for the first three months, no other parents walked through the door. Now, there can be any number between 5 and 25 coming to each meeting.

The group is very open but provides a safe space for parent/carers attending to talk about a whole range of issues that their children are facing including anxiety, meltdowns and behaviour, suicidal thoughts and family relationships.

It's also an opportunity for parents to talk about how **they** feel – parent/carers usually talk a lot about their children but need to have a platform to talk about themselves too. Parents can come along and share their experiences, talk about what they find hard and try and identify what support they really need. Common feelings include:

“what will my friends think?”

“I’m scared”

“constant worry”

“shame and embarrassed”

“alone”

“responsible”

“confusion”

“anger”

“helplessness”

Similar themes come through about what parents find hard:

- Mixed views and advice from different professionals
- Repeating their stories over and over again
- Being told behaviour is fine in school so it must be parenting
- Professionals not doing what they said they would do
- Impact on wider family members/siblings
- When treatments or support is not explained

If school and services listen to parents at the beginning when their instincts tell them something isn't right then this can make a big difference.

What parents want:

- Consistent advice
- Inclusion in child's care and care plans
- Help to understand mental health and treatment options
- Increased support after diagnosis and inpatient services
- No “surprises” in reports
- Practical strategies, tips and hand outs

Feedback from parents in the group

“Helps to know we are not along in some of our issues”

“The group has given me a lifeline”

“I was a nervous wreck the first time I came and had struggled for so long in silence. It has helped me so much”

There is still a lot of stigma around Mental Health and so raising awareness of the issues families face is an important role for the group within County Durham. Members have attended national events to help improve and develop support and CAMHS services. In the past, parents were often forgotten about, simply sat in a waiting room for their child or young person to come out of an appointment but having parents involved is part of the solution as if they are equipped and supported, they can make a huge positive difference to their children and families.

For the parents involved, it also helps give you hope for the future and a real sense of purpose when you can become overwhelmed with all the caring responsibilities related to your child.

The group undertook an exercise with members to look at what works well and to prioritise what is important to families. The top two issues identified were communication and supportive dialogue between CAMHS and school/education and also training for parents on emotional and mental health issues.

The Rollercoaster group worked with CAMHS comes to develop suitable training and sessions for parents which were very practical. Training included coping with self-harm, overwhelming emotions and coping in a crisis.

Evaluations from these sessions demonstrated how all attendees had their confidence improved as a result of this training.

Parents and professionals have also come together to jointly deliver training around Autism and Anxiety and they are hoping to deliver more of this in the future. Having a parent co-deliver this has made a big difference as they have lived through similar experiences and understand what families are going through.

Rollercoaster Parent Carer Support now includes:

- Support groups
- E-network and social media
- Parent peer support training
- Parent advisory group

In two years, the group has moved from having no members to having 280+ using the e-network and social media.

They have funding through the CCG and health to develop the group further for another year.

Why it works

- Parent led and developed
- CAMHS partnership and support
- Structure and ethos – allows flexibility but also provides boundaries enabling a safe space to share
- Provides tips and strategies and ideas for families to try
- Keeps a fun element – helps to lighten the mood
- They do what they say they will – builds trust
- In it together – working in partnership
- Support with action

The group have been highly commended in 3 national awards and in January 2018 won the CYPMH National Award. They are also a Young Minds trailblazer and visited Buckingham Palace as part of World Mental Health Day.

Mental Health can touch anybody's life – it doesn't matter who you are, what money you have or don't have, or what job you do – it can affect anyone.

The SPACE Project

The SPACE project developed because of what parents were telling the Rollercoaster group where they were facing situations which were a crisis for the family but not deemed to be a crisis for the services they were trying to get to help.

The project offers a safe place where children, young people and their families can receive mental health support through one to one support, group activities and advice and information,

The project is currently running as a pilot only and funding for this is coming to an end in June 2018.

Over one thousand contacts during the last 5 months illustrate the need for this kind of support, which is not separate to CAMHS but forms part of the pathway of support available.

At the conference, a slideshow of activities and quotes from young people and families using the SPACE project were shown to highlight the positive impact it is having on the lives of those affected by mental health issues.

The group are working to try and secure funding to continue the SPACE project beyond June 2018.

Questions

Does a child have to be under CAMHS to use the project?

