

Parent Carer Voice 2011

Issue Management and Work Plan

Date	Topic	What we have agreed to do	What's Happening	Next Steps	Priority	What's changed?
Jan 2011	Commissioning of services for Children with a Disability (Reviewed by Jade Brookes 2010)	To organise a parent carer event in partnership with local authority to feedback on the results of the Review to parents.	A report on the Review of Services for Children with a Disability has been written and passed to Provider Services for comment. <i>Maria Hardy. Children's Commissioner attended PCV meeting 13 April 2011.</i> <i>A Task and Finish Group for the review, which includes PCV and HCS members, has met on 1st & 16th June and 14 July</i>	Set up two feedback conferences for Parent Carers in September 2011 to comment on proposed changes that have arisen as a result of the Review.	High	Views of Parent Carers referenced through out the report. Parent Carers are members of the Task and finish group.
Jan 2011	Issues to be picked up under the Review of Children's Services	<ul style="list-style-type: none"> • Increased awareness of Parent Carer Issues • Speedy response to crisis – emergency contact scheme • Respite Care • More respite Speech, OT and Physio services • Better access to information • More Training for School Staff Increased Special School Provision as inadequate at present			High	
		<ul style="list-style-type: none"> • After school activities • School transport – to a chosen school on special needs grounds 			Medium	
Jan 2011		<ul style="list-style-type: none"> • Review of parents comments form for Statement of educational needs 			Low	Form being revised by HC

Parent Carer Voice 2011

Issue Management and Work Plan

Date	Topic	What we have agreed to do	What's Happening	Next Steps	Priority	What's changed?
March 11	Personalisation <i>(also known as)</i> Personal Budgets	Increase understanding of Personalisation within HCS to cascade knowledge wider to Carers. Work with Adult Carer Forum.	Herefordshire Council have appointed Mark Watson, as Putting People First, Programme Manager Hereford Council to increase uptake of personalisation in Herefordshire. <i>Mark Watson spoke at 1 April Carers Conference.</i> <i>A personalisation focus group for Carers and Service Users was held on 16 May.</i>	Training and briefing sessions are being arranged for Parent Carers. Invite Mark Watson to a future meeting of PCV.	High	Leaflet produced and processes adapted to incorporate changes requested at focus group.
Jan 11	Carers as expert partners – Voices of Parent Carers DVD	Investigate if DVD could support Parent Carer Equality Trainers as tool to help train professionals.	Cost is over £1,000 Nick Baker offered to help with DVD Training for Parents on Getting Message Across & Equalities Training	Investigate if any ££ from new ICO or 2Gether	Low	
Jan 11	School Transport Information	Invite Les Night to attend meeting	Parents getting contradictory advice from HC staff <i>Requested that this is included in the scope of the 'Review of Services for Children with a Disability'</i>	Campaign – lobby local politicians	High	

Date	Topic	What we have agreed to do	What's Happening	Next Steps	Priority	What's changed?
Jan 11	Short Breaks & holiday play schemes	Campaign Work with Herefordshire Council to develop an Eligibility Criteria Set up a short breaks database	Jacqui is working with Children's Services on criteria. Campaigning link on website <i>Short Breaks Database linked to HCS website went live in January 2011 and is being populated with info..</i> <i>Aiming High Play Park 4 All opened 18/06/11 during Carers week.</i> <i>Bid for £10,000 DfE parent carer participation grant for 2011 - 12 submitted 16/6/11</i>	Campaign Continue to populate and publicise the short breaks data base. Encourage parents to recommend and review short breaks and providers.	High	Better info on activities available New play provision for disabled children A universal service is more inclusive
Jan 11	Communications at hospitals – more help to communicate with children	Work with new ICO to develop Hospital Passports	Alan Dawson came to Parent Carer Voice meeting on Jan 11 to discuss how ICO will function.	Jacqui to take this issue up with the new ICO and 2Gether	Medium/high	
Jan 11	Parent Carer Assessment and CAF	Survey Parents who have has a CAF to see if their needs were picked up via CAF.	Survey of Parent Carers who have had a CAF high lighted the needs for more consistency and better training for staff involved. Cathy Hayes and Sue Black attended meeting 5/5/11 at Green Croft Children's Centre.	Report back the HC and PCV on findings Requested that Caring responsibilities be noted on the forms and followed by actions	High	HC Staff have greater appreciation of Carers needs and limitations of including PC assessment as part of CAF

Parent Carer Voice 2011

Issue Management and Work Plan

Jan 11	Increasing access to sport for children with a disability	Find out what people want and value via questionnaire Work with Herefordshire Sports Partnership	Nick Baker has attended an initial meeting with HC about increasing range of sport accessible to Disabled Children. Jacqui B in contact with Chair of local sports partnership Survey completed (over 80 returned) and taster sessions held as part of Play Park opening on 18/6/11	Develop Sports activities in partnership with Herefordshire Sports Partnership and providers. Look at support needs, barriers, what's worked, extend taster sessions and provider training	Medium/high	Football, boxing, tennis, music and dance all available locally
March 11	Herefordshire Learning Disabilities Trust	HLDT aims to: <i>"Achieve a Herefordshire community that is inclusive, accessible, open and welcoming towards children and adults who have learning disabilities and their families"</i>	Barrs Court School is facilitating the new trust	Sue Black currently attending meetings of the Trust.	Medium	