Feedback on Wandsworth’s Local Offer

Feedback on Wandsworth Local Offer from 1st Sep 2016 to 31st Aug 2017.

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1. Introduction

This report looks at Local Offer services and feedback received during the school year starting September 2016 and ending August 2017. The report outlines how information about the Local Offer is publicised, how we gather comment from users and what we have done in response to the feedback received.

If you have questions about the report please contact; Eleanor Thain ethain@wandsworth.gov.uk 020 8871 8907.

Background

It is our aim to provide clear, current and comprehensive information about the Local Offer and to be responsive to the local needs of children and young people with SENDs, their families and other carers. Our Local Offer covers all provision and support relating to education, health and social care for children and young people who have SENDs, including those who do not have EHC plans. While our focus is on local services, we also direct people to other services, including regional and national organisations with relevant information to meet individual needs.

Back in the autumn term 2015, Wandsworth Council consulted on its short breaks offer for children and young people aged 0 to 18 with disabilities and their families. This consultation (see Appendix 1) was an opportunity for people to influence the Council’s short breaks commissioning decisions and to ensure that the offer met the needs of Wandsworth families and provided value for money. As a result of this survey, the outcomes included:

- Publishing an annual Short Breaks Guide, which rebrands Short Breaks as “Short Breaks Activities for children, young people and families”.
- Parent Champions bringing information about the Short Breaks offer to communities throughout Wandsworth.
- Increased offer of activities and events from the Disabled Children’s Register, WAND and WAND+ cards to support families going out together, enjoying the same activities as other families.
- Completion of a tender exercise resulting in a more strategically planned targeted short breaks offer with a focus on personalised progress outcomes for the children and young people.
- More options have been provided for the 18 and over age group, with the introduction of the WAND+ card.
- Transport to Short Breaks continues to be provided as it is clear that if transport were not provided many children would either be unable to access the break or the family would gain no benefit from it. Cost and usage is kept under review.

As well as the consultation on short breaks, in 2015 we also asked for feedback from members of the Disabled Children’s Register (DCR) with regards to the DCR and WAND Card. The top two requests were for more sports activities and help with parking, both of which we were able to increase, including extra swimming and other activities and short-stay free parking outside schools for WAND cardholders to be picked up/dropped off. We also embarked, during 2016/17 on a programme of activities to support
parents and other carers to raise their awareness of existing services offered by groups such as WIASS, Contact and Wandsworth Carer’s Centre. Further information follows on activities for both children, young people, parents and carers in Part 3 of this report (also see Appendix 2 for examples of activities offered).

2. Spreading the message about the Local Offer

a) The Website

While a wide range of services is included in the Local Offer, one of the challenges is keeping the information up to date. The Local Offer Website is the primary one-stop source of up-to-date information and where to go for further advice. The following table shows you the number of visitors to the Local Offer website home page between Sept 2016 and August 2017;

<table>
<thead>
<tr>
<th>wandlesworth.gov.uk/localoffer</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>March</th>
<th>April</th>
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<td>868</td>
<td>12,684</td>
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</tbody>
</table>

We monitor the number of visits made to the Local Offer website home page. The first line of this table sets out the number of “unique” visits made to the home page between September 2016 and August 2017. A “unique” visit means that each person visiting the home page is counted only once per browsing session. The second line is the total number of times the page was looked at in one month. These figures do not include anyone using parts of the Local Offer website other than the home page. The website is used by parents/carers, professionals and some children and young people.

We have about 1400 children and young people in the borough with statements/Education Health and Care Plans (EHCPs). The number of unique page views in a month suggests that the website’s usage has increased compared to the previous year. 58% of all browsing sessions are now done using a mobile or tablet. In response to the volume of browsing sessions undertaken in this way, the website has been made more mobile responsive to better cope with different devices and it is continuously being reviewed to further improve user friendliness. This does mean that there are sometimes “dead” links which can be reported to Eleanor Thain.

**Website feedback**

The entry for every organisation on the Local Offer website gives details of how to give feedback (positive and negative), or make a complaint.

