



**SUPPORTIVE  
PARENTS**

*Supporting families of children with SEN*



# Annual Report

1st April 2014 - 31st March 2015



## Annual Report: 1<sup>st</sup> April 2014 - 31<sup>st</sup> March 2015

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### Some of our achievements in 2014/15 included:

- Delivering a conference on the SEND reforms to more than 140 parents and professionals.
- Being one of only 12 services in the country to receive “evidence & build” funding from the DfE to research the implementation of the Independent Support Programme.
- Securing DfE funding to deliver phases 1 & 2 of the Independent Support Programme.
- Recruiting seven new members of staff across the organisation, including IAS team, a Development Programme Coordinator and an Administrator.
- All staff accessing accredited training in the new legislation.
- Reprinting all our publications to reflect the requirements of the new 0 – 25 service.
- Publishing a range of information leaflets explaining SEND reforms and new processes.
- Updating our website to reflect the new legislative changes and providing a “translate” option, allowing users to access the site in a range of community languages.
- Updating our Business Plan, Strategic Action Plan, Business Continuity Plan and Hazard Analysis.
- Implementing a new HR system.
- Updating our helpline phone system and purchasing additional IT equipment, to support our staff and increase efficiency and flexibility of working.
- Recruiting a new Trustee to the board and expert support with specialist skills.
- Delivering presentations to undergraduates, post-grad.s and EP doctoral trainees at UWE and Bristol Universities, SENCOS, parents and professionals across 3 authorities.

### Our goals for 2015/16 include:

- Achieving secured funding for 3 – 5 years to allow for improved sustainability and service-planning.
- Developing and extending our work in line with the SEND reforms, to meet the needs of parents, children and young people 0 - 25
- Securing additional funding to allow us to continue to deliver our enhanced and extended service post March 2016, including retention of trained staff.
- Completing redesign of our newsletter and service satisfaction survey.
- Publishing a wide range of information leaflets on SEND-related subjects
- All staff completing further accredited legal training in relation to new legislation, regulations and statutory guidance.
- Recruiting additional parent Trustees and parent champions in each authority
- Recruiting a Trustee with expertise in funding and finance
- Implementing data management systems so that processes are streamlined, transparent and secure.

### **About Supportive Parents**

From 1st September 2014 the Parent Partnership Service in every local authority changed to the Information, Advice and Support Service. Supportive Parents continues to provide free, confidential and impartial information, advice and support (IAS) to parents and carers, children and young people with any type of special educational need and/or disability (SEND). We have extended our service to offer support to young people aged 16 – 25 with SEND, in line with the requirements of the Children and Families Act 2014.

Our IAS service covers all aspects of SEND from the earliest stages of concern, through SEN Support in schools to support during statutory assessment, which may lead to an Education Health and Care Plan (EHCP) and beyond.

We are actively engaged in the development, facilitation and support of Parent Carer Forums in each authority. In many authorities the SENDIAS Service is provided by a local government officer, but government guidance supports as best practice the model of arms-length independent service delivery as provided by Supportive Parents. We believe that in the foreseeable future parents, children, young people and professionals, will continue to need and benefit from the service we provide.

### **Our objectives**

Supportive Parents has 5 primary strategic goals:

1. To support all parents, their children and young people with special educational needs and disabilities, ensuring that they have equal educational opportunities.
2. To publicise the service, and to provide parents, children, young people and professionals with accurate unbiased information.
3. To provide training for parents and others and to enable parents of children with special educational needs to support each other.
4. To encourage parents, voluntary groups, schools and other professionals to work more closely together in the interest of the children and young people, and to support strategic planning and service development by the Local Authority.
5. To voice the views of parents and ensure that these views are reflected in the development of local SEN Policy and Practice.

### **Our goals**

Supportive Parents has 3 primary operational goals:

1. To provide parents, children and young people with information and training so that they are well-informed about the range of services available to support them to have increased understanding of the SEN process;
2. To provide parents with support so that they become more confident of their expertise in relation to their own child, enabling them to work more effectively in partnership with their child's education setting and with the Local Authority; and
3. To encourage families and professionals to work more closely together in the interests of, and improving outcomes for children and young people with special educational needs

## **Our Team**

### **Supportive Parents Board of Trustees 2014**

Carolyn Sims – Chair

Paul Lifton – Vice-Chair (resigned October 2014)

Chris Gardner – current Vice-Chair – Chair, Employment Sub Group

Anne Bush - Treasurer

Moira Lloyd - training

Meryl Woodgate - Trustee

Maya Vaitilingam – fundraising

Zeleke Temesgen – (resigned January 2015)

Sue Osborne – co-opted member of Board of Trustees (March 2015)

The role of Company Secretary is carried out by Maggie Potter, Head of Service.

