

Preparing for Adulthood Transition Roadshow Event 19th June 2019

Evaluation Report

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.

The budget for the event was minimal and much relied on all organisations using resources 'in kind' to make the event a success. In addition, SBC provided the venue, free parking and print costs for the information packs and SCC provided the budget for the refreshments and bags for the information pack.

Evaluation of the event highlighted how well the event had been organised and this again shows the true value of good teamwork and the part it played in the success of the event.

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. Their welcoming manner meant that parents could immediately relax and gather as much information as possible. Many commented on how helpful it was having someone to show them around the event. 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 Roadshow also saw attendances from Councillors including, the Cabinet Member for Adults and the Labour Spokesperson for Health & Adult Social Care.

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. A total of 71 parents, carers and professionals attended the presentations. They took the opportunity to ask a number of questions.

Feedback was gathered from those who attended including parent, carers, professionals, young people and stallholders.

A "You Said We Did" table from 2018 feedback can be seen at the end of this report.

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

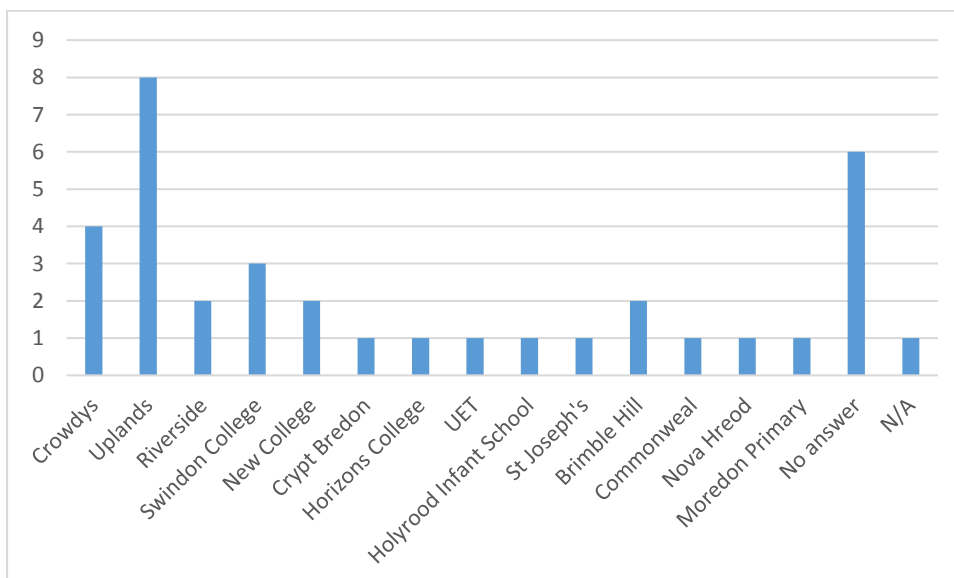
2. Evaluation

46 evaluation forms were completed by those who attended;

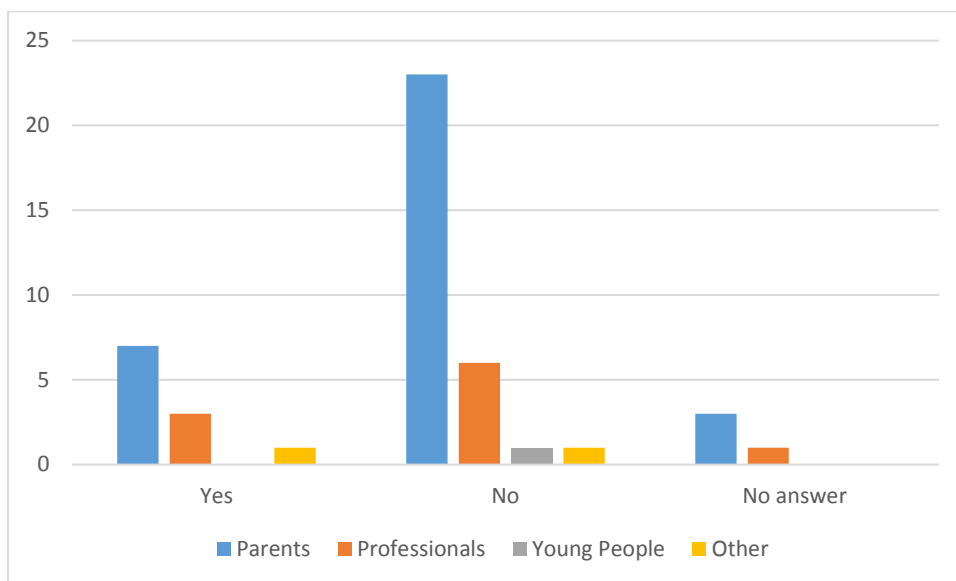
- 33 by parents – 23 were attending for the first time, 7 had been before
- 10 by professionals – 6 attending for the first time and 3 had been before
- 1 by a young person who had not attended before
- 2 'others' 1 who had not attended before
- 76% had not attended the Roadshow before