We have added a new tab on the homepage “What do you think?” to encourage users to let us know. As well as the link in the Local Offer box (1, left), users can also feedback using the “Feedback” link (2, over-page) at the foot of every page of the Family Information Service and Local Offer website. No one used these links to give feedback during the year.
We have spoken to parents who tell us that when they are looking for information is not always the best time to stop and give feedback. When we set up the Local Offer website, we organised focus groups to see how people used the site and get their views on how it could be improved. The information from these groups and comments gathered at outreach and other face to face and phone conversations has resulted in shortening menus, as we found they were not used much on desktop computers and laptops and event less on phones and tablets. We now use landing pages to carry more narrative information and bulleted lists with hyperlinks direct to the most commonly wanted information. This is an example –

On the “Education” landing page
https://goo.gl/Cbwm3Y

We have received a few queries (one or two per month) through “Contact FIS” (on the website header line, 3, in the picture above) to request that groups, providers and events be placed on the Local Offer website or have their information updated. The Local Offer website allows providers who register with us, to update and amend their own information on the website, by using “My FIS Account”. Their amendments do not go live on the website until they are approved by one of the website managers. (Where providers use this facility it works well, but very few choose to do so.)

b) Other ways Wandsworth Council delivers information about the Local Offer
Popular as the website is, not everyone wants to access us like this. Hence information about the Local Offer is provided, as shown below, in other modes, including face to face appointments, phone calls and by email during office hours.
We also run events during and outside standard work hours so that users can reach us from time to time in the evening, at weekends and during school holidays (see Appendix 1 for details).

c) Membership of the Disabled Children’s Register (DCR)
We have worked hard to build good communications with local families. In particular membership of the Disabled Children’s Register has grown as a result of launching the WAND card in 2013. This handy ID card helps holders to access existing concessions plus specially negotiated benefits among local service providers such as swimming at the leisure centres, Battersea Park zoo and London Recumbents (bikes), all of which are free to WAND cardholders. Around 1000 children and young people are now members of the scheme. By becoming members, they receive in the post a bi-annual newsletter, a summary of Short Breaks and hard copies (with reply paid envelopes) of our consultation documents. In addition, during 2016/17 we upped the number of bulletins about coming events that are emailed to all DCR members who have given their permission to be contacted in this way. In autumn 2016 we asked a focus group of young people, based at Generate, to tell us more about their preferences for receiving information (see Appendix 3). Social media in all its various forms was popular, with no one outstanding first point of contact that we could put our finger on. However, we also noted that hard copy posters and newsletters are still used, all of which reinforces for us the importance of offering a variety of modes of communications and to continue to review this as trends evolve.

d) Supporting parent-to-parent information
In 2014, to help raise awareness of the DCR/WAND scheme and the Local Offer provisions available in the borough, we piloted a new scheme to reach out to more families through their local communities, schools and places of worship. This pilot project was undertaken with support from the Family & Childcare Trust (F&CT), using their Parent Champion model. We recruited a team of volunteers - parents of children with SENDs who were already benefitting from DCR membership and the WAND card. The volunteers were trained to raise awareness of the DCR and WAND card, to encourage more people to join and keep in touch with Local Offer news and to work with businesses to support the scheme.
In early 2016, the project was independently evaluated by York Consulting on behalf of the F&CT with very positive feedback. The evaluator reported that “what came across in all the interviews was the passion and commitment of your parent champions and the real difference the role can make to parent champions themselves and the families they help.” Quotes from parents who had met with the Parent Champions (PCs) included the following:

Parent: “What was it that made the difference?” “[PC] also being a parent of a child with special needs makes a big difference. [PC] understands everything from your point of view & that emotionally I needed encouragement to get out there & do things”

Parent: “[PC] put me on to these fantastic people...After talking to [PC] introduced me to these people and told me how they could help me. It was the best thing that’s ever happened to me”.

In the autumn of 2016, the invaluable contribution of the volunteers was acknowledged when they won recognition as winners of the Wandsworth Civic Awards for 2016. Encouraged by the positive outcome of the pilot, it was agreed to continue the Parent Champion scheme with the creation of a new post of part-time co-ordinator to support its development.

e) Reaching professionals
As well as publicising to children and young people, parents and carers we are working to ensure that there is a good understanding of Wandsworth’s local offer amongst the professionals that they will meet. This is particularly important when a child or young person is first identified as having SEND, or first arrives in Wandsworth, so professionals can direct parents to Wandsworth’s local offer, including the website, at an early stage. We are continuing to publicise the local offer to professionals at events such as:

- termly SENCO Forums,
- social workers team meetings,
- termly Heads meetings,
- multi-disciplinary meetings in the health service,
- meetings with voluntary groups,
- networking at events, training and any other opportunities, and via email.

