

# Universal to edge of care support for children with disabilities and their families

## Market Place Stalls:

Thank you to each of the following groups for providing a market stall:

- Marches Family Network
- Crossroads
- 16+ Fostering Team
- Rural Media Company

## Network Messages

### Workshop 1: Hearing the voices of children with disabilities

- The Voice of the Child within Herefordshire is developing within an ever changing landscape.
- Within Herefordshire skilled and thoughtful practitioners are entering work with children and young people with disabilities; striving to improve outcomes and get the voice of children and young people heard!
- However, in order to achieve a gold standard for participation practitioners need to be afforded time to focus on the individual; focus on the little things and push those things forward to senior management in order to embed change!

### Workshop 2: Support for Children with Disabilities and their families: How do we bridge the gaps?

#### The themes identified by the workshop included:

- Where should Herefordshire invest limited resources?
  - Bespoke targeted flexible family support
  - Skills development for parents and service providers across the range of needs
  - Services that work through transition points rather than before or after e.g. 0-25 or 16+
- What's already in the toolbox that could be better used?
  - Targeted family support – what should it look like? Why do so few families receive it? Is it provided at the right times?
  - Local community support – access to youth groups/ activities? Maximising facilities e.g. schools & special schools?
  - Participation resources – how to strengthen the voices of children with disabilities?
- What could workshop participants do to help bridge the gap?
  - Consider re-registration to provide overnight short breaks
  - Provide age appropriate positive activities for disabled teenagers and young adults
  - Sharing information about support for families on the edge of care

### Workshop 3: Personalisation, Direct Payments and Personal Budgets – the Children & Families Act 2014 and moving forward

- The main message from this workshop is that Care Providers need to be more involved in the development of Personal Budgets.
- The action that will be taken forward is a recommendation for the establishment of a Provider reference group as part of Herefordshire's approach to personalisation

**Children's Wellbeing Networking Event held on Tuesday 29<sup>th</sup> September 2015  
Bridging the Gaps**

**Overall Feedback: What is the main message you will take back from today & what action will you take?**

- How could we provide services in Herefordshire?
  - What can we offer other organisations?
  - How to link with Herefordshire County Council to target services?
  - Transition services
  - Getting Voice of the Child will need commitment – need to voice how to and set ourselves activity targets
  - Organisations sharing info & knowledge will grow stronger
  - Change over to Direct Payment's will alter market
  - A need for more holistic support for families - will target the local authority to offer mentoring support
  - Local authority committed to investing/improving services for children and young people to meet real need within resource constraints
- Dissemination of learning at event to directors & heads of services in relation to strategic planning

**Event Evaluation**

Number of places available	60	Places not allocated	8
Cancellations	4	Non-attendees	11
Attendees	37	Evaluation forms completed	12
How would you rate the event?	Excellent - 0 (0 %)    Very Good - 7 (59 %)    Good - 4 (33 %) Fair - 1 (8 %)    Poor - 0 (0 %)    Left blank - 0 (0 %)		
Liked about the event:	<ul style="list-style-type: none"> <li>• Discussions / developing service plans together</li> <li>• Effective, open, informative workshops</li> <li>• Networking opportunities</li> <li>• Hearing Herefordshire County Council's future plans</li> <li>• Hearing from other providers</li> <li>• Chance to feedback</li> <li>• Variety of workshops offered</li> <li>• Good combination of evidence &amp; research used along with good discussion</li> </ul>		
Would like:	<ul style="list-style-type: none"> <li>• Slightly more time to participate in workshops</li> <li>• An introduction to the individual market stalls</li> </ul>		
Topics/themes to address at a future event:	<ul style="list-style-type: none"> <li>• 30-hour nursery funding &amp; how Herefordshire County Council are moving forward with this</li> <li>• Child to adult transitions</li> </ul>		

## **Workshop round-up:**

### **Workshop 1:           Hearing the voices of children with disabilities**

- The Voice of the Child within Herefordshire is developing within an ever changing landscape. Within Herefordshire skilled and thoughtful practitioners are entering work with children and young people with disabilities; striving to improve outcomes and get the voice of children and young people heard! However, in order to achieve a gold standard for participation practitioners need to be afforded time to focus on the individual; focus on the little things and push those things forward to senior management in order to embed change