a. Feedback from Parents and Professionals

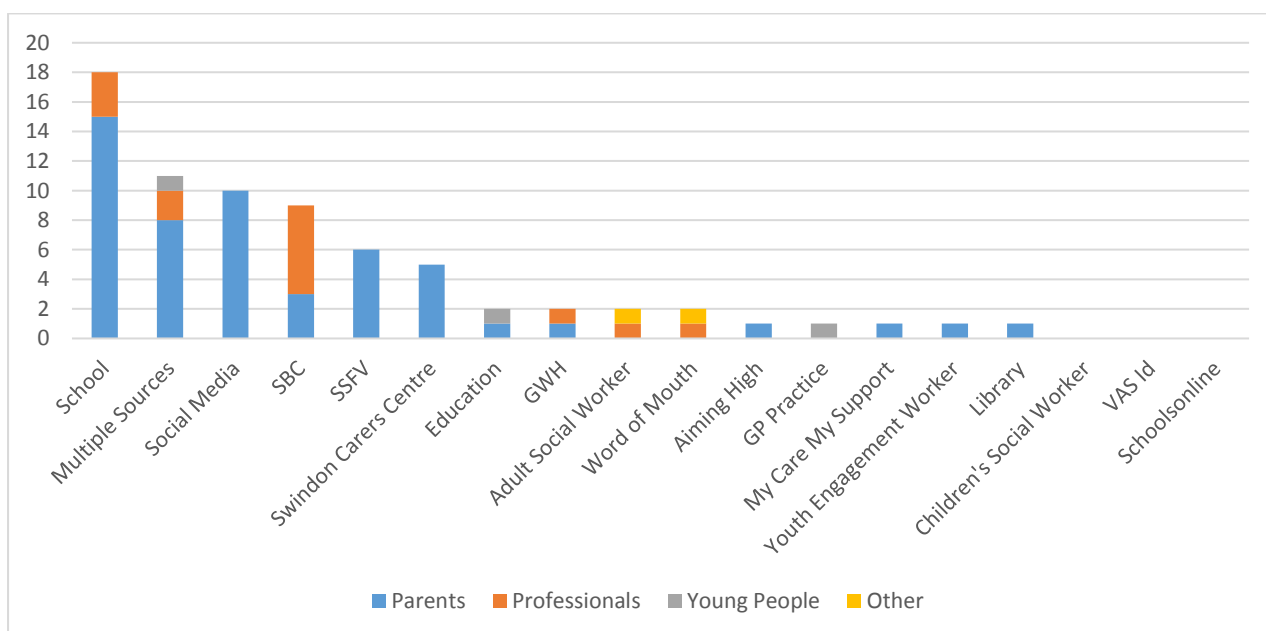
If you are a parent what school/college does your child attend?



Have you attended the Roadshow before?



