



# Parents 4 Change

## Conference Report

### Asking Challenging Questions

Thursday 24<sup>th</sup> October 2019

Middlesbrough

Town Hall



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## 1. Welcome and introduction - Ruth Johnson – Conference Chair

Ruth opened the Conference and welcomed all those attending.

Ruth provided an overview of the day and thanked a range of people for assisting Parents4Change in presenting the conference...they included Emma McHale, Ben Lee, and Louise Walker.

Ruth invited those present to look at the information which had been provided on tables and on a range of stands around the room.

## 2. Why this conference asks these questions Kath Mellon Vice Chair Parents4Change

Kath reminded people that conferences are for those who use services and those who provide services to come together and work in **partnership**. She reminded people that working in partnership is about working **together** - it is about co-production - doing things together - not professionals writing something and then asking parents how they feel about it, or inviting parents to meetings where they are outnumbered and where they feel that they are not able to make a difference.

Kath explained that the focus of the conference was five questions. These questions were the ones which parents often asked and hopefully the conference would allow people to respond.

The questions were:

- Disability or Difficulty – what is the difference and why does it change the service a child/family receive?
- Short Breaks - parents were concerned that the amount of support was being reduced and some were also concerned about the recent consultation concerning amendments to the eligibility criteria for short breaks and social work support. Parents also felt that they were not getting the information they used to receive about what was being spent, and what was being provided.
- What is in place for adulthood?

- What changes are there to benefits?
- What is the EHCP process and how can you appeal?

### **3. Middleborough's Commitment to Children with Disabilities** **Andy Preston - Middlesbrough Mayor**

Andy said that he loved Parents4Change events and spoke about the importance of partnership and collaboration. He said that Councils are great, but people are more powerful than Councils. He promised that people would listen a lot more and that he understood parents' concerns as he had children. He promised to keep championing Parents4Change.



Andy also spoke about some of the changes he was hoping to achieve in Middlesbrough including:

- Less crime
- A digital hub in the centre of Middlesbrough
- A town centre farm with chickens etc “over the border” with a cafe and a shop which would be good for volunteering and for mental health, and that maybe Parents4Change could be involved.

### **4. Disability or Difficulty?** **What difference does it make?** **Dr Mark Lovell, Consultant Child and Adolescent Learning Disability Psychiatrist. TEWV NHS Foundation Trust.**



Dr Lovell said that learning disability could be mild, moderate, severe, or profound, and impacted on all aspects of daily living such as

washing, dressing, and getting around. A learning difficulty is more specific like dyslexia. A child with an IQ of 70 or below might be said to have a learning disability if they also have significant difficulties in their daily living skills.

Dr Lovell explained that there is a framework which helps people understand whether a child has a learning disability and he described that as follows:

- Academic - information gathering from school etc looking at academic progress
- Behaviour - related to everyday living with information from school/home etc
- Cognitive level - sometimes from specific tests
- Development - information gathered from a range of therapists and looking at many areas including fine and gross motor skills, play and sensory development
- Environment - Looking at home and school experience including parenting style, stability of home life etc
- Factors - many things which could make a child appear to have a disability might need to be taken into account such as mental and physical health attachment issues, ADHD, Autism, abuse or head injury
- General impression - Is it likely ? Are there other explanations?
- How to meet the child's needs?

Dr Lovell explained that there are many factors to be taken into account. In response to questions from people in the room he said that IQ tests tend to be used when there are no other sources of information. However it can be difficult to get an IQ test as school/educational psychologist will only do this if additional information is needed for the child's education, and social care do not conduct these tests. Some families might fund this privately.

## 5. Short Breaks

### Why Short Breaks are essential - Parent Julie Hough

Julie said short breaks are essential because

- Sometimes parents are **tired** because there are additional pressures associated with looking after a child with a disability
- Sometimes parents are **sad** because they are worried about their child
- Sometimes parents are **frightened** because they do not know what will happen in the future
- Sometimes parents are **lonely** because they cannot leave their child or do not have money for socialising
- Sometimes parents are **angry** because it is hard to get the help you need and sometimes it feels like no one is listening.

Julie said that when parents are tired, or sad, or frightened, or lonely, or angry they really need a break so that they can stay positive and remember how great their child is.



