

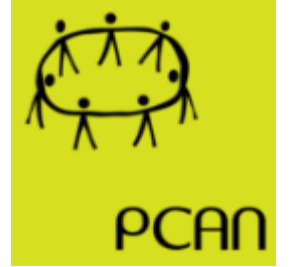
**STRONGER TOGETHER**

Charity No. 1147436

# PCAN ANNUAL REPORT 2019/2020

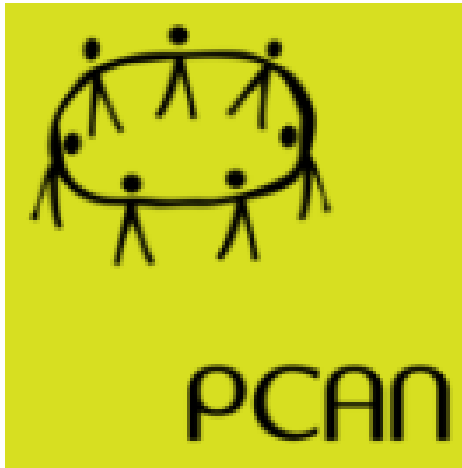
**Compiled by the Trustees**

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# PCAN Information



- PCAN is the independent, parent-led forum in Kirklees for all parents and carers of children and young people with additional needs aged from birth to 25 years. All Trustees are parents and carers themselves.
- PCAN provides good information, links to social media so parents can network with each other, and a range of social and other events to help us to develop a strong, collective voice so that we can work in partnership with service providers across Kirklees. Together we can improve services for our children and young people with additional needs!
- PCAN welcomes all parents or carers, whether you are just beginning to become aware that your child or young person may have additional needs, or if they have confirmed diagnosis or disability.
- Our work is divided into three strands:

**Good Information**

**Support and Friendship**

**Stronger Voice**

# Note from the Trustees

2019/2020 was eventful although it came to a rather abrupt end in March with the Covid-19 lockdown. Our membership continued to increase, we met with more parents' events than ever, supported more people with information and worked closely with colleagues from Kirklees Council and our local Clinical Commissioning Groups (CCGs).

Our team of Trustees mostly contribute their time and skills for free, and those who are self-employed and receive payment for their work also contribute at least as many hours a week on a voluntary basis. We also have a number of fabulous volunteers.

Our Trustees for 2019/20 were:

Trace Smith-McQuillan	Carol Thomas	Anne Patterson-Brown
Johanna Hull	Anisa Kothia	Nicola Sykes
Joanne Jackson	Joanne Osborne	

We would like to thank PCAN volunteers and members for giving up their valuable time to either help us with PCAN's work or come along to events, for filling in surveys and generally helping us to make a difference for everyone. You are fantastic, and we couldn't do this without you!

**If you would like to share your skills volunteering with us, we would be delighted to hear from you.**



# Good Information



Parents and carers need good quality information to do the best job they can for their children and young people. PCAN's works hard to let local parents and carers know about the activities, services, support and information that can make their life, and that of their family, better. Key activities for 2019/20 include:

- PCAN website and Facebook Group page regularly updated with relevant information. Information is sent out and collected via Twitter. Our main private Facebook Group has nearly 900 members, with over 1000 followers/members of our other groups. All information posted is networked across many other social media groups ensuring a wider reach. **We need volunteer support with our social media if you are interested? (Call us on 07754102336)**
- Regular newsletters were sent to members (1425 members as at 31 March 2020 – increase of 180)
- Signposting in person at events or over the phone/email/post. Thanks to the supportive Facebook Group lots of parents are signposting each other to support.
- We held 20 regular parent events (some with guest speakers) and visited SEND coffee events at 47 different schools (plus regular visits to some special schools, specialist provisions and school hubs)

- PCAN had a stand at the Autism Show and Local Offer Live events and shares information with local support groups such as Down's & Special Friends, Whole Autism Family, Huddersfield Support Group for Autism and with School Senco's and Family Support workers at the Kirklees Special Schools.
- We also hosted four Help for Families events across Kirklees to let people know about help available to them (co-produced with Kirklees Children with a Disability Team and supported by practitioners across health and social care)

## Good Information – some feedback

I wish I had known about PCAN years ago. I have felt failed by the system for a long time. With PCAN's support and information I now feel more informed and able to advocate for my child's needs with services – THANK YOU!

