

Annual Report 2022/2023



Parents and carers from all walks of life, walking together...
Because together, there's a greater chance for things to get better
and brighter

CONTENTS PAGE

Board of Directors Update

CEO Update

Meet The team

Peer Support Team Update

Training Team Update

Our Accomplishments

Snapshot of The Year

Parent Carer Voice

Survey Statistics

Financial Update

Our Year With The Mayor

Grant Funding Updates

Day of SEND

Next Years Plans

The Future of NSPCWT



Board of Directors Update

Wow, what an exceptionally busy year. We are always so overwhelmed with the amount of engagement we receive from our parent carer community, whether at a coffee, a training session, one of our events or just a message on our facebook group. We would like to take this opportunity to thank you all so much for all your continued engagement and support, it really does make what we do enjoyable.

We continue to work with our strategic partners in both the local authority and health in order to affect change, improve provision and services for children and young people with additional needs and disabilities (SEND) and help alleviate the worry for many of our parent carers.

We have had another extremely busy year as you will see from the highlights in this annual report. There has been a lot of change across systems which has meant we have been involved in more strategic workplans to ensure that the collective voice of our parent carer community is in every meeting and thought about during each change to systems that are being discussed.

We would like to once again thank all of the parent carers and professionals that have engaged with us over the last 12 months, we are extremely grateful for all of your support and look forward to growing further over the next year.

“This year, I have worked with Angie from North Somerset Parent Carers Working Together CIC at the Steering Group for the Keyworker Service in BNSSG. At the Steering Group Angie has done a wonderful job of representing the voice and views of Parent/Carers from North Somerset and this has been fundamental in co-producing the Keyworker Service.”

Louisa Jennings, Keyworker Team Lead, Mental Health, Learning Disabilities and Autism Team



CEO Update

Reviewing this last year and all the positive feedback and quotes we have received from parent carers has been a delight and clearly demonstrates the benefit we are having within the community. I am really proud of our team's commitment and dedication in continuing to provide the best possible support. It has been so positive to see our support offer grow over the last year helping us reach an ever growing number of parent carers in North Somerset.

A huge THANK YOU to all the parent carers that have shared their experiences with us. This really does help us effectively and accurately represent the collective parent carer voice across North Somerset as we seek system improvements for them and their children and young people with additional needs / disabilities.

My thanks also goes to the many organisations and stakeholders who recognise the needs of our community and continue to support our work in both representing and supporting parent carers.

I know there is still a lot to do in both ensuring services meet the needs of our children and young people and that of their carer. I am passionate that we continue growing our supportive community in North Somerset and increase our collective voice over the coming year to see improvements in provision. It is such a privilege to be entrusted with this role to support and promote positive change in North Somerset. Please continue to connect with us, access support, and share your experiences. I look forward to meeting many of you over the coming year.

Kenton Mee CEO

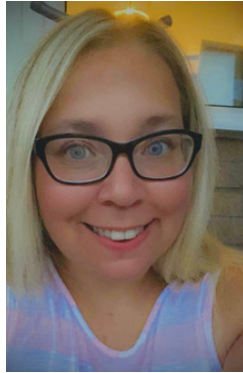


Meet The Team

We would love to introduce you to our team



Kenton Mee,
CEO
and Director



Angie Griggs,
Project Manager
and Director



Hayley Wyatt,
Operations Manager
and Director



Francesca Betts
Media and Marketing



Laura Shaw
Data and Logistics Lead



Nicola Mesham
Grant Co-ordinator



Kirsty Andres
Peer Support Team



Leanne Havinden
Peer Support Team



Danielle Vincent
Training Co-Ordinator



Bev Robson
Lead Trainer and Peer Support Co-ordinator

Peer Support Update

Peer support have been incredibly busy over the last year. We have been into many schools across North Somerset and for the majority of these we have been joined by SEND and You - SAY. SAY also join us at many of our other coffee events across the year. Parents carers and school staff have told us that these face to face opportunities have been really beneficial to helping them build relationships and tackle difficulties that have and are arising for families.

