

## Talking to parents carers

<p><b>Surrey Heath</b> 64 FB members</p> <p>☹️ 😊</p>	<p><b>Woking</b> 2 new members 76 FB members</p> <p>☹️ Another parent who had to take Surrey to court for an EHCP/SCHOOL but then was given what was requested before the hearing</p> <p>😊 Good to see parents coming back and appreciate the catch ups and SHINE</p>	<p><b>Runnymede</b> 2 new members 45 FB members</p> <p>☹️ 😊</p>	<p><b>Elmbridge</b> 5 new members 272 members</p> <p>😊 School going well so far</p>	<p><b>Spelthorne</b> 4 new members 69 FB members</p> <p>☹️ how to assess, treat during Covid 😊 children adapting well at school</p>	<p><b>Epsom</b> 50 members</p> <p>☹️ 😊</p>
<p><b>Waverley</b> 43 FB members</p> <p>☹️ 😊</p>	<p><b>Guildford</b> 1 new member 91 FB members</p> <p>☹️ Parents are so burnt out and really need better support for their families 😊 The coffee catchup and meetings we are hosting are very helpful. People are saying they have built relationships with us and really need our support. Really important.</p>	<p><b>Mole Valley</b> 22 FB members</p> <p>☹️ 😊</p>	<p><b>Reigate &amp; Banstead</b> 2 new members 62 FB members</p> <p>☹️ Caseworkers are hard or impossible to contact ☹️ Transport problems 😊 Delighted that Phil and Kathryn will be coming to the USSA in January 😊 Families are happy to hear of SaBP using Healios for faster assessments of ASD in less Complex cases</p>	<p><b>Tandridge</b> 1 new member 100 FB members</p> <p>☹️ Children without any/appropriate placement 😊 Parents are pleased with our online events</p>	<p><b>Training Events</b></p> <p>Expert Parent Training – 8 Dean Beadle - Max Green - 6 Dr Mark Brown – 12 Surrey Young Carers – Qwell Active Surrey</p> <p><b>Get togethers</b></p> <p>8 zoom sessions – 22 + ? + ? + ?</p> <p>Apologies for missing numbers. We are a work in progress 😊</p>

## what we're hearing

*In one word tell us how you're feeling: this mood picture is fed back to partners and has been really powerful in conveying the impact of services and support*



**Facebook page followers: 1824**  
**Facebook closed parent group members: 514**  
**Combined local Facebook group membership: 894**

*Tell us your Story: We respond to each story and signpost where relevant. When issues are repeated, we feed those back to relevant leads in SCC and health, and will be using this overview document to inform you of progress.*

4 Stories received through formal channels. This is separate to the general feedback received via our coffee mornings, events, and Facebook contact with parents.

Themes :

- Information on file not transferred to new SEND caseworker, resulting in repetition of story, process, appeals and children out of school
- Emotional wellbeing/mental health support for school related anxiety – not enough support available and counselling in school is inaccessible due to the link with school. CYP Havens are praised, but unavailable during lockdown.
- SEND team seemingly ignoring input from schools and parents regarding placement decisions

## Questions from our members

We will be sharing these questions with relevant leads at the local authority and bringing you the answers in next month overview.

1. Why is the system for personal budget payments so complicated and can it be set out clearly and publicly, to avoid confusion?
2. What are the positive lessons being learned from the current covid arrangements?
3. What is being done to reduce the unacceptably long waiting times for CYP to be assessed for ASD and ADHD?
4. How can parents ensure that schools are supporting their children better while waiting for a neurodevelopmental assessment? Schools still say they need a diagnosis first.
5. Where can we find more information on transition/colleges

## Participation work

### Project update

Project	Update
Autism strategy	<p>The work to develop an all-age autism strategy is encouragingly Co productive. While there's a tight timeline, great emphasis is being placed upon the experience of parent carers and autistic adults. The consultation has now been analysed and three workshops are being held week commencing 7th of December to check with people whether that analysis feels correct. In the meantime, some work has been going on to begin drafting the strategy but with a strong understanding that this may change after the workshops.</p> <p>FVS and NAS are strong members of the strategy group and will be co-leading on each workstream. We will work together to manage capacity.</p> <p>A children's autism strategy board is being created to mirror the adult one. FVS will be co-chair.</p>
Local offer	The local offer review has been paused whilst other work including the Little Help Shop is ongoing.
transport	Work with local authority partners is due to start in early December. FVS Have kept in touch with the transport team as needed in response to parent contact.
0-4	<p>We attend the newly formed 0-4 Strategy Project Board, this is a multidisciplinary meeting involving SCC, Health, Early Years providers and the voluntary sector and takes place fortnightly. This has enabled us to highlight the importance of families getting the right support early on and the need for services to work in partnership. We have been asked to co-chair one of the workstreams 'Enabling Families to Thrive' with Surrey Youth Focus and are also involved in another one of the workstreams 'Families who Need More Help'. In ensuring we are linking specifically with parents who have children between the age of 0-4 we have set up monthly Zoom sessions to provide parents with support, an opportunity to ask questions and to gain information from SCC or Health staff, who will be invited into these groups. We held one introductory session in October and another in November where we invited the Early Support team to attend. From parent carer discussions and queries we will be inviting the CAMHS LD team and the Early Years Graduated Response into future sessions. We have attended meetings and in regular discussions with the Community Health team to also discuss the development of services.</p>
school absence	We have been building relationships with schools alliance for excellence (SAfE), CAMHS, SEND Advice Surrey (SAS) and the User voice and participation team (UVP) to consolidate the body of evidence that we have with regards to children who experience

