

Complex Health Needs and Disabilities

Newsletter | September 2012

www.rbkc.gov.uk/healthandsocialcare



Richard Holden

Head of Early Help and Disabilities

We held two consultation events on 28 June and on 6 July.

The event on the evening of 28 June was very successful thanks to unusually good weather and Tracy and her team who organised a BBQ, a steel band and child care from her workers while we did the consultation business. Unfortunately the poor weather kept people away on the morning of 6 July though we had a good discussion with those people who did attend.

I was able to give feedback on the action we had taken following the points raised at last year's consultation.

Set out below is a quick summary:

- We are monitoring take up of the Core Offer to make sure those who only receive the Core Offer don't lose out. Sometimes we significantly increase the numbers on an activity or trip to achieve this.
- We considered having a longer Saturday but it was too expensive as it would have required a break and additional staff.
- We have set up a St Quintin emergency fund and it has been used on several occasions.
- We revised the information about transport available on the internet.
- We are setting up a pilot Saturday Club with the Play Service at Flashpoint.
- We have the Youth Project which has successfully placed over 30 young people in the youth service.
- We went to Disneyland and have organised 32 holidays this summer.
- We have set up the Hydro Therapy swimming and the special yoga.
- To ensure everyone has the information about activities we leave it a week between announcing an activity and it being open for booking.
- We have added links and contact numbers to the St Quintin website.
- We are completely overhauling the Council's Children with Disabilities website.



THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

Everyone is aware of the difficulties facing local government budgets. We as a service have had to take out share and over the past two years we have had to make over £200K of savings. We have successfully done this as parents asked by achieving efficiencies and not cutting care packages or services. We don't know yet, but I anticipate that we will have to find yet more efficient ways of doing things or cut services in 2014/15.

Below is a short summary of how we have made our savings so far:

- Buying the caravan allowed us to save significantly on holidays from the previous year.
- Training our staff to train others saved significantly on the cost of our training programme.
- We saved money through renegotiating contracts for the Way Ahead Register and other services with health.
- Pulling out of some contracts and doing the work in-house using existing staff has saved more.
- Money was saved by cutting voids through a lower contract with the Haven.

From our earlier discussions with families we thought that the key things to talk about were:

Arrangements for children who live in the south of the borough - Currently,

families who want to use St Quintin have to travel up to the north of the borough and we wondered if there was sufficient demand to run services in the south. It would also take some of the pressure of the St Quintin's building and save on transport.

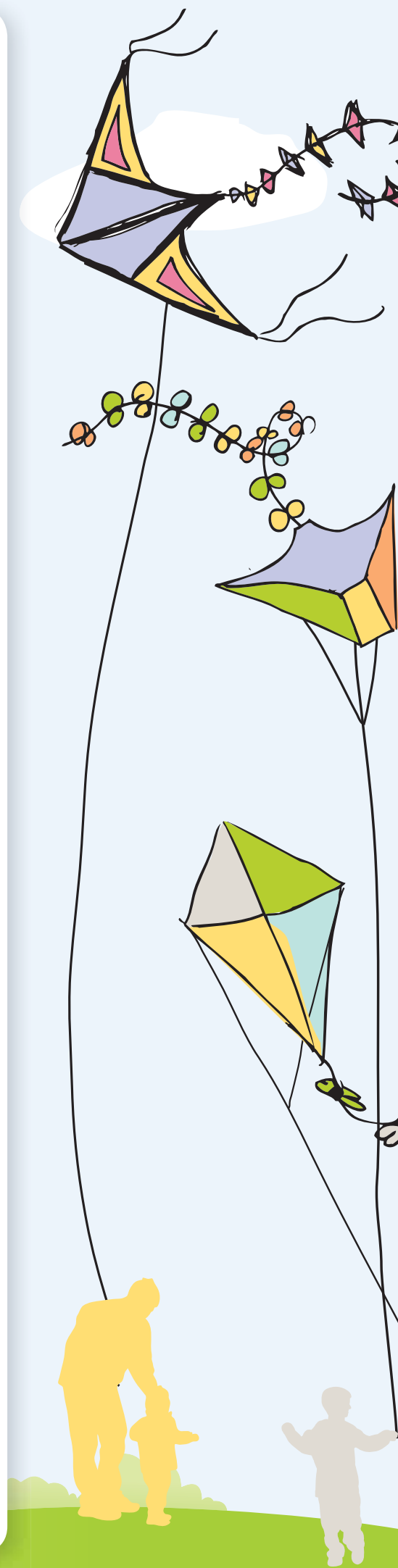
Fair access to services in high demand - We are aware that there is very high demand for some activities such as the family days out and we wanted to know your thoughts on what would be a fair way of doing this.