**Day to day management of Supportive Parents is delegated to the staff team. They are currently:**

**Head of Service**

**Deputy Head of Service (currently a Local Coordinator)**

**Office & Finance Manager**

**Administrator**

**3 Local Coordinators (one for each Local Authority)**

**Development Programme Coordinator**

**8 Information, Advice & Support Team Staff**

### **Independent Examiner:**

Lloydbottoms

Chartered Accountants

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Bristol

BS16 5HH

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**Supportive Parents' current Board of Trustees 2015**

## Report from our Chair of Trustees – a view of 2014/15

This has been a year of huge changes for Supportive Parents, as we prepare for the future as a new SENDIAS Service! It has been exciting and challenging for us all to develop and extend the service in line with the new legislation; staff, service-users and local authority officers too. During 2014 we have tried to see every challenge as an opportunity – an opportunity to grow and to improve our service. As trustees we are committed to supporting our staff to deliver the best information, advice and support service to families that we can achieve, while reaching out to all the families that are going through these changes, to make sure that they have the best experience possible.

My most exciting opportunity this year, as Chair of Trustees, has been to attend a meeting of the Patchway Townswomen's Guild, who made us their



charity of the year. I was invited to tell the members about our service and to receive a substantial donation from them. It was so satisfying to be able to share my enthusiasm and experience of our charity and the range of work we do. We do our very best to reach out to families and support them through what can be a difficult and complicated journey. It is so rewarding to have that work recognised by the wider community, so our sincere thanks to Guild members for

their kind encouragement and the positive message of support they sent to us. We will use this donation to support the work of our helpline.

This year has been a difficult time for families as they have needed to become familiar with new SEND processes and procedures. The numbers of families we support continues to increase significantly, year on year, and I would like to take this opportunity to thank all our staff for their hard work and dedication as they have also taken on the huge task of retraining in the new Children and Families Act. Their commitment to ensuring that all service-users get the best information, advice and support possible is as remarkable as it is inspiring. It is only matched by the dedication of families to their children's best interests and our shared determination to achieve the best outcomes for all our young people.

I would also like to thank my colleagues on the Board of Trustees. Supportive Parents depends on their dedication and hard work too, as we extend and enhance our service offer to parents, children and young people with SEND. The negotiations with our funders and the demands of strategic planning, as we revise and develop our range of provision, have placed a significant demand on their time and energy. Thanks to their efforts we are now able to look to the future with more confidence and pride in a job well done. We need to continue to recruit trustees and we welcome interest in joining our Board. Please contact us directly if you would like to find out more about supporting us in this way.

It was lovely to meet so many parents and professionals at our conference in November, with thanks to Cherry D for the donation that enabled us to hold this event. This was a great success for us – we felt that it was so important to explore the SEND reforms together, in a spirit of partnership and mutual commitment, with best outcomes for children at the heart of the day.

Finally I would like to thank old friends, including Zeleke Temesgen, who was with us for a year before taking a job move to London and especially Paul Lifton, who was Vice Chair for six years prior to his resignation this year and has been a trustee since 2008. I would like to end with a personal message. Join us and make a difference! Support us.....help us to continue to do the work that we do. Even the smallest contribution to our work can make a positive impact on the outcomes for families and for children and young people and we welcome your support.

**Carolyn Sims, Chair of Trustees, June 2015**

## Manager's report: Maggie Potter, Head of Service

Supportive Parents provides the SEND Information, Advice and Support (SENDIAS) Service for Bristol, North Somerset and South Gloucestershire via a Service Level Agreement which requires us to deliver against the duties identified in the Children & Families Act and the SEND Code of Practice.

SEN Code of Practice, s2.1: Local authorities must arrange for children with SEN or disabilities for whom they are responsible, and their parents, and young people with SEN or disabilities for whom they are responsible, to be provided with information and advice about matters relating to special educational needs or disabilities, including matters relating to health and social care. This must include information, advice and support on the take-up and management of Personal Budgets.

Currently our SENDIAS service is available in term time, with a reduced service offer during school holidays. We aim to offer an accessible, flexible, responsive service. In addition to our 3 weekly helpline sessions we respond to all answerphone messages and emails within 48 hours in term time. We can offer face-to-face meetings, support with paperwork and support at meetings. **We have provided information and support to 1,617 parent enquirers through our Information and Support Line during the last year.**

We provide a website, LinkedIn, Facebook and twitter plus a monthly e-bulletin and a termly newsletter for parents and professionals.