I never knew anything until I met you guys and other parents – no-one told me about DLA or even about the support my child should get at school....thank you PCAN x

# Support and Friendship

Helping parents to meet and support each other is a big part of what PCAN is about. We want parents and carers to feel less isolated and to be able to contact other parents who understand the challenges and the joys of having children and young people with additional needs.

## What we did in 2019/20

- Connected people via our Facebook groups, social and information events
- Visits have been made by PCAN Trustees to school parents' groups and support group meetings which has helped parents to network and support each other.
- Over 800 parents attended the 67 social events and school SEN coffee mornings organised or supported by PCAN. These events are valued by parents and professionals, and have also been a source of information to contribute to PCAN's consultation and participation work with local service providers.
- A PCAN Trustee has been available to offer a friendly, empathic point of contact for parent carers who ring with concerns.



# Support and Friendship

- We continued to supply Maxcards for families living in Kirklees to enable families to save money on days out.
- We ran two Picnic in the Park events in the summer holidays at Crow Nest Adventure Playground in Dewsbury. Families were able to play in an inclusive setting, we offered information and signposting, parents were able to network with each other. Kids who do not regularly play with other kids did so. We were really lucky with the weather and families told us how much they enjoyed those days out.
- We have a built up a really strong relationship with Carers Count so that between us our parents get the support they need.





# Support and Friendship

We teamed up again with S2R in Kirklees so that parents could get a much needed break and meet each other in a relaxing setting to make beautiful things.

I managed to have a good chinwag without feeling anxious about being judged and have learned so much from the other parents there



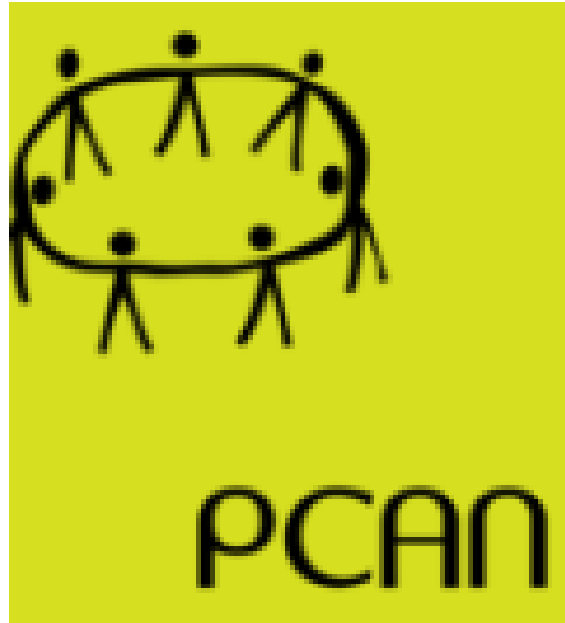
loved it  
..fantastic time  
out just for me

# Support and Friendship – some feedback

I really enjoy going to the social meet-ups as I meet loads of really informative parents and Trace often has professionals from Education, Carers Count, etc who talk to us and offer information and support – there is always a great atmosphere, and coffee and cake of course!

I was so down, anxious and overwhelmed I didn't think I could attend any groups or meetings. Trace at PCAN made me feel so welcome and part of something...I met loads of people and felt loads better – I wasn't on my own any more. I still have bad days but it helps that I'm not alone in this.

