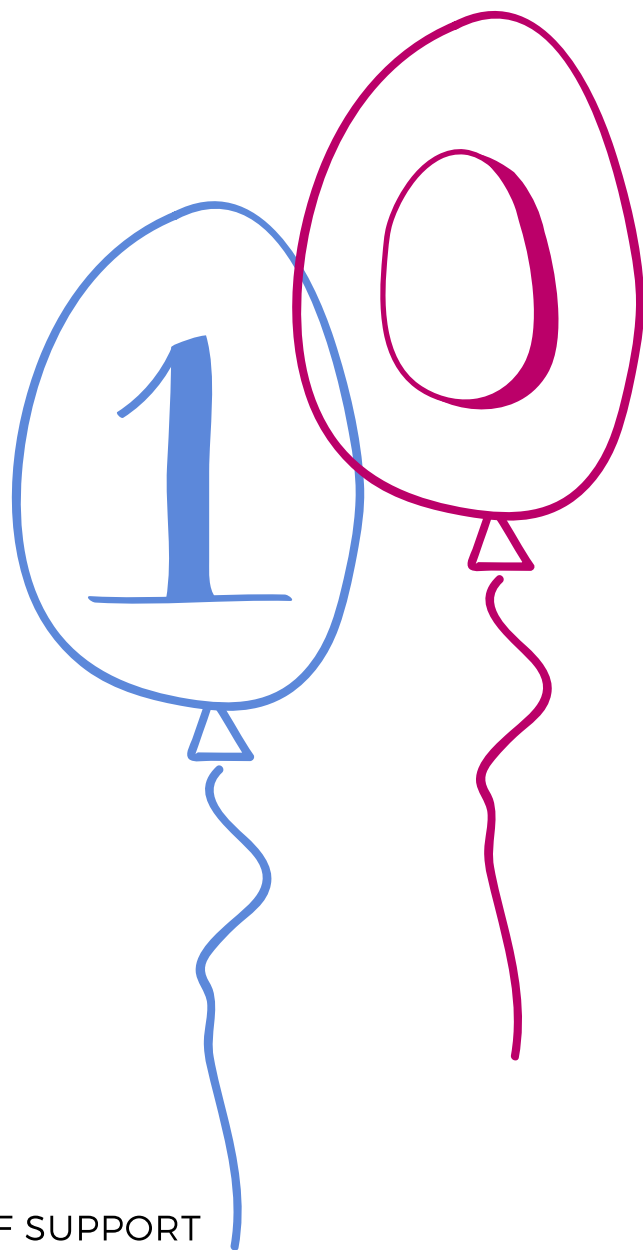


# PINPOINT CAMBRIDGESHIRE



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CELEBRATING A DECADE OF SUPPORT  
INFORMING, INVOLVING AND EMPOWERING  
CAMBRIDGESHIRE PARENT CARERS

## FAY DUTTON

### Chair of Trustees' Report



**This has been another very busy year for Pinpoint and 2018 sees us celebrating our tenth birthday. We have come a long way over that 10 years and worked with thousands of Cambridgeshire families.**

Many of the changes over the last decade have impacted on families: austerity measures have cut local authority funds and many benefits; many schools are now academies; and the Children and Families Act 2014 has seen massive changes for children and young people with additional needs.

Societal attitudes and expectations are changing especially regarding 'hidden disabilities' like autism and dyslexia and associated mental health issues.

As you will see in this Annual Report, we continue to enable real improvements for families, delivering on our contracts and grants, but we still have much more to do to achieve our strategic goals. We listen to parent carers, give them a voice and a seat around the table as decisions are made about services, and empower them to access what they need, when they need it.

The biggest change for Pinpoint this year has been to welcome Sarah Conboy, taking over as our new CEO in October. Our former CEO Lenja Bell, after nearly eight years with Pinpoint, decided that it was time for pastures new. We greatly appreciate the huge amount she put into Pinpoint over the years.

Our dedicated and creative staff continued to work above and beyond, ably supported by our wonderful team of parents, carers and supporters. Our Trustee Team has also seen some changes and we'd like to publicly recognise their support – we couldn't do what we do without them.

