
2016-17

ANNUAL REPORT

PINPOINT CAMBRIDGESHIRE

**Helping parent carers of children
and young people with
additional needs and disabilities**

 Support

 Information

 Involvement

Chair of Trustees' report

by Fay Dutton

Having taken over as Chair of Trustees from Christine at the last AGM, I want to start by saying a huge thank you to Christine for so deftly steering Pinpoint through an extraordinarily difficult three years, with Young Lives going under, setting up Pinpoint as a Charitable Incorporated Organisation (CIO) and establishing it as a strong, independent charity.

My first year as Chair has been a busy one, with Pinpoint continuing to grow, supporting parents and carers and getting their voices heard by commissioners and service providers. As you will see from this Annual Report, we have had some real successes for families, delivering on our contracts and grants, but still have a long list of important issues to work on.



Teamwork & co-production

Our success comes from our small but dedicated and creative staff team, supported by our wonderful volunteer workforce of parents, carers and supporters. Together they have built up good relationships with commissioners and providers, such that we can truly 'co-produce' sustainable improvements in services and support for families. For me, co-production – working together - is key; it makes so much difference if council and health services, schools and others work together and with parents as equal partners.

Times are tough; council funding and benefits for families have been slashed; everyone is faced with hard choices, but by working together we can make the best use of scarce resources. We all desperately want to move away from parents feeling they have to fight for their child's rights to services and support, but this requires a massive culture change: parents need information, support and often training but so too do the staff who are working with them.

Promoting co-production is one of the four goals in the Strategic Plan for 2017-2022 which the trustees have developed for Pinpoint. I would like to thank Christine, Alison and Lenja who have worked with me to review all aspects of Pinpoint's work, from achievements to finances, over the last year, and draft the Plan.

The launch and publication of the Plan was delayed by the OFSTED / CQC local area inspection of progress in implementing the 2014 SEND Reforms at the end of March. As the SEND reforms are so central to our work and this inspection happens only once every five years, I wanted to include reference to it in my introduction to our Strategic Plan. **There's more on the OFSTED / CQC visit and the Strategic Plan on pages six and nine of this Annual Report.**

Strengthening the parent voice in Cambridgeshire

We are passionate about engaging and empowering parents and ensuring a strong parent voice to influence the shape of services so all children have the opportunity to achieve their full potential. By working together with staff, parents can achieve the best possible outcomes for their family, and by sharing their experiences and ideas, influence the services and support for other families and the wider community.

However, to continue to deliver our existing services we need to raise at least £8,000 next year and more if we are to achieve our four developmental goals as well. We need your help to do this, so if you, or any of your friends or relatives, can raise funds for Pinpoint from a coffee morning to running a marathon, or making a donation big or small, we would be immensely grateful. Or if you have some good ideas, do get in touch with me or any of the Pinpoint team. Many thanks to those who have already done this!

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

Contact me: chair@pinpoint-cambs.org.uk

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.

750

The number of parents we've engaged with at events

1400

Twitter followers

676

Facebook likes

83

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

1117

Parent carers on our mailing list

60

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

Hellos & Goodbyes

During the year, our Trustee Board said goodbye to Jane Banks and Michelle Birch and welcomed the knowledge and expertise of Alison Griffiths, Steve Wilson and Linda Roberts.



Pictured clockwise from the top: Jane, Michelle, Steve, Linda and Alison.

More "thank you"s

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
- Carers Trust Cambridgeshire
- All the hard-working parent support groups across the county who do so much to help families in their local area.

2017 Conference



“Find your tribe” - Georgia

Our special guest was Georgia McCormick, star of hit TV show *Gogglebox* and Cambridgeshire mum of two awesome boys with additional needs.

She spent the day with us, meeting and chatting to other parent carers from across the county and also brought along her lovely Dad, William.

Georgia urged families to “find their tribe” and get the support they need from other parents.

“Find the support groups and people in a similar situation, and learn from their experience. Just reaching out to people, you’ll learn about finding different services, who to talk to and maybe some ideas on how to cope or do things differently.”

She applauded the amazing job that parent carers do and said not enough credit was given to their role in looking after their families.

“Fabulous!
Lots of
useful
contacts.”

Our annual conference, at Burgess Hall in St Ives on Friday January 27 2017 celebrated parent involvement and resilience.

Gethyn Williams, Director of Development & Engagement at national charity Contact a Family, presented our parent awards, which are a “thank you” to groups and individuals who have got involved in Pinpoint’s work and support parent carers across Cambridgeshire.

