

# **Using Technology to support Forum activity**





# Welcome!

Welcome to this Contact Webinar

If there is a technical hitch, please do bear with us

Those of you joining by pc, laptop, tablet or smart phone you should now be able to see this introduction slide



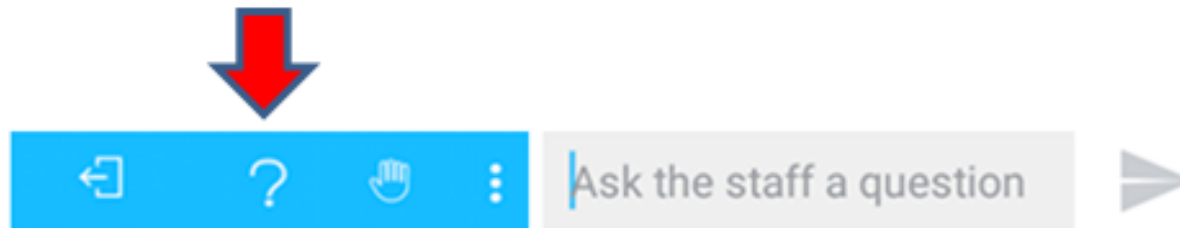
## Timings and Questions

As there are so many attendees you will all remain 'muted' throughout

To ask a question of the presenter, please use the question icon on your GoToWebinar tool bar on your screen

This will allow you to type your question in to the text box and submit this to the Webinar administrator

I will select as many relevant questions to answer as time allows, if similar questions are received I will condense these where possible



# Q & A

Further relevant questions, not covered in the time allowed, will be answered and posted on the Contact website along with the recording of this Webinar, details of which will be circulated next week

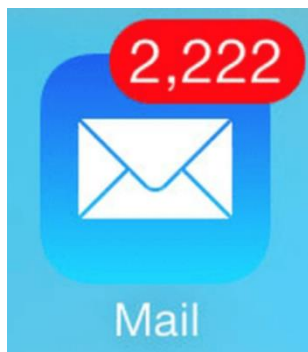
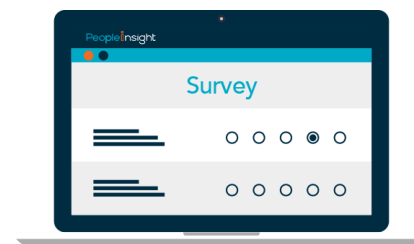
At the end of the Webinar a short questionnaire will launch, please take the time to complete this as this will assist with future online training events



# Forums – A balancing act



We're  
Searching for  
Volunteers



CH - Community Hospital  
H - Hospital





TOO MUCH TO DO ...

