

Supportive Parents AGM Chair's Report 2009-10

The charity's main objective is to enable parents of children with Special Educational Needs to play a more active and informed role in their child's education. We do this by providing information and support to parents, encouraging partnership between parents and professionals and giving feedback about services.

The Charity receives funding from the three Local Authorities to provide the statutory Parent Partnership Services under Service Level Agreements. We have continued to liaise with each authority about how our work develops in their area, and to provide regular reports on our activities.

As always the core element of our work has remained the provision of information and support to parents and we have been able to increase our team of helpline support workers. We can provide the following statistics from the service monitoring activities undertaken over the past year:

Achievement and performance 2009-2010

- We have provided information and support to 1100 parent enquirers.
- 757 contact calls, including professionals and voluntary organisations, have been recorded.
- 21 support group meetings for parents and Professionals have been held.
- Display boards or publicity materials have been provided at 62 settings
- 21 responses to consultations, including involvement in consultation events and working parties, have been made.
- We have made a contribution to strategic work on 54 occasions.
- The Charity has been represented at more than 48 events and conferences. We have had involvement in the delivery of more than 22 training events or conferences.

- Team members have attended various training events including the use of Social networking as a means of communication, Bristol SEN funding arrangements, Evaluation and Monitoring, National Parent Partnership Network Policy Day, SEN & Disability Tribunal (SEND), Network 81 training weekend for helpline team.
- We have organised and facilitated 3 Network and Collaboration meetings, sharing developments and changing practice with professionals across 3 Authorities
- South West Regional Parent Partnership Network (SWRPPN) a team member was chair and 4 others attend these meetings held 3 times a year.
- More than 400 newsletters in hard copy in three editions have been distributed to members and others as well as an increasing number sent out via e-mail. The current newsletter is also available on our website.

Parent participation.

During this year we have supported the development of new parent participation forums in each Local Authority. This is a national government initiative aimed at enabling the voice of parents and carers of children with additional needs to have direct influence on strategic planning and developments of services. We provide stakeholder input in all 3 areas and have taken the programme lead in North Somerset.

A significant amount of our time has been devoted to this work. The further increase in our helpline team has allowed us to absorb this without impacting on our core activities.

Enquiry Monitoring System (EMS)

We have produced an annual report from our Enquiry Monitoring System (EMS) setting out details and issues from our parent enquiries. A large proportion of calls in the last year have been from parents whose children are at school-based stages of the Code of practice. 46% of calls were from parents in this group, compared to

38% last year. Calls from parents of children at nurseries and mainstream secondary schools have also shown an increase on 2008-9. We also monitor how parents found out about our service when they first make contact. Children and Young people's services and other agencies such as voluntary organisations are increasingly signposting parents to us.

Service User Satisfaction Survey (SUSS)

We carried out our annual Service User Satisfaction Survey (SUSS) during January February and March 2010. This went to 100 parents the first time they rang during this time, and 44% responded. We are able to report, as before, 100% satisfaction with our service and are also pleased to see a slight increase in the number of parents who heard about us through their school.

In the letter accompanying the questionnaire we explained how helpful it is to get feedback from our parent enquirers and were able to identify some of the changes we have been able to make in response to their suggestions, e.g.

- We have a dedicated Helpline team to deal with the parent enquiries that come in. To free up the helpline, we return parent enquiries on another line whenever possible.
- Members of our Helpline Team are now available at certain times during school holidays.
- Our website has been further developed and is maintained and updated regularly to include much more of our information.

Full & Summary reports available on our website, hard copies on request.

Information & Support Course for Parents

Phase 1 is an opportunity to meet with other parents, share experiences and gain an overview of the relevant Education Policies and Procedures.

10 parents joined us from Bristol, North Somerset and South Gloucestershire areas when we ran the course in May 2009 (4x2hour sessions). The course was led by Anne

Bush with support from Elaine and Davina. Many thanks to Anne as always for her ongoing commitment, giving her time and experience to this work with parents.

We are very pleased to have a new member in our training team. Moira Lloyd (South Glos. Educational Psychologist) has met with Anne to review course materials and will lead the sessions with Anne at our next Phase 1 taking place during Sept/Oct.

SEN Partnership Manual

Our SEN Partnership Manual has been adjusted and distributed to schools in a second local authority. This has been well received and has allowed SPSC to become more closely involved with schools and the work of SENCOs. These manuals are also available on our website. Work is being carried out on the third version for distribution in the Autumn term.

Lamb Enquiry

Following the publication of the Lamb Enquiry and the Government's Implementation plan, Supportive Parents were involved in two national conferences on the subject. The first was hosted by the Local Government Chronicle where Davina, the Bristol Local Co-ordinator and Annette Jones, SEN Manager for Bristol City Council gave a presentation on parental involvement in the development of the new SEN funding delegation scheme. The second conference hosted by the National Parent Partnership Network focused on the implications of the Lamb Enquiry for parent partnership services. Local Co-ordinators from all 3 of our areas attended this meeting.

Acknowledgments

A great many thanks go to the whole team who enable our work to be carried out: The Trustees, Volunteers, Staff, Members, Parents and Interested Professionals who give their time and experience to maintain and develop this service. We now move into our 21st year and are celebrating with a Barn dance, taking place on 11th September 2010, an Open meeting on 22nd November 2010 at BAWA, where the main speaker will be Jean Gross the Communication Champion and an invitation to our Coffee Morning Dec. 2nd. We hope you will all join us for some or all of these events.