# Stronger Voice



## Together we can make a difference

PCAN works with local service providers to ensure that parents' voices are heard in the design and development of new and existing services (parent participation). It is a mandatory requirement for Local Authority and Health departments to gather the views of parent carers and this forms a large part of PCAN's work. Parent participation is all about making sure that parents of children/young people with additional needs can be involved alongside providers in service planning and decision making. The result is services that better meet families' needs and therefore are valued and have good levels of take up. PCAN receives specific funding from the Department of Education towards the cost of this really important work.

Parents voices were heard in health, education and social care during 2019/20. Achievements included:



- Continued progress on our Early Help project. There has been acknowledgement of the gap in service for families of children with SEND, which has led to a decision to create the role of SEND Champions in the Early Support Team and planning for them to receive enhanced training from PCAN parents. This work is continuing in the current financial year. All early Support Team to receive “Day in the Life” training from PCAN.
- PCAN sits on the KIAS (Kirklees Independent Information Service for education) Steering Group - 3 meetings a year. We help to oversee their work, understand their issues, share ours and support them eg when applying for additional grants (which they did for some post 16 work with young people).
- We co-produced and hosted four Help for Families information and engagement events in 4 venues across Kirklees in conjunction with Kirklees Children with a Disability Team which were co-facilitated with colleagues from Locala, Kirklees Early Support Team, Kirklees Children with a Disability Team and the new Early Support and Inclusion team. We collected evidence about what was working or not, and how changes could be made to enhance services for families.
- The findings from the above four events culminated in large event at the Textile Centre in September 2019 to give families of children with SEND information about help, support and activities available to them. These findings also continue to influence work on shaping an improved help and support offer in Kirklees.



## ACHIEVEMENTS

- We held a large Discussion about Behaviour event in November 2019 as managing behaviour and getting appropriate support and training around this has been a theme at PCAN for a number of years (which we have been trying to highlight to senior management in the Council). This time we invited those senior professionals from education, health and social care to co-facilitate at the event so that they could hear first hand what the challenges are for families. They told us how powerful it was hearing your stories and thank you for being so open and honest about what can be an emotional topic. The findings from the day were shared and we then launched a large survey which was open for people to complete from November to end March 2020. The final report is nearly ready to be issued, although highlights have already been shared with the Council. Behaviour management is now on the agenda in our discussions with commissioners at Kirklees Council. Many thanks to those of you who completed the survey.
- CAMHS – a Family Support worker was recruited (Colette Hampson) who we worked closely with to develop an offer for parents. We were part of a working group which supported the commissioning of the Cygnet training package for families of children with a diagnosis of autism. We also championed the creation of training for a wider group of families who have behaviour challenges. This work is still ongoing.
- 5 of our Trustees are trained “Community Voices” - individuals working in the Voluntary, Community and Social Enterprise sector who are trained to engage with the local population on Greater Huddersfield CCG's behalf and talk to them about changes and developments in health services.





- PCAN has continued to be represented on the Kirklees SEND Strategy Group (now renamed SEND Change and Improvement Group) and have been involved with Impower, an external consultant the Council have brought in to help with the SEND Change Action Plan. Our part of the work was to support engagement with parents and carers. Unfortunately due to Covid-19, the events arranged did not take place and engagement took part via survey after the year end. Our ongoing involvement with the SEND Strategy Group does ensure that parents' voices are heard; we share the key themes which come from our Facebook groups, conversations with parents and events so they are never forgotten.
- Local Offer: PCAN were involved in initial discussions around having a dedicated new web provider for the Local Offer (the information website that Councils have to host providing information to young people with SEND and their parents and carers) and will be involved in the tendering process (which took place in the current financial year) as well as the design and content of the website. Trustees pulled together previous engagement work on how the Local Offer should look, and worked together to create the basis of the navigation for the new site. Covid-19 lockdown stopped this piece of work (although significant progress was made from April 2020, with a project launch of the new Local Offer on 1 December 2020).