*And no clue where to begin*



# Emails

- Growing number of emails
- Different reasons
- Attachments
- GDPR compliance

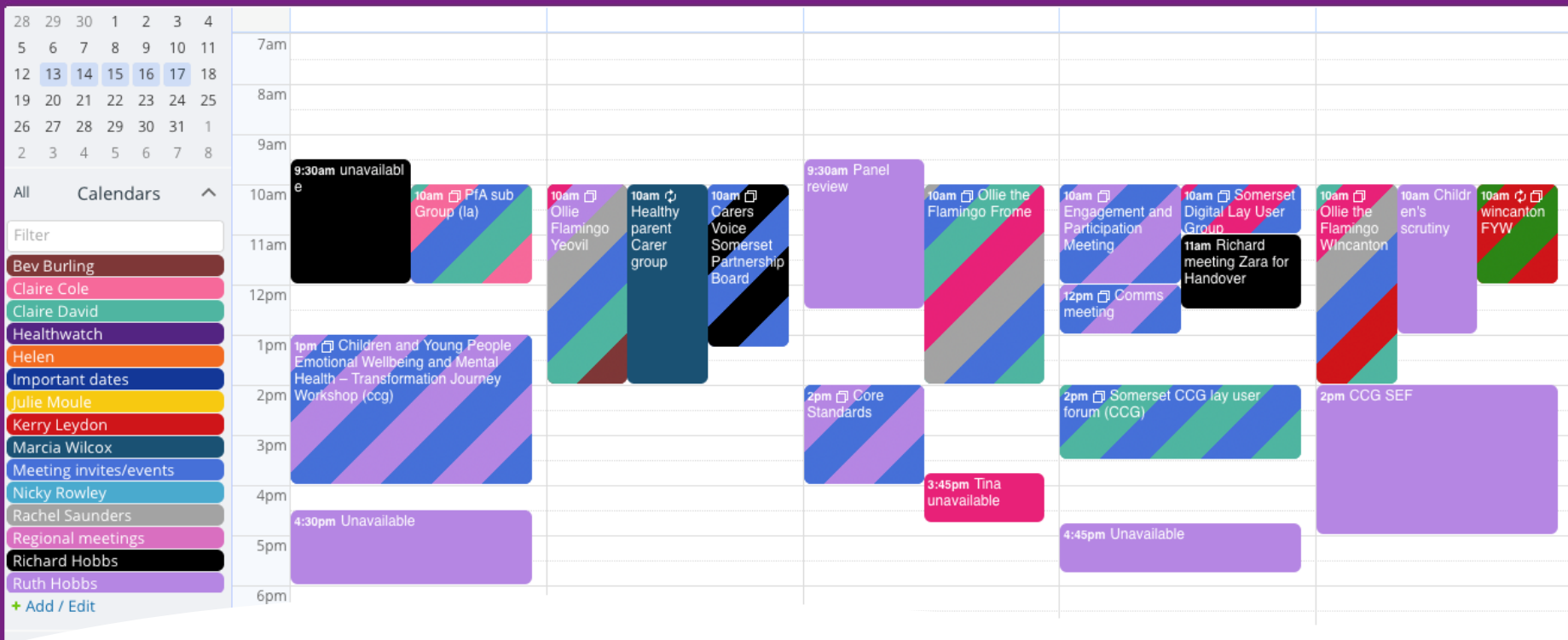


## Top tips from forums

- ❖ Separate email from personal
- ❖ Central email box
- ❖ Storage
- ❖ Auto email responses
- ❖ Auto signatures







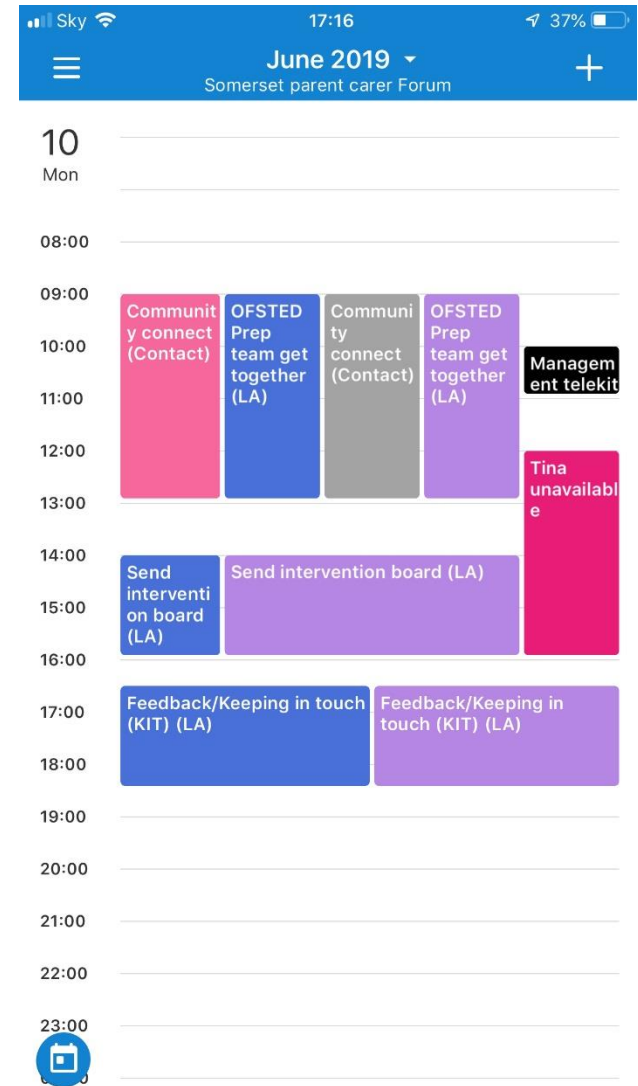
# Meeting requests & Calendars

- Meeting requests
- Agendas
- Know who is doing what & when
- Ensuring volunteers are able to access the information they require



