



SUPPORTIVE PARENTS

Supporting families of children with SEN

Providing the Parent Partnership Services for Bristol , North Somerset & South Gloucestershire

NEWSLETTER : SUMMER 2014

Supportive Parents is recruiting!

We are looking for 3 additional people with experience or knowledge of SEND to join our Information & Support Line team. This work involves responding to calls, emails and working with families in Bristol, North Somerset and South Gloucestershire, supporting them with SEN processes and procedures. Training will be provided.

We are also looking for an Assistant Administrator to support the Office and Finance Manager with day to day office administrative tasks.

Application packs are available on our [website](#). Closing Date: Friday 8th August 2014

Successful applicants will be contacted for interview.

Interviews will take place during the week of 18th August.

Supportive Parents and SEND Information, Advice and Support (SENDIAS)

From 1st September every Local Authority must offer a SEND Information, Advice and Support Service and we are pleased to confirm that from this September Supportive Parents will continue to provide parents of children and young people with SEN or disabilities, information, advice and support about matters relating to their SEN education, including matters relating to health and social care. This will include the information and advice necessary to participate in decisions about their planning and provision. This means that in future you may hear us referred to as the SENDIAS service (instead of Parent Partnership), but you can be certain that we will continue to offer the best service we can, ensuring that you get confidential help speedily and efficiently, via telephone, email or through face to face meetings with our staff.

NEWSFLASH

We have been successful in getting additional funding for Phase 1 of the Independent Support Programme, allowing us to extend our service to meet the needs of families with children and young people 0–25, during the transition period of the SEND reforms.

**Our Information and Support Line 0117 9897725 is available 10am - 2pm Monday, Wednesday and Friday term time only. We operate a limited service during the school holidays and an answer machine at all other times. We now accept parent enquiries by email support@supportiveparents.org.uk
Website www.supportiveparents.org.uk**

We are pleased to welcome a new member of staff to the Supportive Parents team. **Clive Osborne** joined us in June and will be helping us to develop our service in line with the SEND reforms. He will offer extra input in Bristol but will be working across all 3 LAs to map out the range of provision and services that offer information, advice and support to families, children and young people 16-25 with SEND on education, health and social care issues. He'll also be helping us to develop information leaflets about SEN—especially important as the reforms are implemented and Education Health Care Plans (EHCPs) start to be offered in place of Statements of SEN from September '14.

Bristol News—Davina Evans & Clive Osborne

Firstly, I would like to welcome Clive Osborne to the Bristol "team". Clive will be providing me with some very welcome support in my role as Bristol Local Coordinator. I will be introducing him to people in Bristol over time so that he can get as full a picture as possible of who does what and where.

Life seems to be getting busier and busier as we get closer to the 1st September implementation of the SEND reforms. This term I have been involved, along with Bristol Parent Carers, in 3 Information and Participation briefings on the SEND reforms. We based the sessions on the presentations given at Bristol Parent Carers March event, concentrating on the principles behind the SEND reforms and Education, Health and Care plans. Thanks to Caroline Temple-Bird's persuasive skills we managed to hold one event in each area of the city. This enabled parents from across the city to come to an event close to home. Thanks to New Fosseway, the City Academy and the Kingsweston Centre - Oasis Brightstowe for allowing us to use their facilities. We hope to do more events like these in the future on different aspects of the reforms.

Highlights this term include meeting Andre Imich from the Department for Education when he visited to gather information about the progress Bristol is making in implementing the SEND reforms. I showcased our work at a Market Place event at City Hall. Attendees included The Mayor, lots of staff from schools and nurseries as well as other Voluntary Sector organisations. I have also met with John Readman, Strategic Director, People, to explain who we are and what we do.

North Somerset News - Jackie Oxley & Angela Jones

A lot of the work this term has been centred around the SEND changes. I met with the Local Authority to discuss our involvement in the Independent Support programme and how we will use funding from the programme to extend support in North Somerset. This will help to meet the need for increased requests for support to our information and support line this year. In April we hosted a meeting with N.Somerset CCG Commissioners and parents/carers to discuss the concerns being raised about Community Paediatric Services. It was not easy by any means for parents to share their very difficult personal experiences in public, and although a

challenging meeting the Commissioners listened and took parent's comments onboard. Parents were pleased that the Commissioners made a commitment to improve Children's Paediatric Services in North Somerset and, in order to do this to engage more actively with parents/carers, children and young people in the future. In the pre-procurement stage of re-commissioning services the CCG are currently engaging with parents carers on Facebook/Twitter, their website and through events in the area. In May Maggie Dickinson, LA Anti Bullying Lead provided parents with input around anti-bullying and how pupils can be supported both in and out of school. In June we had a fabulous information and 'App' evening when Jenny Maxwell Educational Psychologist, Mark Senior and Cheri Kyle from Ravenswood school came to talk about the benefits of ipad apps for children with additional needs.

South Gloucestershire News - Kathryn Mason and Sara Maggs

We enjoy meeting you all at South Glos Parent Carers' "Coffee and Cake", at our support groups in Brimsham Green and Kingswood Children's Centre, and at school coffee mornings. We will be contacting schools on our waiting list to arrange new dates for September to February 2015.