We deliver monthly peer networking/parent support groups including regular speakers on items of interest. We also provide presentations and courses on SEND and related issues to parents and professionals, and can provide presentations to groups on request. We offer drop-in sessions for parents in community settings – e.g. schools – parents and young people value networking opportunities and face-to-face communication.

We identify and work in partnership with any other local providers of services for families of children & young people with SEND. We support and signpost parents and young people to find and access other services, including social care/leisure activities and short breaks provision and this also allows us to highlight shortfalls in provision to the local authority. We will continue to offer conferences, workshops and provide accessible information for parents and young people on topics highlighted by them: ie - local leisure options; transition to college; post-16 and post-19 options; finding and keeping a job; benefits; personal budgets; making decisions; planning for and getting the most out of EHC Plan meetings.

We have recently appointed a Development Programme Coordinator (DPC). He is in the process of setting up accessible resources about SEND for young people on a dedicated area of our website. We intend that this site will develop further, in line with the interests of young people with SEND, following advice from a reference group of young people which he is in the process of recruiting. Our DPC can also offer direct individual support to young people on request.

Additional Information, Advice & Support team members have been recruited, primarily to offer increased helpline capacity but also offering extra outreach work locally as required. The Local Co-ordinators have also increased hours to enable response to the increased workload associated with the reforms.

Part 3 of the Children and Families Act 2014 introduced changes to the system of SEND support and provision, implemented from September 2014. These included:

- Giving parents and young people control over the decisions about the support they receive
- The replacement of SEN statements and learning disability assessments (LDAs) with new, child-centred, birth-to-25 Education, Health and Care plans (EHC plans)
- The offer of a personal budget to all parents and young people with EHC plans
- A duty for local authorities to provide a Local Offer which will outline the education, health and care services available locally to all young people and families, and to disabled young people and their families more specifically.

In order to support families of children with SEND and young people, build confidence, and support local areas in preparing for, and implementing the new SEND reforms, SENDIAS Services are tasked with supporting families through change to ensure that children and young people with SEND can take full advantage of the reforms.

### **Independent Support Programme**

During 2014 we were able to access “Evidence & Build” funding – awarded by the Department for Education (DfE) to only 12 services nationally as part of their Independent Support Programme (IS) - which allowed us to research the best options our service. This supported us to extend and enhance our offer, including retraining in the new legislation, revising and publishing all of our publications and reconfiguring our website. We have published information about new processes and procedures and significantly increased the number of staff working to deliver our wider service – now extended from 0-19 to 0-25 and including health and social care issues and concerns, as they relate to education, training and education health care planning.

The DfE has made additional funding available to us until March 2016 which we are using to extend our work during this period of transition to include young people aged 16 – 25. There is currently no clear indication if this additional funding will be extended to cover the full transfer period for the introduction of EHCPs and the implementation of the SEND reforms until 1st April 2018. However, our work has increased across the board, and not only in relation to our statutory role. Staff have had to re-train in the law but we have been assisted in this by courses delivered via our national body IASSN.

During this period of development we have worked hard to ensure that local authorities, schools and other relevant organisations have up-to-date information about the SENDIAS Service and that details about the service are included in all paperwork to parents/young people, as part of the Local Offer and in any other paper or web-based materials about the EHC assessment and planning process.

We have maintained the current self-referral route via local authority and school information to parents and young people and we are now focused on how best to extend this to include self-referral via health and social care professionals/portals.

We continue to ensure we understand the local context in the authority and how this is changing and developing in response to implementation of the SEND reforms. Dialogue needs to continue between Supportive Parents and key players in the local authority, CCGs and other organisations about their progress in relation to the changes to service systems and structures.

## **What people say about us:**

**Parent's comments:** "I would like to also take time out, in thanking for all the one to one support, telephone support, letter writing, proof reading of reports, and all correspondence. I would not have gained the confidence, without the support and encouragement from your organisation."

"I found this support very helpful and the information given was great as this is all new to us and we didn't have a clue where to start. The person we spoke to was very professional and knew what they were talking about which reassured us."

"Thanks very much. It was really helpful talking things through with you today. Thank you for your time; much appreciated. Thanks too for sending thought the draft code of practice and other links. I will keep you updated on our progress!"

