

Preparing for Adulthood Transition Roadshow Event 19th June 2019

Evaluation Report - Summary

Introduction

The 5th Preparing for Adulthood (PfA) Transition Roadshow Information Event took place on Wednesday 19th June 2019 at Swindon Borough Council (SBC) Civic Offices. A partnership of organisations once again planned and delivered the event including SBC, Swindon Carers Centre (SCC), Great Western Hospital (GWH), STEP (Swindon Ten to Eighteen Project) and Swindon SEND Families Voice.

Evaluation of the event highlighted how well the event had been organised and the positive environment.

Members of the Planning Group and the Transition Link Workers, based in Adult Social Care, proved to be a vital part of the hosting team and helped to put parents and young people at their ease. This 'welcome' was enhanced by a young volunteer from Building Bridges who was exemplary.

In addition, there were volunteers from Open Door, GWH Voluntary Services, Swindon Carers Centre and the Learning Disability Partnership Board. Their support really added to the general buzz of the event. They were presented with certificates from the Mayor for their contribution.

The presentations this year were on Benefits including Personal Independence Payments, Appeals and Universal Credit; Support for Parents and Carers; Post 16 and 19 Routes to Employment; Independence Skills Development and Wills, Trusts and Future Planning. These were very well received.

1. Attendance and Past Event Comparison

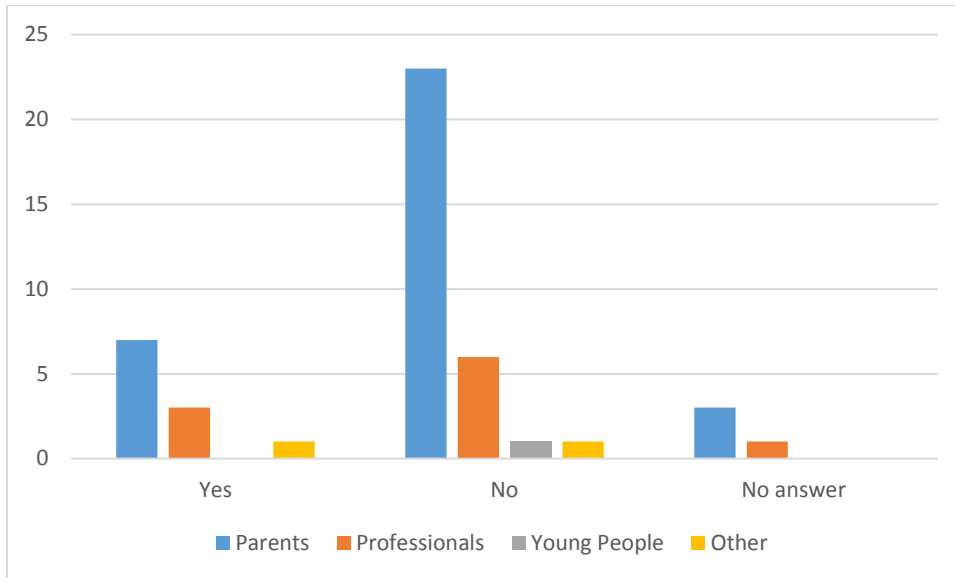
| | June 2019 | June 2018 | September 2017 | March 2017 |
|----------------|-----------|-----------|----------------|------------|
| All | 141 | 127 | 102 | 139 |
| Parents/Carers | 68 | 52 | 31 | 75 |
| Professionals | 64 | 65 | 51 | 55 |
| Young People | 9 | 10 | 14 | 8 |

- 141 attendees signed in – it is possible not all SBC staff and young people signed in
- 48% of those signed in were parents/carers
- 45% of those signed in were professionals