We send a few of the weekly DCR and WAND+ emails to around 350 professionals working with families to keep them aware of the Local Offer.

3. Action taken in response to feedback to the Local Offer

As a result of feedback garnered from focus groups, Parent Champions, the evaluation study by York Consulting and individual suggestions, in 2016-17 we were able to offer more responsive events for families.

In summary, this included upping the number of leisure activities during school holidays, providing additional free parking in Battersea Park for our events, increasing the number of business
‘friends’ (now over 70) and with their help, organising a Carers Week stand in Southside Shopping Centre, both in 2016 and 2017 to help raise awareness to more parent carers.

a) Events for parents, carers, providers and professionals
A number of daytime and evening sessions were held for parents at the Town Hall on topics such as transport, getting back into work, dealing with domestic violence, coming to terms with ASD. Debenhams, Southside played host to two carer coffee mornings and the National Gallery hosted a visit of parent members of the DCR for a ‘Relax and Draw’ session as part of our national Carer’s Week offer. We also held “Local Offer Live” at the Civic Suite in 2016 as part of a larger SEND Reform Event held in conjunction with Positive Parent Action). You can read about this event in the DCR Newsletter for Summer 2016 - https://goo.gl/nnYbVb.

We held our first Can-do Carers information event at York Gardens Library in February 2017 at which exhibitors included, Contact, WIASS, Wandsworth Carers Centre, CAB, Housing and welfare advice, Relate, WorkMatch, Working Families. At this event we launched a Parent Carer Survey to find out more about where parents obtain information their ideas for further developments. This survey was then distributed at events such as the Autism Fayre held at Tooting Leisure Centre in April 2017 and at the Carers Week stand in June 2017, held in Southside, with the support of almost 30 participating businesses. Feedback from the survey is helping to shape the direction of our work to support parent carers during the year 2017-18. (a summary of the results of the survey can be seen in Appendix 4 )

b) Events and activities for young people.
The Local Offer provides for a range of activities to meet the needs of children and young people. In 2016-17, in response to what families told us they wanted in our 2015 survey, we were able to increase the sports offer through our work with the Disability Sports Team at Enable and to enhance parking so that children and their carers could gain easier (free) access to hospital parking and stay for longer in spaces outside school.

We held Get Set Go2! at South Thames College Wandsworth Campus in Feb 2017. This event was about “Next steps into education, employment or training for young people, aged 14-25 with special needs and disabilities (SEND)”. This free event jointly organised by Wandsworth Council and South Thames College, was for young people, 14-25 with SEND, their parents/carers and other service providers, and professionals. You can read more here - https://goo.gl/obZdQ8
Get Set Go 3! The next, even larger event will be in the Civic Suite on 28 Feb 2018. Responding to the feedback from the previous events, this time the event will cover all aspects of Preparing for Adulthood - https://goo.gl/hHez5n

In May 2017, we held our first meeting for young people hosted by Graveney and Meadow in Tooting. The aim of this event was to attract our WAND+ members (18-24s) to meet up and enjoy a social event, combined with getting feedback from them on what they would like. All our WAND+ members were written to with an invitation to this event but only one person attended, so we are reviewing how to reach
this constituency with more focus on existing activities such as those provided by Generate or at group activity sessions now hosted by Flip Out.

We are also experimenting with creating and using Public RIX Wikis on pages of most interest to young people, to offer information in a more immediately accessible form – this is an example – on the “Preparing for Adulthood” landing page (https://goo.gl/mREHn1) where there is a link to a Wiki - https://goo.gl/fEap4F

4. Next Steps

- We continue to add to and refine the Local Offer website and to collect users’ views about both the website and the local offer and use them to improve both.

- We will organise more events, activities and workshops where parents, carers, young people, providers and professionals can meet, discuss, understand and contribute to Wandsworth’s local offer.

- We will develop and publicise Public RIX Wikis where they work well.

- We are encouraging more joined-up-thinking within the borough to ensure that the needs of parent carers are included alongside those of carers of adult dependents and young carers when it comes to information provision and policy making in future.
Appendix 1: Short Breaks Review: November-December 2015

You can read the summary of the responses and Committee Paper on the Local Offer website.

1. **Collaboration with Positive Parent Action (PPA)**
PPA is the local parent forum for parents/carers of children and young people with SEND. The Council aims to co-produce the development of its services with PPA. Representatives from the PPA Steering Group were involved in developing the questionnaires used for the consultation, particularly for parent/carers and children and young people. The findings from the consultation were shared with the Steering Group and the recommendations produced in discussion with them.