"Thank you for all your support, wouldn't be sane without you!! X"

**Professional Comments:** "I am so pleased we could sort it out, what a team! It is great when we can all meet up to discuss any anxieties..... thanks again..." (SEN caseworker)

"I do look forward to connecting again ..... and thank-you again for all that you do to support parents and, indeed, Local Authorities. It is appreciated." (Assistant Director)

"Thanks for facilitating a very positive meeting between SEN parents and CCG" (Healthwatch)

**Consultations and strategic work:** We facilitate parent participation events and we work closely with the Parent Carer Forum. Our Local Coordinators work at a strategic level with our Local Authorities to support strategic planning and implementation of SEND reforms, including development of processes and procedures related to EHC plans and personal budgets and to support the delivery of the Local Offer and person-centred approaches (in line with the Children and Families Act 2014).

Supportive Parents runs monthly support groups for parents and professionals and all Local Coordinators regularly visit other local groups run by parents, educational settings and local voluntary organisations in each authority. It has been a priority to respond to and support parents to find out more about and respond to consultations on future developments. In addition, members of the team sit on regional advisory groups in addition to contributing directly to local strategic developments on SEN and services for children with SEN and disability.

Our work to support the Parent Carer Forums continues to enable and empower the voice of parents to contribute to strategic planning and delivery of statutory services for children and young people with SEND, and their families. We work closely at a national and regional level with our SENDIASS colleagues in other authorities and with the DfE (via IASSN; the national IAS Service Network), SENDiST (First-tier Tribunal - Special Educational Needs and Disability), Global Mediation, Council for Disabled Children and Nasen. We also sit on regional advisory groups on disagreement resolution (mediation) and SENDiST.

**Training for staff:** In light of the new legislation staff training has been a necessary but significant burden on the organisation in the last six months. We appreciate that this has been an essential element in preparing Supportive Parents for our extended remit and we are deeply appreciative of the commitment and enthusiasm that staff have evidenced, in their

determination to become fully prepared to offer skilled and confident information and support to our service-users.

The DPC and all IAS (helpline) team members have completed Independent Support training. All permanent staff have completed accredited legal training in the new legislation – this is also being progressively extended to include all operational staff. All staff have completed safeguarding training and our administrator has completed first aid training. Our Office & Finance Manager has completed her HVQ level 2 in business administration. There is, in addition, a significant range of additional training opportunities available via IASSN which we are hoping to access in the next six months. This includes training on anti-bullying, mental capacity, personalisation and personal budgets, post-16 and children in custody.

We are determined to offer the best service possible to our clients, and competent support and advice to other professionals who are working to navigate or interpret legislation, regulations or new statutory guidance in order to achieve best outcomes for children or young people with SEND and their families.

**Training for parents and professionals:** Supportive Parents provides input and presentations to parent groups and professionals on a regular basis, including Local Authority-based new SENCo training, Educational Psychologist doctoral training and graduate and masters education courses at both the University of the West of England and the University of Bristol. We are in the process of updating our own courses for parents, on SEN processes and procedures. Additionally we network closely with professionals from both the statutory and voluntary sectors including health and social care, sharing developments and changing practice with a range of professionals across all 3 authorities. Staff regularly attends regional networking meetings; a crucial opportunity to share good practice across the South West and feed up issues, concerns and comments on national developments to DfE.

**Parents told us:** “so informative – it was really good tonight.”

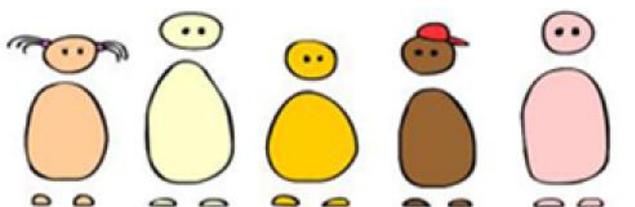
**Professionals told us:** “Very interesting to hear about the role of the SENDIAS Service and Local Authorities’ requirements”

“Many thanks for coming into school this afternoon and talking to the PGCE students. I'm sure they appreciated your input and will use your advice in the classroom..... Once again many thanks - see you again.”

A key aim of delivering presentations is to raise the awareness of professionals to the significance and uniqueness of the part played by parents in the education of children with special educational needs and the promotion of the importance of partnership between parents and professional. Supportive Parents always encourages positive, effective relationships between parents and with professionals, to the benefit of children experiencing special educational needs and disability.

“It was great to see everyone again and to get some advice.” (Parent comment)

**Thanks to everyone for all your hard work in 2014!**



## How we make a difference.....

**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 25% responded down from last year's figure of 30%. Unfortunately we were unable to carry out the latest survey electronically so had to revert to our tried and tested paper-based survey.