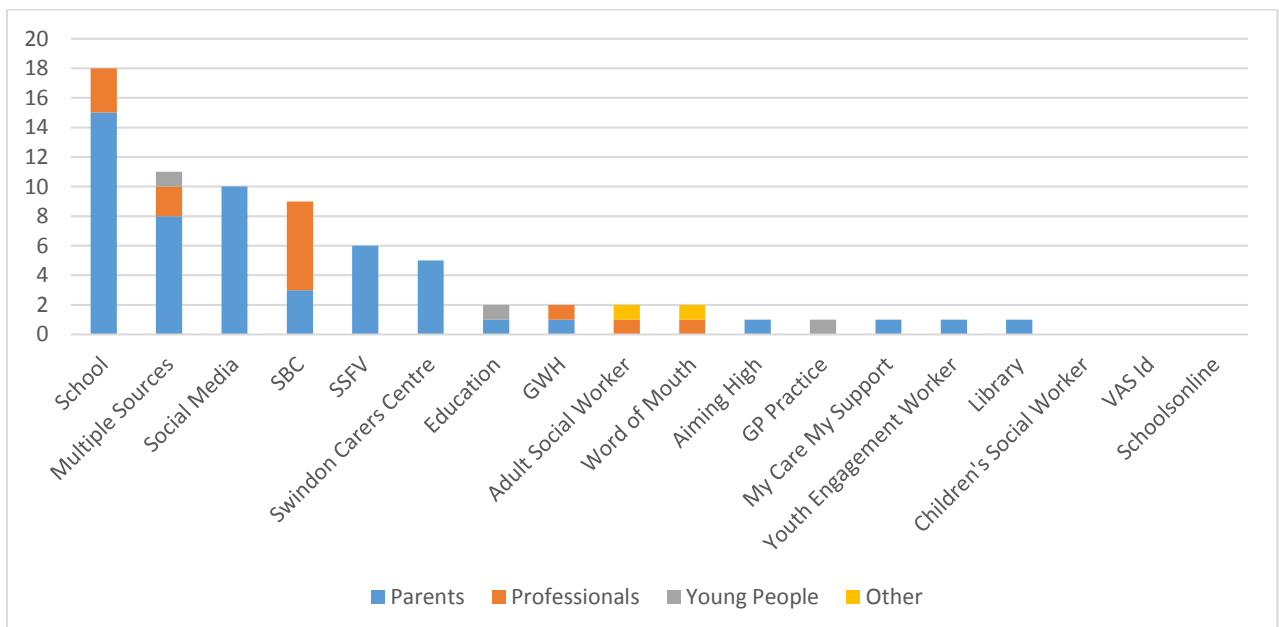
2. Feedback from Parents, Carers and Professionals

33 parents/carers, 12 professionals and 1 young person completed an evaluation form. 76% had not attended the Roadshow before.

Have you attended the Roadshow before?

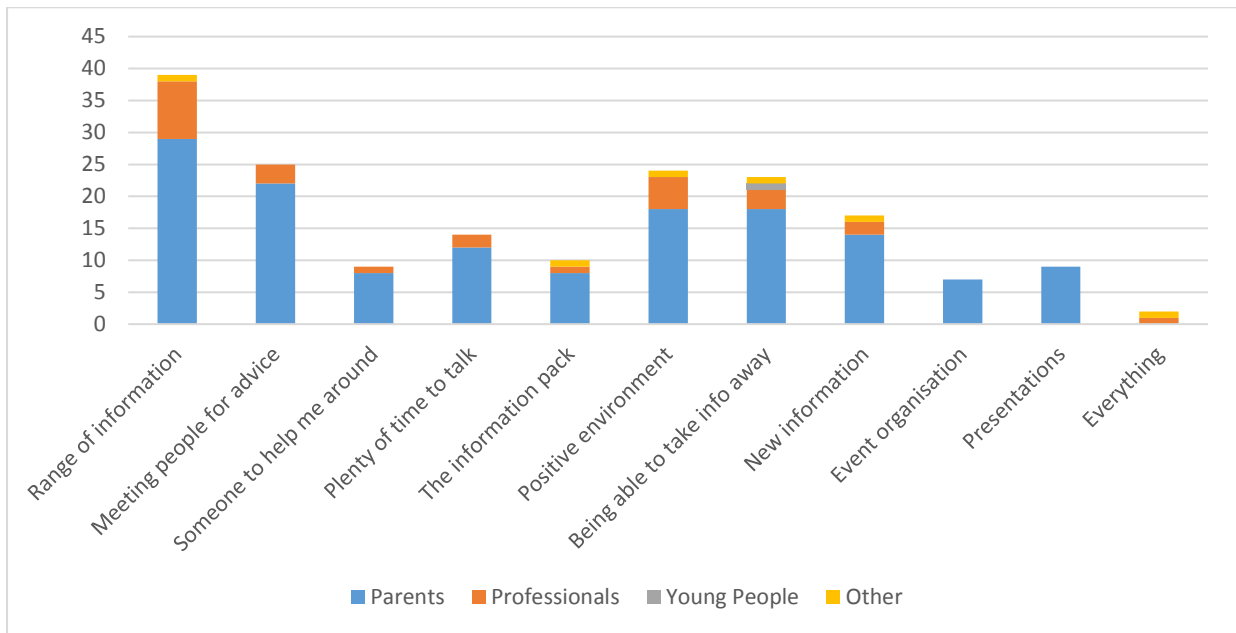


How did you find out about the event?