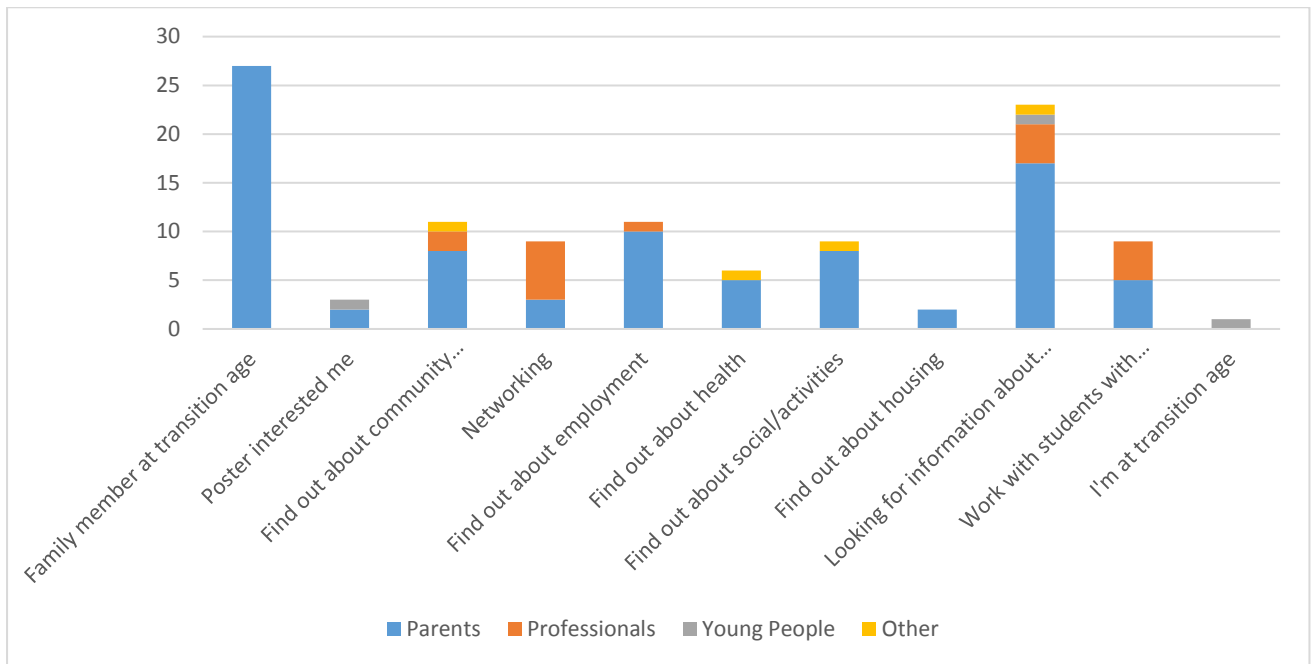
Question 1 – How did you find out about the event?



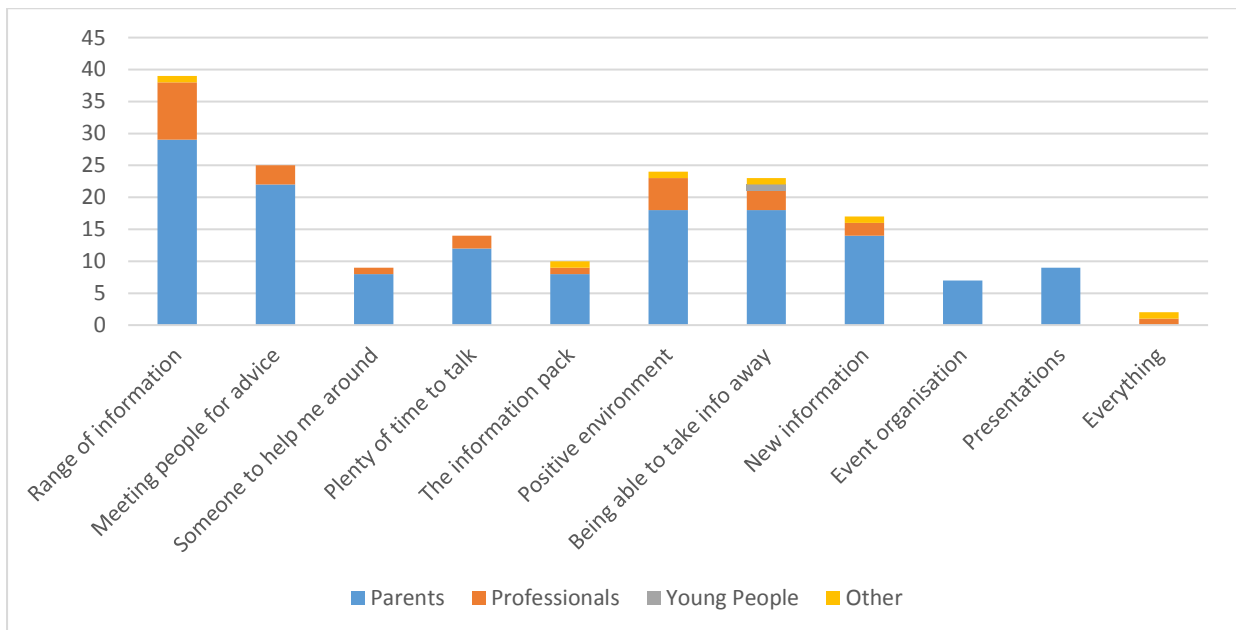
Schools were a major source of promotion this year which may have been influenced by attendances at parent's evenings and increased contact with SENCOs. More people found out about the event via social media. A social media pack was produced this year and has reaped rewards. Many continued to find out about the event via multiple sources. No-one reported finding out about the event from;