Julie explained that a short break can be:

- A family trip during the summer, or an event that brings people together so parents get time to meet other families and the child gets time to have fun
- Money from a direct application, personal budget or direct payment so parents can organise and plan the support they need
- Someone from the Home Support Service, or another service to help at home or take a child out for a while
- Time for a child to go somewhere like Gleneagles so parents can have a break

Julie reminded everyone that the Council has a duty to provide short breaks - this is included in the Children and Young Persons Act 2008 and came into force on 1<sup>st</sup> April 2011. The Council must publish on its website a “short break statement” which explains to families the short breaks that are available and the criteria for accessing those short breaks. Councils have to provide:

- Day time care in the homes of disabled children or elsewhere
- Overnight care in the homes of disabled children or elsewhere
- Educational or leisure activities for disabled children outside their homes
- Services available to assist carers in the evenings, at weekends and during the school holidays.

(The Breaks for Carers of Disabled Children Regulations 2011)

### **Importance of Short Breaks – Parent Susan Henman**

Susan talked about her son and how valuable the service he receives is to her. She said that she trusts the service provided 100% and it allows her son time to socialise, interact, and take part in activities. Her son is non-verbal and needs support and the service has allowed him to come out of his shell.

The support also means that Susan has time to get things done, socialise, and give attention to his sister - she said that siblings can often be forgotten about.

Susan said that she really needs the support that she receives, and would struggle without it. Any loss in the support would have a massive impact on the family.

## Feedback from trips and activities - Ben Lee

Ben Talked about trips and activities which the Council had provided during 2019. There had been 2 discos at Dorman's Social Club which had been attended by over 200 people. During the Easter holidays a "Big Event" organised with Parents4Change had been attended by 365 people.

In addition to this 240 people attended an Event at the Sports Village. A Halloween Party was being organised on the 30<sup>th</sup> October.



Trips to South Shields and to York had been organised during the summer, with 141 people attending the York trip, and 186 people going to South Shields.

Ben said that many people who had booked to attend these trips did not turn up which had caused delays for families as coaches were reorganised. The feedback from those who attended had been positive. Ben said:

"Families reported to us how beneficial they find the trips and activities, saying that they are comfortable, organised environment where they do not need to worry about feeling judged due to their child's behaviours. Parents say about how the activities that we provide are a great opportunity to meet other parents in a similar position and not feel as alone."

There was no time for questions from the audience about Short Breaks, but written feedback from families included:

- Why was it decided to not have Flamingoland trip this summer. I did not sign up for either trip as the idea of being dropped off in an unfamiliar place with three children, one of whom is SEN seemed utterly ridiculous. I have since heard from others who did attend that communication for pick up was poor. I would like to know where the money saved has been spent, because I've seen nothing extra from the CWD service.
- A suggestion for future. CWD events use council resources for a more varied offer. Disco at the Dorman's does not cater for all. Newham Grange Leisure Farm, Games in Local Parks, Use of Middlesbrough Theatre. Offer a variety so all children are given the opportunity to use a service. Make it accessible to all.

**The Council were asked to provide someone to talk at the Conference about plans/changes concerning Short Break Services but no one was available.**

## 6. Local Area SEND revisit - Helen Watson, Middlesbrough Council



Helen reminded people that a CQC/OFSTED Inspection in 2017 had found four areas of weakness. The report said:

1. There are fundamental weaknesses in the strategic leadership, governance and implementation of the disability and special educational needs reforms.
2. Children, young people and their families have too little involvement in discussion and decision-making about the services and support they need. The local offer is poor and, as a result, children, young people and families have a weak understanding of the resources and support available in Middlesbrough.
3. Leaders have an inaccurate view of the local area's effectiveness. They do not gather, analyse and use information and data to drive improvement in provision and outcomes for children and young people who have SEND.
4. Strategic planning is weak and there is no strategy for jointly commissioning services across education, health and social care.

Helen said that the same team from CQC/OFSTED had visited again for three days this July and said:

“Inspectors are of the opinion that the local area has made sufficient progress to improve each of the serious weaknesses identified at the initial inspection”.

Helen presented a video which had been shown to the inspectors and included parents talking about positive changes. Helen thanked all those, including Parents4Change, who had been involved in all the hard work which had resulted in this improvement. She said that the Council would make sure that the improvement continues.