2. **Circulating the Consultation**
Consultation questionnaires were circulated to parents/carers and children and young people via the Disabled Children’s Register (DCR) newsletter, (1000 members), short breaks providers, special schools and resource bases and SENCOs. Parents and carers were provided with a table setting out the short breaks offer over the past 18 months and asked to indicate which services they used and to rate them in relation to the enjoyment of their child and the quality of the break. Consultation also took place with professionals working in the field and short breaks providers. Meetings were offered for parents and carers at different times of the day but were poorly attended. PPA also fed back views via their Steering Group. Sixteen representatives from short breaks providers attended a consultation meeting.

3. **Responses to the Consultation**
There was a good response to the questionnaires. Fifty-three parents/carers responded in respect of 63 children and young people. One hundred and twenty-six children and young people responded either unaided, or with support from parents/carers and 4 short breaks providers – George Shearing Youth Club, Generate, Act Too and Share a Family.

4. **Outcomes from consultation**
Overall the outcome of the consultation was very positive with parents/carers giving good ratings to services, both in terms of their child’s enjoyment and the quality of the break. An action plan on the development of short breaks provision has been agreed with Positive Parent Action, reflecting the views from parents/carers, providers and children and young people.

**What we have done**

1. **Improve access to information** – the Council has a well developed Local Offer and sends out bi-annual newsletters to members of the DCR which includes information about short breaks, as well as publicising events via other forms of social media. However it was clear that some parents were either not aware of the short breaks offer, or were unaware that they were already accessing the short breaks offer, or were misinterpreting what it meant. “Short breaks” is a term used nationally to replace the original description of “respite” but the offer has been rebranded “Short Breaks, Activities for Children, Young People and Families”. A table showing the full offer is circulated annually with the DCR Newsletter.
2. **Parent Champions** - the short breaks team has developed a parent champions scheme which has won a range of awards, including one from the Family & Childcare Trust for their Outstanding Contribution to the National Network. The scheme plays an invaluable role in drawing the local offer, including the Disabled Children’s Register, WAND and WAND+ Card and short breaks, to the attention of families through attendance at a wide range of community venues and events, including places of worship, shopping centres and schools. Their ability to talk to families from the basis of a shared experience is critical in reaching families from a wide range of communities that might not otherwise access information about services.

3. **“Families Together”** – although some respondents noted that these activities did not provide a break from caring this was the most highly rated part of the offer. Children and young people rated going out with their family as their favourite activity. Parents and carers were strongly supportive of the WAND Card and concessionary arrangements accessed through it, especially London Recumbents in Battersea Park, trips offered by Contact and the swimming offer for children with disabilities.

4. **Targeted and specialist offer** – in general children and young people enjoyed their breaks and families were reasonably satisfied with the quality, although some mixed views were evident about specific provisions which will be addressed via monitoring. Parents/carers would have liked more provision and choice but were also appreciative of restrictions on offering this. Children and young people generally enjoyed the range of activities on offer and offered a wide range of suggestions about additional activities that they would like to try. These have been discussed with the groups working with these young people.

5. During the Summer term 2017, the Council undertook a tender exercise for the provision of individual targeted support and specialist group-based activities for children and young people with disabilities. A summary of responses from children and young people submitted as part of the short breaks review was shared with potential providers as part of the tender process so that they could plan their bids around their preferred range of activities. From April 2018, the Council will implement a more strategically planned targeted short breaks offer with a focus on personalised progress outcomes for the children and young people.

6. **Provision post 18** – a key area of anxiety for parents/carers was provision post-18. The threshold for adult services is much higher than children’s services and the offer for young people post-18 who do not meet the threshold is more limited. Some services, such as George Shearing Youth Centre and Generate already extend up to 24 years, and some small grants funding has been available for groups who work with young people aged 14+. Families would like to see a more structured service offer post-18 to support young people with SEND who remain vulnerable as they move into adulthood and need support to develop independence and social networks as they leave school, but do not qualify for adult services.
7. **Transport** – transport is offered for some children and young people who are accessing the more specialist breaks or who have the highest levels of need. The cost of transport is contained within the short breaks budgets. The issue of transport was raised with parents/carers and it is clear that if transport were not provided many children would either be unable to access the break or the family would gain no benefit from it. The issue has been discussed with the PPA Steering Group who appreciated the impact of the transport costs on the overall service offer but nevertheless considered it to be essential. They proposed sharing information about the costs of transport with parents so that they understood the impact and were encouraged and enabled if at all possible to drop off or collect their child and to explore ways of collaborating with other parents in relation to transport.