Our deserving winners were:

- Pinpoint Parent Group Award – March Pegs
- Pinpoint Parent Support Award – Amy Clarke
- Pinpoint Parent Participation Awards – Clare Lindsay and Liz Day

Carers' Week



Our Carers' Week/Volunteers' Week event 2016

We saluted Cambridgeshire parent carers and our amazing team of volunteers when Carers' Week and Volunteers' Week coincided in June. Pinpoint ran a joint celebration at Hunts Sailing Club in St Ives on June 8.

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.

Many parent carers also volunteer for Pinpoint and so it was a chance to highlight all the work that they do for their families and for us - such as helping at events and in our office, and promoting our work and boosting the parent voice in the county.

We enjoyed a wonderful get together and a break from routine on a beautiful summer's day by the water's edge at Meadow Lane Lake. We bathed in sunshine, ate cake and enjoyed some much-needed relaxation, pampering and chat.

Thank you to Hunts Sailing Club for kindly hosting our event at their clubhouse; to Lush in Cambridge who generously donated some me-time treats for our parent carers; and to our therapists Verity Windmill and Carol Chapman who relaxed and re-charged us with their yoga and healing.



Parent Involvement



Left: Cambridge MP Daniel Zeichner chats to parents at our Cambridge City network meeting.

Mental Health Services for 16+

At the June 2016 network meetings we worked with Cambridgeshire Community Services to gather parents' views on community health services. Parents raised concerns about health services dropping off when young people turn 16 / 17. In some cases, parents were not even told that their young person had been discharged by a paediatrician or CAMHS until they rang to make an appointment. We brought this issue to the Partners in Commissioning Group in November 2016. Pinpoint, with a parent representative, is now working with the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) and CAMHS to look at how to smooth the transition to adult services at age 17. The aim is to create a 'slope' in transition services rather than a gap or 'cliff edge' and to roll out the approach to community health services.

11-18 ASD Diagnostic Services

Along with the local branch of the National Autistic Society and Healthwatch, Pinpoint raised concerns around the lack of an ASD diagnostic service for 11-18 year olds. The CCG announced that it will commission and develop this service in 17/18.

Getting Help Mental Health Services

Pinpoint worked jointly with Family Voice Peterborough to gather parent feedback on Getting Help (early intervention) mental health services via a survey and two focus groups. The feedback is being used to commission a new Getting Help service.

SEN Support

Following parent feedback in March 2016 on the quality of SEN Support being delivered in schools, Pinpoint raised concerns with the Children, Families and Adults Performance Board at the local authority. A peer review was organised for November 2016 at which seven parents represented parents' views. We, along with parent representatives, are now working to co-produce an action plan in 2017/18.



Ofsted/CQC SEND Reforms Inspection

From April 2016 we were involved in inspection readiness meetings with the Local Authority and prepared ourselves to be ready to respond at short notice.

For the inspection, in March 2017, we: ran a survey (which had 547 responses); presented the inspectors with a summary report of parent feedback and the survey results; co-ordinated and attended 12 inspection meetings with parent representatives - including 15 at a specific parent engagement meeting; collated and shared additional parents' views via email with inspectors.

We feel that parents were well represented and engaged with the inspection.

Challenging Behaviour

Pinpoint involved parents in developing support and training around challenging behaviour. Parents worked with social care to develop an intensive support programme, and Pinpoint gathered parents' views on the delivery of challenging behaviour training for professionals and parents, and on updating the Behaviour Policy. We plan to involve parents in co-delivering training in 17/18.

Partners in Commissioning

We continued to run our termly Partners in Commissioning Group which has been well attended by parents, and local authority and health services. As well as being a positive opportunity to discuss issues and share information between parents, senior managers and commissioners, it identifies areas for further action – such as post-16 health services, multi-agency involvement in Education, Health and Care Plans and information around Preparing for Adulthood.

Lifelong SEND Pathway

Pinpoint has been working with parents and service providers to co-produce a lifelong SEND pathway and strategy. Two focus groups ran in March 2017 with an aim to continue to work as a group into 2017/18. The focus group has agreed parent feedback, flashpoints that affect families, and strategic priorities for a new SEND strategy.

Dyslexia

In 2015/16 Pinpoint raised parents' concerns with the local authority's SEND Performance & Commissioning Board about how dyslexia is recognised and supported in schools. A Dyslexia Guidance, which parents contributed to in late 2015, was published in May 2016. Cambridgeshire SEND Information, Advice and Support Service (SENDIASS) ran courses on dyslexia for parents in May and November 2016.

