

**Pinpoint  
Cambridgeshire**

**Annual Report  
2015-16**



# Chair of Trustees' report

## by Christine Stocker-Gibson

After my first hectic year last year as Chair, which saw me registering Pinpoint as a CIO (charitable incorporated organisation) and helping create the first trustee board and a daunting manual of best practice policies, I wondered whether I could beat that this year?

But I needn't have worried. It is a voluntary role, very outward-looking, giving me lots of opportunities to find out what other local groups are doing. Over coffee and cake I'll meet 'old' and new volunteers, maybe persuade some to be trustees or fundraisers, or I'll meet our commissioners, Chairs of other forums or be interviewing for new staff. I may be begging for a free speaker for one of our events, doing a presentation, or be looking for any opportunity to raise Pinpoint's profile, broaden its reach or find more funding.

Last spring we held our first, very successful, staff & trustees awayday to do a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis of where we were and what we needed to do. It was a positive, energy-charged day which brought us all closer – so important when everyone works different days and often from home.

Out of this arose the trustees' review of Pinpoint's presence in the market, and its achievements and goals, which has reminded us of what is important to us and to our families and that we need to raise some new funds to continue our good work and progress.

### So, what about the next five years?

Whilst we count ourselves lucky to have our funding continued from Cambridgeshire County Council and the Department for Education, we need to strengthen our financial position to become sustainable in the event of future cutbacks so that we can continue to support parents and carers across Cambridgeshire with well-established events and any new projects which will be asked for in the future.

### Our new fundraising target

**It's a BIG ask: we're looking for £15K each year for the next five years.**

We have fund-raised very little in the past but now we are going full-steam ahead ... and we're looking for sponsors and supporters to help us.

If you're planning a fund-raiser or know someone who is, PLEASE let us be your charity of choice!

**Contact me on 07738 479153  
or email [christine@pinpoint-cams.org.uk](mailto:christine@pinpoint-cams.org.uk)**



### Thank you

Pinpoint works closely with partner organisations to make it easier for parents to access information, services and support. We'd like to say a big thank you to:

- Healthwatch Cambridgeshire
- Cambridgeshire Alliance for Independent Living
- Irwin Mitchell Solicitors
- Papworth Trust
- Carer's Trust Cambridgeshire
- All the hard-working parent support groups across the county who do so much to help families in their local area.

# Our year in NUMBERS

It's been one of our busiest years ever. We've started new groups, extended our participation work and reached more families.

**700**

The number of parents we've engaged with at events

**1130**

Twitter followers

**441**

Facebook likes

**65**

The number of parent carer events, workshops and groups we've run across Cambridgeshire

**858**

Parent carers on our mailing list

**53**

People on our volunteers' list to represent parents, work at events, provide office support, read documents ... and more.

## Hellos & Goodbyes

The Pinpoint office said a sad goodbye to our administration superstar Jeannie Ambrose but we were thrilled to appoint her talented replacement: Carole Darlow, our new Volunteer Coordinator & Administrator. We also said farewell to Judith Middleton, who has worked for many years with us on Early Years support, and who continues to help us as a volunteer.



Carole



Jeannie

During the year, our Trustee Board welcomed HR professional Jane Banks, who brings us excellent knowledge and expertise, valued parent representative Heather Lloyd-Jones; and Bianca Cotterill, a long time and very active supporter of Pinpoint.



Jane



Heather



Bianca



Judith with Lenja

# 2016 Conference



Our annual conference, at St Ives on January 29, 2016 attracted 100 parent carers from around the county and celebrated parent involvement and resilience.

The event hosted over 40 information stalls, five workshops – ranging from legal rights to the challenges of autism – and opportunities for parents to speak with commissioners, service providers and each other.

Our guest speakers this year were disability champion Linda Roberts, mum to Paralympic athlete Jonnie Peacock, and Adrian Loades, then Executive Director of Children, Families and Adults Services at Cambridgeshire County Council.

## FAMILIES FIRST

### Parent Participation Awards

This year's Parent Participation Awards went to Heather Lloyd-Jones, Sherie Paris and Little Miracles St Neots, pictured top left.

Heather represents parents on the ASD Strategy Group, and has been trained to deliver Autism Education Trust training to school staff in the county. She represents parents at meetings, has worked as a Pinpoint Trustee and is actively involved with support group Rethink.

Sherie is actively involved with Welcome to Our World parent group in Wisbech and attends and promotes many Pinpoint events. She represents parents on the Continence Action and Partners in Commissioning Groups.

Best newcomer award went to Little Miracles in St Neots. Amy Clarke from the Ely branch collected the award. The St Neots group started in the spring of 2015 and now has a very active Facebook page with lots of ideas, advice and posts about Pinpoint and other useful agencies.