**Appendix 2: DCR, WAND and WAND+ Parent Champions 2017 activities and events**

<table>
<thead>
<tr>
<th>Month</th>
<th>DCR/WAND 2017 activities timeline</th>
</tr>
</thead>
</table>
| January | Parent Champions (PC) review meeting  
Parent/Carers Coffee Morning hosted by Debenhams  
PC Spring term ongoing networking locally  
Commence training new PC members  
PC meeting |
| February | Can Do Carers event, York Gardens Library  
Launch of Parent/Carer Survey to DCR and WAND+ members  
PCs represent DCR at Wandsworth Voluntary Sector Forum  
Half term film at Cineworld –Secret Life of Pets for DCR members  
Half term Monkey fun at Battersea Park Zoo for DCR members  
PCs at Oak Lodge Open day  
PC training ongoing  
PC team meeting  
Get Set Go2! South Thames College (event for 14 to 25 year olds with SENDs) |
| March | Stand at Work Match Employment Fair  
PCs present at national Family & Childcare Trust PC conference  
SEND Reforms event, Civic Suite  
Wiki launch  
PCs attend Wellbeing morning at Acorn Centre  
WAND Parking Scheme voted winners in British Parking Awards ‘Parking in the Community’ category  
Parent Champions team networking  
Easter Holiday free film at Cineworld Wandsworth for DCR and WAND+ members |
| April | PCs at Tooting Leisure Centre Play Day  
Southside outreach  
PCs represented at Carers Partnership Board  
Autism Fayre, Tooting Leisure Centre  
PC team meeting  
PC organised Muslim Support Group at Al Muzzammi Mosque  
Southside outreach  
WAND + card launch |
| May | PC meeting  
PCs input to Local Offer briefing  
PCs at Positive Parent Action AGM  
PC organised Muslim Support Group at Al Muzzammi Mosque |
<table>
<thead>
<tr>
<th>Month</th>
<th>Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>June</td>
<td>Tooting Market DCR stall with PCs &lt;br&gt; Spring newsletter&lt;br&gt; Southside outreach &lt;br&gt; WAND+ 1st Anniversary at Graveney &amp; Meadow&lt;br&gt; PC summer term programme ongoing networking locally&lt;br&gt; PC Faustina Asare attends Royal Garden Party representing the group&lt;br&gt; PCs talk at Primary SENCO meeting&lt;br&gt; PC representation at Mobility Forum&lt;br&gt; Summer half term free film&lt;br&gt; PC organised Muslim Support Group at Al Muzzammil Mosque&lt;br&gt; PC networking session&lt;br&gt; Carers Week: information drop-ins daytime and evening at Town Hall&lt;br&gt; PC organised Wellbeing workshop at Al Muzzammil Mosque&lt;br&gt; Carers Week: Carers Centre info session&lt;br&gt; Carers Week: Southside stand with Mayor and Prize Draw&lt;br&gt; Carers Week: National Gallery visit for carers</td>
</tr>
<tr>
<td>July</td>
<td>Eid Event organised by PCs, Tooting Leisure Centre&lt;br&gt; PCs at Secondary SENCO forum&lt;br&gt; Paddock School Open evening&lt;br&gt; Oakdene Super Hero Fun Day&lt;br&gt; Get Active Festival, St George’s Park&lt;br&gt; PC organised Muslim Support Group at Al Muzzammil Mosque&lt;br&gt; PC representation at Carer’s Board Meeting&lt;br&gt; 5th Anniversary WAND Picnic at Battersea Park Zoo + activities across the park at: Go Ape!, BlueBird boating lake, Putt in the Park, Recumbent Bikes for DCR members, plus free parking in the park.</td>
</tr>
<tr>
<td>August</td>
<td>Flip-Out Wednesdays throughout the month for DCR members&lt;br&gt; PCs at Enhanced Children’s Centre Playday&lt;br&gt; PCs at Yvonne Carr Children’s Centre Playday&lt;br&gt; Kaspar’s Ice cream party with entertainer&lt;br&gt; Cineworld film for DCR members&lt;br&gt; PC Cake stand at Tooting Broadway (outside Iceland)</td>
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<tr>
<td>September</td>
<td>Eid Event organised by PCs, Tooting Leisure Centre&lt;br&gt; PC organised Muslim Support Group at Al Muzzammil Mosque&lt;br&gt; PC refresher training&lt;br&gt; PC organised Wellbeing workshop at Al Muzzammil Mosque&lt;br&gt; PC autumn term programme ongoing&lt;br&gt; A2i Dyslexia event stand, Caius House&lt;br&gt; DCR Carer session: Employment rights for Carers with DLA Piper</td>
</tr>
<tr>
<td>October</td>
<td>DCR Carer session: Family Fund applications&lt;br&gt; PC organised Muslim Support Group at Al Muzzammil Mosque&lt;br&gt; Anti Hate Crime Week PC stand at Tooting Broadway&lt;br&gt; PC team meeting&lt;br&gt; Anti Hate Crime Week PC stand at Clapham Junction&lt;br&gt; Half term film at Cineworld Moana&lt;br&gt; Half term Go Ape! and Putt In the Park free sessions, free parking in Battersea Park&lt;br&gt; Half term half price for all family Flip-Out session</td>
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<td>November</td>
<td>Autumn/winter newsletter out&lt;br&gt; PCs finalists at Mayor of London Team London Volunteer Awards&lt;br&gt; PC organised drop-in information day at Al Muzzammil Mosque&lt;br&gt; WAND 5th Anniversary event for business supporters in Mayor’s Parlour</td>
</tr>
<tr>
<td>December</td>
<td>PCs attend Wandsworth Chamber of Commerce Awards Dinner</td>
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Appendix 3
Focus Group at Generate’s Tuesday, mixed session for young people 16 to 25 years old on 6 December 2016.