No, if a child has any mental or emotional difficulty they can come along – the group never turns people away and even if the group is not the right place, they will help to find the right place as they know there is nothing worse than being turned away when you desperate for support.

I was told I could not attend the parent ASD and Anxiety training as my son did not have a diagnosis

This course was run as a pilot and because of funding restrictions, places were very limited so they had to have this eligibility criteria to attend. They are aware however that there are more parent/carers struggling with children with anxiety who do not have a diagnosis so they are looking at how they can meet these needs in the future.

Resource

For any parent/carers looking for more information and support, Wendy recommended that they look online at the MindEd website. MindEd is a free educational resource on children and young people's mental health for all adults. It has online advice and information from trusted sources and will help you to understand and identify early issues and the best support your child.

<https://www.minded.org.uk/>

Short Breaks

Mark Smith, Strategic Commissioning Manager for Durham County Council

The aim of the presentation was to give parent/carers an update on Short Break services in County Durham.

The council works with children, young people and their families in developing the Short Break offer including parents from the Making Changes Together steering group.

What is a short break?

Looking after children with a range of special educational needs and/or disabilities can be exhausting for parents and carers and you may sometimes feel like you need a short break 'time out' from your caring role.

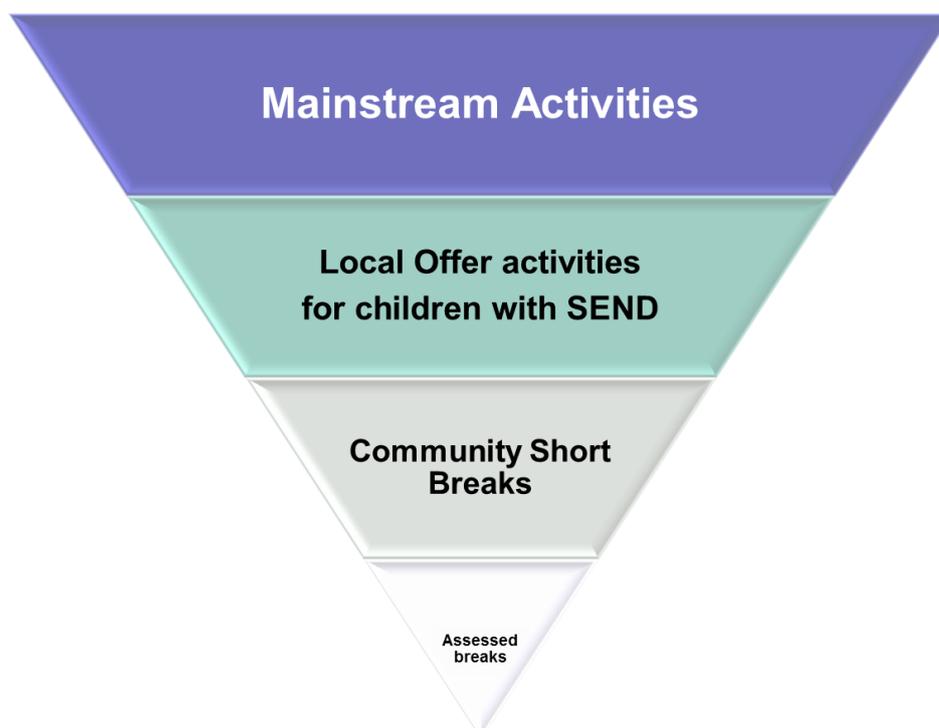
A **SHORT BREAK** is something that a child/young person can access which provides you (parent/ carer) with a break from your caring role.

A short break can range from a couple of hours taking part in a local activity with friends to holiday schemes or specialist over-night hospice care.

The type, length and cost of a short break can vary to meet the needs of each family.

How can you access Short Breaks?

Short breaks can be broken down into a number of categories based on the needs of children and young people within the family:



Mainstream activities

These are opportunities that all children and young people can access. Whilst they are taking part parents/ carers are having a short break from their caring responsibilities.

You can arrange access to these activities directly with providers. These could include football sessions, brownies, drama groups, holiday schemes etc.

Local Offer

'Durham's Local Offer sets out a range of activities for children and young people with SEN/D. Whilst children and young people are taking part, parent carers are having a break from their caring role. You can access these activities directly with providers.