Generating income and making the money go further - In anticipation of the need to make further savings we wanted to discuss with you ways in which we might run things more cheaply and to get an idea of whether parents were up for doing some fundraising.

In addition to the above topics, parents were keen to talk about the range of activities we arrange through St Quintin and the ways in which we can communicate with each other, both in general and around the wellbeing and needs of your children.

Throughout the consultation, parents voiced a number of positives about the services they receive and I have tried to capture these below:

- An overall sense of stability.
- A wide range of services.
- Children benefiting from the variety of activities at St Quintin's.



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- Having other activities which you can book yourself is a bonus.
 - It is good that St Quintin's is open over the weekend.
 - The Haven helps give time to siblings.
 - Direct Payments gives flexibility of services.
 - The holiday caravan is good and provides a break from being at home and some family time.
 - A Social Worker's assessment speeds up the service provision and the receiving of information.
 - The emergency support at St Q's in crisis situation is easy access in an emergency.
 - We believe that the staff at St Quintin and throughout the service are hard working and committed. It is very welcome when they get positive feedback for what they do. This year as in past years they have continued to develop the service.

New for this year:

- We had the big trip to Disneyland Paris.
- We have worked with the Cheyne Charity and started the hydrotherapy swimming and the special yoga.
- We have more than doubled the number of holidays away from home to 32 this summer.
- We have started the siblings group and the fathers group.
- The key working service is now run from St Quintin and has been re-launched.
- We have appointed a specialist direct payments worker to improve the system.

From the consultation meetings it seemed that one of the most important things was for us to set up a much more formal 'St Quintin Parents Association'. This would enable parents to have a greater say in the way we organise things, share some of the dilemmas we have and contribute to a more concerted fund raising program.

To assist with finding fair ways to access popular services and to clarify expectations around communication and feedback, we will write up in some detail how we organise things on a daily basis so we can jointly explore the best way of doing things within the resources we have. Allied to this it is agreed that we should set up some sort of St Quintin charitable fund.

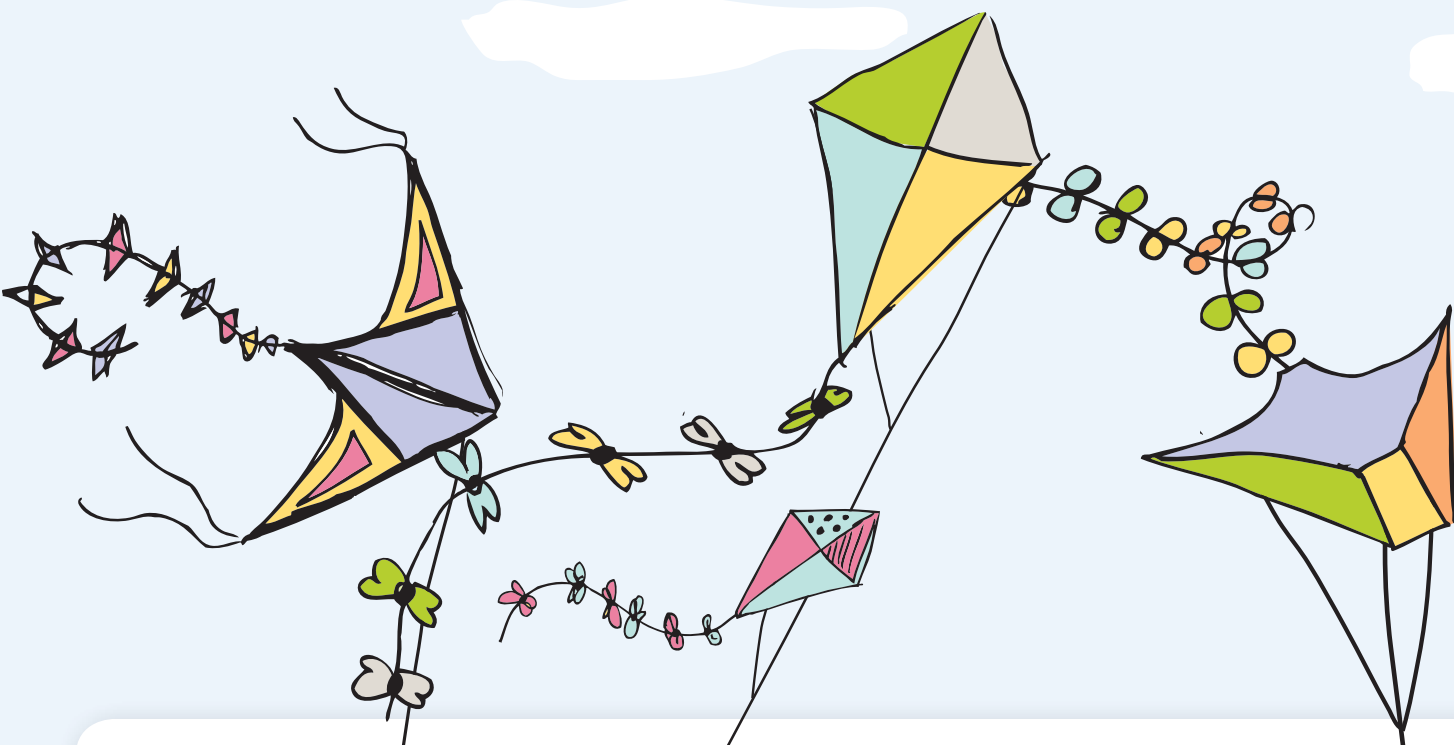
Finally, one of the key actions will be to organise a meeting of families in the south to see if there are ways we can provide for them more locally.