We are working hard to ensure that we are well-placed to continue to make a real difference for the next decade.



## HELLOS & GOODBYES



Clockwise from top left:  
During the year we said  
goodbye to our CEO Lenja  
Bell, who was succeeded by  
Sarah Conboy.  
We welcomed new trustees  
Liz Day and Richard Holland  
and said goodbye to trustee  
Bianca Cotterill.



## Our year in numbers

Pinpoint has had another busy year working with parent carers on our participation work to help improve Cambridgeshire services for families with children and young people with SEND (Special Educational Needs and Disabilities).

**1654**

Twitter followers

**935**

facebook likes

**55**

parent carer events,  
workshops and  
groups run across  
the county

**63**

volunteers

**41,234**

webpage  
views

**610**

parent  
engagements  
at events



## PARENT INVOLVEMENT



Our parents can participate in a number of ways, recognising that they have considerable demands upon their time, differing interests and unique experience.

We offer a range of opportunities throughout the year and provide focus groups, network meetings and a conference as part of our face-to-face participation. Our parent representatives attend meetings and task and finish groups. We have 'Experts by Experience' who can help service providers develop services.

Increasingly we have seen a growth in participation online with more people choosing to use social media (Facebook and Twitter), the internet and email. Our callers also provide insight that enables us to represent issues and views.

We invite participation in developing local SEND services and policies and encourage parents to participate in developing national SEND policy.

### **SEND policy in Cambridgeshire**

Parents have been participating to develop a lifelong SEND Pathway and a joint shared vision for SEND in Cambridgeshire and Peterborough.

We have a seat on the SEND Performance Board and the Joint Commissioning Board SEND, and its sub group, where we are able to feed into the strategic meetings and directly participate on behalf of parents.

We also have participants on the Early Support Board, the Emotional Health and Wellbeing Board, and the Carers Partnership Board. We are members on the NHS Transforming Care Boards.

We are able to raise issues, help shape services and policies and facilitate parental participation.

There have been local and UK-wide consultations across the year. These have included: Changes to Contraception & Sexual Health in the county and the national Blue Badge Eligibility Review.

### **Shaping SEND Services**

Partners in Commissioning: we once again invited parents to join us with our service commissioners from education, health and social care to raise issues and shape future services.

Commissioners attended our conference and met individual parents who could raise issues about the services they, and their children, use.

## PARENT INVOLVEMENT



### Education

Working with SENDIASS, we held cross-county meetings asking parent carers to help shape future SEND school/college transport services. This resulted in a new Transport Charter, launched at our 2018 Conference in January. We are now working on a forthcoming Transport consultation with the local authority that will follow up on what's working well and what could be improved.

The Local Authority are starting the process of reviewing and rewriting their Education Health Care Plan Threshold document following parental participation in reviewing the assessment process and the associated issues. We are supporting parental participation in this process and will be working on this over the coming year.

We have facilitated participation in the development of the SEN Support Guidance and Toolkit for schools and Mathematics Guidance for schools. We have parental representation on the Tribunal Working Groups and the Autism Working Groups which, in time, are expected to produce new guidance and advice to enhance and develop services.

We have helped refine the content of the Local Offer and continue to press for changes to address the challenges of accessing this information.

### PARTICIPATION PROJECTS INCLUDED

- Mental Health
- SEND School Transport
- Short Breaks
- EHCP thresholds

## PARENT INVOLVEMENT

### Health

We met with parents at our Autumn network meetings to identify the gaps and to look at the services that were being commissioned for mental health. From this feedback our Health Commissioners have committed to develop improved services for children and families.

We provided parental input into a Cambridgeshire Schools' Mental Health Conference. Sharing parents' stories is powerful in helping professionals understand how they can better support children and their families. We are working with the new service provider as they roll out their service in Cambridgeshire.

We continue to push our local Clinical Commissioning Group to implement the Continence Pathway and the Wheelchair Service that our parents participated in developing: both are on hold awaiting funding.