The Local Authority is not involved in vetting or verifying these activities and access is arranged directly by parent/ carers.

What if mainstream activities and the Local Offer cannot meet your needs?

You told us that:

- Inclusion may not always be possible within mainstream/ local offer activities due to a number of factors.
- The existing targeted and universal short break offer is not always accessible.
- You may feel you require more of a break from caring but don't want to go through an assessment of your family.

The Local Authority and Health partners have responded to this by working together with parent/ carers to review the existing offer and co-produce a new Community Based Short Break Offer

- This will aim to meet your needs
- You will be able to refer yourselves to these services without going through a formal assessment
- This will replace the existing universal and targeted offer

Development of the Community Short Breaks Offer

At the last conference, given the amount of savings that had to be made, there was not as much money as previously available for short breaks so Durham completely involved families and children and young people to decide how best to use the money available. 286 families participated in consultation exercise

You said:

- This offer should be prioritised for those families who are unable to access general culture and leisure opportunities in their community to provide a short break for carers (58%)
- Short breaks should be delivered during school holidays, evenings and weekends (93%)
- Short breaks should be delivered locally within community venues, rather than from special schools (78%)
- There should be smaller short break groups for 10 or less children, with no more than 20 per session (83%)
- You would like short break opportunities as a full family and this should continue as part of the offer (71%)
- You would be willing to contribute between £2.50 - £3.50 per hour for these breaks

Your Community Based Short Break Offer – 1st May 2018

We have:

Commissioned Community Short Breaks into 5 local areas

- Easington
 - Durham
 - Dales
 - Derwentside
 - Sedgefield
-
- These short breaks will be delivered during school holidays, evenings and weekends.
 - The offer will be prioritised breaks for those families who are unable to access general culture and leisure opportunities in their community to provide a short break for carers.
 - There will be smaller short break groups for 10 or less children, with no more than 20 per session.
 - Commissioned a countywide short break offer for all of the family
 - Introduced a charge of £3.00 per hour so that these valued breaks can go further.

Providers

Area	Delivered By:-	Contact Details
County-wide family breaks	Durham Area Disability Leisure Group (DADLG) http://www.dadlg.org/	dadlg08@googlemail.com Telephone No: 07592 366 454
Community Short Breaks - Easington	Gateway North East http://www.gateway-north-east.org.uk/contact/	evan@gatewaynortheast.org.uk 0191 526 3112
Community Short Breaks - Derwentside	Sports Works http://www.sportworksltd.co.uk/contact/	neil@sportworksltd.co.uk simon@sportworksltd.co.uk or call: 0191 580 0120
Community Short Breaks - The Dales	Gateway North East http://www.gateway-north-east.org.uk/contact/	evan@gatewaynortheast.org.uk 0191 526 3112
Community Short Breaks - Sedgefield	Sports Works http://www.sportworksltd.co.uk/contact/	neil@sportworksltd.co.uk simon@sportworksltd.co.uk or call: 0191 580 0120
Community Short Breaks – Durham and Chester le Street	Integrating Children http://www.integratingchildren.co.uk/	integratingchildren@outlook.com or call: 07914 376 228

Assessed Short Breaks

These have not changed.

- There will be some families who may require an assessment.
- As part of this assessment, on consideration of the range of options to support the family, a **assessed short break** may be identified.
- The assessment will identify the requirement for a short break, duration and frequency.
- A variety of services have been developed to meet a range of complex needs of some children and young people and families.
- All of these short break services will only be accessed by families on referral from Childrens' Services and Transitions via the Commissioning Service.

Information on Short Breaks

- The Short Break Statement will provide further information. This is being updated with parent/ carers and will be live on the Local Offer very shortly.
- Durham County Council will continue to monitor the short break offer by seeking regular feedback from families. They will do this by:-
 - monitoring short break providers through contract monitoring

- contacting families through the Children and Young Peoples Network
- working with parent/ carers through the Making Changes Together Forums

Question

For those who can't access a Social Worker; they were told they could contact the commissioning service directly but have not managed to do this?

To access a short break – you can go directly to the providers (contact details as above). You don't need to access the commissioners; you can go direct to the providers of the short break themselves

eXtreme Group Update

Chloe Brown, Project Worker from Investing in Children with Emma and Ethan (Unfortunately, Jade could not attend so Chloe read out her slides)

What is the eXtreme group?

