family voice norfolk

together improving services

Annual Review & Financial Report
2010 – 2011

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Family Voice Norfolk (FVN) was set-up in 2007 as an independent group of parents and carers of children who have special and additional needs.

Their aim is to ensure that the 'Voices' of parents and carers are heard during the planning and decision-making processes for services which affect their children, in Norfolk.

Where potential for change in services or common issues are identified, the group takes the initiative to make improvements.

FVN believes that parents have the best insight into the support they and their children need.

Family Voice membership has increased by over 50% during the last year. The higher our membership the louder our voice and the more we will be heard.

Family Voice Norfolk is a free to join member organisation. Members are encouraged to be involved by becoming a steering group member, representative on various countywide initiatives / steering groups /forums or to take part in consultations.

Membership includes:

- **full membership** (free) for parents/carers and close family members of children with special and additional needs.
- **associate membership** (free) for others wishing to support our work e.g. practitioners and extended family
- **affiliate membership** (free) for groups and organisations wishing to support our work

11 parent /carer members formed FVN's steering group during 2010-2011.

Making a difference by ensuring the 'Voice' of parents and carers of children with special and additional needs is communicated and listened to.

During the year 2010-2011 the number of FVN representatives has increased. FVN is now holding a Representatives Forum Meeting each term to encourage and mentor new reps. and to give existing reps. an opportunity to share information and experiences about the groups that they sit on. During the year FVN has become involved in a growing number of initiatives, steering groups, forums and strategic boards within Norfolk, including national policy groups, local project boards, taking part in interviews for senior positions within Health and Children's Services and being actively involved in a variety of carers groups and councils.

In March 2011 FVN held it's first Conference, bringing together parents/carers and service providers/decision makers in a series of workshops, exhibition stands, presentations and unique one to one 'speed dating' opportunities. Feedback from all involved showed that the event was highly successful and as a result FVN is planning another Conference for 2012.

Press Release from the Eastern Daily Press 8th March 2011

Special event for families was a success

Organisers have hailed an event for families of disabled children in Norfolk as a success.

On Saturday the John Innes Centre in Norwich played host to the first Family Voice Conference.

The day was attended by almost 100 families of disabled children across Norfolk.

The conference was opened by Tom Garrod, deputy cabinet member for vulnerable children at Norfolk County Council, who spoke of his own experiences of growing up with a disability.

He paid an emotional tribute to the role his own mother played in supporting him and ensuring he was able to get the benefits of having the right support in place.

There were workshops proving parents with information and tools to go out and make positive decisions for the future of their children.

During lunchtime a 'Speed Dating' session gave parents a chance to have an informal meeting practitioners and commissioners and raise individual issues pertinent to their own families.

Family Voice Norfolk is considering making it an annual event, and will be exploring possible funding sources.

Family Voice Norfolk has representatives on the following Steering Groups, forums and strategic boards

Disabled Children's Strategy Group

Oversees the Disabled Children's Strategy, the Integrated Teams project, the Short Breaks Pathfinder Programme and is involved with the roll out of the aims of Aiming High, the National Service Framework and Norfolk's response to Every Child Matters.

Complex Needs Schools Implementation Group

A small 'task and finish' sub group of the SEN Strategy facilitating the changes from special schools to Complex needs schools in Norfolk and identifying the training needs to encompass the changes that will happen slowly over 10years.

Carers Council

To achieve tasks quickly Rapid Action Teams (RATs), which report back to the full Carers Council, are formed when needed, to look at various areas. Will become a Commissioning body in the future.

Voluntary Sector Forum

Shares information and good practice across the County. Opportunities to hear directly from local policy makers.

Disabled Children Access to Childcare (DCATCH)

This group aims to improve access to childcare for disabled children.

Short Breaks Communication Strategy Group

Set up to form a strategy on how to communicate to all sectors about short breaks and the changes that Aiming High should make.

Paediatric Network

Overarching paediatric group looking at acute and community care for all children, to find local solutions to service change, development and service redesign. Reports to the Women and Children's Programme Board of NHS Norfolk.

Short Breaks (Pathfinder) POG (Programme Operational Group)

Oversees the delivery of the full service offer of Short Breaks by reviewing and transforming existing provision and developing new short break provision for children and young people with disabilities.

The Autistic Spectrum Disorders (ASD) Steering Group

Sharing information and good practice and working collaboratively on relevant projects, to ensure that the Every Child Matters Outcomes are met for this group of children.

Autistic Spectrum Disorder Rapid Action Team (RAT)

Short term group to create a pathway of care for children with ASD and other Neurological Disabilities.

Positive Handling Group

Looking at policies and training for proactive approaches to behaviour that prevent the inappropriate use of restraint and maintain the respect and dignity of the child/young person involved.

LDD (Learning Difficulties and Disabilities) Programme Board

Established to improve the co-ordination of strategies and areas of LDD work in Norfolk.