“Really inspirational”

“Top Job!”



# Carers' Week



## Our Carers Week event 2015

We had a wonderful Carers' Week celebration at Bluntisham on June 11 2015, recognising the amazing contribution made by Cambridgeshire parent carers who do so much to support their SEND families.

We toasted their energy with coffee and cake and spent a couple of hours enjoying art therapy and some much-needed "me time" courtesy of generous therapists Dee Loakes and Janice Cole who offered relaxing Indian Head Massage and Reiki sessions.

Carers' Week is an annual campaign to raise awareness of the nation's 6.5 million family carers and highlight the challenges they face and the contribution they make looking after family members who are ill, frail or disabled.

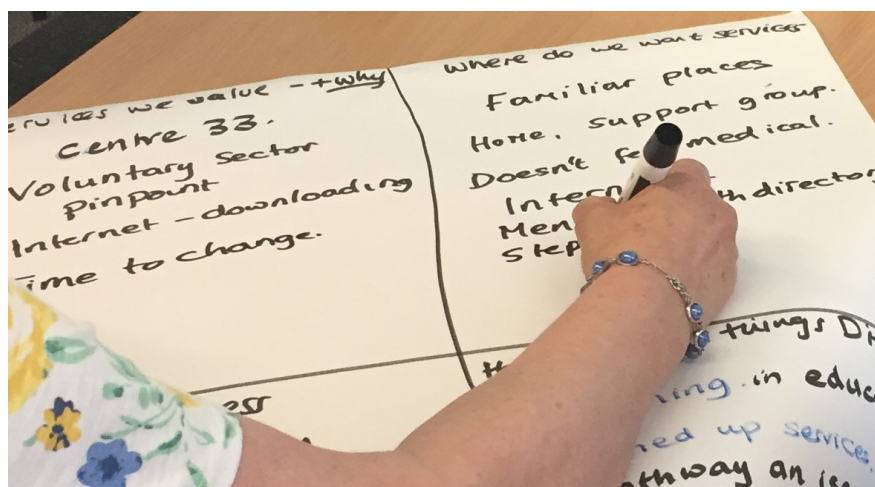
Pinpoint's get together brought home just what Cambridgeshire parent carers do, day in, day out, to support their children and young people with additional needs and disabilities. So it was great to take a break and just enjoy each other's company in the summer sunshine.

"I didn't realise how nice it was just to sit still."

"Nice to talk to other people who really understand."

"Sharing experiences are just a little thing that breaks the isolation of being a carer."

# Parent Involvement



## Mental Health Services

Our June parent network meetings focussed on mental health and we asked parents how to improve services. Parents highlighted that peer support and training would help them cope and support their children better. As part of the mental health service transformation, we jointly bid with Family Voice Peterborough to run support groups and training for parents of children with ADHD or ASD, undiagnosed or diagnosed. These have proved very successful and have met an identified need for families. The groups will continue in 2016/17.

## Community Health Services



Feedback from our October network meetings around communication with health services has been used as part of Community Health Services' redesign programme to develop a 'What Good Looks Like' model which includes using Pinpoint's Healthcare Passport. Further parent involvement also took place to design pathways for Cerebral Palsy and Complex Physical Needs, and ADHD and ASD. We'll be talking with parents again about community health services at our Network Meetings in June 2016.

## Autism Pathway

We ran a workshop in April 2015 with 14 parents to find out their views on good autism support at home, in the community, at school and with life skills. This feedback has shaped the Autism Local Offer Pathway.

## Continence Service

A children's continence service, separate from an adult service, was launched from April 2015 as a result of pressure and involvement from parents. We were involved in reviewing a new policy for this service and will continue to monitor it.

## Bullying

At the June 2014 parent network meetings Pinpoint collected parent feedback on children with SEND who are bullied. Finally, in June 2015, an Anti-bullying Steering Group was formed at Cambridgeshire County Council with multi-agency involvement to develop and improve information on bullying for schools, families and other professionals. Pinpoint represents parents on this group.

## Partners in Commissioning

This year we relaunched this termly meeting of parent representatives and senior managers and commissioners from health, education and social care services. We share information regarding local services and discuss issues raised by parents. We agree actions on how to tackle these issues and feedback the results to parents.

# Parent Involvement

## Activities Passport

As a result of parent feedback from October 2014 network meetings, an Activities Passport, based on Pinpoint's Healthcare Passport, was developed jointly with Living Sport and SCIP (Cambridgeshire County Council's Special Needs Community Information Point).

## Residential Short Breaks Tender

Pinpoint and a parent volunteer were involved in the specification and tendering exercise for a new provider for residential short breaks. They collected parents' views and participated fully in appointing the new provider. We are also involved in monitoring the service.