- Young people
- Living in County Durham
- With Special Educational Need and/or Disabilities
- Who have ideas about how to improve the lives of people with SEND and those around them
- Lead by Investing in Children, the eXtreme group make strategic plans to help our community in monthly meetings
- They were asked to write a charter to help improve services in County Durham from young people with SEND
- They asked people with SEND needs what they thought through Agenda Days™ where they could give views independent of adults
- The Promise covers many themes important to young people with SEND (Copies in conference packs)
- The Promise was agreed by the SEND Strategy & Accountability Group, the Children and Families Partnership Board and the Health and Wellbeing Board

Emma

Young People's Future Event

- In February 2017 the eXtreme Group worked with SENDIASS to plan a Young People's Future Event
- The event brought together local services and organisations for YP to interact with
- Many YP with SEND don't know about the services available to them

- It was also a good way for YP with SEND to meet each other in a safe environment
- They are now planning the next Young People's Future Event
- This has taken longer than expected and but they are finally looking at venues and when this event should take place
- They did a survey and spoke to other young people with SEND and would like to invite different organisations including Integrated Children and other Short Break providers, colleges and people who do Internships and Tin Arts and other activity groups. They would also like a quiet room

Children's Therapies

- Tina and Becky from the CCG came to talk to the group about Children's Therapies including Speech and Language, Occupational Therapies and Physiotherapies
- They helped them to develop their survey so other young people will understand it
- This was interesting for Emma because she has experienced speech therapies and physiotherapy

Emma's Experience of the eXtreme group

- Coming to the eXtreme Group I like being part of a group and talking to other young people about their experiences
- Coming to the group is has helped me decide to go to college and I've got a place at college
- It's helped me with social experiences
- I like presenting because it lets me have a voice
- I like the eXtreme Group because it helps me to understand about the Council and they do more than just tell us when to put our bins out

Ethan

What else is the group doing?

- They are working with the Council to create a communication tool/ passport for young people with SEND as part of the Preparing for Adulthood Group
- They are creating a new flyer to promote the group to other young people with SEND
- Because of some of their experiences of being diagnosed with Autism they are developing a young person friendly pack for CAMHS to give to young people when they have been diagnosed with Autism

Young Person's ASD Post Diagnosis Information & Help Pack

- Getting a diagnosis for your child can be scary. Imagine what it's like for the young person?
- When I was diagnosed as being autistic, my parents got a pack of information, but I got nothing. I don't want other young people to go through that alone and feeling isolated
- Jade and I spoke about this experience and that's where the idea came from for a Pack
- We are just starting to talk about what a pack might include but we want to help young people to live with having autism – understanding and coping with the difficulties they may face, but also learning to spot, understand and relish the strengths they may have too
- The Pack is being developed by the eXtreme Group with the support of CAMHS
- We have already asked some young people for their ideas and we will keep you informed as we develop our idea

For more information about the eXtreme Group or to find out how to get involved, please contact Chris Affleck on **0191 3077030** or email Chris.Affleck@investinginchildren.net

The group is open to any young people who are welcome to come along and attend.

Integrated Children's Therapies

Tina Balbach, Engagement Lead Durham Dales Easington and Sedgefield Clinical Commissioning Group

Becky Haynes, Durham Dales Easington and Sedgefield Clinical Commissioning Group

Integrated Children's Therapies cover Speech & Language Therapy, Occupational Therapy and Physiotherapy.

Why are we here?

- It's important to review services to make sure they are providing services which meet the needs of children, young people and their families locally
- We'd like to see how we could make response rates to requests for initial assessments and waiting times to the children's therapy services better
- We're also aware that a high number of children and their families are choosing to attend schools out of area and it would be good to know why this might be
- Asking for suggestions on how to make the *Local Offer* better

What are we trying to do?

- Understand the current services by speaking to you all to get your personal experiences and views
- Gather suggestions on how we can make children's therapy services better for children, young people, and their families

You don't need to have used all three of the services to take part, you may have only used one (SALT, OT or Physiotherapy)

Who we plan to talk to

- Investing in Children's eXtreme Group
- Harder to reach groups e.g. Gypsy Romany Travellers
- Making Changes Together
- Young Carers
- School staff (including SENCOs)
- Home Education groups
- Health Networks
- As many people as we can who have used or are using children's therapies

Have we missed anyone...? Do you have any other suggestions?

