

Fenland network meeting October 2016 – Worked as one group

Which services provided by the Local Authority for your family do you value the most and why? For example, social care, Short Breaks, Local Offer (website), START, children's centres

START Some examples of good practise but it's not consistent. Certain employees go above and beyond for their families and it makes a difference. Heather Davies was mentioned as a positive asset to the team.

Short Breaks BUT needs fewer restrictions around how the money is spent. A level of trust is needed for families to prove that they will use this in the best interests of their child. More flexibility is needed, shouldn't have to go to management to get a plan changed for one activity changing to another. Can it be used to provide safe spaces for children in the home if activities are not available due to transport or lack of support workers being available or no suitable activity for that child?

Children's Centres These are essential for information and signposting and for meeting others and stopping isolation.

Home Start

How would you like to hear about future changes regarding Local Authority service? For example meetings, Facebook, website, newsletter

Like less duplication. Two letters for the same information.

If we want the info by email please do it that way. It is for a reason. Letters get lost in our house.

Some have too many emails and need a letter. Should be the family choice.

Facebook. Use this more. Parents do.

Be less rigid about process as it will end up costing more and isn't always what is right for families.

Anything else you want to raise regarding the proposed changes to children's service?

How does the emotional health and wellbeing transformation work fit into these changes? There should be some joint working here. Does the Governance board fit into the EH & WB board?

The giving over of autonomy, how will parents know this is happening? How will you let us know?

We would like feedback on how the 48hour turn around for contact is working.

Social workers from teams not around disability need training in this area for high functioning kids. These issues can lead to social worker intervention due to many reasons and the workers are not equipped to deal with special needs like ASD/ADHD.