Encouragingly, 24% of respondents found out about us from their education setting (up from 20% last year) and we hope that this upward trend continues. 32% were told about us by Children and Young Peoples Services (up from 17% last year) and 24% by Health Professionals (down from 30% last year). 20% of parents found out by other routes including friends, other parents, other voluntary sector organisations and by the internet.

Now that the development of the Local Offer is well under way, parents will be able to find out about us and our service at a much earlier stage. In the last year we have also sent updated information leaflets to all education settings, libraries and GP surgeries and asked them to either display them or pass them on to parents.

One parent told us: *"I wanted to tick all of the boxes as all of the above services have mentioned Supportive Parents"*

88% of parents told us that we helped by giving them a chance to talk through their concerns while 84% received information.

*"I found this support very helpful and the information given was great as this is all new to us and we didn't have a clue where to start."*

*"The lady I spoke was extremely helpful and very compassionate as I was emotional from the start of the call."*

*"The information/questions raised took me back to basics re questioning the annual review of my son's statement."*

All of the parents who responded, told us that their enquiry was dealt with promptly and efficiently and in a polite and caring manner.

*"The person we spoke to was very professional and knew what they were talking about which reassured us."*

*"I felt confident in taking the next steps and some of the stress had been released knowing there was an end in sight."*

The majority of parents responding told us that they felt more informed about SEN processes, more able to make decisions and more confident in dealing with professionals as a result of their contact with us.



***"A brilliant one stop shop for all our SEND children & families"***

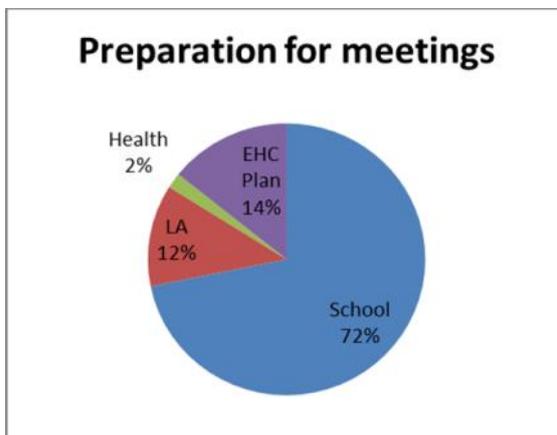
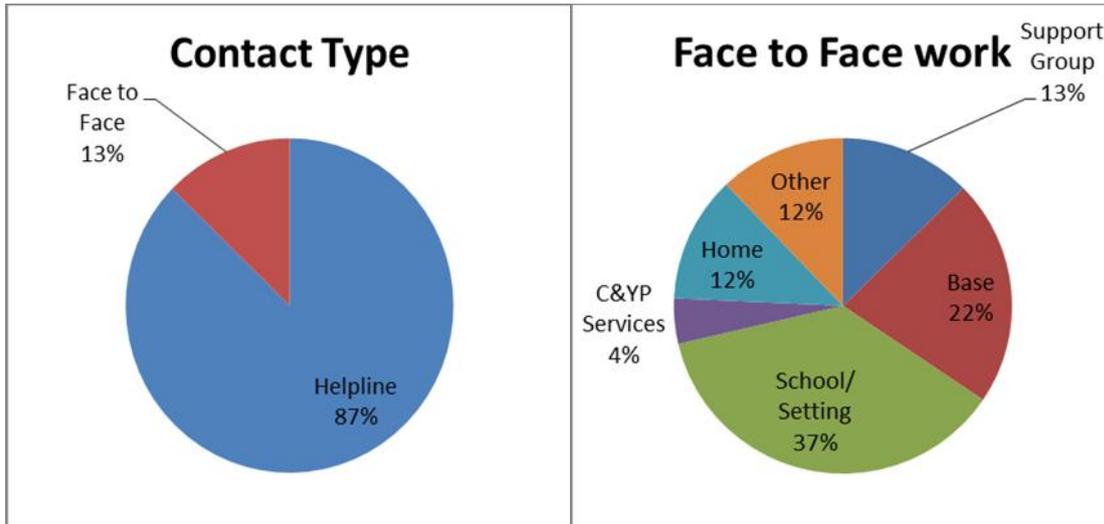
*"After speaking to yourselves, I felt more knowledgeable and confident to express my concerns with the SENCO at school."*

*"Gave me ideas on what to ask & say at the meetings."*

When asked "How much difference do you think our information and support made to your child's educational provision?" 32% of parents said that it was too early to tell and we will look at ways in which we can ask parents their views on this at a later date. 28% of parents said that it made a real difference. All of the parents said they were satisfied with our service including its confidentiality and would contact us again.