- Vas Id
- Schoolsonline
- Children's Social Worker

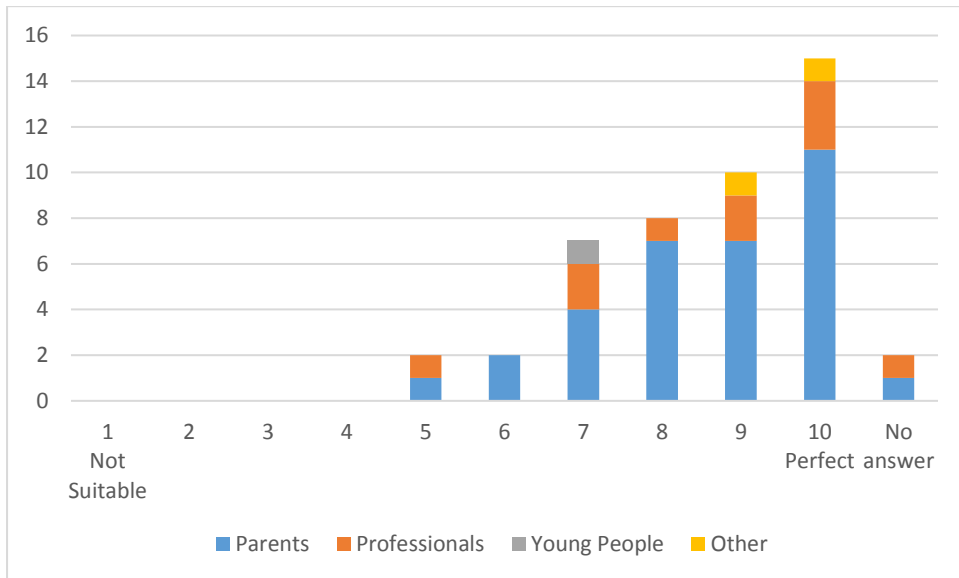
Question 2 - What made you come?



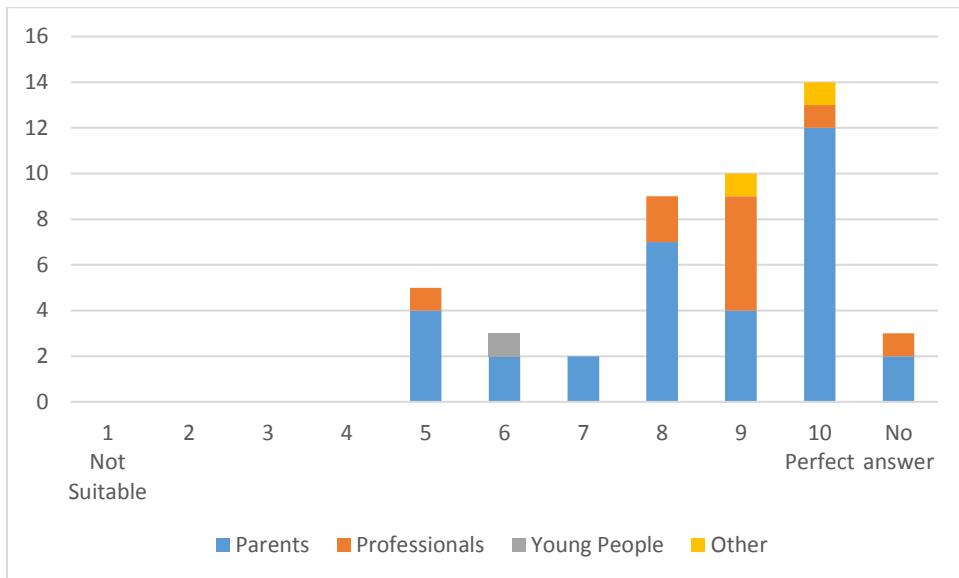
Question 3 - What was most helpful?



Question 4a – What did you think about the venue?