RESULTS

We asked, how do you like to find out what’s on?
The preferred way to find out was on social media (12 votes), though posters, flyers and other publications (10) were close. Tablets, with info via email came third with seven votes.

Which social media do you use?
Instagram was first, with 12 votes, but when we asked if they would “follow” us or a “young people’s Local Offer” Instagram or Snapchat, they said “no”. Asking if anyone wanted to set up an account, which they WOULD follow, we had no takers. (something another group would be interested in?). Facebook was next with six votes. WhatsApp had five votes, with three each for Snapchat and Skype, two for Twitter and one for Viber.

Posters, flyers and publications
These came close behind Social Media. We asked where they would think we could put them to be noticed by other young people. The following locations were suggested- at youth clubs, on trains, buses, council estates. Information and invitations through the letterbox was also mentioned.
The young people thanked us for coming and said that they enjoyed being asked what they thought and what they preferred.
We are planning to return to this group to share what we have done and see if we are communicating with them better.

What we did.
On arrival, we gave the youth workers our contribution of pizzas, dip and satsumas and while we waited for the young people to arrive and come inside from football, we spoke to three young people who helped us make sure we had captured all the ways they find out about important, fun and social events, activities and providers. With their help we drew up and labelled two flip chart sheets. One, about what devices or ways they liked to get their information and the second about the various social media they used.
Viber, a social network we didn’t know was added to the second chart, and posters, flyers and books were given some more pictures as they were considered popular.

Present, 12 young people (10 young men and 2 young women) and 4 staff members, who did not vote. After introductions, we showed the first flip chart sheet and asked everyone to see if we had covered all the ways they got information about what’s on. We added “letter box” at their request. After a short discussion, everyone used three stickers to vote, two for their favourite and one for the next best one.

Then we moved on the discuss the highest scoring method, social media, and again everyone voted with three stickers, two for favourite and one for runner up.

With publications and posters, we discussed where to post them to be seen by the most young people.

Appendix 4 – Summary of Carers Survey 2017 (Full version - https://goo.gl/Mka7oq)

What do Carers want?

When it comes to the Local Offer, it is important that we find out our members’ views from time to time. Our 2015 satisfaction survey showed that users greatly welcomed the WAND card, launched in 2013. Key suggestions for further improvement were:

- more parking concessions,
- more sports activities and
- more support for carers.

Since the 2015 survey we have expanded our existing parking concessions at hospitals and the Town Hall to include parking outside a WAND card holder’s school for pick-ups and drop-offs and free parking in Battersea Park car park on days when we hold pre-arranged events there. We have also worked with Enable to expand the disability sports offer and with other providers, such as Aspire. Most recently, we have been able to negotiate discounts with Flip Out for regular weekly sessions and also some free places at Go Ape during the holidays.