Parent Partnership Steering Group

Supporting, promoting and developing the impartial Norfolk Parent Partnership Service. .

Norfolk Transition Strategy Group (TSG)

Oversees the development of systems, structures and strategies around transition to adulthood including person centred planning.

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Regional Network of Parent and Carer Forums

Regional forum sharing good practice and information within the Eastern Region and linking with National Network.

ITCHY – Integrated Teams Children and Young People

Joint health and social care project looking at having integrated teams for children with disabilities, split into smaller projects. Currently involved in groups considering:

- How to increase opportunities for parents and children to be integrated and involved in decisions about their child and their care
- Creating a single point for families to access the services that they need.

Equipment

Drawing up service specification for the commissioning of the purchase, delivery, collection, cleaning, maintenance and storage of paediatric equipment, including OT equipment (such as special seating), physiotherapy equipment (such as standing frames), medical equipment (such as suction machines), beds and sleep systems.

Key Worker service development group

Supporting families with disabled children under age 5 with complex health needs, facilitating family involvement in plans involving their children.

Palliative Care Network

Community Nursing Teams

Chair's Report

I am very pleased to have the opportunity to report to you, on behalf of the Steering Group, at the end of a very successful year for Family Voice Norfolk.

We started the year by appointing our first dedicated Co-ordinator, Jan Kemp, she has made a tremendous difference to our capacity to increase parental involvement with local services. We are also pleased that Annalisa Bostin has joined us to further develop our communications with our members. We have held the first of our regular forums for Parent Carers who are, or are interested in, representing us at meetings with service providers and local strategy groups to share their experiences and support each other. We have also been able to be involved with commissioning services for our children which was very satisfying for our members who were involved, they felt truly able to influence which services would be most valued by disabled children and their families. We were also able to hold our first conference in March, this was a great success and highly evaluated by parents and practitioners alike. We very much hope that we will be able to repeat this next year – planning has started!

Family Voice joined the new Network of Parent Carer Forums, this has given us some very valuable opportunities to meet with our colleagues from other Forums in the Eastern Region and share information and learn from each other. It is hoped that being part of this network will help to ensure that by actively working together we can sustain active involvement of parent carers in all levels of decision making, both locally and nationally. We are delighted that Family Voice Norfolk has significant involvement in the Steering Group of the National Network.

Sadly, a number of our Steering Group have, for many reasons, had to stand down this year. I would like to thank them for the enormous contribution that they have made to the development of Family Voice, they will be missed. I am pleased to report that a number of volunteers have come forward to support the next phase of our development.

We are a small but growing group of volunteers; we value all contributions from our members, if you feel that you would like to become more involved please let us know!

Karen Wooddissee
Chair

Treasurer's Report

This past year has been marked by a considerable rise in the profile of Family Voice and in our increased presence and activity across the whole county.

Much of this has been made possible by the introduction of the paid part- time post of our first ever Administering Coordinator, a role fully funded by Norfolk County Council (NCC). By having Jan in post we have been able to do what we had set out to do which is actual participation, whilst not expending huge amounts of volunteers' time and effort in administrating the organisation.

We used the Phase 3 Together for Disabled Children (TDC) grant to fund new marketing materials and on our highly successful first conference. The marketing materials include the Family Voice banners for conferences and exhibitions, newsletters, a re-print of our leaflets and new branded stationary.

Our other main areas of expense have been the continuation of the part time Membership Coordinators role, travel and time of our many parent reps, and general ongoing day to day running costs.

Our plans for the future include developing our website, hosting some further 'speed-dating' events to build on the success of those held at the conference and on a second (possibly Annual!) conference next March.

We are pleased to be very well supported by NCC and have developed a mutually beneficial relationship that ensures our continued funding over the next two years and a productive and outcome focused source of parent carers for all aspects of participation and consultation in all areas of the county.

The end of year Account Summary is attached and the full accounts are available for any members wishing to see them.

Anna Gill

Treasurer March 2011

Statement of financial activities from 20.03.2010 to 19.03.2011

	Restricted Funds £	Non-Restricted Funds £	Total Funds £
Incoming Resources			
Funding from Norfolk CC	22,500.00	6,000.00	28,500.00
Earned income	-	804.88	804.88
TDC Grant Phase 3	10,000.00		10,000.00
Total Incoming Resources			**39,304.88**
Resources Expended			
Unrestricted Expenditure (Admin./Travel/IT/Meetings etc.)	-	16,674.06	16,674.06
TDC Grant Phase 2	561.73	-	561.73
TDC Grant Phase 3	9,352.00	-	9,352.00
Funding from Norfolk CC	11,874.33	-	11,874.33
Total Resources Expended	**21,788.06**	**16,674.06**	**38,462.12**
Total Funds at 19/03/2010	**506.97**	**21,310.10**	**21,817.07**
Total Funds at 19/03/2011	**11,273.67**	**11,386,16**	**22,659.83**