icarus
enabling positive change

Last month we asked parents and carers of children with a disability and/or special educational needs about their experiences of communicating with service providers. This is what we found out:

INFORMATION

- Parents would like more and better information about: local services; groups/events/activities for children; support for parents.
- They would like to receive information that is free of jargon yet suitably detailed to meet their needs.
- A central up to date information point, such as a website, would be welcomed by parents.

SHAPING SERVICES

- Parents would like to have more regular opportunities to give their views about the services their child receives.
- They would like to do this in different ways (e.g. surveys, meetings, interviews) but many would prefer a more personal, face to face approach.
- Parents want to know that their views and experiences are valued and listened to.

Based on the feedback from parents, carers and service providers we made 16 recommendations for change. These include the development of:

- **A database** of parents who have children with a disability and/or special needs so that information can be sent out easily.
- **A parent pack** offering information about services and activities.
- **A parent forum, relevant to all parents of disabled or special needs children** to provide a practical route to help parents to influence services.
- **A website** for parents with up to date information.
- **A 'kite mark'** setting out how service providers should communicate with parents.

Kirklees
COUNCIL

What next?

There are funds and time to make these changes happen. We would like to invite you to get involved too by:

- registering to get regular updates about progress

- meeting with us to talk about the next steps

On Saturday 15th January2011 at Fairfield Special School

From 10am to 12 noon Childcare available

Interested?
Call Nicola on 07504973068
email nicola@icarus.uk.