In response to parent carer feedback Peer support we now run 3 ASD/ADHD specific (no diagnosis needed) coffee sessions each month across North Somerset. One morning in North Weston Village, just outside Portishead. One evening coffee in Weston and one morning at The Firs. Parents and carers have told us that they very much appreciate this consistent support and what a positive difference it makes to them.

We hold general coffee events as well as with visiting groups and/or professionals. For example RESET, School placements, Young Carers, Avon Mental Health Partnership, Baby bank, Autonome, OTR and Social Care. We have had 2 coffee mornings specifically for Adoptive parents, Foster carers, SGO parents and carers and Kinship carers which have been joined by Adoption West, along with themed events such as our pancake breakfast and our holiday stay and play sessions.

“One of the most innovative projects we have achieved by working together with NSPCWT this year has enabled us to see so many more families within their own school settings, to help build valuable relationships between school and home, in turn leading to better outcomes for their children.”

Sarah Bishop - SEND and You

We have so enjoyed running our new stay and plays during holiday times over this last year. We have done some themed sessions during Summer, Halloween, Easter and we were able to turn our base into a sensory Santa's grotto for Christmas that many children from our community enjoyed immensely.

We have also set up a closed group on facebook for our community to use as an online support group where parents can ask questions, get advice and just feel supported by other people who may be in a similar situation to themselves.

Number Of Stay and
Play Sessions

12

Attendees at Stay and
Play Sessions

186

Facebook Support
Group Members

631



“Thank you all so much for our fantastic first visit to one of your Stay & Plays and what an amazing one it was. All 3 girls loved the activities and it felt so welcoming. Magical addition of Santa arriving! Thank you all. Merry Christmas”

Training Team Update

Over the past year we have enjoyed providing the needs led training to parent carers and professionals across North Somerset. We have increased our reach and built communities of parent carers across the area. We have evidence to show that we have benefited parent carers lives by enriching their knowledge, reducing their anxiety and improving their social isolation. We hope to continue our hard work in the coming year by meeting more parent carers and professionals.

We have also continued to offer our Autism training in conjunction with South Gloucester and Bristol and this is now available to any parent carer or professional that feels it may be beneficial, instead of just to those who are on the waiting list for a diagnosis.



“Thank you - this has been so helpful. I need to go through it in my head now! This has given me some ways to describe what we are seeing and a path forward. Thank you”.

“Wow! the best two hours I have ever spent! THANK YOU SO MUCH your knowledge is amazing”.

“Thank you so much!! Your education has helped my family so much to understand each other!!”

We really try to ensure that all of the training we provide is relevant and beneficial to our parent carer community. If there is some training you would benefit from, or if you offer training that you think may benefit our community, please get in touch and email: danielle@nspcwt.org



Our Accomplishments

We have had another great year supporting our parent carer community. We also held the official opening of our new parent carer resource base. Thanks to this space we have been able to increase our offer by holding some stay and play sessions in the holidays which have been extremely well attended. Parents have enjoyed having a safe space where their children can play and explore safely. We are currently looking for grant funding for some resources downstairs such as chairs and play equipment to make the space more inviting and create more activities for the children to use during our stay and play sessions. We are constantly trying to diversify our offer so that we are best meeting the needs of our families, and are working hard to grow our steering group so that we can hear directly from our community with what we can do to best support them.



Snapshot of The Year

“The current and very professional NSPCWT leadership and team has brought and developed stability in the organisation which has enabled the forging of continually improving and sustainable relationship with the ICB based on trust and respect. The ICB could not fulfil its SEND functions and meet its responsibilities without the close professional working relationship and support of the NSPCWT.”