## Dyslexia

We ran two workshops in late 2015, one with another parent group, to gather views on Dyslexia Guidance for the Local Offer. The draft guidance was reviewed by parents and the final version made available in June 2016. Parents were able to support each other by sharing helpful information at the workshop but they also raised concerns about how dyslexia is recognised and supported in schools which we've shared with Cambridgeshire County Council.

## Short Breaks Funding

Pinpoint gathered parents' views around proposed cuts to Short Breaks funding for 2016/17 and shared them with MPs, local Councillors and Adrian Loades, then Executive Director of Children, Families and Adults Services at the local authority. As a result, these cuts were removed from the county council's proposed 2016/17 budget.

## Local Safeguarding Children Board Leaflet

We collected parents' views on a leaflet for Cambridgeshire parents on safeguarding disabled children and supported the LSCB to create a more parent-friendly version.

## Autism Education Trust (AET) Training

We recruited parents to be trained to co-deliver AET Training for schools. Parents are paid at an hourly rate. Delivery started in November 2015 and will continue this year.

## Volunteer Training

We introduced new volunteer training this year to strengthen the skills of current volunteers and encourage new ones to join. In addition, it gave parents a chance to network and share experiences. Parent volunteers are also involved in delivering the training.



**“The training really helped build my confidence and knowledge.”**



Volunteer Nwabisa

# Support for parent carers

## Preparing for Adulthood

In early 2015 Pinpoint started a new group for parents raising young people aged between 14 and 25.

This group has proved to be very helpful for parents seeking more information and support from professionals and peers as their young people get ready for adulthood, leave school, look for employment and make the move from children's to adult services.

Some topics have been so popular that we expanded the group to run mini-events across the county looking at issues such as sexual health and young people's legal rights.

Parents have also become involved in the Preparing for Adulthood Governance Group.



**“Interesting and eye-opening – it made me think.”**



## Self-harm

Pinpoint obtained a small grant from Cambridgeshire Community Foundation to pay for venues, refreshments and books to support parents of young people who self-harm.

We worked jointly with the County Council to offer this support via groups and a short programme. We run monthly sessions and analysis of parent feedback has shown that parents report a 25% reduction in distress after attending even just one session.

While parent numbers are low, we have also learned about the stigma around self-harm and reluctance of parents to seek support. We know that this work needs to continue in order to build parent knowledge and confidence to attend group sessions and support their children and young people.

**“Talking to other parents is what has helped the most. You realise you’re not alone.”**

**“I felt stronger having been to the Pinpoint group. I felt better able to support my family and I didn’t feel isolated any more.”**

**Self-harming among children and young people is on the rise. Cambridgeshire and Peterborough Foundation Trust says around one in 10 teenagers self-harm at some point in their adolescence. Find out more about Pinpoint’s support group. Contact Eve Redgrave on 01480 499043.**



# Our volunteers

**Pinpoint volunteers are really vital to our success and work with families. They are hugely valued and bring energy, enthusiasm, skills, ideas, experience and creativity to our team. Without their time and commitment, we would struggle to do what we do.**

In 2015-16, we:

- Ran Communication Training for Pinpoint volunteers, co-delivered with Healthwatch
- Ran our first two-day Volunteer Induction Training for current and new volunteers
- Hired a new Volunteer Co-ordinator
- Ran a volunteer coffee morning
- Started to use regular volunteers to help at events and support groups.

In 2016-17, we:

- Have two regular volunteers helping at the office
- Will run two Volunteer Induction Training sessions (in November 2016)
- Will start to issue Time Credits to volunteers to thank them for their time.

## **Sherie's Story**

***“Busy is good. It keeps me sane and it just feels really positive to use my time and energy to help other families.”***

**Sherie Paris, from Doddington near March in the Fenland district of Cambridgeshire, is one seriously busy lady.**

Mum to two teenage boys, one of whom is non-verbal, with severe autism and sensory processing disorder, she also works part-time with adults with learning disabilities, and yet still finds time to take an active role with parent support group Welcome 2 Our World, and volunteer with us at Pinpoint.



She is a huge believer in empowering parents – and was one of our parent participation award-winners at our conference in January.

Sherie represents parents on the Continence Action Group and Partners in Commissioning Group, has attended our Volunteer Induction Training and co-hosted a well-being group with us in Wisbech. She also sits on the Preparation for Adulthood Steering Group, a governance team helping Cambridgeshire County Council get its preparing for adulthood work right for young people who have Special Educational Needs and Disabilities.