### **Workshop 2:           How do we bridge the gaps?**

#### **Where should Herefordshire invest limited resources?**

- Open/ universal access youth provision – helps social interaction
- Universal services – upskilling provider to deliver for all
- 16/17 transition – time/ education / awareness(?) in the change of situation
- Preventative services
  - more targeted family support
  - bespoke, flexible service services tailored to each family
- Early intervention & support services
- Longer term solutions looking to future investment
- Adult services e.g. Aspire – look at how they can get involved in 16/17yr olds & offer support
- CAMHS – CWD psychologist (not staffed sufficiently)
- Training for parents in coping strategies
- Alleviate waiting times for CAMHS
- As many people skilled as possible

#### **What's already in the toolbox that could be better used?**

- No 4 – space for young people – 16+ team / LAC / Care leavers
- Buddying
- Play schemes
- Overnight short breaks
- Youth groups
- Special schools – facilities
- Local services – access versus travel in Herefordshire?
- Family group conferences – not utilised early enough & are they being used for CWD?
- Family support service – why do so few access it – review what is family support / what should it look like  
Family support – have more success
- Family support – have more success

#### **What could workshop participants do to help bridge the gap?**

- 7-day holidays – PGL
- Edge of care capacity – think about what other providers could contribute to this
- Sharing info – family support available/ capacity but don't know who they are (e.g. Hope Centre)
- Senad – offer to develop site in Bromyard – could provide care (not registered for respite care / issue of personal budget and will it pay for it)
- 18-25yr olds - MFN are looking to set up a group with ECHO – making it more age appropriate (vs 50-70yr old group & 18yr old not wanting to join in

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**Workshop 3: Bridging the Gaps: Personalisation, Personal Budgets and Direct Payments**

<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>• Service User             <ul style="list-style-type: none"> <li>○ Direct Payment                 <ul style="list-style-type: none"> <li>▪ Ownership</li> <li>▪ Flexibility</li> </ul> </li> </ul> </li> <li>• Previous / existing systems</li> <li>• Provider             <ul style="list-style-type: none"> <li>○ Small numbers</li> <li>○ Have experience</li> <li>○ Already have mixture</li> <li>○ Manageable at the moment</li> <li>○ Services in locality</li> <li>○ Familiarity with Direct Payments</li> <li>○ Easy changeover</li> <li>○ Providers have good sense of what is really wanted</li> </ul> </li> </ul>	<p><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>• Service User             <ul style="list-style-type: none"> <li>○ Learn new skills                 <ul style="list-style-type: none"> <li>▪ Accounting</li> <li>▪ Book keeping</li> </ul> </li> <li>○ Choice / empowerment</li> <li>○ Delivers what service users want – not dictated by council – more flexibly</li> </ul> </li> <li>• Provider             <ul style="list-style-type: none"> <li>○ Can build demand</li> <li>○ Directory of services</li> <li>○ To grow business</li> <li>○ Individual service fund</li> <li>○ Learning from other providers / parents / councils</li> <li>○ Flexibility of specific services</li> </ul> </li> </ul>
<p><b>Weaknesses</b></p> <ul style="list-style-type: none"> <li>• Service User             <ul style="list-style-type: none"> <li>○ Lack of awareness</li> <li>○ Parent controls budget not child</li> <li>○ Parents don't understand jargon</li> <li>○ Another thing for parents to do</li> <li>○ May limit how much service can be bought</li> <li>○ Group may include a young person who doesn't have a Direct Payment - excluded</li> </ul> </li> <li>• Provider             <ul style="list-style-type: none"> <li>○ Lack of security</li> <li>○ Output v income</li> <li>○ Billing</li> <li>○ Finance – chasing payment</li> <li>○ Ofsted / regulatory restrictions / CQC</li> <li>○ Quality monitoring – different monitoring tools for each provider</li> <li>○ Unsure how Direct Payment would affect organisation / practicality</li> <li>○ Too small to deliver / collaborate</li> <li>○ Overhead costs – managing finances</li> <li>○ Lack of market – rural area – more expensive to deliver services</li> </ul> </li> </ul>	<p><b>Threats</b></p> <ul style="list-style-type: none"> <li>• Service User             <ul style="list-style-type: none"> <li>○ Mismanagement of budget</li> <li>○ Family not able to manage</li> <li>○ Cuts to service</li> <li>○ Employment - responsibility</li> </ul> </li> <li>• Provider             <ul style="list-style-type: none"> <li>○ Risk to business</li> <li>○ Expectation of families</li> <li>○ No guarantee – open market</li> <li>○ No guarantee of workflow</li> <li>○ Need for new marketing and business practices</li> <li>○ Pricing – setting / collecting</li> <li>○ Subcontracted provider overheads</li> <li>○ Lots of young people from different authorities</li> </ul> </li> </ul>