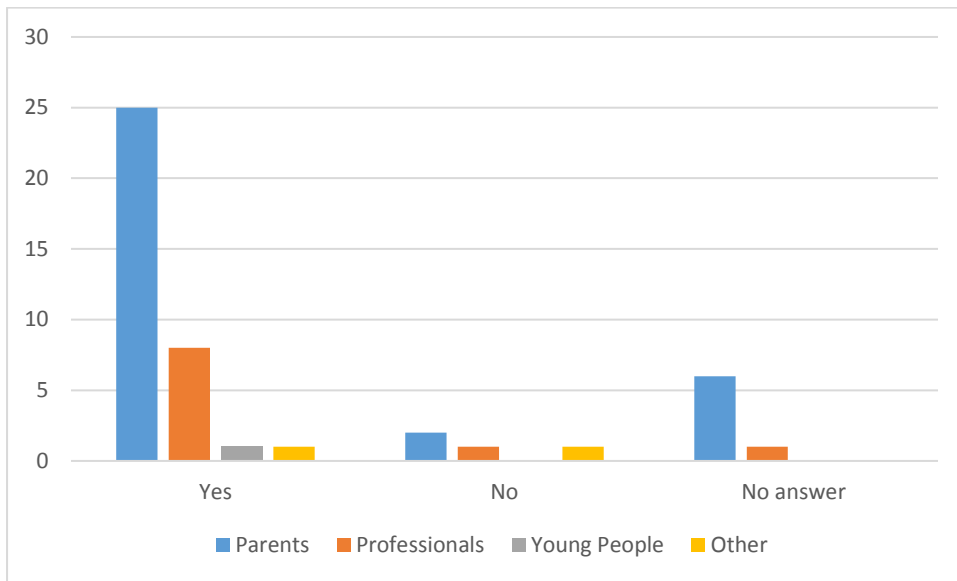
Question 4b – What did you think about the timings?



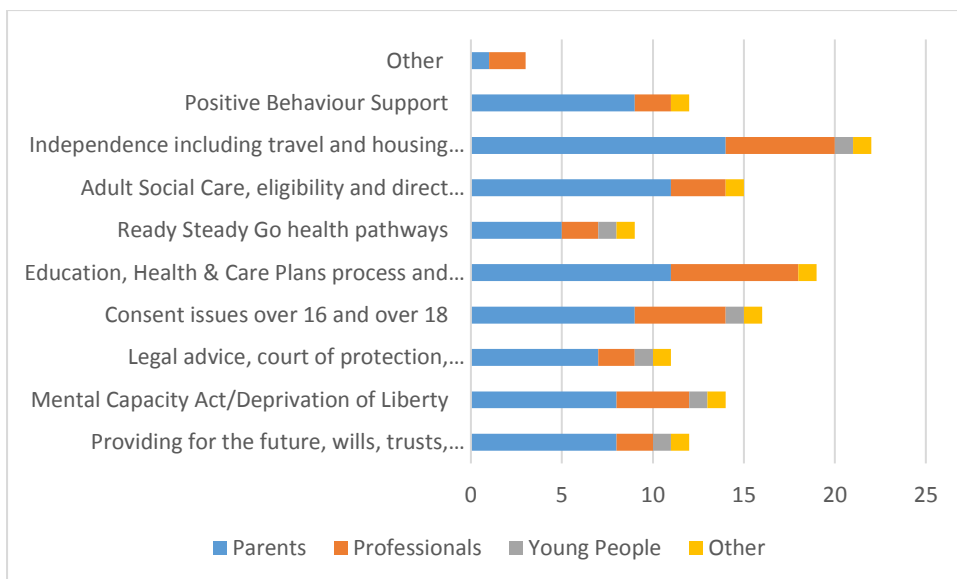
Comments:

Earlier start for kids at school

Question 5 – Would you like short presentations/talks at future events?



Question 5b – What topics?



Other:

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

Question 6 – What new stallholders would you like next year?

(Grouped by PfA outcomes)

Education, Employment, Training	Good Health	Independence
Star College	TAMHS/CAMHS/LIFT/More on mental health	Technology aids
Phoenix		Support for individuals
		RNID guide dogs
		More children's services

Question 7 - Which services might you contact following the event?

This question helps assess how parents, carers, young people and professionals will use the experience to support future planning.

All services were identified by at least one parent, carer or professional.

Question 8 - How could the event be improved?