RBKC Services for Disabled Children Parents Consultation Summer 2012

Topic and parent's feedback	Response from the RBKC team
Activity Ideas	Response
More girl-focussed activities	Good idea
Increase later activities for teens	This can be explored but would mean not doing something else for a while
Seven day holidays instead of five days	Sorry but five days at a time is the most we can afford
Open later on Saturdays	We looked into this last year and concluded we could not afford to stay open later as it required extra staffing
Increase staff training around communication	We are continually training and up-skilling our staff in this area
More of a structure to some sessions and a focus on developing social skills and friendships	Within the play curriculum we do pursue a range of learning goals including developing social skills and friendships
Disability awareness training in the community, including with police	This is something the suggested PTA style organisation could take on perhaps in partnership with FoL

Accessing Activities	Response
St Quintin's works hard to make services fair, they are quick in making corrections but not everyone feels the system works for them	A big effort is made to ensure fair access to activities. Often numbers are increased just so everyone can be accommodated (e.g. Disneyland, Legoland trips)
The children get upset when activities get cancelled and parents would like it to happen less	Activities sometimes get changed when parents book late and there are insufficient staff to continue with the activity and accommodate the extra numbers as well
Booking a block of activities on rotation e.g. six weeks of swimming every Monday; with perhaps a second block on another day of the week if there is demand and sufficient staff was suggested	We will write up what the current arrangements are so they are absolutely clear
The first-come, first-served approach to booking family events was seen as potentially divisive amongst parents	Having done that we can then explore alternatives with parents to see if better arrangements are possible. Whatever the system, it will be dependent on parents booking or confirming promptly
IT system problems sometimes mean booking details do not get logged	Staff can take the child's name and activity details manually and then enter them when the system is open again
Some parents felt that good OT assessments we conducted but that they were not always followed through	Parents should contact the Senior OT if they feel OT work is not being followed up