Her involvement with Pinpoint started about eight years ago, when she attended one of our first ever network meetings, about young carers, at Wisbech. She has supported us ever since, helping to fly the parent carer flag across Fenland.

“Pinpoint offers parents the opportunity to have a say and drive the changes needed to improve services and support. It’s about creating change for the parents coming behind us. Hopefully they won’t have to fight for things as much as we have.”

“Bringing up a child with additional needs or disability puts a huge strain on the family, so there are a lot of single parents out there who need extra support.

“By volunteering, you’re giving that helping hand to other families who are going through the mill, just like we did. We’ve learned a lot and can pass on our experiences or knowledge of the SEND system to other parents who are new to it.

“For me, it’s just a really positive way to use my time and energy.”

# Our Finances

In 2015/16 Pinpoint expanded its income streams to deliver services for health and other voluntary sector organisations.

## Where our money came from

Most of our funding comes from the following grants and contracts:

### Cambridgeshire County Council Parent Participation Contract

We were paid £77,500 last year to involve parents in shaping and improving education, health, and social care services within Cambridgeshire. This includes our termly parent network meetings, representation on strategic boards, topic-specific events, etc.

### Department for Education Grant

We received a grant of £19,827 as Cambridgeshire's parent carer forum to fund parent carer involvement. This enables us to pay expenses to our parent volunteers, contribute towards rent and insurance costs, pay governance costs, pay for our annual conference and much more.

### Other Grants and Payments for Services

From health and other organisations we received over £18,200 to run services like our ADHD / ASD, Self-Harm and Well-being Support Groups.

### Other Monies

We also received over £1,000 in donations from individuals, raffles, and from Waitrose supermarkets. Unlike the monies from grants and contracts, these funds can be used more flexibly to enable us to provide the things that parents say are important to them, such as training, and venues and materials for extra support groups. In the future, these funds will help to support and expand our work and provide stability.

## TOTAL MONEY IN: £116,978

### The easy way to boost our income ...

Any fundraising helps us help other Cambridgeshire families. And one of the easiest ways to support us is to earn free donations for us when you shop online.

Even your weekly food shop can bring much-needed £s through Easyfundraising, where you shop online as normal, but the retailers you buy from give Pinpoint a free donation.

It doesn't cost you anything, you just need to register, specify Pinpoint as your worthy cause... and activate donations when you shop. Every little donation counts!

Nearly 3,000 shops including Amazon, John Lewis, Argos, Apple and Tesco all support the scheme. So if you are a regular Web shopper, please sign up and support us.

It takes just a few minutes to register at  
<https://www.easyfundraising.org.uk/causes/pinpointcamb/>



## What we spent

<b>Staff</b> (pays for staff time to organise, promote and run activities)	£88,108
<b>Office running costs</b> (includes rent, insurance, supplies, trustee expenses and professional memberships)	£7,300
<b>Website Development &amp; IT</b>	£4,735
<b>Activities</b> (includes meetings, events and annual conference)	£10,665

**TOTAL MONEY OUT: £110,808**

## Future finances

We plan to continue our work for Cambridgeshire County Council, the Department for Education and the Cambridgeshire & Peterborough Clinical Commissioning Group.

We are also looking for additional grants to expand our self-harm support groups and redevelop our website.



# JOIN US

## Events & Diary Dates

### October Network Meetings

Monday October 3

Comberton Baptist Church, Green End, 6.15 - 9pm

Friday October 7

Orchard Park Community Centre, Cambridge 9.45am -1.30pm  
Pinpoint AGM follows 1.30-2.30pm

Monday October 10

Saxongate, Bradbury Place, Huntingdon 6.15 - 9pm

Wednesday October 12

Oasis Centre, Wisbech 9.45am -1.30pm

Friday October 14

Ely Community Centre, High Barns 9.45am -1.30pm

### Other Pinpoint events

Wednesday October 19

Pinpoint Self Harm Support Group, Impington Village College 1-3pm

Wednesday November 2

Pinpoint Preparing for Adulthood Group, Bar Hill Tesco 12.30-2.30pm

Thursday November 10 & 17

Pinpoint Volunteer Training, Cambs FA, Histon, 10am-2pm

Wednesday November 16 & 23

Pinpoint Volunteer Training, King Edward Centre, Chatteris, 10am-2pm

Thursday November 17

Pinpoint Self Harm Support Group, Huntingdonshire Regional College 6.30-8.30pm

### Annual Conference

Friday January 27 2017

Burgess Hall, St Ives 10am -2pm

### Pinpoint ASD/ADHD Support Groups

Ely:

October 7, November 11, December 8

Huntingdon:

October 17, November 28, December 13

Peterborough:

October 6, November 10, December 8

Histon:

October 3, November 7, December 5

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