## 7. Parents4Change - would you like to join us ?

Kath Larry – Parents4Change

Kath said that across England there are over 150 Parent Carer Forums trying to improve the lives of Children with Disabilities and their families by prioritising a range of issues including:

- How services work with families
- Good quality Health and Care Plans
- Good preparation for adulthood
- Good Short Break Services
- Clear access to CAMHS



Parents4Change is the Middlesbrough Forum and it has an office in Middlesbrough, a budget of £15,000 a year, a website and leaflets, and support from many people, including the Mayor, the Chief Executive, Members of Parliament and Councillors. Many meetings and conferences have enabled staff and families to work together.

Everybody knows that this is a difficult time for Councils, and there are budget pressures, and this makes it very important that the needs of children with disabilities and their families are promoted. It is important to make sure that services and families work together and that there is meaningful consultation about change.

Kath asked people to think about joining Parents4Change as “the more there are of us the greater our voice will be”.



## 8. What is in place for Adulthood

### Parents concerns about moving to adulthood

Peter Johnson – Parents4Change

Peter talked about the concerns that all families have about the future for their child, but said that for families who have a child with a disability it can feel that there is more to worry about as there are more services involved and the young person can seem more vulnerable.



Peter talked about a number of concerns that families might have including:

- Wondering why the Transitions Team is no longer in place
- Trying to understand complicated issues such as “supported internship”
- Worrying that a young person might be taken advantage of or ill-treated

Peter reminded people that the Care Act 2014 requires local authorities to ensure cooperation between children’s and adults’ services to promote the integration of care and support with health services so that young adults are not left without care and support as they make the transition between child and adult social care.

## Support available from Social Care/Employment

**Debbie Smith Social Work Manager**

**Emma Cowley Employment Pathways Co-ordinator**

Debbie and Emma thanked people for inviting them to the Conference and presented a video which showed a number of young adults with disabilities telling their stories about their lives. These included one young man talked about how he cared for his home and how much he enjoyed his voluntary work at Newham Grange Leisure Farm. Another young person talked about working in Larchfield bakery, and another talked about her life in supported living. The young people presented a very positive picture of their lives.

A young person spoke about his life and the importance of putting the child first and the disability second and that this leads to a smoother process. He had originally attended the Cleveland Unit , and then been to primary School and Middlesbrough College. He had completed three courses at Middlesbrough College and was now working with the SEND Team at conferences to help people not have the obstacles put in their way that he had experienced.

Debbie talked about the importance of inviting people to start thinking about the future, and said that the key thing is early planning. A number of questions were asked and Debbie responded:

**Question:** My child is now 18 and had services but now it seems all doors are shut.

**Response:** There has been a lot of development in services but some people “fell through gaps”. Debbie offered to speak to this parent during the lunch break.

**Question:** Why has the Transitions Team Changed? How were people informed.

**Response:** Debbie explained that adult social care was the driver in this, and all specialist services for adults with disabilities were now in one team. She said that some young people had moved to the Transitions Service at 14 but then had to move to a different service at 18. The new organisation would mean that people only had one change but the adult team would work with young people from the age of 17. She said that families would be informed individually.

**Question:** What if families lose their social worker?

**Response:** The whole process overall will be better but some families will get a tough time in the middle.

**9. Councillor Barrie Cooper –  
Executive Member for  
Children’s Services**



Barrie said that he worked very closely with Councillor Dorothy Davison the Executive Member for Adult Social Care and Public Health. She had asked him to give her apologies for today.

Barrie stated that “This Council supports you fully”. He said that there was much hard work to be done, but that “we are there for you”.

Barrie gave his contact details, which are also available on the Council website and are: [barrie\\_cooper@middlesbrough.gov.uk](mailto:barrie_cooper@middlesbrough.gov.uk)

**10. Andrea Williams – Director of Education**

Andrea was not originally part of the agenda, but she agreed to speak for a few minutes. She talked about concerns about funding as there was over one million pounds in debt in Middlesbrough and

other similar Local Authorities last year due to pressure on high needs funding caused by there being more children with Special Educational Needs and Disabilities.

She said that this was the result of the fantastic work at James Cook University Hospital, keeping children alive when in the past this was not possible, but also because of the high number of families settling in Middlesbrough some of whom have SEND. She said that there was also an issue as Local Authorities now had to meet the needs of children and young people up to the age of 25 but no additional funding had been provided for this. Andrea said that work was being done to:

- Find efficiencies
- Find better quality for less money
- Share costs with partner agencies.