Communication	Response
Parents would like information about activities on one page with each activity then described briefly on a separate page so the parents know what to expect from the activity	We will look at better ways of laying out information about the activities and seek to describe the most common activities on the website
If you have a social worker, key worker, it is easier to understand and to access the services	We are increasing the key worker service and have relaunched it
The website needs to be updated, though a separate website may work better, as it is difficult to navigate through the RBKC website	The CWD website has been updated – both websites have to come under the RBKC website which we know does create additional navigation
Communicating by email is better than a letter (choice given). There could also be a texting service to remind about activities	We will use email where possible though we do not have the resources to remind people of activities appointments or booking deadlines
Parents strongly supported the idea of a PTA-type group, with parents representing other parents and not just themselves, to discuss with staff service developments and access to services	We are keen on developing a PTA type group. This needs to be a formal structure not just a series of informal feedback sessions. It should cover all services for disabled children not just St Quintin services
Parents like the FoL's passport which contains info about child, messages from parents to staff and from staff to parents about day's activities and events. Parents asked for consistent response to their child in each setting – school, St Quintin, respite, etc	It is important to share information between staff and between staff and parents and to provide good feedback at the end of sessions. We will seek to provide a consistent and effective method of doing this, including the use of passports
With the expansion of St Quintin, there are more staff, who may not necessarily know either the child or the parents. It is therefore important for staff to read the child's passport and to fill it in	With such a large number of children attending in different combinations, it is not possible to have a single 1:1 worker. St Quintin's is working on ensuring a number of staff know each child well and can feedback to parents at the end of a session

Fundraising	Response
It was suggested that we set up a St Quintin's Trust Fund to encourage contributions from users who can afford to contribute. Such a fund allows you to ask for voluntary contributions and take donations. Councillors may be able to help with contacts	We think it is a good idea to set up a St Quintin Trust Fund and would suggest that the proposed Parents Association could coordinate the fund raising activities and could help decide how to distribute the pot
Parents were offering to organise fundraising activity. Ideas include: books, approaching other charities – Local and UK based – e.g. New Life holding a summer fair, International Food Day, old clutter/clear out, charity bin, toys	The staff would support the parents with the fundraising ideas suggested
PTA could see whether local K&C groups would be willing to donate time to come to St Quintin e.g. music therapy, music students, museums	Seeing whether local agencies would be willing to donate time to St Quintin is something that could be done in partnership with the staff in developing the activities programme
Parent volunteers – at the centre	We are mindful of how busy many parents of disabled children can be
Get caravan – sponsored	We think getting the caravan sponsored by a local business is a good idea as it is a clearly definable project of obvious benefit to families
Raise the current charges for extras such as pampering to £5 or even full cost	We will review the charges and put forward a suggestion
Publicise renting out the Centre on Sunday, not just for disabled children, but siblings, and rent out the Centre on Sunday at a higher rate to non-St Quintin's users	We will re-publicise the renting out of the centre on a Sunday and test out renting it to non-St Quintin users (at a higher rate)

Services in the South	Response
St Quintin is in the north of the borough and some parents have suggested that there should be a similar service in the south- this would be more convenient and save on transport costs. Those who were at the consultation were not averse to this being on a Tri-borough basis but few parents from the south were at the consultation to discuss this	We are agreed that we will hold a consultation event in the south of the borough with parents who live there to discuss events and activities being located there
H&F Play Association at Queensmill doesn't seem to be the right venue – needs to be reviewed as part of looking at Tri-borough activities	Play services such as the H&F Play Association at Queensmill will be reviewed when the next commissioning/tendering process takes place in the New Year. We do meet regularly with H&F Play Association and are seeking to work more closely with them

I am very grateful to all the parents who came to these events. We are committed to providing you with the best services possible and your feedback is taken seriously. If you were not able to attend the consultations and have any comments you would like to make, or if you did attend and have further comments, then please email me at Richard.Holden@rbkc.gov.uk.

Richard Holden
Head of Early Help and Disabilities

Update on Service Developments

Social Care Direct Payments Officer

If you receive direct payments from us you may come across our direct payment parent support officer, Tracy Cooper. Tracy's role is to support parents to recruit and employ their own carers. Provision of this service continues to increase and we now have 37 families receiving this form of support.

Please contact her on **07739 314545**.

Keyworkers

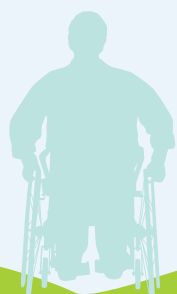
The key worker service is now based at St Quintin Centre. We currently have three key workers who all work part time to cover the service. They will be supporting families with children under six years.

The key workers take referrals from parents or professionals. Please contact them on **020 8968 2570**.

Youth Project

Stacey Nelson is our Youth Inclusion Officer. Her role is to encourage as many young people over 14 years into Youth Services. She also runs activities and groups.