It is a privilege to work in partnership with you and your child's education setting to support improved inclusion and improved education outcomes. We will continue this in 2014-15 focussing on how you can work with school on the "assess, plan, do, review" cycle that is SEN Support. This will work alongside the single assessment framework and Firstpoint, to ensure that your child gets quick access to relevant help. The processes and paperwork to underpin a statutory Education Health and Care Plan are being tested, and staff roles are being refreshed. Some staff, Christine Jamrozy, Christine Brown, and Maureen Williams, have retired. Mark Nesden (Interim Service Manager 0-25 project) and Jackie Ong (Interim SEN Team Manager) and Sue Hall (Interim Service Manager CHAD) have joined the local authority.

We work with South Glos Parents and Carers <http://www.sglospc.org.uk/> to make sure that you are supported, and can participate in coproduction; shaping and delivering the services that our children need, as the forum celebrate a year of being located at Poole Court, Yate. We are in close contact with our Clinical Commissioning Group too as they look at re-commissioning our community health services. I also enjoyed contributing to the parent partnership element of the ADHD parent training courses run at Kingswood hub in April.

Implementation of the new 0-25 special needs system

An Education Health Care Plan (EHCP) may look different to a statement of SEN or a Learning Difficulties Assessment (LDA), but it will still be a legal document that identifies a child or young person's SEND needs and focuses on the support required to meet agreed outcomes. The key difference between current statements, LDAs and EHCPs is that, as well as the educational elements covered in statements, EHCPs will also outline the child or young person's health and social care needs, outcomes and support. From 1st September 2014—April 2018 there will be transitional arrangements in place to support a phased transfer to the new system <https://www.gov.uk/government/publications/implementing-the-0-to-25-special-needs-system>


Service User Satisfaction Survey (SUSS)

We carried out our annual Service User Satisfaction Survey (SUSS) starting in January, sending it to the first 100 parents who call our Information and Support Line. This year 30% responded slightly down from last year's figure of 33%. Next year, we hope to be able to carry out the survey electronically using our website, social media and email, with options for paper-based or telephone responses.


One of the most important questions we ask is how the parents found out about Supportive Parents. 20% found out about us from their education setting (up from 18% last year), 17% from Children and Young Peoples Services (down from 30% last year) and 30% from Health Professionals (up from 12% last year). 33% of parents found out by other routes including friends, other parents and by the internet.

We expect that with the development of the Local Offer, parents will be able to find out about us and our service at a much earlier stage. We will also make sure that education settings, particularly schools, continue to receive our information regularly so that they can pass it on to parents.


Parents told us:



"Just feeling listened to helped me focus my thinking and gave me the impetus to move forward with various courses of action".



"Feel more confident about completing the forms now" .



"It was really helpful to attend the course for parents on SEN".

When asked "How do you feel now?" 63% of parents said that they were more informed about SEN processes, 73% were more able to make decisions/move forward and 60% were more confident when dealing with professionals. When asked if parents were satisfied with our service 90% said that they were while the other 10% did not answer. 97% said that they would contact us again while 3% did not answer. We would like to thank all service-users who responded.

Have a wonderful summer break

(but remember, we offer a limited service during the holiday if you need to talk).

Disclaimer:The opinions and information in this Newsletter have been given in good faith and, as far as we know, are correct at the time of publication. We do not accept any responsibility for any errors of fact and advise readers to check with authors of original publications before acting upon them.

SUPPORTIVE PARENTS EVENTS

Save the Date: for parents and professionals

Change...what change? - Implementing the SEND Reforms

Our 2014 conference is taking place on 11th November 2014 in Bristol
9.30 for 10am—2.30pm at The Future Inn, Bond Street South, BS1 3EN

Keynote speaker: Jane Friswell, CEO NASEN

For further details go to our [website](#)—booking available from 1st September

Free for parents of children and young people with SEND



Celebrating our 25th year—Our annual report this year includes a perspective from Roni Broomhead, Founding Chair Supportive Parents - the early years along with an update of all the work we have undertaken in the last year. We would also like to welcome our new Trustee Zeleke Temesgen who became a member of our Board at our recent AGM.

SEND REFORMS

As part of the wide-ranging reforms introduced by the new Children and Families Act, the Government has set up Independent Support, a programme to help young people and families apply for and contribute to the Education, Health and Care Plans (EHCPs) which are coming in from September. EHC Plans will replace existing Statements of Special Educational Need and Learning Disability Assessments.

Maggie Potter, Supportive Parents' Head of Service, said: "We were among only twelve services commissioned nationally to take part in the initial 'evidence and build' stage of the project, and as part of this work we delivered a report which examines the best way for us to provide Independent Support in Bristol, North Somerset and South Gloucestershire". The report, entitled Independent Support: Evidence and Build Phase, has now been published and a limited edition of bound copies have been handed out to key Organisations". A PDF copy of the report is also available on request - email: mail@supportiveparents.org.uk

Maggie said: "Our research shows that not enough is known about what Independent Support is, or how exactly it can deliver information, advice and support to families, children and young people. But it is going to be extremely important and we are delighted that we will be delivering this valuable service to help families to achieve the best outcomes from the new EHCPs". Report author Ruth Townsley used responses from local parent/carers, young people, local authorities and other interested organisations to develop a picture of how best to provide Independent Support to families as EHCPs roll out.

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