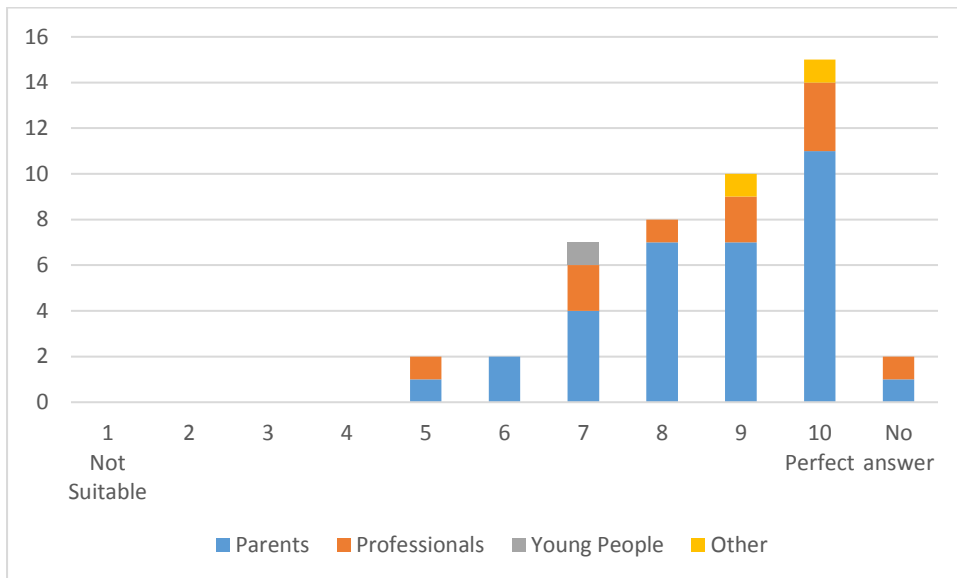


Schools were a major source of promotion this year which may have been influenced by attendances at parent's evenings and increased contact with SENCOs. More people found out about the event via social media. A social media pack was produced this year and has reaped rewards. Many continued to find out about the event via multiple sources.

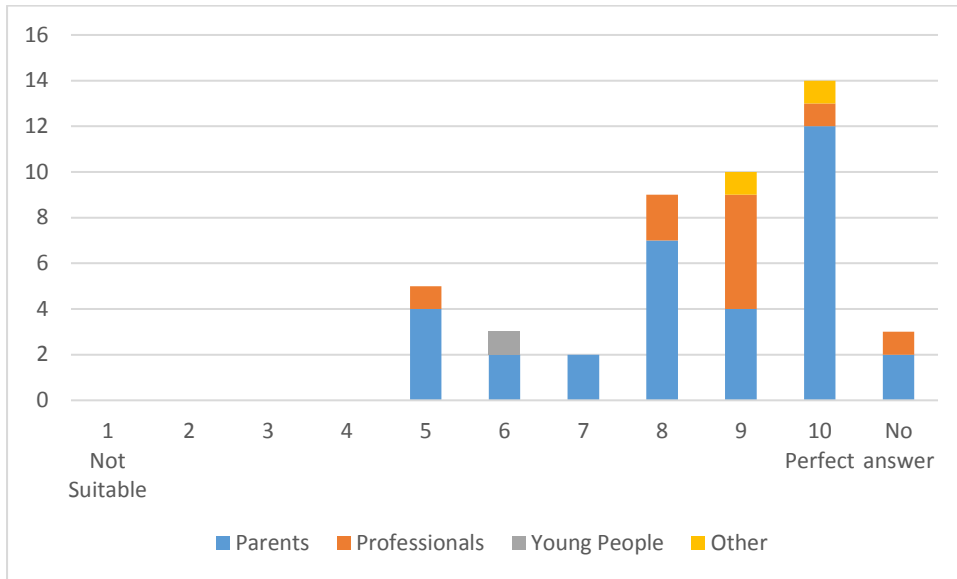
What was most helpful?



What did you think about the venue?