Some of our 'Expert By Experience' parents provided input to the panels that review admissions to hospital where children or young people have learning difficulties or SEND. This is in response to the Winterbourne View report that followed the BBC's *Panorama* exposure of abuse suffered by people with learning disabilities and challenging behaviour at the South Gloucestershire private hospital.

### Social Care

We have facilitated parental participation on revising the Short Breaks Duty Statement. Parents are represented on the new Early Help Board which is pulling together all those who provide any form of early intervention, support or help to families. In time, it will look at how all 'early' services work together to support children, young people and families.

THE MENTAL TRAUMA POST-TRAUMATIC  
DEPRESSION  
A CLINICAL HEALTH CARE  
EMOTIONAL PSYCHOLOGIST  
DRUGS



## HELPING PARENTS

Our 'Force for Families' Conference in February brought together parents, professionals and providers. Parents were able to participate through one-to-one sessions with commissioners and providers. Workshops enabled parents to access additional training and support and provided feedback to specialists about what parents want and need. Our inspirational speakers Bill and Elspeth Jones were well received and provided a young person's perspective on how parental support enables young people with special needs and disabilities to gain their independence.



As part of national Carers' Week, in June, we offered our parent carers an opportunity to come together at our special event in Bluntisham.

We exchanged experiences over tea and cake and enjoyed some relaxing therapies and "me" time in the sunshine.



We have been helping two of our parents as they have set up support groups for parents who have children with mental health concerns such as self-harm, eating disorders and anxiety. These Listen groups run in Huntingdon and Cambridge and provide valuable support for families.

We also trained two parents to deliver the new STEPS programme that Cambridgeshire schools are using to help manage challenging behaviour.

## PREPARING FOR ADULTHOOD

### PARENTS SAY ...

"Informative, interesting and useful session. Gained valuable information to share with my child and work colleagues."

"Helped me to understand my son may not - probably doesn't! - have same motivations as me. ... Very relevant. "

"Very informative. Good handouts and good speaker. Frustrated by the processes!"

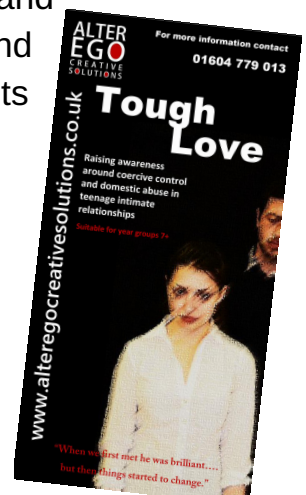


We are commissioned to provide face-to-face sessions and online information for families about how their children will be supported by services as they prepare for adulthood.

The topics we cover are varied and respond to what families tell us are wanted – sessions this year have included online dating, benefits, housing, work routes, mental capacity and deprivation of liberty safeguards.

Our Preparing for Adulthood sessions are offered around Cambridgeshire to parent carers of children and young people aged 14-25.

This year's sessions have been well-attended by families looking for information and support. We invite specialists and services to attend so that parents can gain advice and support first-hand.





## ADHD/ASD GROUPS



Left: Rescue Collie Billy was a special guest our ADHD/ASD group at Ely in January with Chris Kent from the fantastic K9 project. Chis talked about their Paws for Thought programme with children and young people with ADHD.

We continue to offer monthly groups for parent carers whose children have diagnosed or suspected Attention Deficit Hyperactivity Disorder / Autistic Spectrum Disorder.

These run across three districts in Cambridgeshire – at Histon, Ely and Huntingdon – and one in Peterborough.

The sessions help parent carers share information from visiting professionals and experts. The groups also offer peer support and enable parents to develop their skills and knowledge to support their young people.

Our topics this year have ranged from communication to medication. And our guests have included occupational therapists, sensory experts and educational psychologists.

### PARENTS SAY ...

"Great to share insights and tactics to manage with others."

"Practical strategies I can take home and use."

"Good practical advice. Helpful to hear from people with older ASD kids."

## OUR FIGURES

### Most of our money comes from these grants and contracts:

**Cambridgeshire County Council Parent Participation Contract** £71,500

to involve parents in shaping and improving education, social care and health services. This includes our regular network meetings, representation on strategic boards and working groups, Preparing for Adulthood events and other topic-specific events.