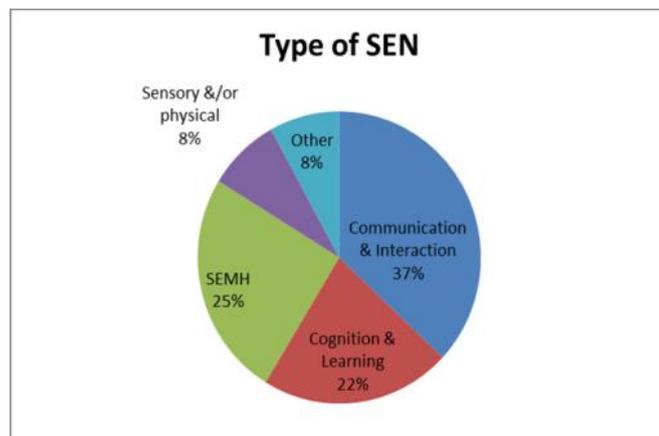
## Working with parents: Enquiry Monitoring (EMS) 2014-2015

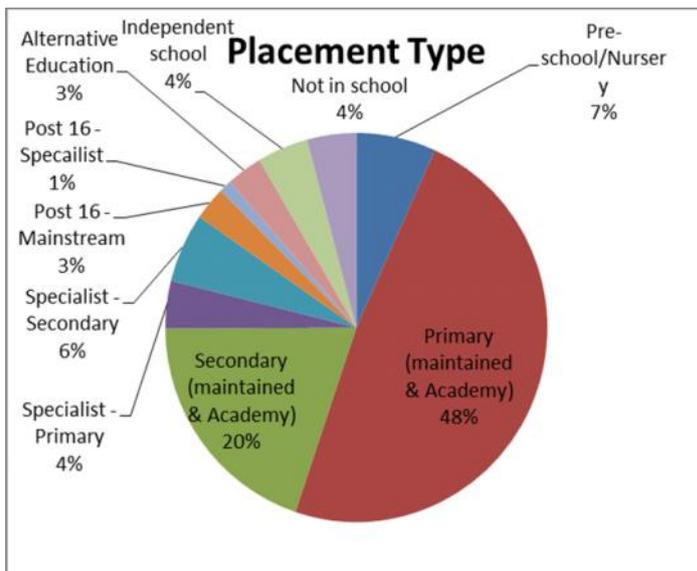
Parent enquiries have shown an increase of 26% to over 1600 in the past year. The majority of these contacts were by telephone or email. Recruiting additional staff to work in each Local Authority has had a significant impact on the number of face-to-face meetings we have been able to carry out. In the first half of the year we met parents on 46 occasions but in the second half of the year we were able to have 156 face to face meetings. The charts below show that our face to face work with parents takes place in a variety of settings with the largest proportion happening in schools or other settings followed by meetings at our base.



A lot of the work we do with parents involves preparation for meetings. By far the greatest amount of preparation work is done for meetings at school and may involve annual reviews, individual planning meetings, or just asking schools for information about progress.

Since September and the introduction of the SEND reforms, the categories of need we use have changed to be in line with the 0-25 SEND Code of Practice. The biggest change is the replacement of Behavioural, Emotional and Social Difficulties (BESD) with Social, Emotional and Mental Health Difficulties (SEMH). As this chart illustrates, the largest category of need is Communication and Interaction which includes Speech, Language and Communication Needs and Autism.





Almost half of parent enquiries concern children in mainstream Primary settings – both maintained by the Local Authority and Academies, while a fifth concern mainstream secondary schools.

An upward trend, which gives cause for concern, is the number of enquiries where one of the main issues relates to a child who is not in school full time. In 2013-14, this issue was raised on 51 occasions but this had almost doubled to 93 in 2014-15.

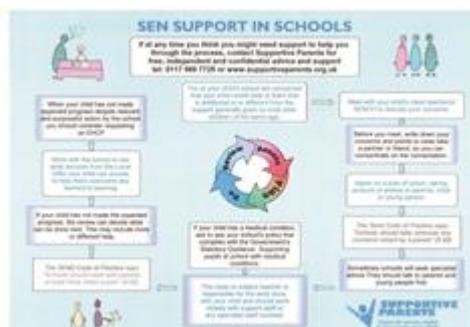
The use of a reduced timetable can be a useful tool to address a short-term difficulty but it should always be accompanied by good quality planning to enable the child or young person to return to full-time attendance as soon as possible. This planning may also include application for top-up funding; a request for an EHC needs assessment or more rarely, a move to another school.