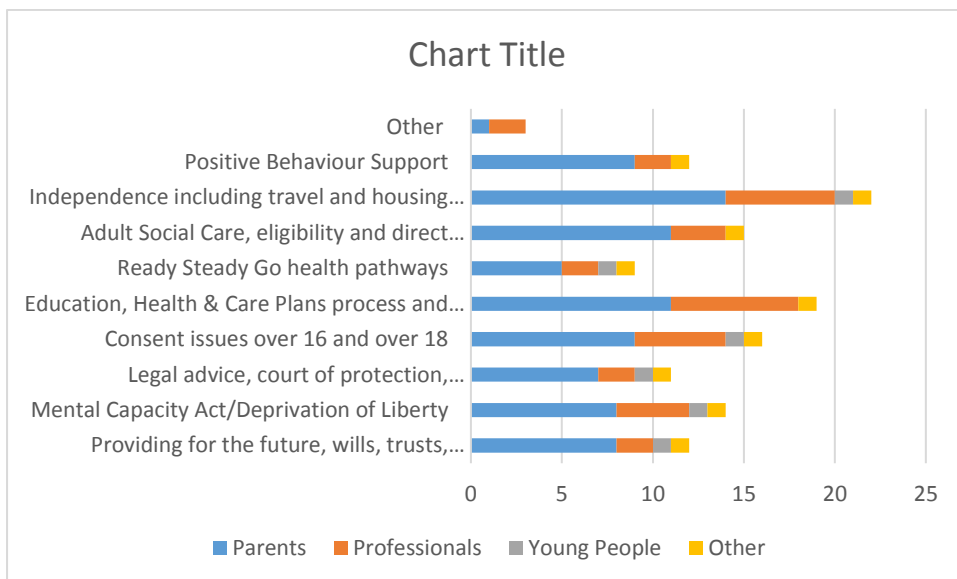
What did you think about the timings?



Comments:

Earlier start for kids at school

What presentations would you like in the future?



Other:

- Support and activities 16+
- Supported employment options other than BB (Building Bridges)
- Mental health support at 18 when closed to TAMHS & CAMHS

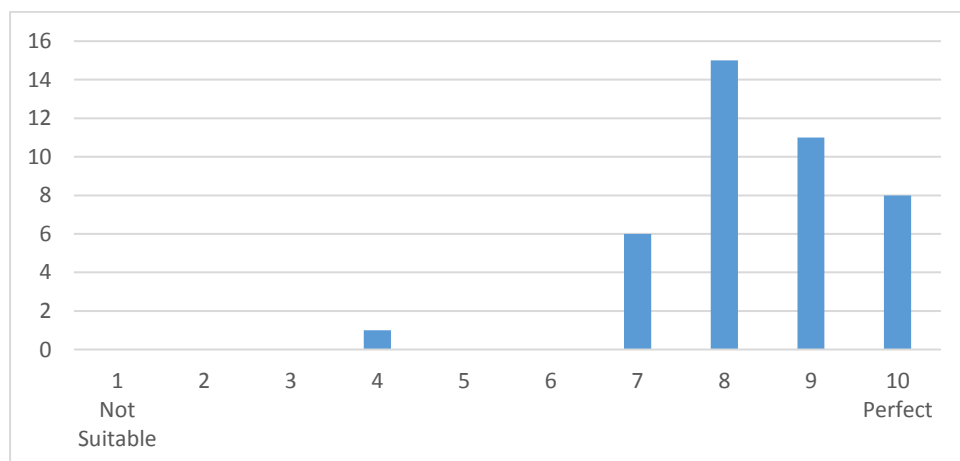
General Comments

- Very well done for organising such a useful event. It was most interesting and informative, for the young people and families
- There was an 'excited buzz" in the background all the time. Lovely atmosphere
- It was very helpful, and it surprised me the amount of information on display and people to talk to
- Well done to you and your team. You had clearly worked hard to get the event set up and were busy during the day.
- I thought the Roadshow was excellent and had a real buzz about it. Good to see so many people talking to one another. There is so much more going on in Swindon than people realise
- I went to the Transitions Roadshow. I saw most, although not all, stalls & I found it very informative. I think it's a great idea & valuable support for residents