How are we going to do this?

- **Face to face conversations**
 - One on one
 - Groups
- **Survey**
 - Online
 - Paper (copies were distributed at the conference)
 - Over the telephone
- **Attending already established groups**
 - e.g. eXtreme group and Making Changes Together Conference

Timescales

Action	When?
Talking to as many people and groups as possible	Between now and the end of June 2018
Pull together all feedback and write up findings to evaluate engagement activities	July 2018
Update reports to internal CCG meetings and Joint Commissioning meetings, where appropriate	July - September 2018
Final review report	October 2018

They have a two month engagement plan running until the end of June 2018 and attendees were asked to spread the word to any other families who have used therapy services so that they can contribute and share their views.

After all feedback is received, the report will be pulled collated and will include information about what the service will do next to address issues raised by all those contributing.

Table Talk

In tables, attendees were asked to provide feedback on the following:

- Have you, your child/family used any of the children's therapy services (OT, SALT or Physiotherapy)?
- From your own experiences and/or knowledge, what would the **perfect** children's therapy service(s) look like to you?
- What can we do to make a difference?
 - Short Term (in the next 6 months)
 - Medium Term (in the next 12 – 18 months)
 - Long Term (18 months plus)
- In your view what is the **one most important thing** that needs to improve or change?

Becky and Tina gathered up the contributions, views and experiences shared at the conference to feed into the report that will be collated as part of this work.

Contact details for anyone wanting to contribute directly:

Email r.haynes@nhs.net

tina.balbach@nhs.net

Tel – 0191 371 3222

Once collated, this report will be shared through Making Changes Together so that parents can see what issues were raised and the actions outlined to address these.

- The number of Supported internships available to young people has been growing within County Durham and there are now 30 taking place; this may not seem a huge number but it is still early days and 12 months ago there were none. In September 2018 there should be another 10/12 placements available through the NHS
 - NEAS Employment Futures - a very short focused intensive programme
 - Future Focus - a partnership between education and adult social care and is a very small pilot programme focussed on preparing young people to fulfil their potential by becoming more independent and developing their communication skills etc.
 - Core Assets – specialist provision for young people with Social, Emotional and Mental Health needs in post 16
 - Developed an **Individual Travel Training pilot** in conjunction with partners. The Oaks and EDC are taking part (12 young people), will be reviewed and decisions made re; rolling out further.
 - Updated the **SEND Toolkit** used by providers across the county to ensure post 16 information is included and used to inform practice.
 - **Training** for staff in mainstream colleges was delivered to help understand and manage any associated behaviours of young people who have SEMH needs.
 - New **Work Experience** project for SEND young people within County Durham funded by DWP.
 - Started March 2018 and will run until July 2018.
 - 120 young people in years 10 and 11 will benefit from at least 10 days of work experience this term.
 - Key Workers have been employed, working with a small number of schools across the county.
 - Monitoring and evaluation.
- (Only two Local Authorities are running this (County Durham and Portsmouth).

Preparing for Adulthood Partnership – What are they working on?

- **Communication Passport** – in conjunction with health, police, parents, young people. A card to help young people communicate their needs in the community. They may find it difficult going out on their own – this could be an app and could include emergency contact details. It will be included on the Local Offer when available
- **Local Offer PfA section** – recognised a need to share information in a better way on the key transition to adulthood. Will be for young people, parents and partners. Help people navigate their way through info on what is available moving forward
- **High Needs Review Action Plan** – for post 16 this will include the development of an Employment Pathway and a Transitional Protocol/Pathway.
- **Vocational Profile** – (would go alongside EHCP) is being developed in Durham for schools and colleges to use with young people from year 9. Will give a more detailed profile of needs in relation to future employment and career goals.

- **Job Centre Plus** – links have been developed and need to be strengthened in the future to support parents and young people moving into adulthood.

A question was raised as to whether children in mainstream education or those without a diagnosis could access any of these support routes?

Cheryl advised that it would depend on each individual's circumstances. Young people with an SEN Support Plan can access the work experience programme; she recommended contacting the relevant caseworker for confirmation.