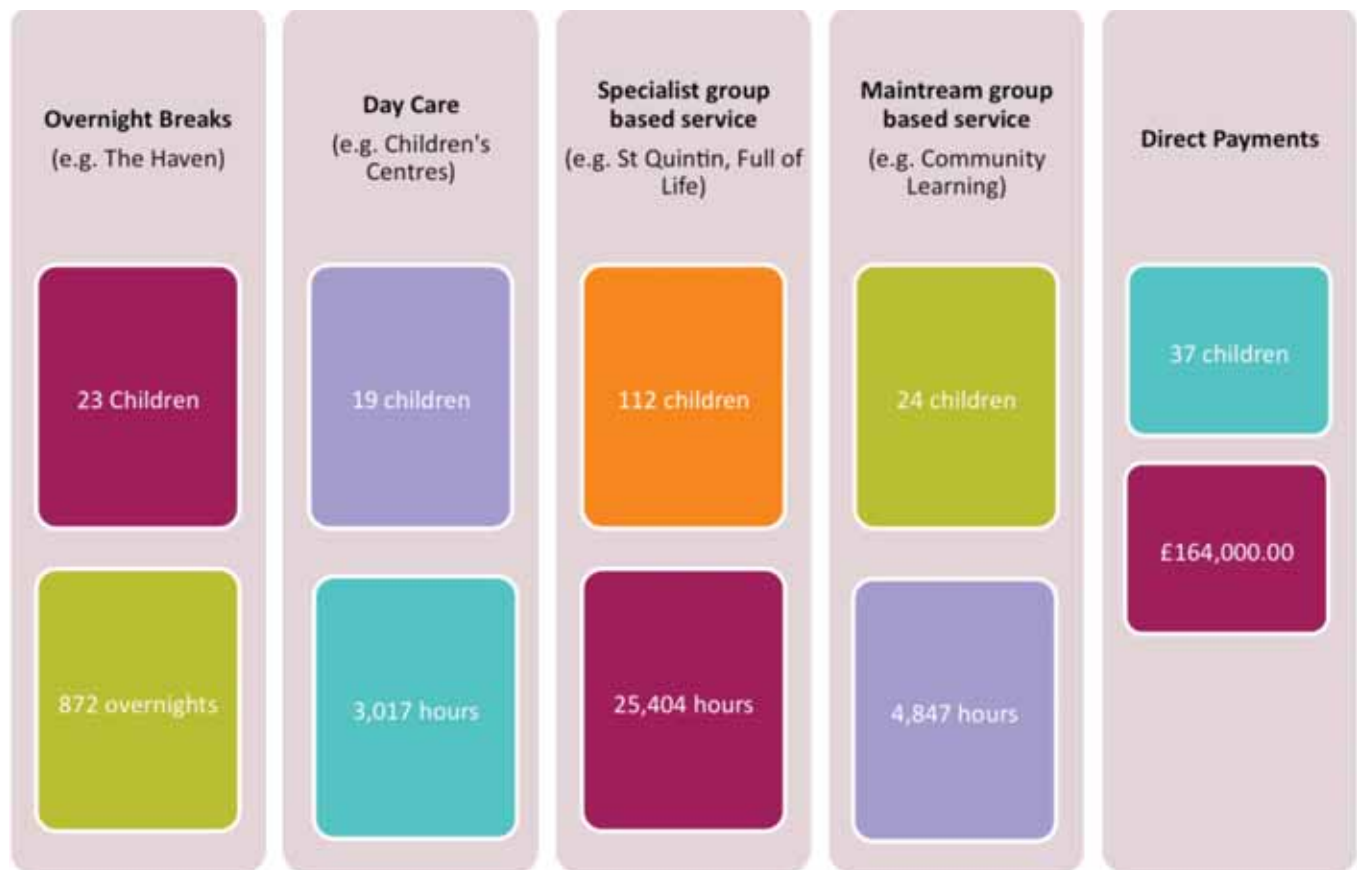
Please contact her on **020 8968 2570** for more Information.