Mark Hemmings - Head of Transformation, BNSSG ICB

Local Authority Meetings

67

Health Meetings

63

Combined Health and Local Authority Meetings

45

Website Visits

4762

Email Database

1417

Sensory Video Views

1167

Facebook Followers

2222

Twitter Followers

451

Instagram Followers

357

Parent Carers Who Signed Up To Training

924

Parent Carers Who Came To A Coffee

568

People Who Attended One Of Our Events

1048

Exhibitors At Our Events

350

Parent Carers Who Have Benefitted From Our Wellbeing Offer

115

Wellbeing Boxes That Were Sent Out

200

Parent Carer Voice

“ To have this opportunity as a carer was incredibly insightful and has enabled me to learn strategies to support my role as a mother, wife, carer and a clinical lead. I valued having time to pause and concentrate on myself in a safe space. Personalised care at the heart. Thank you to all who have enabled this to happen. ”

Counselling with Phil Benge

“ Phil is amazing and made me look at how I am giving a lot to others whilst neglecting my own needs. Very easy to talk to and a very clever person with a wealth of knowledge too. ”

Counselling with Phil Benge

“ This is the first time I have had the opportunity to access workplace wellbeing supervision sessions and I have found them really helpful. It has given us the opportunity to take a pause from our busy schedules and talk about issues such as trust, anxiety, different ego states and feelings of overwhelm. I have enjoyed listening to other team member's thoughts. Phil is good at creating a relaxed atmosphere, asking the right questions, inviting everyone to contribute and most importantly - making us laugh! ”

Staff supervision with Phil Benge

“ It not only gave me some much-needed "me time" and a dose of Vitamin D, it also presented opportunities that my children may need to access in the future that I wasn't aware were available, which is very encouraging. ”

Uncle Paul's Chilli Farm - Wellbeing day

“ Making friends/connections in similar position as parent carers. Positive outlook for children with SEND in North Somerset who can Access such a wonderful programme with passionate staff, in such a glorious and stress free Setting. I loved everything about Uncle Paul's chilli Farm, tucked away in such a beautiful part of Somerset. ”

Uncle Paul's Chili Farm - Wellbeing day

“ “ We had a lovely time. I get very anxious and isolated. It was so good to connect with people. ” ”

Uncle Paul's Chili Farm - Wellbeing day

“ “ I never get a break as a parent/carer plus can never afford to treat myself so this is so well enjoyed. ” ”

Uncle Paul's Chili Farm - Wellbeing day

“ “ Brilliant, very informative! I'm totally lost in the world of SEN needs being from a time of coping mechanisms to a world of support. I'm amazed how this area has changed for children ” ”

EHCP Q&A - Training

“ “ I loved it, Catrina (Lowrie) was brilliant; so engaging and explained things so well. Content was excellent, I learned so much. This is going to have such a positive impact on our family's life, thank you. ” ”

What is autism? - Training

“ “ It was very useful, got new ideas and strategies how to support my son. Its very important to maintain child's self esteem and make him happy with what he enjoys. thank you. will be happy to attend more training ” ”

Supporting your child to attend school - Training

“ “ Very useful introduction and lots of links to further information. Very clear and well presented. I feel like I understand autism better and know where to go to start learning more. It was great to be in a group and share common experiences. ” ”

What's next after the autism diagnosis? - Training

“ It was great to be part of a bigger picture, sometimes you feel like no one understands you or how big the mountains are you have to climb, I have a greater understanding of Autism and where to get help if I need it, we all see Autism in very different ways as there are many different faces. ”

What's next after the autism diagnosis? - Training

“ Very informative. Lots of new knowledge and skills. Made me think in a different way. We need more of these training please. Thank you so much. ”

Autism - Behaviour and Dysregulation - Training

“ thanks very much lots to take in learnt about fawning and you have reinforced things you know but let slip - disruptive challenging in context will think about it - will sign up for more. Tell Kenton loved it and all he is doing for SEND children... Thank you ”

Autism - Behaviour and Dysregulation - Training

“ Thank you so much for putting on this morning, I feel so much better and know that I have somewhere to go for guidance” (a parent carer who had had a 1-1 with SAY during the morning). ”

Community Coffee at North Weston Village hall - Peer support

“ Loved making and my Christmas decorations. Loved talking to R. My friend bought me and I was nervous at first but as time went on I felt more at ease ”