DurhamWorks Update

DurhamWorks is a programme that offers wrap around support and provision for young people post 16 who are NEET (Not in Education, Employment or Training) and has been running for approximately 2 years.

- 4,442 16-24 year olds being supported through DurhamWorks.
- 1,425 young people with special educational needs and/or disability and/or mental health issue This number is way above what was expected
- Current SEND participation rate of 83.1% which has increased each year from 2015 (79.2%) to present day.

Real Life Examples

K is a NEET young person, struggling with numeracy and literacy skills.

- Strong love of gardening and allotments.
- Support with job search and career options.
- Informed of opportunity through Clean & Green operative role with DCC/Groundworks.
- Supported with application and interview.
- Interview and 2 day work trial, offered the job, started in March 2018!

M is a NEET young person, 22 years old with significant needs relating to his cerebral palsy which have impacted on his learning.

- Keen interest and history of sporting activities though through career exploration wanted to work in a practical job area.
- Tried college but did not like the classroom environment despite support.
- Support offered and a traineeship was suggested through Skills North East.
- Vacancy in a local furniture company sourced, visit arranged and support agreed.
- Start date has been agreed, parent has given great feedback saying his confidence has vastly improved and that; "someone is finally giving him a chance"

N has complex needs associated with a diagnosis of Autism.

- Partners including his SEND Caseworker and Care Co-ordinator worked closely together with N and his parents to look at options following Specialist 6th form provision.
- Future Focus was an option to look at improving N's life opportunities through the 4 PfA areas.
- N started in Sept 2017 at the Peterlee Pathways Campus and has been following a curriculum very bespoke to his needs including on site therapy and access to his local community.
- Parents and tutors report huge improvements both in the behaviours he displays at home and in the community.
- His communication skills have increased and anxieties appear to have reduced.
- So much so that his parent is now able to take him on public transport for the first time!

DurhamWorks

For any further information about DurhamWorks, please use the following contact details:

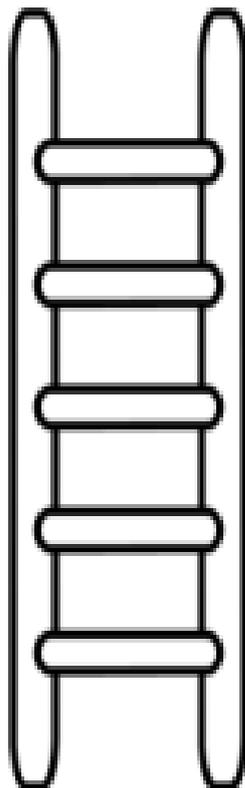
- Tel: 03000 262930
- Email: durhamworks@durham.gov.uk
- Website: www.durhamworks.info
- Facebook: www.facebook.com/durhamworks

Family First Support Programme

Allison Rice, Adult Learning and Skills Team

Allison's role is SEND Programme Lead; a new role looking to develop services around the delivery of the SEND agenda.

The Ladder of Co-production



Co-production

Participation

Consultation

Information

No engagement

*Co-production is
the 'gold standard' of engagement
between workers and service users.*

The Family First Support Programme was developed following listening to the views of families and in co-production with families.

Working closely together, a programme has been developed which will include 6 modules that will be delivered at Durham Town Hall. This is all a starting point and it is hoped that the programme will be further developed and will run on a termly basis with the help from parents attending.

Modules, Dates and Times

Module 1 - Wednesday 20th June 2018

Education, Health and Care Plans (EHCP)

Module 2 - Friday 22nd June 2018

Education and Employment and Community Inclusion

Module 3 - Wednesday 27th June 2018

Financial Inclusion/Carer Breaks

Module 4 - Friday 29th June 2018

Transition to Adulthood Health

Module 5 - Wednesday 4th July 2018

Independent Living/Benefits/Supported Housing

Module 6 - Friday 6th July 2018

Safeguarding/Prevent/Digital Inclusion

After each module, all attenders will be asked to give feedback to help develop the programme in future. It will start with a small cohort of 10-12 parents attending each module.

If you are interested, please email colleenkirton@live.co.uk

By everyone working together through co-production, it is hoped that this will mean a stronger, robust programme of support will be available for more families throughout County Durham.