Parents	Professionals	Other
After office hours - til 6.30pm	Very good	Easy read forms and info. Poster was not easy to understand
My daughter found the noisy environment upsetting and distracting	I've taken away lots to use in school and made contacts for visits - fantastic afternoon, thank you	Better signposting to stalls, I get lost
Quieter areas - too noisy	Better venue in one large room with stalls outside and talks in the middle	
Have a "Do not talk" room for sensory needs	Handouts at the end of talks with useful contact details	
Hospitality - no glass of water available		

General Comments

- Very well done for organising such a useful event. It was most interesting and informative, for the young people and families
- I was aware of the 'excited buzz' in the background all the time. There was a lovely atmosphere
- It was very helpful, and it surprised me the amount of information on display and people to talk to

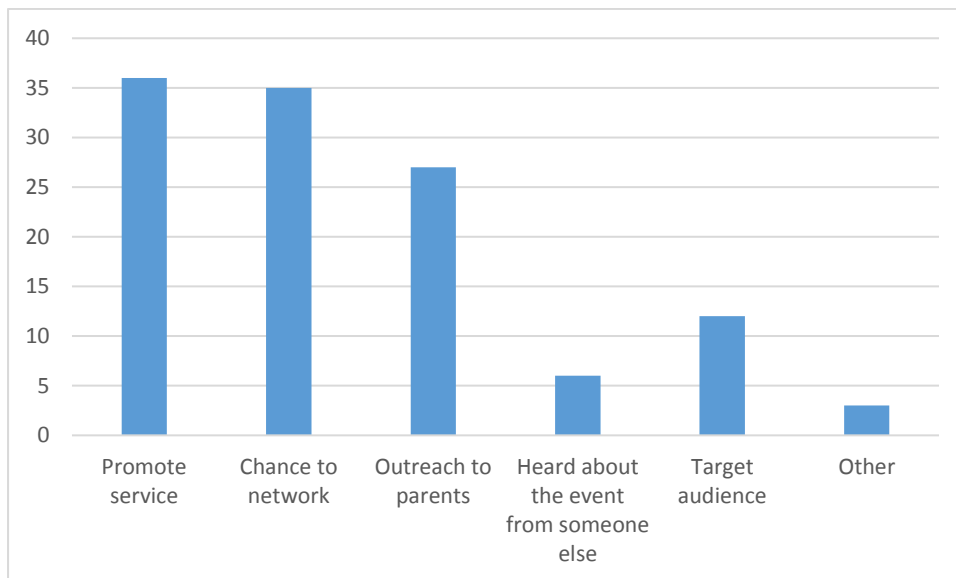
- Well done to you and your team. You had clearly worked hard to get the event set up and were busy during the day. It was a useful session for me, both getting information from stall holders and listening to presentations
- I thought the Roadshow was excellent and had a real buzz about it. Good to see 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. The stall holders I spoke to were very happy to discuss their organisations/services & were all friendly. I think it's a great idea & valuable support for residents

b. 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.

41 evaluations were completed by stallholders (representing 40 organisations)

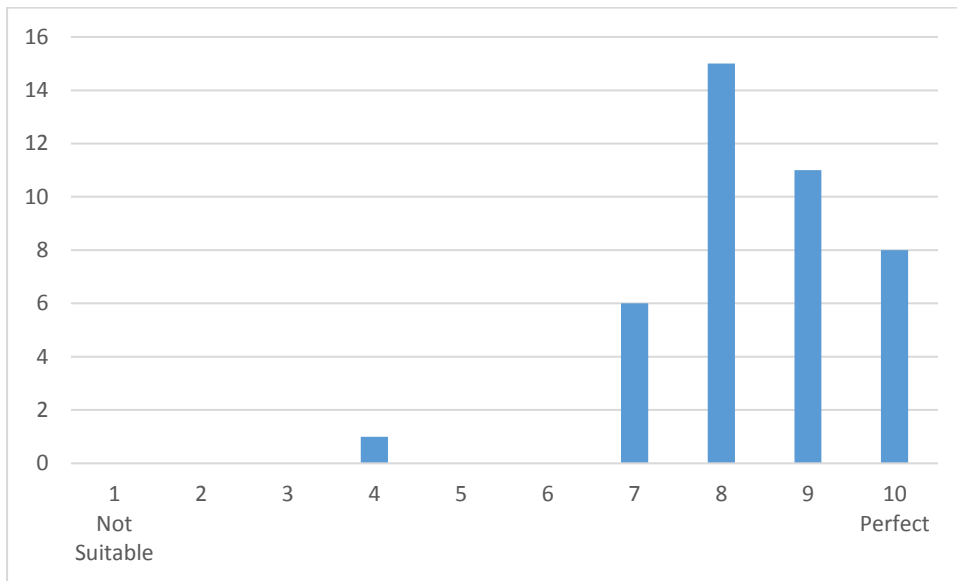
Question 1 – Why did you attend the event?