Autism Education Trust (AET) Training

We continued to deliver AET training through November 2016, mostly delivered by a parent representative.



Are you listening to parents? forms

These forms were introduced in April 2016 and are used to officially flag up collective issues raised by parents. They are discussed and followed up at Partners in Commissioning, and shared with relevant Boards for action. They were referred to in the recent Ofsted / CQC inspection but further work is needed to embed them more fully.

SEND Transport

Parents raised their concerns regarding wide-spread changes to SEND transport in December 2016. As it was not possible to get a blanket delay in the changes, and due to high levels of anxiety among parents, Pinpoint supported them individually to resolve any issues or concerns.

In June 2017, the network meetings will focus on transport with an aim to avoid these types of crises in future and develop a transport charter.



Parent Groups

Attention Deficit Hyperactivity Disorder/Autistic Spectrum Disorder

Pinpoint has continued to run its parent groups for parents of children with potential or diagnosed ADHD / ASD.

The groups run monthly across three districts in Cambridgeshire and one in Peterborough. They are attended by a wide range of speakers from clinicians to voluntary sector workers.

The groups are funded through the clinical commissioning group (CCG) transformation funding and will continue in 2017/18. We have had positive feedback from parents around the skills learned, information gathered and peer support received: 98% of parents feel that the groups meet or exceed their expectations.

One parent wrote: "This is the most help we have received in seven years!"

Self-harm

Pinpoint has continued to run the group for parents of young people who self-harm.

We had limited funding for this, so we alternate running one group between Huntingdon and Cambridge. We regularly have five to eight parents attend, and the feedback shows that parents feel "more stabilised and able to cope better".

We have engaged with schools and GPs around this work and it has always been very positive. We are working with partners to develop a framework around supporting young people and their families in 17/18.

Preparing for Adulthood

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

This year, along with five mini-events and four group sessions, we also ran, in partnership with Carers Trust, a longer information event for parents of young people 18-25 years old. This was a specific request from parents and it was very well attended with good feedback.

"It was very useful, lots of information."

Supporting volunteers & parent groups

Volunteers and Volunteer Training

We ran two parent volunteer training sessions in November 2016. We now have 60 parents signed up to volunteer for Pinpoint and they have been involved in representing parents' views, helping to run meetings, supporting with administration, designing our new website, IT and reviewing documents.

We introduced Time Credits in November 2016 to reward our volunteers.



Parent Group Training

To support local parent groups and to strengthen our connection with them, we ran two training sessions for them jointly with national charity Contact a Family in July 2016 and March 2017. Group members found it very useful to network with each other and to learn tips and tools from the Contact a Family lead. Our aim is to continue the training and support in 2017/18, working together with a parent group volunteer.

Developing a new website

Pinpoint received a Big Lottery Fund Awards for All grant in December 2016 to redevelop our website.

The work will be completed in 2017 and we are working with a parent focus group to design the new website. It will be mobile-friendly and easier to navigate, as well as quicker to find in a Google search.



Plans for 2017/18

As part of our strategic plan, in 2017/18 Pinpoint will focus on engaging and empowering more parents, and promoting co-production.

We will look at how to expand our reach using our website, our partner organisations, networks, social media and the Press. We will work to empower parents through providing information, support and training. We will encourage parents to get involved in shaping the right services for their own families, and for all families across Cambridgeshire. We will encourage commissioners and service providers to work with parents as equal partners from developing individual Education, Health and Care Plans and SEN Support to improving family services.

Some specific projects for 17/18 include:

- Lifelong SEND Pathway – continue the development and implementation of this pathway with a focus group of parents and service providers.
- SEN Support – continue to develop and implement a SEN Support Action Plan.
- Tribunals – work with a focus group with an aim to reduce tribunals and minimise their negative impact.
- Transport – discuss transport with parents at the June 2017 network meetings; specifically looking at how to consult with parents, defining the process, developing a charter and providing individual surgeries.
- Preparing for Adulthood – work to provide better information and support for parents and young people and look to running more 18-25 events.
- Post-16 Health Services – continue to develop improvements in post-16 mental health services and extend to all community health services.
- Ofsted / CQC Inspection Results – work with the Local Authority and health services to address any actions required from the inspection and from our parent survey.
- Challenging Behaviour – involve parents in developing and delivering challenging behaviour training for professionals and parents.
- Dyscalculia – gather parents' views around the development of a guidance on dyscalculia, similar to the dyslexia guide.
- Parent volunteer training – run two sessions to recruit and train more volunteers.
- Parent support group training – run a termly event for parent groups to gain knowledge and network in order to strengthen their groups and grow their membership.