She said the Council was “working to get the best for your child”. She also referred to the SEND inspection and the positive work done which Helen Watson had referred to earlier.

## Lunch

A good lunch was provided by Parents4Change and there was time for people to talk to each other and look at the information provided at the stalls around the room.



## 11 Performance by Jigsaw

Jigsaw Training Group offers training through performances based on the members' experiences as disabled people living in the North East. They provided a range of very thought provoking performances, including "Express Yourself" the story of Lucy a young person who is supported by a Carer, but the carer does not listen to her views.

It was a very interesting and thought provoking series of performances, and Jigsaw made the following points:

- People with disabilities live ordinary lives and want the same opportunities as others
- Only 3% of bullying is reported as hate crime, and only 1% leads to a conviction
- People with disabilities are four times more likely to experience abuse and this is often from a family member or care worker



## 12 What is happening to our money?

**Sarah Hannan - Welfare Rights**

Sarah talked about Universal Credit and Personal Independence Payments, and told people that they could contact Welfare Rights if they had questions or difficulties. She made a number of important points including:

- a young person can claim universal Credit at 16 if they have a limited capability for work or are still waiting to be assessed and are covered by a fit note. BUT if they do the benefits their parents claim for them will stop. SO always ask for a “better of calculation” before a claim is made.
- The DWP treats young people as having capacity to manage their own claims from the age of 16 years old. If the young person does not have capacity then they need to have an adult known as their appointee to handle their claims for them. In order for a parent/carer to claim benefits on the young person’s behalf they need to be made **an appointee**.
- At 16 DLA comes to an end and they need to claim PIP. Parents must ask for appointeeship and ask for help gathering the right evidence such as EHCP, assessments and GP records. PIP may be higher than DLA.
- A young person qualifies for free prescriptions if they or a family member gets universal credit, income support or child tax credit for them. If the benefits stop **to prevent fines** complete a form HC1 available from the post office or online to cover the period before UC is awarded

Help is available from Welfare Rights at a number of neighbourhood Centres. Sarah provided the following contact information

01642 729242 or [welfarerights@middlesbrough.gov.uk](mailto:welfarerights@middlesbrough.gov.uk)

Sarah asked people to use the answer phone and someone would get back to them. Once they speak to someone directly they will stay on the line as long as needed.

**Help available in Middlesbrough**

**Welfare Rights**  
01642 729242 or [welfarerights@middlesbrough.gov.uk](mailto:welfarerights@middlesbrough.gov.uk) to make appointment

**Community Hub’s (CAB advisors available)**

Newport Settlement (Mon 9am- 12noon) 01642 802892  
 Hemlington Library (Mon 1:30pm – 4:30pm) 01642 591918  
 Thorntree Community Hub (Tue 1-4pm, Fri 9-12noon) 01642 246827  
 Easterside Community Hub (Wed 9am - 12noon) 01642 513150  
 Grove Hill Community Hub (Wed 1-4pm, Thurs 1-4pm) 01642 278444  
 North Ormesby Community Hub (Wed 9-1pm, Fri 9-12noon) 01642 243581

[middlesbrough.gov.uk](http://middlesbrough.gov.uk)

## **13 What is the EHCP Process – David Ball SEN Assessment Manager**

David came with a presentation ready to talk about “Who Needs a Plan?” and “How do you appeal?”. However it had been a busy conference and there was not time for him to say all that he had planned.

David said that if anyone had issues about Special Educational Needs and Disability (SEND) or Education Health and Care Plans (EHCP) they should make contact through the duty line which is staffed from 8.30am to 4.30pm during school days. (not during school holidays)

The number is: 01642 201831

People can also use the email address:

[sen@middlesbrough.gov.uk](mailto:sen@middlesbrough.gov.uk)

David did say that the majority of children and young people with SEND can have their needs met in mainstream schools without an EHCP. They can have a SEN Support Plan and a range of support can be provided at this stage including support from the Educational Psychology Service, support from Hearing and Visually Impaired Services, and outreach support from Special Schools.

Some children/young people with the more complex needs will need an EHC assessment, and if this is requested it is important that there is evidence that a good SEN Support plan has been in place. A multi-agency panel looks at the evidence and decides whether an assessment is needed. If an EHC assessment is not agreed, parents/carers/young people will be informed within 10 days and do have the right to Appeal. Parents also have the opportunity to access independent advice and support through SENDIASS,

independent mediation (Chapel Mediation) followed by an appeal to an independent SEN Tribunal if any disagreements are not resolved.