Other:

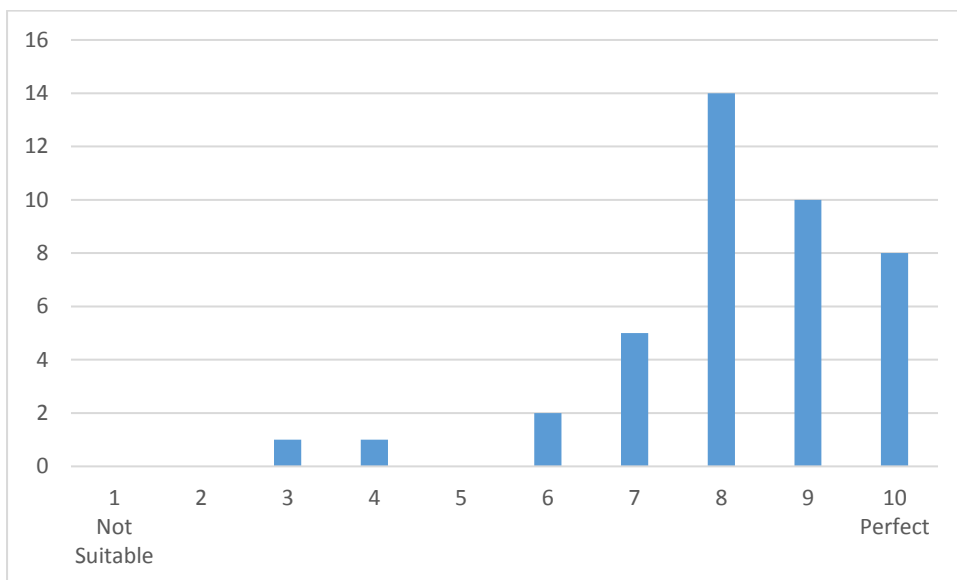
- Extend knowledge
- To promote work experience opportunities and our efforts to provide placements for those with disabilities and those finding it hard to gain employment
- Let people know about the priority services register

Question 2 – What did you think of the venue?



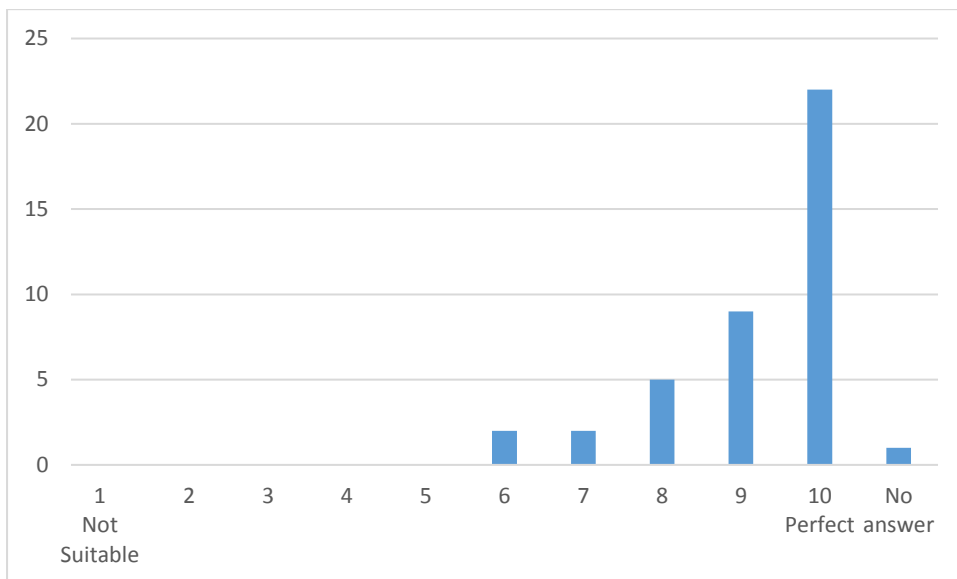
- Committee Room 2 - hot at times
- Location great - small rooms a challenge with flow
- Toilets not clean - lack of them
- Need more information on toilets

Question 3 – 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

Question 4 – What did you think of the info you received prior to the event?



Question 5 – 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

Question 6 - Do you want to attend future events?