# Team Up features

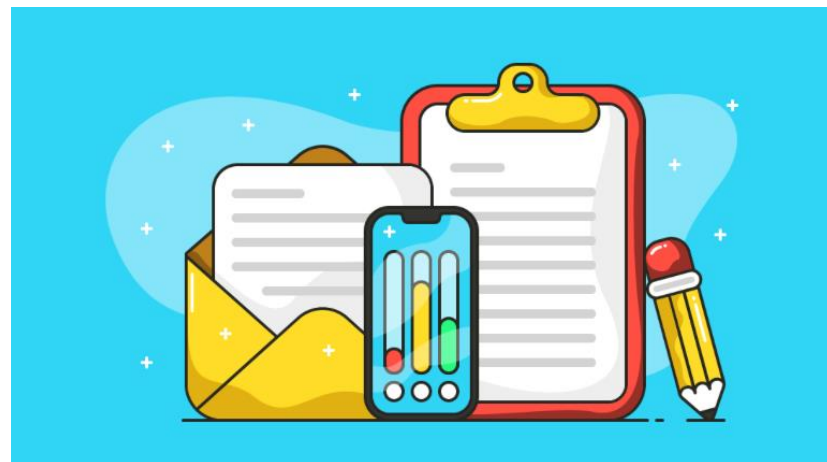
Live session



- Essential to collect feedback
- Think about how you can share with the person attending the next meeting if a different volunteer
- Provide a variety of methods which are accessible and reduce work load



# Meeting feedback



- Verbal feedback
- Jot forms
- Secret/closed Facebook page
- Messenger group
- Whatsapp (OFSTED)
- Video chat



# Volunteers

- Recruit volunteers
- Support volunteers
- Connect volunteers with other volunteers







## Parent Representatives

2019 is going to be a very busy year for us! We need your help to improve services in Swindon for all our children and young people with SEND

Can you spare the occasional couple of hours?

### What can we offer you?

We can pay you £10 per hour for the meetings you attend with Swindon Borough Council, CCG (Health Services), local services and schools.

We can refund your travel expenses

We can offer flexible working within school hours

We can offer you free training and the opportunity to learn new skills

You will be part of a growing team that is striving to make a real difference to all children with SEND and their families in Swindon

### What would I have to do?

Attend meetings/events/school visits with a Committee member or another parent representative. Complete a feedback form to say how it went.

### What type of person makes a good Parent Representative?

You need to be a parent or carer of a child aged 0-25 in Swindon that has SEND.  
You need to want to improve services in Swindon for ALL children with SEND.

Message us on Facebook, call 07486 873405 or  
email us at [swindonsendfamiliesvoice@outlook.com](mailto:swindonsendfamiliesvoice@outlook.com)

Want to  
know more?