Once the assessment has been completed the multi-agency panel looks at the assessment and decides whether an EHCP is needed. Parents are informed within 10 working days of the decision and reasons not to issue an EHC plan and details of their right to appeal.

David answered a number of questions as follows:

**Question:** A parent asked about reviews of SEND plans. She said that she had waited 47 weeks for a copy.

**Response:** David stated that there had been some delays but that the plan was now to have them all updated by Easter. If anyone feels that they have waited a long time, or needs the document urgently then they should use the contact details to get in touch. David also said that if families have moved they must make sure they have informed the SEND Team - not just the school.

#### **14 Closing remarks     Ruth Johnson - Conference Chair**

Ruth thanked everyone for attending and hoped that everyone had enjoyed the day. She reminded people to complete the feedback forms which were on the tables.



## Appendix 1 Conference comments

### **Parents4Change Conference Feedback October 2019**

Parents were asked for their comments about the conference, and the majority of those who responded said that it had been very enjoyable. Comments included “really enjoyed it got; a lot of questions answered that I wanted to know” and “well structured, good speakers, very moving”. Some people did feel that more time was needed for questions, and that it would have been helpful if all speakers remained for the full conference. Suggestions were made for future conferences, and Parents4Change will consider all the comments made.

A full list of all the responses received is included below along with a comment which one parent made about trips to Flamingoland not being provided this summer. .

#### **Question 1 Did you enjoy this conference and could we have done anything in a better way?**

##### **Responses:**

- **Yes X 3**
- **Really enjoyed it. New nothing about the changing of the Transitions Team**
- **Yes I enjoyed it, well structured, good speakers, Very moving presentation “sometimes” by Julie. Jigsaw were excellent**
- **It was very informative**
- **Positive – all parents being able to speak up and share concerns about their child. Positive – all parents in the same boat. Positive-All parents felt let down by professionals and were able to voice their opinion and feel listened to**
- **Dr Lovall was confusing and not very parent friendly**
- **Yes it was very informative**
- **It would have been better to have longer for questions and answers with each speaker The conference was poorly organized with regard to time. There was no theme..a jumble of professionals simply self promotion..no time for questions and answers .. most questions and**

**answers were from those who worked for Parents4Change Karaoke? Really ? Unprofessional approach.**

- **Longer question and answer session, No Karaoke. Content at adult level, not child**
- **Yes, speakers should have stayed longer and I did not feel Andy Preston's speech was relevant to why he was there.**
- **Yes I enjoyed it**
- **Enjoyable day. Needed someone from CAMHS. Would have been more helpful if the speakers could all have stayed.**
- **Yes beneficial and useful**
- **Yes I enjoyed the conference**
- **Really enjoyed it got a lot of questions answered that I wanted to know.**
- **No. I really enjoyed today's conference.**
- **I found it very informative and helpful**

## **Question 2 What did you learn from this conference?**

### **Responses:**

- **Lots of good info about Welfare Rights and post 16**
- **All parents have the same worry as me and we are all in the same boat. All the different services out there. What I need to do for my child's future**
- **Enjoyed catching up with peers and people in the same boat. Love hearing Charlie's perception**
- **Information about disability and difficulty, short break support and moving to adult hood.**
- **What will happen to my child when he reaches 18**
- **That most support comes from having a social worker My son is 15 and has autism and a learning disability and does not have a social worker**
- **Nothing I could not find by going to training sessions put on by council and CAMHS**
- **That support should be gained via professionals. That a social worker and EHCP are the only ways to get support.**
- **Benefits is even more complicated than I thought**
- **Useful info on disability**
- **There is a lot of people I can ask questions**
- **How many other parent/carers are in the same situation as myself**
- **Enjoyed the jigsaw performance Very impactful performance Welfare Rights update and impact on people in education**
- **SEN Support**
- **I understand learning difficulties/disabilities better**