December Parent Carer Craft Sessions - Peer support

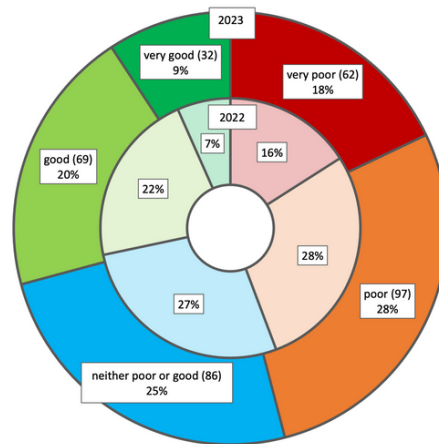
“ Thanks, to you and the team for putting on yet another wonderful stay and play. I honestly don't think there is anything more you could do. There were so many wonderful activities to do. They love the sensory room and the different toys (from what we've got at home). My son in particular spent a lot of time jumping from a height, trying to get higher and higher. We loved it, thank you. Many thanks ”

Halloween Stay & Play - Peer support

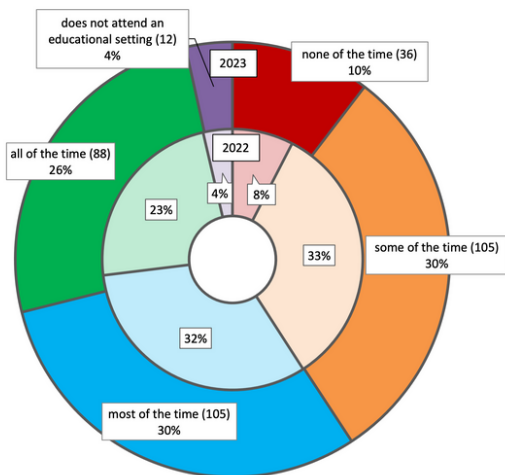
Survey Statistics

THANK YOU to all our parent carers who took the time to respond to our annual survey in May this year. We really appreciate everyone sharing their honest experiences of provision in North Somerset. Here are a few of the comparison graphs. The full survey results can be found on our website: www.nspcwt.org

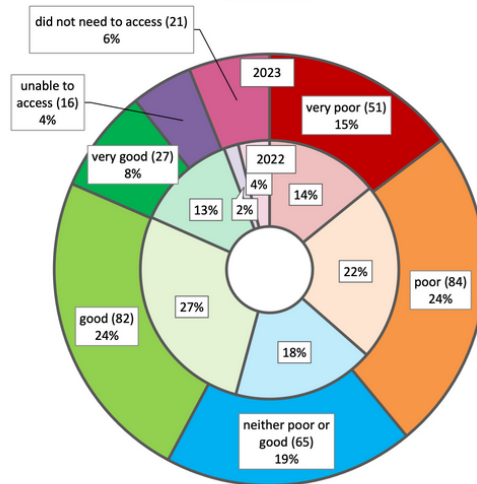
Q2. How do you rate services/provision in North Somerset for children and young people (aged 0-25 years) with additional needs and/or disabilities?



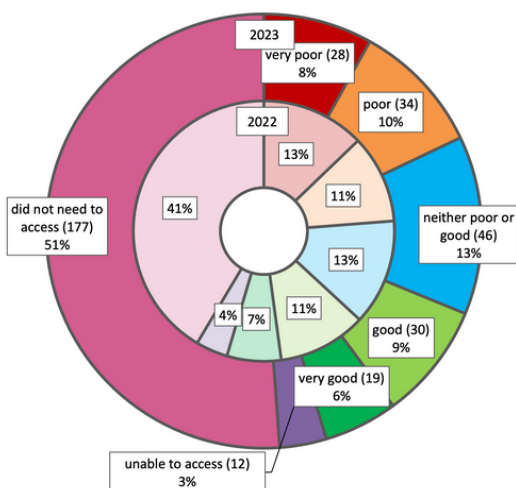
Q3. Do you feel your child's educational setting is meeting their needs?