our **VOICES** are **BETTER** **TOGETHER**

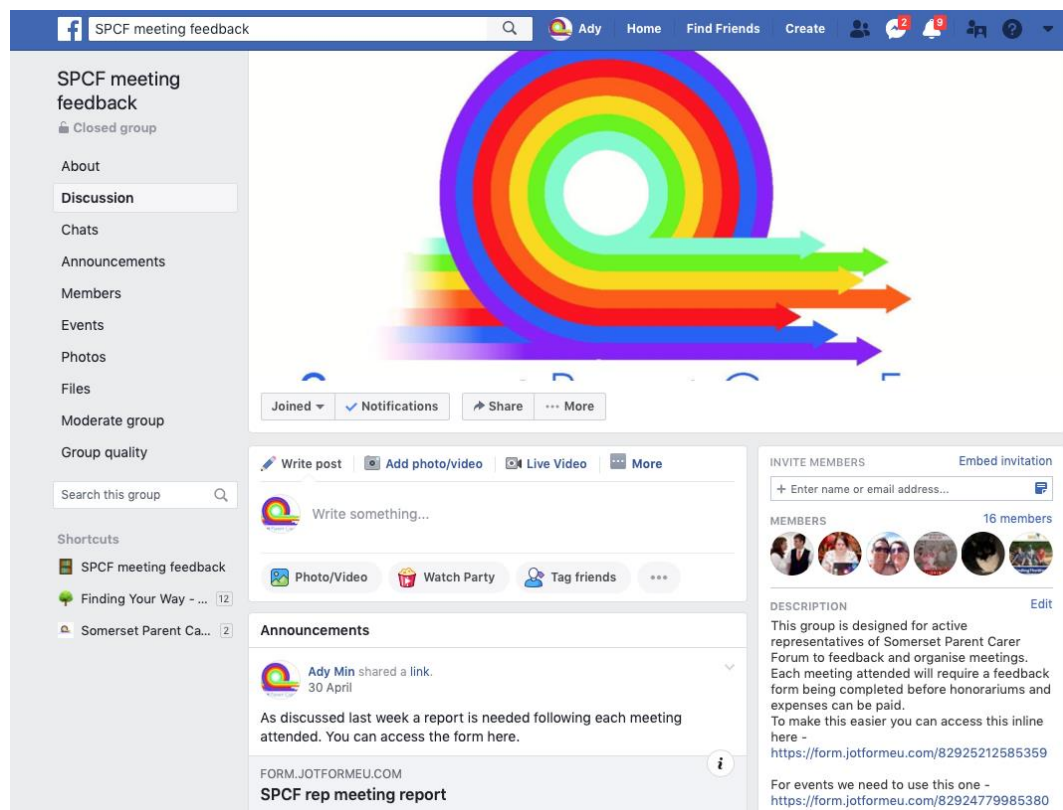
# Swindon SEND Families Voice

- Created graphic
- Outlined clearly what they needed
- Explained what they were offering
- Shared through social media platforms
- Positive results 11 new members of the forum representative group



# Support for Volunteers

- Encourages our parents to work as a team
- Shared knowledge
- Organise meeting attendees
- Place to compare notes after meetings (good, bad & the ugly)
- Links to forms for feedback
- Safe space
- Work room e.g. when making public responses to situations

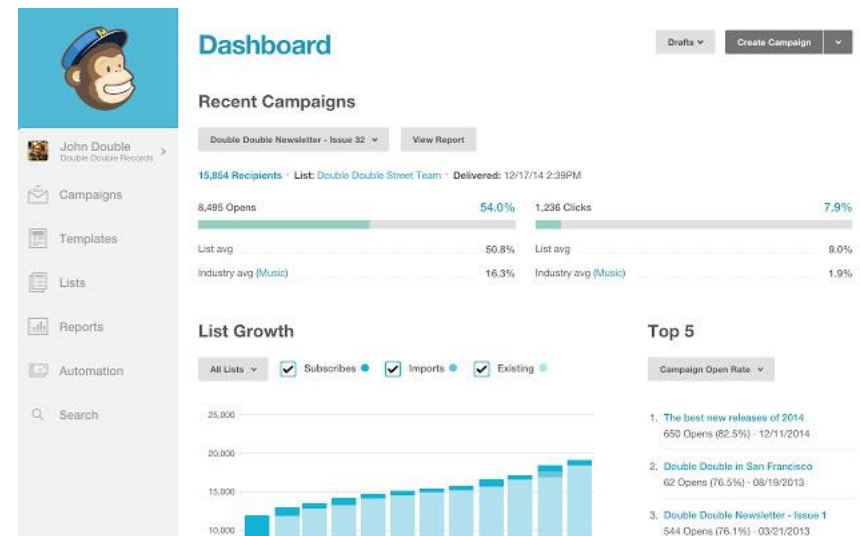






# Membership

- Lots of versions of marketing platforms that can help you manage membership
- Need to consider the benefits of free verses those that charge.
- Check whatever platform you use is compliant with GDPR rules.
- Check if the sign up can be linked to your website/social media to maximise use.
- Versions that come with apps/web links can help with GDPR compliance (reduce the risk on loosing paper copies and consent is included).



- Securely saves details
- Allows people the option to unsubscribe without needed lots of admin.
- Sends newsletters to members without the need to enter all the emails





# Membership cont..

- In addition to a marketing platform to manage newsletters, communications and signups, you may want to keep a database
- Database have the added feature of being able to track members who do not want to receive email communications but prefer to follow on social media, have text, phone or postal contact.
- Variety of free open source ones
- Choice between web based or software package like access.
- Think about who can access inline with you forum policy



Text Message  
Mon 3 Jun, 10:43

Hi  
Just a quick reminder that Chard FYW is Thursday 13th June @ Crowshute @ 10am. Debbie from the DWP will be there to answer your benefits queries.