All stallholders want to attend future events

General Comments and Ideas for Improvement

- Very happy to support the event
- Great day with lots of interest. Well worth attending. Please invite us again in 2020
- Very well organised with detailed info given beforehand. Could give more info to attendees with a little 'bio' of each organisation just so they know a bit of background
- Great event, pleased to be part of it
- Good event this year, lots of visitors, nice buzz in the room (CR1), met some individuals from services new to me
- Many thanks for your arrangement of the event. Very helpful to pros and parents
- Really good opportunity to network and promote service.
- Well worth attending
- Fantastic day - really good vibe, lots of networking and information sharing with parents/carers
- Very positive experience
- Just thank you!
- We thought it was very well organised, 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
- Enjoyable event and was able to meet other organisations who we could help
- I found it a really insightful event, and made me think about how else I could assist. It made me think more about resources for young people through speaking to them, or their carers – e.g. I spoke with a parent whose child has Autism and ADHD looking to find out options for him. I was then at an Apprenticeship meeting the next day, where personnel from NAS attended and they are going to send me information through. I would also like to develop a crib sheet up for this event going forward
- 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 (CR4)
- Small timeframe
- 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 service users in attending presentations. CR 4 & 5 seem a little cut off from event
- TV screen with presentations on in the lobby
- Main negative is the room gets extremely hot (CR2)
- Parents have told us they would like this event in the evening or weekend
- Earlier time for presentation would be good. We wouldn't have minded if people had joined us part way through

3. Presentations

Presentations

Presentations took place one per hour and covered 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.

Benefits including Personal Independence Payments, Appeals and Universal Credit

Tim Saint from the Carers Centre delivered this presentation. 23 people attended. The presentation included information on Personal Independence Payments (PIP), Universal Credit, Tax Credits and other benefits available, Disability Living Allowance, Carers Allowance and Attendance Allowance.

Support for Parents and Carers

Lorraine Kardasz from Swindon Carers Centre and Jacqui Watt from Swindon SEND Families Voice (SSFV) delivered this presentation. 24 people attended. This presentation looked at the work of the Carers Centre in supporting carers in Swindon, the range of support available, how to make contact and find more information. Jacqui Watt explained the role of Swindon SEND Families Voice, their work that they are involved in with Swindon Borough Council and Swindon CCG, how they are working to increase the number of parents and carers engaged with SSFV, and how they can be contacted.

Post 16 and 19 Routes to Employment

Clare Allaway, Operations Manager Supported Employment, and Paul Hanman from Swindon Borough Council Supported Employment Team discussed Swindon Borough Council's Routes to Employment, including Supported Internships, Apprenticeships, Access to Work, Building Bridges Programme and Adult Community Learning. 14 people attended.

Independence Skills Development

Alison Forster, Service Manager Transitions Team, Swindon Borough Council, and Annie Baker, Community Advocacy Manager, Swindon Advocacy Movement (SAM). 4 people attended.

This presentation considered how independence means different things to different people, that each individual young person will have different abilities and different potential, and that promoting independence means recognising the potential in each young person and supporting them to live as independent a life as possible for them. The presenters stressed the importance of communication, and noted SAM's Action for Independence project, and Swindon Borough Council's work on Planning Live.

Wills, Trusts and Future Planning

Nicholas Sewell & Janet Strong from Bevirs Law Solicitors. This presentation included information on making a will, setting up a trust, different sorts of trust including Disabled Persons Trusts and Lifetime Trusts. The presentation also provided information on currently likely costs for wills and trusts. 6 people attended.

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>

4. Knowing what we know now what next?

- Next event: June 17th 2020
- Planning Group to continue to work in partnership to organise the event
- Assess feedback data to inform structure of next event and who to invite
- Adult Social Care Transition Link Workers to continue to be part of the 'hosting team'
- Volunteers from other organisations such as Open Door, Building Bridges and GWH to be approached again
- Think again about reasonable adjustments and inform stallholders what is available
- Consider the venue and timing of event
- Consider room size, number of stalls, access, noise levels, quiet spaces
- If at Civic Offices again consider how to improve footfall to CR4 & 5 and reduce temperature in CR2
- Consider H&S - security
- Think about routes and timing of communications –via schools, parent groups, letter invites etc
- Attend JOBFEST and other related events to advertise – or ask other SBC colleagues to display poster
- Make sure we don't clash e.g. Swindon College event in May
- Promote "Save the Date" poster throughout the year at parent orientated events/groups

“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