For the second year running the numbers of enquiries from parents whose children are receiving school-based support (now called SEN Support) have outnumbered those whose children are undergoing statutory assessment or have statements, EHC Plans or Learning Difficulty Assessments.

### Marketing and publicity

There was a new experience for our Bristol Local Coordinator, Davina Evans in early December 2014, when she was asked to take part in a radio broadcast on Ujima Radio, a local radio station based in St Pauls. The topic was the SEND reforms and support for parents, children and young people. She and Nakita Singh, an Independent Supporter working for KIDs, were interviewed about the support each of our organisations can offer. It was a very positive experience and they have been invited to update listeners about the reforms at a later date.

**Publications:** This year we have updated all our publications to reflect the new legislation. This has included rebranding ourselves as a SEND Information, Advice and Support (SENDIAS) Service (the new Children and families Act no longer identifies Parent Partnership Services, but does state that these existing services should be built on, to become Information, Advice and Support Services). This has also included producing a series of SEND information resources, which are available via our website. A bulk mailing of our new publications was sent out in the autumn, to all schools, GP surgeries, libraries and voluntary sector organisations in each local authority.



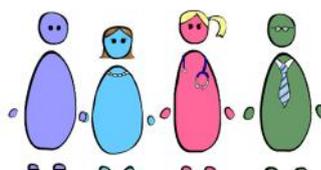


**Supportive Parents website:** Reaching parents before a crisis develops remains one of the major challenges facing Supportive Parents: We advertise our services widely. Local Coordinators are focused on increasing the number of school websites that provide information about SEND and direct links to our website, which received 8276 unique visits between April 2014 and 31st March 2015. We also make regular and frequent use of social media platforms, including Facebook, Twitter and most recently LinkedIn, to improve our reach to professionals, service-and other potential users. We would like to thank people who regularly like or share our information. We know that this is a brilliant way for people find out about us and about SEND developments, locally and nationally!



**Our animations:** We have updated our introductory animation this year so that it reflects the new enhanced SENDIAS Service. It is a fun resource that gets our message across as quickly and accessibly as possible and we hope that it will encourage more parents, children and young people to contact us and make use of the information, advice and support we can offer to enable them to become more fully involved in planning for the future.

SPECIAL  
EDUCATIONAL  
NEEDS &  
DISABILITY  
INFORMATION  
ADVICE &  
SUPPORT  
SERVICE



We have also produced a new animation about the SEND reforms which is now on our website. It makes information available in an accessible format, about the SEND reforms and EHCPs. We hope that it will be useful for parents, children, young people and professionals and will also be a useful addition when we provide presentations to explain what we do and how we can help.

EDUCATION  
HEALTH & CARE  
PLAN



**Our conference:** Supportive Parents hosted a conference on 11<sup>th</sup> November 2014

**“Changes...what changes? - Implementing the SEND reforms”**



**“A great event facilitating connection and empowerment – well done!” - A parent**

We would like to thank everyone who came and contributed to such a successful day. This event offered an opportunity to find out more about the SEND reforms, the plans for new developments in Bristol, North Somerset and South Gloucestershire, and how Supportive Parents are working to develop and extend the work that we do, from a Parent Partnership Service into an Information, Advice and Support Service for parents, children and young people with SEND.

During the conference Jane Friswell from NASEN gave our keynote address “Getting in on the Act”. Jane is chief executive of NASEN, promoting the Education, Training and Advancement of those with SEND. She is an experienced Head Teacher of children with special educational needs and disabilities, has worked as a Parent Partnership Officer and is also the parent of a son with special educational needs. We would like to thank Jane for a really excellent presentation which explored the opportunities the SEND reforms offer. We hope these new reforms will provide a chance to improve collaboration, enabling everyone to achieve better outcomes for our children and young people.



We would also like to thank Angie and Nakita from KIDs, for telling us more about their new Independent Supporter service and the Local Authority and CCG staff who attended on the day, and contributed to our afternoon working groups. We hope that everyone who attended left feeling that they always have someone to turn to, if they have concerns or worries about the future for their child.