Home | Kirklees Local Offer

kirklees-lo-preprod.pcgprojects.co.uk

Information guide: ad... Epson Connect - Print... volunteer stuff Interim Local Offer -... Children and Young P...



Home Find Information How to use this website About the Local Offer Search on site

# Welcome to the Kirklees Local Offer

This is the place for information about support, services and activities for young people with special educational needs and disabilities (SEND) in



I am a parent or carer



I am a young person (coming so

Type here to search





- We continued to deliver “Day in the Life” training to SENCos as part of their learning and development and expanded this to include early years practitioners.
- PCAN Trustees and volunteers were part of the interview team for recruitment for the SENDACT team with a focus on person-centred thinking in our part of the interview process. This included recruitment to management roles including Head of Service for Education Safeguarding and Inclusion (Ronnie Hartley was appointed into that role). We have been involved on an ongoing basis since.
- We took part in the work with Kirklees Adult Services to transform the way that they work with the people that use their services and carers. This has resulted in core principles for them to take forward to ensure that they aim for a co-productive way of working, and an inclusive way of working to ensure that local people can take part, whatever their needs.
- We continued to talk to the School Transport Team who talked to parents at PCAN social events as they are working on new ways of delivering assistance with transport which meets families’ needs more effectively. Thanks to those parents for sharing their views.





- **PCAN Trustees and volunteers continued to sit on a range of committees and steering groups, e.g. Carers Strategy Group, SEND Change and Improvement, Integrated Commissioning Group, Preparing for Adulthood. We feel that as a result of sitting on these groups, and co-producing events, children and young people with SEND are more at the forefront of decision makers' minds. One example is the Healthy Holidays Programme which ran in the summer of 2019. The timescale from receipt of funding to going ahead with the scheme was only 8 weeks but PCAN was asked to comment on the offer. As a result, even though most of the activities were "mainstream", we were glad to hear that many of the organisers tried hard to be inclusive and we got some very positive feedback from our families. (Two SEN specific providers were funded).**
- **We continued to work on wheelchair services with local wheelchair users and carers although this work was suspended due to the Covid 19 situation.**



- PCAN was successful in securing a three year contract with Kirklees Council to continue to represent parents and carers of children with additional needs.
- PCAN Trustees and volunteers attended over 110 meetings with Council and Health colleagues over the 12 month period, made 75 school visits, ran 20 social events, 4 large events, had stands at 3 large information events as well as attending regional and national parent carer forum events and taking part in any training required.

**Feedback from Tom Brailsford , Service Director Resources, Improvement and Partnerships**

**Kirklees Council and Kirklees CCG's have a long lasting and strong relationship with PCAN as a key strategic partner. We really value the opportunity to continue to better understand the lived experiences of our children and families and to coproduce services and local strategy that drives and improves outcomes inclusively.”**

# PCAN Accounts 2019/20 Total Receipts

	Total	Unrestricted	DFE	Kirklees 1	Kirklees 2	CCG	Time for Me	New Kirklees
Receipts								
Grants	45,000.00	0.00	15,000.00	0.00	0.00	0.00	0.00	30,000.00
Training income	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Consultation income	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAX card income	743.00	743.00	0.00	0.00	0.00	0.00	0.00	0.00
Donations	19.00	19.00	0.00	0.00	0.00	0.00	0.00	0.00
Community Voices	520.00	520.00	0.00	0.00	0.00	0.00	0.00	0.00
Raffle income	131.00	131.00	0.00	0.00	0.00	0.00	0.00	0.00
unknown deposit	50.00	50.00	0.00	0.00	0.00	0.00	0.00	0.00
	46,463.00	1,463.00	15,000.00	0.00	0.00	0.00	0.00	30,000.00

Note: £30K new Kirklees grant was received in the financial year but is for expenditure from 1 September 2019 to 30 August 2020 so any balance is to be spent from April to September 2020.