3. Feedback from Stallholders

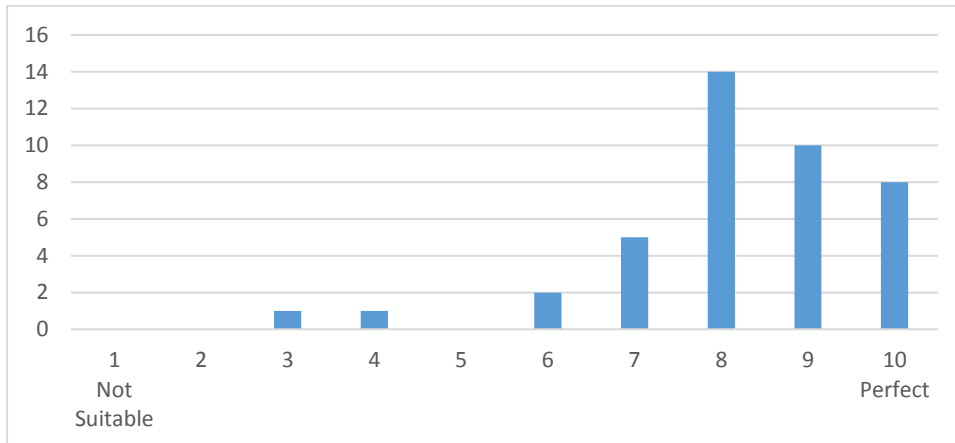
There was representation from 41 organisations. 37 organisations were grouped under the Preparing for Adulthood outcomes of Employment, Education & Training; Independent Living; Community Inclusion and Health. There were also services that provide additional support such as Swindon Carers Centre, SENDIASS, Swindon SEND Families Voice and Bevirs Solicitors.

What did you think of the venue?



- Committee Room 2 - hot at times
- Location great - small rooms a challenge with flow
- Toilets not clean - lack of them
- Need more information on toilets

What did you think of the timings?



- Very quiet from 3.30pm onwards
- Some parents at work
- Ok for us as staff but interesting to hear from parents

What did you find most helpful about the event?



Comments:

- I think it should include meeting the young people
- Good car parking, very helpful event staff
- The particular room was very appropriate thank you

All stallholders want to attend future events

General Comments and Ideas for Improvement

- Great day with lots of interest. Well worth attending. Please invite us again in 2020
- Very well organised with detailed info beforehand. Could give more info with a little 'bio' of each organisation just so they know a bit of background
- Good event this year, lots of visitors, nice buzz in the room, met some individuals from services new to me
- Many thanks for your arrangement of the event. Very helpful to profs and parents
- Really good opportunity to network and promote service.
- Well worth attending, very positive experience
- Fantastic day - really good vibe, lots of networking and information sharing
- Just thank you!
- We had a very good spot in the refreshments room - it allowed us to speak to more people as they went to get a drink
- Felt less footfall than last year
- We were situated by the entrance which was a bit noisy and there was an echo. Really nice to have a high attendance
- Sometimes felt very quiet in the room we were in
- Perhaps consider holding the event in October/November - Feb/March? This year was very quiet
- I think the leaflet is difficult for our parents to read. Too much information on it. Needs to be more accessible for people with learning difficulties
- Presentations from DWP/PIP Officers to talk through issues and problems with their systems re: claimants with learning difficulties would be a helpful addition
- Would be really helpful to have a coffee/time before the event opens to the public to allow networking. Thank you!
- Possible consideration about different timings for presentations. Discussion around how to engage people in attending presentations.
- TV screen with presentations on in the lobby
- Parents have told us they would like this event in the evening or weekend
- Earlier time for presentation would be good

4. Presentations

Presentations

Presentations took place one per hour and covered Benefits including Personal Independence Payments, Appeals and Universal Credit (23 attendees); Support for Parents and Carers (24 attendees); Post 16 and 19 Routes to Employment (14 attendees); Independence Skills Development (4 attendees); and Wills, Trusts and Future Planning (6 attendees).

All presentations are available at: <http://children.mycaremysupport.co.uk/i-need-help-with/preparing-for-adulthood/preparing-for-adult-life/preparing-for-adulthood-transition-roadshow.aspx>