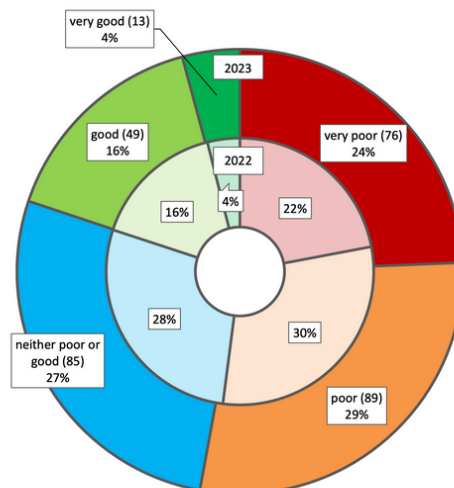
Q4. How do you rate health services your child accessed?



Q5. How do you rate social care services your child accessed?



Q6. What is your experience of telling your child's story as few times as possible?

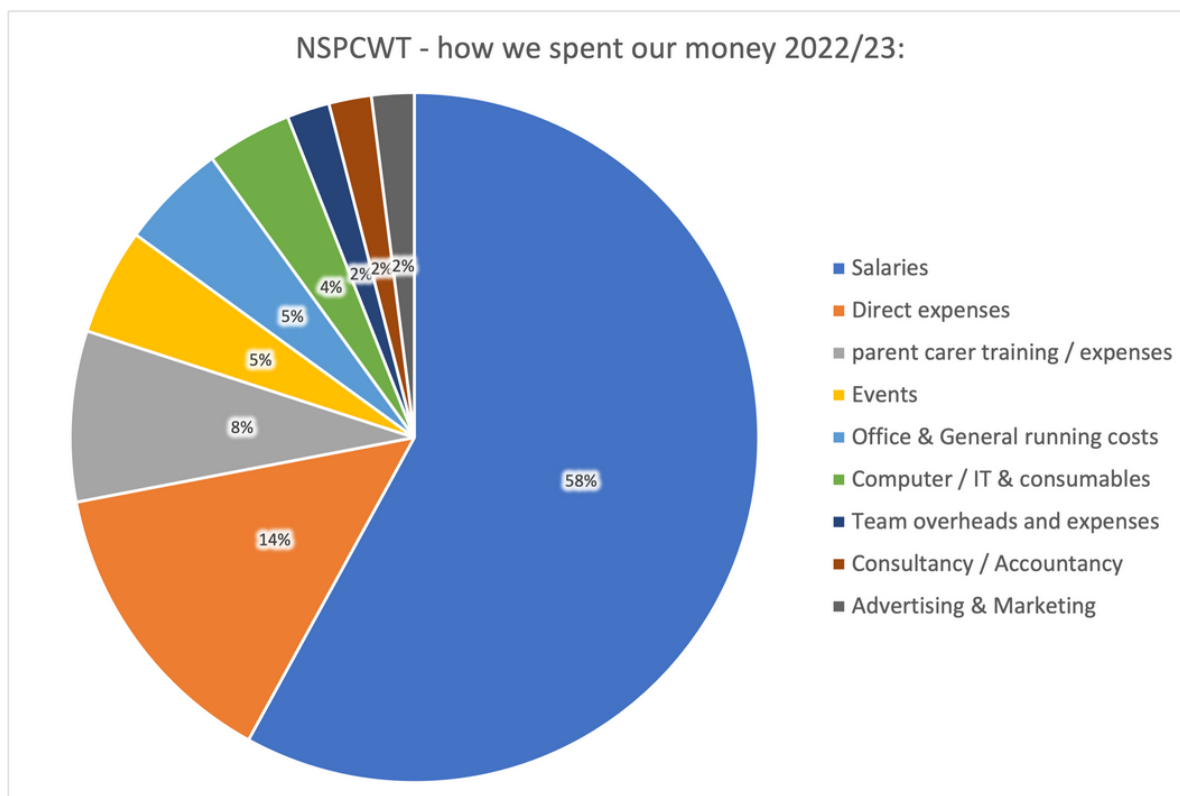


Financial Update

NSPCWT's accounts are independently prepared by Godfrey Wilson Limited, Chartered Accountants & Statutory Auditors producing our financial statement for official submission.