**What else have we done?**

**In North Somerset:** After a year of working with nine SENCOs on the ‘Effective Partnership (SEN) Project’ Jackie Oxley, North Somerset Local Coordinator was invited to showcase the work to the Vulnerable Learners Service – Advisory teachers team. The SENCOs have done some brilliant work to improve partnership with parents and it’s hoped that this work can be harnessed to extend out to all schools. In April we hosted a meeting with local CCG Commissioners and parents/carers to discuss the concerns being raised about Community Paediatric Services. 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 an 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. In November, Jackie co-presented ‘Moving up to School’

sessions for parents of pre-school children and in October, Health Commissioners visited support group to feedback following the parent/commissioner meeting in April.

**In South Gloucestershire** the Local Coordinator, Kathryn Mason ran a workshop on “Outstanding outcomes for parents” at the SENCO conference and provided information stalls at special schools and at the Early Years conference. Sara Maggs and Kathryn regularly attend South Glos Parent Carers’ “Coffee and Cake” and provide our support groups in Brimsham Green and Kingswood Children’s Centre, and offer school-based coffee mornings. They have also taken part in the VCS conference with South Glos Parent Carers and have visited Children’s Centres, Little Treasures, Jigsaw, Culvershill and Hanham Woods Academy to talk to groups of parents about our service. Kathryn has also contributed to the Health Disability AwayDay, and the NASEN event with SENCOs, to provide an update on our extended service.

**In Bristol** our Local Coordinator Davina Evans was involved, along with Bristol Parent Carers, in delivering three Information and Participation briefings to parents and carers on the SEND reforms, concentrating on the principles behind the reforms and the move to Education, Health and Care plans. They held one event in each area of the city, allowing parents from across the city to come to an event close to home. Davina and her team also had a stall at the annual Hospital Fun Day held at @Bristol during October half term. There were lots of parents and children there and there were also opportunities to network with a variety of other service providers. Davina also talked about the SEND reforms and EHC plans at the December Bristol Parent Carers support group meeting and a coffee morning at Merchant’s Academy for the parents of new, year 7 pupils with SEND.

### **Fundraising and finances**

In 2014 we received a donation from the Patchway Townswomen’s Guild, of £550. This will be used to improve the working environment of our helpline and the sound-quality of calls.

For details of our financial activities see page 16.

***Supportive Parents  
3rd Floor  
Royal Oak House  
Royal Oak Avenue  
Bristol BS1 4GB***

***Information & Support helpline: 0117 9897725  
10 am – 2 pm Mon, Wed & Fri during term time  
Answer phone at all other times  
Admin/Fax: 0117 9897724  
Web: [www.supportiveparents.org.uk](http://www.supportiveparents.org.uk)  
Email: [mail@supportiveparents.org.uk](mailto:mail@supportiveparents.org.uk)***

***Registered in England and Wales as Supportive Parents for Special Children  
Company Limited by Guarantee No. 3905996  
Registered Charity No. 1079761***

**Supportive Parents for Special Children  
Schedule to the Statement of Financial Activities  
for the year ended 31 March 2015**

**Charitable expenditure**

**Support costs of charitable activities**

**Direct support costs**

Gross wages and salaries - charitable activities	150,072	118,418
Employers' NI - Charitable activities	7,440	7,307
Pension contributions charitable employees	3,091	2,458
	<u>160,603</u>	<u>128,183</u>

**Management and administration costs in support of charitable activities**

**Indirect employee costs**

Training and welfare	2,660	237
Travel and subsistence	3,279	2,103
Recruitment & DBS	1,296	-
	<u>7,235</u>	<u>2,340</u>

**Premises Costs**

Rent, service charges, insurance	13,471	12,562
Rates	733	716
Insurance	1,148	1,211
Hall Hire & meeting costs	2,635	397
	<u>17,987</u>	<u>14,886</u>

**General administrative expenses:**

Telephone and fax	1,638	1,265
Stationery, printing and postage	6,007	2,445
Books and subscriptions	908	546
Non capital equipment	4,013	1,328
IT, website, comms etc.	6,747	674
ICT maintenance	338	540
Sundry expenses	1,249	649
	<u>20,900</u>	<u>7,447</u>

**Professional fees in support of charitable activities**

E & B consultant	9,891	-
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**Other support costs**

Projects	-	3,000
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<b>Total Support costs</b>	<u>216,616</u>	<u>155,856</u>
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<b>Total Expended on Charitable Activities</b>	<u>216,616</u>	<u>155,856</u>
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**Governance costs that are not direct management functions inherent in generating funds, service delivery and programme or project work**

**Specific governance costs**

Committee travel and printing expenses	1,325	842
Independent Examiner's Fees	660	600
Other fees paid to the Examiners/auditors	510	420
<b>Total governance costs</b>	<u>2,495</u>	<u>1,862</u>