### **Question 3 Are there any subjects you would like covering within future conferences?**

#### **Responses:**

- **I liked the drama very much, you could organize a singing program for children**
- **More on Welfare Rights to keep up with changes**
- **A wide range of subjects was discussed and covered today**
- **More info about local services and services you can use as short breaks, Carers support**
- **Activities and spending free time**
- **No x 3**
- **What Parents4Change actually do, how they spend their money, aims/goals set out(from whom) goals achieved etc. What Parents4Change can do for me as I do not feel represented as a parent by them.**
- **What Parents4Change do with their budget. What the local authority do with their budget other than poorly managed trips.**
- **Transport**
- **Media Support within Parents4Change. Safely FB Group**
- **More on getting diagnosis**
- **Other services from Carer Support like MAIN ands APNA**

#### **Other comments**

- **Why was it decided to not have Flamingoland trip this summer. I did not sign up for either trip as the idea of being dropped off in an unfamiliar place with three children, one of whom is SEN seemed utterly ridiculous. I have since heard from others who did attend that communication for pick up was poor. I would like to know where the money saved has been spent, because I've seen nothing extra from the CWD service.**
- **A suggestion for future. CWD events use council resources for a more varied offer. Disco at the Dorman's does not cater for all. Newham Grange Leisure Farm, Games in Local Parks, Use of Middlesbrough Theatre. Offer a variety so all children are given the opportunity to use a service. Make it accessible to all.**

## Appendix 2 Eligibility criteria comments

### Parents4Change Conference October 2019

#### ELIGIBILITY CRITERIA - Feedback Form

During the summer the Children with Disabilities Service began a consultation on a proposed amendment to the eligibility criteria for social work support and short breaks.

Parents were asked questions about this during the conference, and while most said that they had been aware that a consultation had taken place, a significant number said that they had not felt able to contribute as they had difficulty accessing the electronic survey, or had not fully understood the questions.

Responses included: "People do not have enough understanding to fill in an online questionnaire. They need in person discussion." and "It was very confusing. I had to read through it several times I did not find it easy to read".

A full list of responses received is below.

#### **Question 1 Were you aware that this consultation was taking place?**

##### **Responses:**

- **Yes x 16**
- **No x 3**
- **Yes. Completed on line survey**
- **Yes – Face book Parents4Change**
- **Yes Face book/leaflets/posters**

#### **Question 2 Did you feel able to contribute to the consultation?**

##### **Responses:**

- **No x 5**
- **No .. not productively**
- **Yesx12**
- **No - did not know about it**
- **Yes filed in a form on line and was informed about sessions I could attend**
- **No I was not able to arrange child care**

**Question 3** Some people have told us they tried to respond but were not able to access the online survey. Did that happen to you?

**Responses:**

- **Yes x 4**
- **Yes, had to make several attempts to fill in the survey**
- **No x 11**
- **No I did not encounter any problem**
- **Inaccessible**
- **No. However did not already access short breaks and a lot of the questions I did not understand.**
- **No I did not hear about it until after the event**
- **It was very confusing. I had to read through it several times I did not find it easy to read**
- **Did not try**

**Question 4** Do you feel that you understand the impact that this might have on the service and support received by your family and other families?

**Responses:**

- **No- we have not used this service**
- **Yes x 4**
- **Not at all**
- **Yes but aware that to provided services costs/changes may need to be made**
- **I know how it will affect me but not other families**
- **No not explained. I tried to ask people questions but no answers or no knowledge**
- **Unsure**
- **No x 3**
- **No. However never been offered this service or understood the**

**criteria prior to change**

- **Ys it was clearly explained in the survey**
- **Not clearly. No**
- **I feel I understood on a basic level but the services I receive now are non-existent**
- **I feel it may further disadvantage children**
- **Need more info**

**Question 5 How would you like any future consultation about services to be undertaken? (e.g. telephone, online, in person, letter/paper questionnaire)**

**Responses:**

- **In other languages**
- **On line x 2**
- **All of the above**
- **Parents4Change**
- **Need a wide range of all types of engagement. Better promotion. Better use of Local Offer.**
- **On line, paper, questionnaire**
- **On line or letter**
- **Any**
- **All above**
- **Letter/paper**
- **A discussion with people who listen and clear understanding of what is available. People do not have enough understanding to fill in an online questionnaire. They need in person discussion.**
- **In person/telephone**
- **Letter**
- **Telephone/letter/paper ... ore time and more involvement and not just a paper exercise to tick boxes**
- **On line, email**
- **On line but spread better**
- **In person**
- **Telephone/letters**