Behaviour and Family Support Team (BFST)

- The BFST continues to provide services to children and young people with moderate-severe learning disabilities and/or an autistic spectrum disorder who are experiencing emotional/behavioural difficulties, by offering practical advice/strategies to parents/carers, sensory programmes, communication strategies, and medication when appropriate.
- The team is currently facing some staffing issues with two maternity leaves and three staff leaving. Recruitment is underway but there might be slightly longer delays in being seen.
- We are hoping to run our Social Skills group for children in Year 5/6 with High Functioning Autism/Asperger's Syndrome over the October half term and weekly until Christmas. We are currently processing the referrals, so please contact us on **020 7598 4911** if you feel your child may benefit from this group.

Summary



Annual Report Statistics

Children with Disabilities Team

Children Looked After 2011-12

Number of children looked after as at 31st March 2012	12
Number of children looked after (respite only) as at 31st March 2012	1
Total Number of children looked after during 2011-12	30
Total Number of children looked after (respite only) during 2011-12	18

Child Protection 2011-12

Number of Section 47 investigations	26
Number of children with a Child Protection Plan on 31st March 2012	5
Total number of Child Protection Plans in the year	5

Referrals and Assessments during 2011-12

Number of Referrals to team	88
Number of Initial Assessments completed	72
Number of Core Assessments completed	71

Number of children worked with during 2011-12

Total number of children known to team	285
Number of children identified as having a disability	143

Healthlink Team

Children Looked After 2011-12

Number of children looked after as at 31st March 2012	2
Total Number of children looked after during 2011-12	5

Child Protection 2011-12

Number of Section 47 investigations	29
Number of children with a Child Protection Plan on 31st March 2012	3
Total number of Child Protection Plans in the year	12

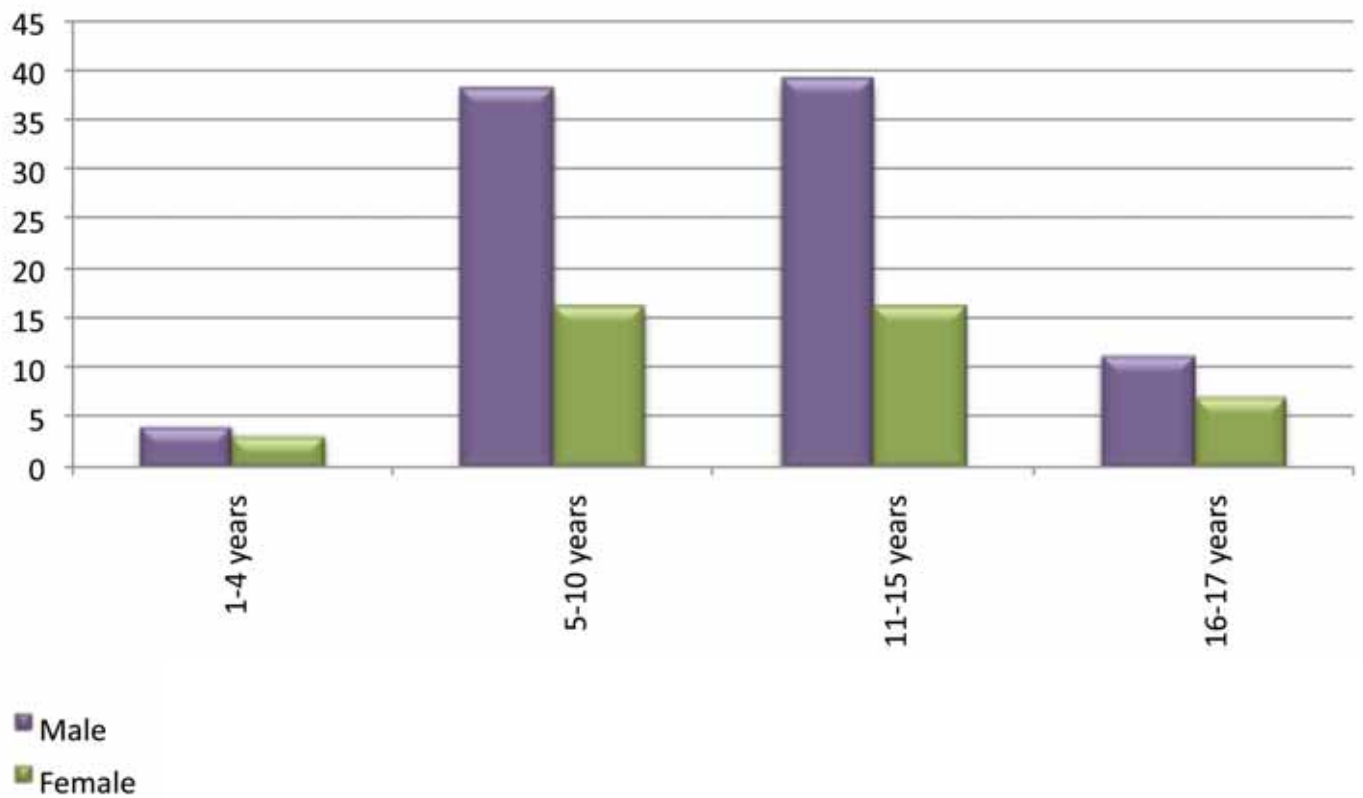
Referrals and Assessments during 2011-12