Somerset Parent Carer Forum  
Reply STOP to opt-out.

- SMS platforms
- Allows bulk messages
- Create groups
- Phone numbers secure as not recorded on a phone
- Reminders for events, surveys and consultations



# Collecting views

1 → Based on initial conversations with families we have identified the following areas. Please select the ones you feel we should focus on.

Choose as many as you like



**A** Wheelchair service



**B** School exclusions & Part time timetables



**C** Annual reviews/EHCP



**D** Access to therapies



**E** Access to activities



**F** Information on how to access help/services



**G** Mental health services

- Coffee mornings can provide a rich source of feedback from families but how can we capture the voice of those unable to attend?
- Online virtual coffee mornings-closed Facebook groups
- Online surveys which can be shared through social media and used at face to face events
- Think about type of survey - longer survey, visual, polls
- Visual surveys: great for events as quick and easy to use on a tablet or phone e.g. Typeform
- Quick polls. Social media platforms like Facebook have these built in to pages.



# Collecting views cont....

- Longer surveys e.g. survey monkey
- Weigh up free and paid versions
- Look at features and how they can help you maximise your time.
- Some survey software allows you to share the results visually
- Think how you are going to use it.
- Think GDPR – you need to have the ability to include how the data collected will be used



[www.surveymonkey.com/stories/SM-SHGZ67W8/](http://www.surveymonkey.com/stories/SM-SHGZ67W8/)





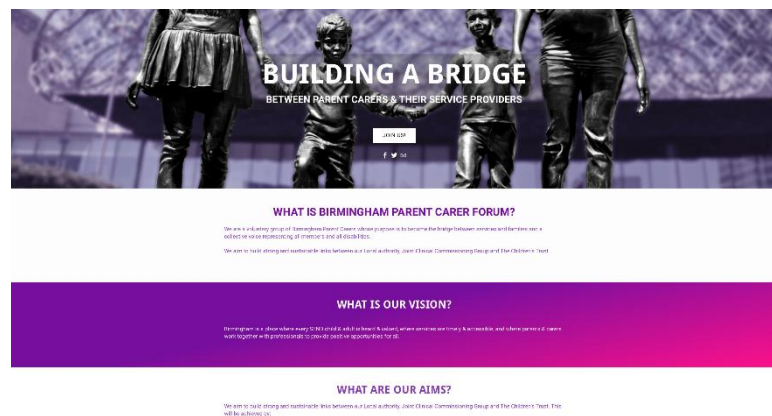


# Websites


- Shop around
- Wordpress, wix, go daddy provide website building templates allowing forums to do themselves
- Accessible Information Standard (Only applies to NHS bodies and Social Care)

## TOP TIPS

- Keep it simple. Less is more
- Think about fonts and layout
- Titles – No Capital letters, underlining or italics
- Think about size of text ideal is 12 to 14
- Acronyms
- Abbreviations



# Updates and opportunities to get involved

- Variety of Social Media
  - Consider using a social media manager.
  - Maximise reach with one post to multiple platforms
  - Keep it visual to catch attention
  - Consider infographics
- 
- A photograph of four people (two men and two women) standing outdoors on a grassy field. They are holding up large, colorful speech bubbles or signs in blue, pink, teal, and orange. They are all smiling and looking towards the camera.
- Consider using different media for different events
  - Youtube video
  - Skype/facetime/facebook live
  - Pre recorded videos
  - Blogs



# Updates

- One page newsletter/newsflash
- Variety of options available: word, publisher, pages and other free sources
- Lots of free templates
- Select a simple template
- Drag and drop
- Option to pdf

30 NOVEMBER 2018

**Somerset Parent Carer Forum**  
 Weekly update



**Somerset's Special Educational Needs and Disability (SEND) Strategy for Children and Young People aged 0-25 (2016-19)**

This week we thought it would be useful to reflect on the Somerset SEND strategy. The strategy is due to be refreshed next year and parent carers will be involved in its development. We thought it would be useful for people to know more about the current one. We appreciate that not everyone will have time to the 33 page document.