In addition, Places for People Leisure Centres now offer carers a discounted rate on weekdays between 10am-4pm for swimming and other Leisure Centre activities. Full details of all of the above can be found on the Local Offer website www.wandsworth.gov.uk/localoffer

Our latest survey, launched in the spring of 2017, focused on parent/carer needs and what else would help you. Here is a summary of the findings and if you would like to see the more detailed report please go to the website: https://goo.gl/XD6YHt

Key 2017 findings

The following findings were based on replies from 122 Wandsworth parents/carers, 95% identifying themselves as parents. The majority (67%) of the children and young people they cared for were in the age bracket 5-17.

52% said they knew about the Local Offer, 42% said they did not. 72% like to get information via email but other communication methods were also important, including paper communications, website, face to face and telephone calls.
Looking ahead, the following were the top four areas likely to be of most help to parent carers: Leisure information (76%), Help with problems at school (54%), Help to cope with my caring role (49%) and Things to aid my health and wellbeing (49%)

<table>
<thead>
<tr>
<th>Future Useful Information</th>
<th>Responses</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leisure activities for my child/young person</td>
<td>93</td>
<td>76</td>
</tr>
<tr>
<td>Problems with school/college</td>
<td>66</td>
<td>54</td>
</tr>
<tr>
<td>Help me to cope with my caring role</td>
<td>60</td>
<td>49</td>
</tr>
<tr>
<td>Aid my health and wellbeing</td>
<td>60</td>
<td>49</td>
</tr>
<tr>
<td>Accessing benefits and housing</td>
<td>44</td>
<td>36</td>
</tr>
<tr>
<td>Help at work or getting back into work</td>
<td>44</td>
<td>36</td>
</tr>
<tr>
<td>Personal development/future career path</td>
<td>40</td>
<td>33</td>
</tr>
<tr>
<td>Support with relationship issues</td>
<td>27</td>
<td>22</td>
</tr>
<tr>
<td>Advise about money management/debt</td>
<td>24</td>
<td>20</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

We then asked whether or not parent/carers feel they receive enough support to balance their added caring responsibilities with work/education and to have a life outside of their caring role. Just over one in five, 21%, said YES to this question. More than half, 55%, said NO. Asked what would make a difference in the future, there was a strong emphasis on improving employment prospects or help to enable people to return to work:

<table>
<thead>
<tr>
<th>What would make a difference in the future</th>
<th>Responses</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full time, part time, flexible working opportunities</td>
<td>49</td>
<td>40</td>
</tr>
<tr>
<td>Employers advertised as family friendly</td>
<td>41</td>
<td>34</td>
</tr>
<tr>
<td>Childcare availability to help me work/study longer</td>
<td>29</td>
<td>24</td>
</tr>
<tr>
<td>More confidence to return to work</td>
<td>27</td>
<td>22</td>
</tr>
<tr>
<td>Help with reviewing my skills or change of direction</td>
<td>25</td>
<td>23</td>
</tr>
<tr>
<td>Advice on housing &amp; benefits for part timers</td>
<td>23</td>
<td>19</td>
</tr>
<tr>
<td>Other</td>
<td>11</td>
<td>9</td>
</tr>
</tbody>
</table>

Finally, we asked an open question about what else Wandsworth Council or others could do to better support parents or other carers of children or young people with SENDs. This pie chart shows the key areas where people would like more help:
Next steps in supporting carers

The survey highlighted a need for more support for parent carers, not least in making sure they have practical information about sources of support to help them in their role.

With this in mind, we have already organised several events for carers this year – starting with the Can-do Carers information morning at York Gardens Library and a programme of activities around Carers Week in June, ranging from drop-in information sessions, to pampering sessions in Southside and via Wandsworth Carers Centre. We were also able to try something a bit different with a ‘Relax and Draw’ day, including lunch, courtesy of the National Gallery.

More recently we have run a workshop on Employment Rights for carers, outlining how to make effective requests when it comes to flexible working or time off to care for sick children. We also had a guest speaker from the Family Fund to talk about applying for grants for children with SENDs.

We have also fed back our findings to the Wandsworth Carers Partnership Board and to our colleagues at Work Match, with the hope that more may be done to help parents wanting to find employment with flexible, family friendly hours.