Number of Referrals to team	287
Number of Initial Assessments completed	258
Number of Core Assessments completed	81

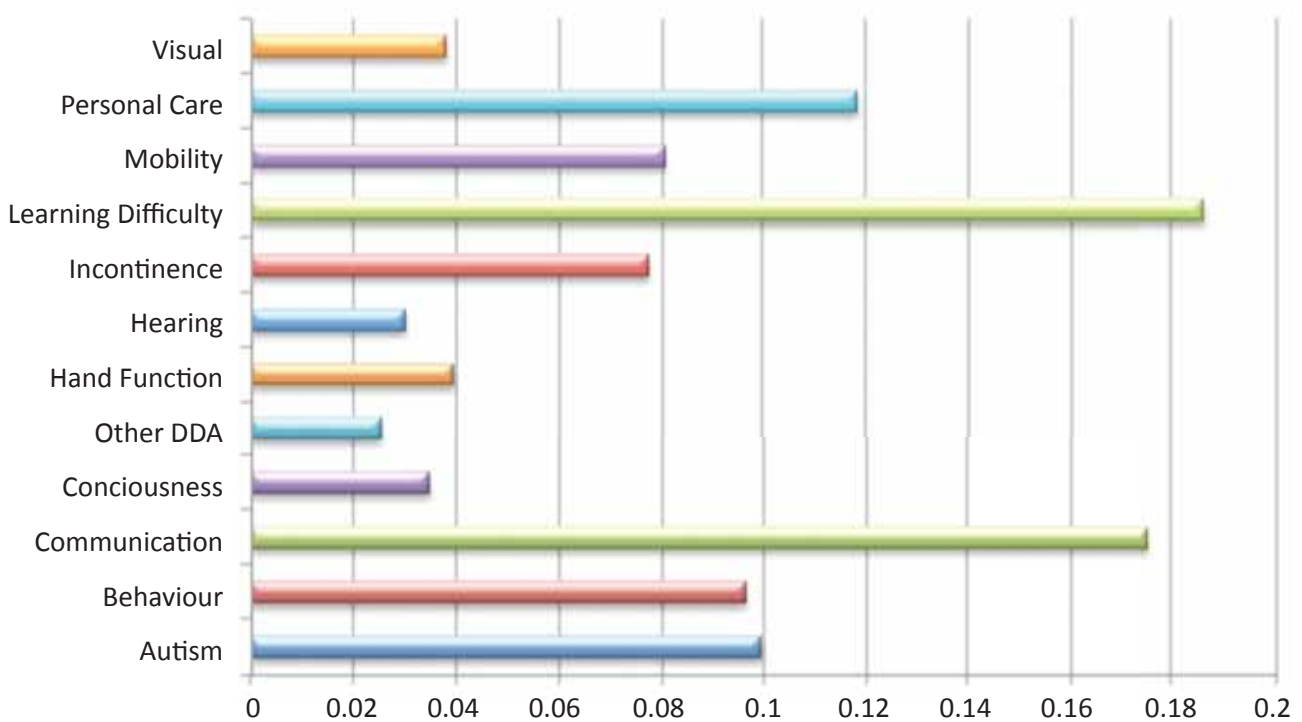
Number of children worked with during 2011-12

Total number of children known to team	342
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CiN Census 20011/12 - children receiving a service from CWD by age and gender



CiN Census 2011/12 - Disability



Children known to the Shared Disability Register - Disability

