

Our Voice Counts
Social Care Workshop
10th March 2011

What next?

Jenny from crossroads spoke about how Crossroads distributed their fliers to pharmacy and doctors surgeries. This seems to have been successful. Crossroads feel that people are more likely to take a leaflet on their own accord rather than being given it by a professional.

There was discussion of what services were available in North Somerset and the Parents felt that sometimes the process for accessing these services is too long and they don't know if they will actually get these services as they were unsure of the criteria.

Parents wanted to have something that mapped the services and the criteria. Some of these issues have been answered with the eligibility criteria item.

Parents wanted the school to be the first point of contact so that they can signpost and give out relevant information.

The We Can directory should be able to support this as it has been sent out to all schools with a covering letter that explains what it is.

The parents also wanted information about services in everyday locations, not only in doctor's surgeries and hospitals, as young people are not poorly because they are disabled. Many are fit and healthy.

2. Direct Payments – The direct payment system has not been reviewed since it was set up and Jackie Pickles has sent questionnaires out to the 34 families that are currently in receipt of direct payments.

There are 2 different levels of direct payment. – It is awarded 6 monthly and it's reviewed to make sure that the need is still there.

Jackie Pickles has been working on a leaflet so that it can be sent out to families who may be interested in receiving direct payments; she is just waiting for the official yes!!

Parents become the employers and have an agreement with North Somerset Council.

There is a direct payment support team that can help with setting up the direct payments, provide template contracts and give information about payroll services; they are a support service and do not run the direct payments.

Parents need to provide quarterly returns, and the child's individual care plan informs you of what money can be spent on.

3. Buddy Scheme – the disabled children’s team will accept SEN statements but they need to include the need for socialisation and community based activity. We understand that sometimes the statement does not change but it can be included in the annual review and a copy of the annual review report can be sent to us. This will help us improve the holistic approach to children & young people and encourage more joined up working.

4. Eligibility Criteria – Rosemary Ward discussed the short breaks the disabled children eligibility criteria, discussion was about

- how parents would like it laid out in an easy read format
- The idea of a flow diagram with yes and no answers was seen to be a good idea.
- Parents wanted the form to take the ‘fear’ out of asking for help, as the parents feel that sometimes they feel if they say they can’t cope the only option is for their child to be taken away.
- If the criteria were available online maybe it could be a click through system to other pages as the table is hard to read and follow.
- Parents felt that it could maybe signpost to other options other than what the LA offer if you do not meet the criteria.
- Would be helpful to have an ABC approach to entitlement where you could find out about all the universal services.
- Needs to be clear that everything finishes at 18; maybe include age ranges as some Children & Young People services such as youth work will take young people until 25.
- The final document should be available in schools and maybe a link from school website to it would be an idea to consider.
- Transport is seen to be a major issue in accessing services. Maybe a comment about how this barrier can be over come would help and not put people off.

Rosemary will forward the document to Vicky Shaw and she will make it available on the website so that everyone else can comment and Rosemary can use comments to inform draft.