“You Said We Did” Table from 2018 Feedback



General

| You Said in 2018 | We Did in 2019 |
|--|--|
| Please invite Job Centre, Priory College, Uplands Volunteering, Green Labyrinth, Employment, Autism, Enham, SAM, Legal Advice | All were invited - Job Centre, Uplands Volunteering, DWP, Enham, SAM and Bevirs Solicitors all attended |
| More time for the presentations and questions | All presentations had enough time for questions this time |
| Presentations being closer together | We had the presentations running one an hour |
| Maybe also include something to help with recruiting support staff | Enham were able to provide advice on recruiting staff |
| Maybe start earlier in the day - to fit in with school hours | We will be trying this in 2020 |
| Good, but venue design means footfall in some locations not as high as others | We put up more signs and bunting to encourage people to all the rooms. We had more staff directing people to the rooms. We encouraged people to start their journey in the rooms furthest away |
| I think one large room would work better like the Great Western Hall at STEAM | The Planning Group members discussed many different venues for 2019 but with a limited budget changing venues was difficult. We will consider this again for 2020 |
| Civic is a good venue however we struggled for space and parents found it quite difficult to talk to us when we were already talking to another parent. Acoustics were also quite echoey | We changed the set up in Committee Room 3 and removed the very large table. This helped parents and carers to have better conversations with stallholders |
| Venue ok - lack of parking | There was plenty of parking allocated at the back of Civic Offices in 2018. We advertised this more clearly in 2019 and had no further comments about parking |
| We felt a good finish time would be 5pm | We implemented this time |
| More on support models, personal budgets, housing, accommodation options | SBC Housing and more supported living/housing providers attended in 2019. |
| Room plan better advertised | Room plans are always in every pack given out to those attending. However, we put up more plans around the Civic Offices this time |
| Better venue with free parking would encourage more people to attend. The 4- | Free parking was available in 2018 but we advertised it more clearly this time. We |

| | |
|--|---|
| 6pm did not prove to be very productive. Busiest time was 12-3pm | finished the Roadshow at 5pm due to less visitors after 4pm |
| Next time, somebody to give financial advice about banking for both parents and young people | NatWest attended the Roadshow this year and were a very popular stall |

Presentations

| You Said in 2018 | We Did in 2019 |
|---|---|
| <p>People felt the information presented should be passed on to more communities within Swindon as there is a general lack of information sharing. It would be beneficial for SEND representatives to go out and link in with communities such as in places of worship to raise general awareness and to help young people who would likely be missed otherwise</p> | <ol style="list-style-type: none"> 1. The Director of Children Services, David Hayley held two sessions in February 2019 for parent/carers to provide feedback on their experiences in Special Educational Needs and Disability services. 2. A further workshop was convened by Peter Nathan in partnership with Swindon SEND Families Voice (our parent/carer strategic partner for SEND) to explore action planning for the Written Statement of Action as a result of the SEND Area Inspection in November 2018. 3. Two young people's focus groups have been led by STEP to gather the voice of children and young people with SEND in early 2019. 4. The SEND Local Offer Big Day was held in March 2019 for parents/carers to share the breadth of the SEND Local Offer and gather comments and feedback from families with a child or young person with SEND. This was a well-attended event and will now be held annually. 5. Meetings have been held by Public Health with parents regarding health pathways and the autism needs assessment. 6. The High Needs Review manager has attended a Branches Parents Support group meeting facilitated by Swindon SEND Families Voice and Aiming High in June 2019 to discuss the document and agree the format with parents and carers. |

| | |
|--|--|
| | <p>7. The Interim SEND Senior Service Manager held two workshops for parents/carers on the graduated response and Education, Health and Care Plan's in June 2019. The agenda, location and times for these sessions were written by parents and carers.</p> <p>8. Parents and carers have provided Frequently Asked Questions and these have been co-produced and published on the SEND Local Offer.</p> <p>9. Further events are planned for the remainder of 2019.</p> <p>10. A summary of this feedback can be found on the following documents</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  SEND SSFV and DCS Focus Groups " </div> <div style="text-align: center;">  Local Offer Big Day - Summary Report M </div> </div> |
| <p>SEND to speak to schools about what advice they give to parents in relation to the EHCP</p> | <p>We have developed and published the Core Standards document which has been co-produced with professionals, parents/carers and young people</p> <p>The Core Standards are designed to make sure that all education settings comply with updated legislation. They make it clear 'what to expect' in terms of SEND identification and provision for a range of stakeholders, including school staff, parents, and professionals</p> <p>There are general Core Standards for all children and young people with Special Educational Needs, and specific Core Standards for each primary category of need as defined by the SEN Code of Practice. The local authority hopes and expects that the Core Standards will reduce anxiety and confusion for education settings and families by making clear the core offer of SEN provision that each setting will make. The Core Standards toolkit is currently being developed with the help of many individuals and groups including practitioners, parent carers and young people. It is being built on the best practice and the requirements in</p> |

| | |
|---|---|
| | SEND Code of Practice to represent our local outline of the graduated response in a fresh and more practical format |
| SEND to do more work to promote services we offer | The focus and engagement groups we have been co-producing the content and new platform for the Local Offer which is due to be re-launched in September 2019 |