Almost all our funding has been received from Grant funding this year with our core participation grant from the Department for Education of £17,500 along with a further £10,000 discretionary grant. £25,000 grant from North Somerset Council and £25,000 grant from the ICB was received to support the forum's core work with a further £112,301 grants via funders for parent carer training, wellbeing and peer support during the year.

Total income 2022/23 £194,507 and costs were £194,080 leaving a pre tax surplus of £427. We had a further £173,243 deferred income for use in 2023/24 (This includes grants for continuing our parent carer training and peer support).



Our Year With The Mayor

We were extremely grateful to be chosen as the official beneficiary by the Mayor of Weston Super Mare, Sonia Russe. What a year it has been, with Sonia's help we have made inclusion the forefront of her campaign and have achieved so much. We were able to offer a boat day at Uphill boat yard for our families, stay and play sessions in the summer holidays and a sensory Santa's grotto during the Christmas holidays. We have attended lunches and evening events to raise the profile of the forum along with some much needed funding. We have also enjoyed 2 wonderfully inclusive water confidence and learn to float sessions where parent carers were given some great hints and tips from two fantastic instructors. Overall this year has been brilliant and we would like to give our heartfelt thanks to Sonia and her consort David and the rest of the team at the town council.





Grant Funding Updates

NSPCWT were recently fortunate enough to receive funding from the National Lottery to setup a Customer Relationship Management (CRM) database to store all membership information, manage membership interactions, run training events, provide detailed reports on membership reach and monitor community impact. Implementing the CRM database will enable us to centralise our key support functions and member information into one system. When all of the data about a family is stored in one place, it is easier for us to provide targeted support, so help is received at an earlier stage in their journey. It will enable NSPCWT to deliver our current offerings more efficiently, making it easier to build stronger relationships with our community. We can adapt to meet their needs and new challenges. Both Parent Carers & NSPCWT staff will benefit from implementing a CRM. For Parent Carers it will allow us to increase our engagement and provide them with targeted support. We can build up a profile of our families and young people against specific outcomes so we can measure and review our impact throughout the year. Being able to record different types of data for families will enable us to create detailed and meaningful reports. This allows NSPCWT to show the difference made across different areas and projects, which has an influence on future funding. By registering on our database, Parent Carers will also be able to benefit from future wellbeing opportunities such as wellbeing activity boxes, member discounts and vouchers for e.g. Amazon, Costa, spa days etc. For staff, having a centralised database will ensure that duplication of effort is reduced and increasing time staff have to focus on peer support and outreach. This will be a new project for NSPCWT and the CRM system will take approximately nine months to implement so we plan to have it in use by the whole team by January 2024. Look out for more information on the project's progress on our social media channels and your chance to sign up as a member to benefit from promotions, discounts and limited time offers.



Our Day Of SEND Event



A Day of SEND

18th October 2023

9am - 9pm

@ Priory Community School

For parents, carers, family members & professionals.

Join us for workshops, stalls, informative presentations and a chance to meet your Local Councillors and Health Commissioners.

Sign up for your Free ticket via Eventbrite to the SEND Event of the year.



If you would like to be involved in any way at all either as a stall holder, a guest speaker, or as a sponsor of our event please email events@nspcwt.org

Next Years Plans

Below is our work plan for the coming year. This is what we are focusing on strategically.

Our 4 agreed strategic priorities for 2023/2024 are:

1. Neurodiversity Pathway

Outcome for members:

- 1) Child / Young person's needs supported with timely access to diagnosis assessment when appropriate
- 2) Support, guidance, signposting and training available throughout the journey
- 3) Less anxiety around the whole process

When do we want this achieved by? March 2025

(Whilst there are immediate issues to resolve, like access to assessments, the wider work to co-design and deliver a pathway with stakeholders will be a significant area of work over the coming years.)

What actions can we carry out?