Pinpoint's Strategic Plan 2017-2022

Over the year, the Trustees and CEO have developed a Strategic Plan for 2017-2022. The plan spells out Pinpoint's vision, mission and values and outlines our considerable achievements. In addition to continuing to deliver Pinpoint's existing excellent services and support, it sets four ambitious developmental goals for the next five years:

1. Extending our reach and engagement
2. Creating opportunities to promote a culture of co-production
3. Influencing policy and practice in Cambridgeshire and beyond
4. Ensuring financial sustainability



You can [read the full plan on our website](#), and encourage everyone to work with us to continue all our work and achieve our goals.

Our Finances

In 2016/17 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 £71,500 last year to involve parents in shaping and improving education, social care and health services. This includes our termly network meetings, representation on strategic boards and working groups, Preparing for Adulthood events, and other topic-specific events.

Department for Education Grant

We received a grant for £18,693 as Cambridgeshire's parent carer forum to fund parent carer involvement. This enables us to pay parent volunteer expenses, contribute towards rent, insurance, and IT costs, pay governance costs, pay for our annual conference, etc.

Big Lottery Awards for All Grant

In 2016/17 we applied to the Big Lottery Awards for All and received a grant to develop a new website. £3,959 of the £10,000 grant was used in this year to start the work, and the website will be finished in 17/18.

Other Grants and Payments for Services

From health and other organisations we received £15,608 to run activities such as our ADHD / ASD, self-harm and well-being groups.

Other Monies

We received £2,095 in donations, raffles, and conference stall payments.

TOTAL MONEY IN: £111,855

The easy way to boost our income ...

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

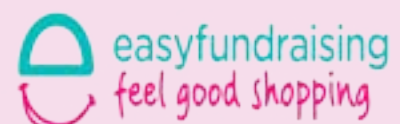
Even your weekly food shop can bring much-needed £s through easyfundraising, where you shop online as normal, but the retailers you buy from give Pinpoint a free donation.

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. Especially in the run up to Christmas.

It takes just a few minutes to register at

<https://www.easyfundraising.org.uk/causes/pinpointcamb/>



What we spent

Staff

(pays for staff time to organise, promote and run activities, includes pension costs) £91,126

Office running costs

(includes rent, insurance, supplies) £7,599

Trustee expenses and professional memberships £1,077

Website Development & IT

(includes the development of our new website, current website maintenance and software costs) £8,025

Activities

(includes meetings, events and annual conference) £10,870

TOTAL MONEY OUT: £118,697

Future finances

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

We were able to cover the loss from our reserves, but we will also work hard to fundraise for our annual conference to ensure that we don't have a loss next year.



JOIN US

Events & Diary Dates

Pinpoint Preparing for Adulthood Group

Tuesday November 21

Preparing for Adulthood Group, Bar Hill Tesco, 10am to 12 noon
Supported Housing information session for parents of young adults

Pinpoint ASD/ADHD Parent Groups

Ely:

November 10, December no meeting
January 12, February 9

Huntingdon:

November 7, December no meeting
January 9, February 6

Histon:

November 6, December no meeting
January 8, February 5

Peterborough:

November 9, December 7
January 11, February 8

Pinpoint Annual Conference

Thursday February 1 2018

Burgess Hall, St Ives 10am -2pm

Free to parent carers.

Book your seat online at

<http://bit.ly/2y5xpQw>



Get on our mailing list!

Keep up to date with Pinpoint events, our work with parent carers in Cambridgeshire and local issues affecting families.

Sign up via our website or email us to find out more:
info@pinpoint-cambs.org.uk

Pinpoint Cambridgeshire
Town Hall, Market Hill,
Old Riverport, St Ives,
Cambridgeshire
PE27 5AL

T: 01480 877333

E: info@pinpoint-cambs.org.uk

W: www.pinpoint-cambs.org.uk

[facebook/pinpointcambs](https://www.facebook.com/pinpointcambs)

[twitter @pinpointcambs](https://twitter.com/pinpointcambs)

Registered charity 1156920
Incorporated June 2014

We are the parent carer forum
for Cambridgeshire.