## Monthly Overview 19<sup>th</sup> October – 15<sup>th</sup> November 2020

	<p>barriers to school attendance. Work with council officers responsible for this area is likely to come to the fore once again in the new year.</p> <p>SCC, Health Partners, schools and FVS our meeting with DfE /NHSE representatives to review the councils progress on their action plan following the 2019 Ofsted review in early December.</p>
Direct Payments	<p>We joined fortnightly check-in meetings which were attended by both Childrens Services and Adult Social Care. This has enabled FVS to quickly highlight any issues raised by parent carers on a regular basis and was established during the first lockdown. In October FVS fed back on initial comms from Childrens Services announcing the roll out of the new rate change. These comms were circulated in FVS's newsletter in November. FVS subsequently recommended additional more detailed comms were sent out to all Direct Payment recipients and suggested FAQs reflecting areas where parent carers may need more information and where to go. This was coproduced with Childrens Services. Discussed feedback from the FVS 'Direct Payments – your feedback matters survey' in meetings and where 24 parent carers had left details and expressed interest in being part of a future focus group with SCC. FVS offered to facilitate two Zoom sessions with SCC and invited parent carers who had expressed interest via the survey. Two sessions are planned for the 3<sup>rd</sup> of December and will focus on those families accessing Direct Payment support via Childrens Services. An additional session will be planned for those families who are receiving Direct Payments support via Adult Social Care.</p>
Short Breaks	<p>We have been attending fortnightly meetings with SCC's Commissioning team, this is also attended by Short Breaks Providers. This has enabled us to highlight any queries raised by parent carers, the importance of the Short Breaks service for families and any gaps in services. It also enables us to get a regular update on the impact of COVID19 on these services.</p>
Health	<p>We attended the quarterly Community Equipment Service Meeting. During which we were able to ask questions related to the survey which parent carers had completed earlier in the year. We highlighted the importance of the 'feedback loop' and ensuring that those parent carers who had completed the service were able to see the results of the survey. Following this we meet with the Commissioning team to offer to facilitate a Zoom session with parent carers where the findings could be presented, additional questions asked and input into the service going forward. Session planned for January 2021.</p>
LSPA	<p>Coordinators asked parent carers if they had tried the new L-SPA, what were parent carers feeding back?. Limited feedback received and confusion surrounding whether this had gone 'live' for parent carers yet. Feedback this to SCC as more promotion may be needed of the L-SPA at this stage.</p>

## Meetings attended

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- DfE/NHSE covid conversation + preparation meetings
- Monthly catch up with Send Advice Surrey
- Monthly catch up with senior SCC send officers
- Introduction to surrey choices
- Introduction to SAfE
- Parental preference research project
- Send transport update
- Monthly catch up with User Voice and Participation team
- ASD Strategy board
- SCC QA meeting
- Quarterly meeting with elected cabinet members
- Monthly catch up with designated clinical officer
- Additional schools forum meeting
- CAMHS meeting to address severe school anxiety issues
- ASD Strategy workstream meeting
- Local offer demonstrations
- Surrey healthy schools steering group
- Short Breaks fortnightly check in meeting with SCC and providers
- Direct Payments fortnightly meeting with Childrens Services and Adult Social Care
- Fortnightly 0-4 Strategy Project Board
- Community Equipment Service Meeting
- Meeting with EWMH Transformation Project Manager
- PA Recruitment Plan Task and Finish Group
- Meeting with Associate Director for Child and Family Health/0-4 Project Lead
- Meeting with Surrey Youth Focus re; 0-4 workstream
- Meetings with CWD Resources Manager
- Meeting with CWD lead – Commissioning Task and Finish Group
- LD and ASD Board
- Direct Payments KPI Commissioning Meeting
- Social Media Task and Finish Group
- Meeting with Comms lead in Community Health
- Several meetings as needed with the Engagement and Co-production lead at SCC

## Other!

### Preparation for adulthood event

Our first online event focused on preparation for adulthood. We were pleased to host 10 guest speakers both from the local authority and independent experts. Their presentations were pre-recorded but followed up with live question and answer sessions help on our Facebook page. On Facebook, we have had a total of 3,124 views of the presentations and Live Q&As. The Live Q&As were much more popular with nearly double the number of the presentation views. On our YouTube channel we have had 818 views of the same recordings (enabling those without Facebook access to also see the presentations where necessary). That's a total viewing count of 3,942. The FVS annual report and yearly update has gained 260 views to date. That's over 4,000 viewings.

### 14th October - 25th November 'SHINE Women Course'

Shine is a personal development programme that has been created to empower women irrespective of their cultural, educational, religious or socio-economic background. It is a solutions focused course that uses a practical and inspirational approach to learning. The aim of the course is to help women to develop their self-esteem, build and establish their confidence, understand their personal value and unlock hidden potential. The course is designed to run in a group setting which makes it a great way to make new friends, to network and build meaningful relationships with other women.

This course was run by our Guilford coordinator Nicole and was fully booked. Six parents benefited and we are looking at repeating the course as needed.