- 1) Continuing meetings with BNSSG ICB and Sirona to ensure that parent carer voice is considered throughout
- 2) Diversifying and opening up our training offer for all parent carers
- 3) Continually collecting parent carer views in order to feed that back to affect change as much as we possibly can within the ICB
- 4) Ensure our website is up to date and current with all the support that is available
- 5) Work with all stakeholders to co-produce a more sustainable and holistic approach to meeting the needs of neurodiverse children creating an effective pathway that responds to and supports children and young people's needs alongside giving them a diagnosis where appropriate.

2. Graduated response - support in schools

Outcome for members:

- 1) A full understanding of the graduated response (Parent Carers & Schools)
- 2) Child / young person has timely support to meet their needs within the education setting
- 3) Parent Carers feel supported on their journey in supporting their child through changes in education in preparation for adulthood

When do we want this achieved by? March 2024

What actions can we carry out?

- 1) Continuing meetings with the local authority education and inclusion teams
- 2) Information sessions with our members and the local authority to increase knowledge of the graduated response and reasonable adjustments
- 3) Continuing our school based support sessions alongside SEND and You - SAY (SENDIAS) to build our relationships with schools and their SENDCOs
- 4) Help increase awareness of the revised graduated response documentation via our website, meetings, events, social media etc.

3. Social care – short breaks and respite

Outcome for members:

- 1) Support available to families at the time of need
(Parent Carers & Children / Young People)
- 2) A shared understanding of the support offer and services available to families
- 3) Easy to access information and signposting to support
- 4) Reduction in stigma attached to social care involvement with the family

When do we want this achieved by? March 2024

What actions will we carry out?

- 1) Continued meetings with the local authority social care team
- 2) Information sessions with our members and the local authority so that questions can be asked and answered in an informal way whilst helping to promote the positive family support offer available
- 3) Survey amongst our members to find out what they would want to further the conversations at a stakeholder level
- 4) An easy read guide on eligibility for parent carers to access when they feel the need via the Local Offer and our website
- 5) Continue to provide some direct support to families via our Stay & Play sessions

4. Parent carer wellbeing

Outcome for members:

- 1) A reduced feeling of anxiety
- 2) Feeling more connected – less socially isolated
- 3) Joining a supportive community where they feel listened to

When do we want this achieved by? March 2024

What actions will we carry out?

- 1) Continuing to find grant funding to allow us to hold wellbeing sessions
- 2) Provide summer well being boxes (if grant funding allows)
- 3) Themed coffee morning such as a carers brunch to celebrate our community and help them feel valued
- 4) A greater push on our closed facebook support group to encourage more members to talk and build a strong community of support especially for those members who struggle to attend face to face meetings/ support sessions

This has been co produced with the team at NSPCWT and our steering group to ensure that these are the key things that are affecting our community



The Future of NSPCWT

As a forum we are always trying to evolve and change in the most appropriate ways to best represent and support our community. There are many directions that we would like to take in order to become more supportive and reactive to people's needs. One way in which we would like to do this is by growing our workforce to employ some peer navigators who would be on hand to fully support a parent on their journey, this may be by helping to fill in forms, accompanying them to meetings to be that supportive ear and in many other ways a parent carer may need help.

Unfortunately as we are funded mostly by grant funds this is not something we are able to do at the moment so we are trying to increase our reach and find corporate partners who see our drive and vision for the future and would like to support that.

We are also constantly striving to ensure we reach more of the community of parent carers in North Somerset, we aim to do this by visiting community and faith groups in the area.

Attending more coffees in schools that we have not managed to see in the last 12 months. Be active on social media including our parent carer support group and just raising the profile of the forum everywhere we go.





Please keep in touch



NSPCWT Website



NSPCWT Facebook



NSPCWT Parent support group

If you would like to donate to us directly please scan the QR Code. All donations will go towards our wellbeing offer for our parent carer community.

Alternatively, please email admin@nspcwt.org for our BACS details if that is preferable.



We look forward to seeing you all over the next year at a coffee or an event