# PCAN Accounts 2019/2020: Total Payments

Payments									
Categories	Total	Unrestricted	DfE	Kirklees 1	Kirklees 2	CCG	Time for Me	New Kirklees	
Co-ordination Services	12900.00	0.00	0.00	5306.25	0.00	0.00	0.00	7593.75	
Event Costs	2562.49	0.00	2562.49	0.00	0.00	0.00	0.00	0.00	
Trustee Expenses	3171.64	0.00	2582.38	24.78	187.87	0.00	0.00	376.61	
Postage	637.25	0.00	282.03	355.22	0.00	0.00	0.00	0.00	
Phone	489.49	0.00	489.49	0.00	0.00	0.00	0.00	0.00	
Promotions and Publicity	475	0.00	475.00	0.00	0.00	0.00	0.00	0.00	
Equipment	308.44	0.00	128.44	0.00	0.00	0.00	0.00	180.00	
Website	242.23	0.00	242.23	0.00	0.00	0.00	0.00	0.00	
Insurance and Indemnities	1304.5	0.00	415.00	182.77	0.00	0.00	0.00	706.73	
Max Card expense	736.8	736.80	0.00	0.00	0.00	0.00	0.00	0.00	
Contract Meetings	40.82	0.00	0.00	0.00	0.00	0.00	0.00	40.82	
Legal and Other Advice	2040	2040.00	0.00	0.00	0.00	0.00	0.00	0.00	
Raffle Costs	7.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	
Stationery & Consumables	531.4	0.00	447.22	0.00	0.00	0.00	0.00	84.18	
Liaison Services	11460.75	0.00	6846.00	979.75	0.00	0.00	0.00	3635.00	
Other staff costs	1204	0.00	154.00	0.00	0.00	1050.00	0.00	0.00	
Education Role	5335.5	0.00	0.00	1103.41	869.09	0.00	0.00	3363.00	
Local Offer	1001.25	0.00	0.00	0.00	0.00	0.00	0.00	1001.25	
	44448.56	2783.80	14624.28	7952.18	1056.96	1050.00	0.00	16981.34	

# PCAN Accounts 2019/2020: Net Receipts/Payments

	Total	Unrestricted	DFE	Kirklees 1	Kirklees 2	CCG	Time for Me	New Kirklees
Net receipts / (payments)	2,014.44	-1,320.80	375.72	-7,952.18	-1,056.96	-1,050.00	0.00	13,018.66
Transfer	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Balance brought forward	12,524.55	3,017.68	243.00	7,952.18	1,056.95	0.00	254.74	0.00
Balance carried forward	14,538.99	1,696.88	618.72	0.00	-0.01	-1,050.00	254.74	13,018.66
Made up of:								
Current account	14,538.99							
Deposit account	0.00							
Cash float	0.00							
Spare	0.00							
	14,538.99							

**Notes:** Minus figures show where no income was received but funds were carried forward from the previous year (with the exception of the CCG fund where the monies promised were not received in the financial year). At the end of the financial year, most of the bank balance (14538.99) is made up of the balance of the New Kirklees grant which is to be spent in the next financial year as per our contract with them.



PCAN is looking for volunteers to help us with our work.

That might be helping at events, looking at documents, coming to meetings, helping us with social media and newsletters, delivering training. There are loads of things you could help with and it may not take up too much of your time.

Please speak to one of us at any time if you are interested. Full training will be given as required. Tel: 07754102336.

**THANK YOU!**



# Funders and Supporters

- Many thanks to Kirklees Council for giving us the opportunity of a three year contract from September 2019 to continue to be the voice for parents in Kirklees.
- Thanks to S2R for supporting parents and carers of children with additional needs to get some much needed time out.
- Thank you to the professionals across education, health and social care who promote engagement and co-production at every opportunity – you know who you are!
- Thank you to all our colleagues at Carers Count for their commitment to supporting all carers in Kirklees.
- Huge thanks to all the PCAN Trustees, volunteers and supporters who give up their time for the benefit of others. We couldn't do any of this without you.