Police and Autism

Lisa Hall, Police Community Support Officer, Durham Constabulary

Lisa joined Durham Constabulary last year and quickly realised there was awareness but little understanding of Autism within the force. From this, Lisa took on a lead role as force co-ordinator on Autism and is the Durham Constabulary Force Co-Ordinator for the National Police Autism Association. Lisa has a personal interest in Autism and this is why she is heavily involved.

Durham Constabulary Autism Awareness

- Joint research partnership alongside Wendy Minhinnett (Rollercoaster Parent Support Group) and Clare Anderson (from NHS)
- Benefit for those who require police assistance
- Research - More bespoke response?
- Ongoing training with MAIN for all officers

Not everyone will need the police but for some families they are unable to do anything other than call the police if a child or young person's behaviour escalates to a crisis point, putting themselves or others at risk of physical harm.

If the police have prior information about people's Autism and needs, they can suitably risk assess and look towards a bespoke response as for some people, what could be looked at as extreme behaviour could actually be their own coping mechanism etc.

The SPACE project has been a place where the police could, through consultation with colleagues in the CAMHS Crisis Team, take a young person to calm down as an alternative to having to take them to the police station as a police station is not the appropriate place for young people. This also gives us an alternative to police cells in line with legislation under the Police and Crime Act of 2017, whereby no-one under the age of 18 years old, suffering a MH crisis can be accepted into any part of a police station. In most cases, the police are not the right people to help so they need to work alongside the right partner agencies and within the legislation to ensure the right support.

SPACE have written up crisis plans and included the police in these plans where possible. The plans give police bespoke information about an individual's needs e.g. if a young person is a runner or what their specific needs might be. These plans can be shared across other forces too if applicable for their information purposes with the parents' consent.

Work is also on-going in getting PECS (Picture Exchange Communication System) into all police stations and vehicles so assist with those people where communication may be an issue.

Questionnaires were made available at the conference for anyone to offer any more ideas or suggestions on how to improve the awareness within Durham Constabulary.

Also, the police do not get enough feedback following times when they have been out and seen an individual with Autism so officers often don't know if they have done okay or not. This can be done by emailing Lisa, or nominating an officer for a WoW award. Further details can be found on the Durham Constabulary website.

Lisa also asked for any suggestions for an appropriate name for the protocol.

Where to find out more

- PCSO 8108 Hall lisa.hall@durham.pnn.police.uk
- National Police Autism Association Co-Ordinator for Durham Constabulary
- Durham Constabulary Lead for Autism
- Twitter - @llysih

Closing Remarks

The Making Changes Together Steering Group thanked everyone for attending and contributing to the conference.

They also wanted to express their thanks to Sarah Lewis from Contact for compiling their conference reports and to Ann Connor for all the support and administration that she provides to the forum in general and for the conference itself.

All attendees were encouraged to complete their evaluation sheets to help improve future events.

A summary of evaluation comments is attached as Appendix One.

Appendix One – Summary of Evaluation Comments

A summary of the evaluation comments received from attendees follows:

Something I have learned from today

- The majority of attendees had gathered loads of information on the day about services and support that they could access both from the presentations and the information stands
- Some attendees expressed disappointment that there hadn't been changes or improvements to the support provided for children with Autism
- Particular mention went to the Rollercoaster presentation and how much people had learned about the SPACE project and the police and autism

“Such a wide variety of services and help around that I'd never have known about”

Something I've felt/experienced today

- Attendees were very moved by some of the presentations including the Rollercoaster Support Group and eXtreme group sessions
- There were some attendees who felt angry that their own experiences had not mirrored the Ofsted findings in County Durham and some who felt sad that there were still cuts to services taking place in the region
- Many people were really pleased to network with other parents and expressed relief that they are not alone and that support is available for their children and their family

“Exceptional conference; informative, extremely well organised MCT committee – friendly, accommodating and knowledgeable”

Something I'll take away from today

- Overwhelmingly, attendees highlighted the amount of information, resources, awareness of services and support available is what they would take from the day

“Contacts and information; a better understanding of what I can do to support my son's needs”

Something that was not so good about today

- Some attendees did feel there was a lot of information to take in on the day and a few people did say they would have preferred more time for questions and more interactive sessions
- Other issues raised included the room being cold, technical difficulties which meant Elaine's video message could not be shown and also that some presentations included abbreviations and jargon that some parents did not understand

"Would have liked more involvement/interaction; lots of talking from front"