**Department for Education Grant** £20,718

For working 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.

**Other Grants and Payments for Services** £31,340

From health and other organisations to run activities such as our ADHD/ASD groups.

**Fundraising** £6,104

Money raised through our own efforts.

**Other Monies** £1,433

Donations, raffles and conference stall payments.

**TOTAL MONEY IN: £131,095**

### What we spent:

**Staff** £96,491

Pays for staff time to organise, promote and run activities, including pension costs.

**Office running costs** £9,181

Includes rent, insurance and supplies.

**Trustee travel/expenses and professional memberships** £1,357

**Activities** £8,505

Includes meetings, events and annual conference.

**Website development & IT** £5,700





Includes the development of the website, website maintenance and software costs.

**TOTAL MONEY OUT: £121,234**

## PLANS FOR 2018-19

**Our five-year Strategic Plan will drive our work in 2018-9.** It will be a challenging year as we recognise that Local Authorities and service providers will be implementing a number of changes and following up from their 2017 inspection plans. We anticipate that we will need to respond to changes in local authority structure and priorities as Cambridgeshire and Peterborough deliver more cross-authority services and realign working practices.

### Our goals

- |   |   |   |  |
|---|---|---|--|
|  | Extending our reach to help more parent carers more of the time |  | Influencing policy and practice in Cambridgeshire and beyond |
|  | Creating opportunities to promote co-production                 |  | Ensuring financial sustainability                            |

### Our projects for 2018-19 include:

- Developing and piloting a Pinpoint Parent Champions Programme, working with schools across Cambridgeshire with supporting training and social media packages.
- Working with the Local Authority and partners to co-produce a SEND Strategy across Cambridgeshire, and Peterborough, and the Action Plan for its implementation.
- Ensuring a strong parent voice is heard and understood in the development and design of Mental Health Services to improve services.
- Working with schools, our parent champions and volunteers to improve early identification, support and services for children and young people with additional needs.
- Enabling parents to shape the proposed Preparing for Adulthood Strategy with a focus on improving experiences and outcomes for all.
- Developing ways to articulate the impact Pinpoint has on behalf of parent carers.
- Diversifying sources of income to supplement existing funding streams.



## HIGHLIGHTS IN BRIEF

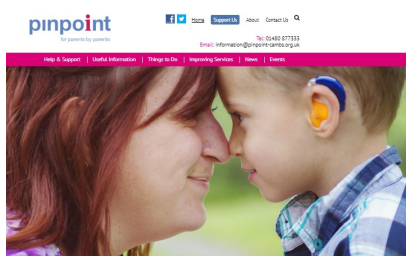
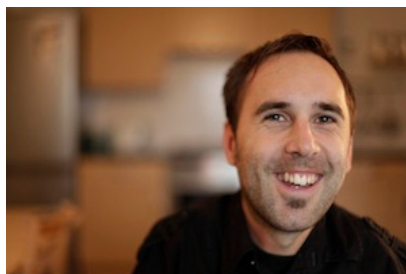
Pinpoint moved to new offices in St Ives Town Hall, thanks to generous support from the town council. We were thrilled that the Mayor, Councillor Philip Pope, declared our new base officially open.

One of our first visitors was influential UK blogger and passionate disability campaigner Martyn Sibley, who lives in the town.

In July, we had the pleasure of meeting world-renowned developmental psychologist, author, researcher and autism expert Professor Simon Baron-Cohen.

August saw the launch of our new website, funded thanks to our Big Lottery Fund grant.

And in January, our former CEO Lenja Bell challenged herself to climb Africa's highest peak, Kilimanjaro. She did it ... and raised over £1700 for Pinpoint on the way to the top.



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Registered charity  
number 1156920.

We are the parent carer  
forum for Cambridgeshire.

### DON'T MISS ...

#### Pinpoint Conference '19

Join us at Burgess Hall, St Ives on Friday February 1 2019 for our free annual parent carer conference. You'll get the chance to browse dozens of stalls offering advice, products and information. We will have workshops on a variety of SEND topics and the chance to have a 1:1 chat with a range of services. Book your seat at <http://bit.ly/2N6lqNx>