The strategy outlines some of the key challenges and things that drive the strategy including changes to legislation in 2014, financial pressures, high levels of SEMH and low levels of Autism compared to national figures and lower rates of compliance with statutory deadlines than expected to mention just a few.

The strategy is an area strategy which covers Education, Health and Social Care and is based on partnership working. Somerset County Council undertook two customer satisfaction surveys in the Autumn of 2015, which highlighted two key areas of improvement which were communication, and community inclusion which have also been fed into this strategy.

The strategy is also aligned with other strategies that are due be refreshed this year including the Children and Young Peoples plan and Somerset's Early Help Strategy.



**Somerset's Vision for Children and Young People**

We want every child and young person to have the greatest possible opportunity to be the best they can be, to be happy, and have choice and control over their life.

The vision is underpinned by -

- A commitment to inclusion and equal opportunities for all children.
- All children and young people in Somerset have the right to an inclusive education where they feel they belong.
- Development of a well-planned continuum of provision from birth to age 25 that meets the needs of children and young people with SEND and their families.
- children and young people with special educational needs and/or a disability and their parents carers fully participate in co-producing the services that will best ensure good outcomes and a positive transition to adulthood.

**OUTCOME1 – OUR FAMILIES CHILDREN AND YOUNG PEOPLE REPORT A POSITIVE EXPERIENCE OF OUR SEND SYSTEMS AND SUPPORT FEEL INFORMED AND CONFIDENT TO ENGAGE AND**

**OUTCOME2 – TIMELY AND ACCURATE ASSESSMENT AND IDENTIFICATION OF SEND AND EDUCATION HEALTH AND CARE SERVICES**

**OUTCOME3 – INCLUSIVE AND EQUITABLE ACCESS TO GOOD QUALITY LOCAL EDUCATION**

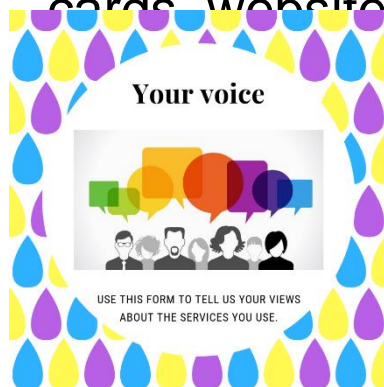
**OUTCOME4 – SMOOTH AND EFFECTIVE TRANSITION SHAPEN AT THE POINTS FOR THE CHILD AND YOUNG PERSON**

**OUTCOME5 – CREATIVE PARTNERSHIP WORKING DELIVERS EFFECTIVE, FAIR AND TRANSPARENT SYSTEMS AND SERVICES**



# Online graphic design

- Clear and effective way to present information
- Easy to convey feedback from surveys
- Information about your forum
- Free online sites to help create infographics, posters, flyers, business cards, website buttons



**Richard Hobbs**  
**Budget manager & IT**

Richard has 2 children with additional needs. Richard has been with the forum since March 2015, coming from a background of management, care work with adults with learning difficulties and health work.

## ENGAGEMENT AND PARTICIPATION STRATEGY

This is what you told us and this is what are doing/going to do.

The survey was co-produced with parent carer forum representatives and a Young People's Champion.

We launched on the 14th May and the engagement closed on 22nd June 2018

We have had 81 responses.

7 young people, 73 parent carers & 1 Unknown have responded.

86% of respondents understand what we are trying to achieve with the strategy

## HOW IS THIS GOING TO BE DELIVERED?

A few people have asked how the strategy was going to be delivered. We have an action plan which you can read on the local offer.



## WHO IS RESPONSIBLE FOR MAKING THE STRATEGY HAPPEN?

Health & Well-being Board

Children's Trust Board

Intervention Board

The strategy action plan is monitored by the Engagement and Participation group. This group reports back to the SEND Intervention Board on a quarterly basis. The graphic shows the structure of governance.

## HOW WILL PEOPLE BE SUPPORTED TO HAVE THEIR VOICE HEARD?

We know some people find it hard to have their voice heard so we have created a toolkit to help people have their say.

We have put on roadshows across the county, held workshops on short breaks and Local Offer and Autism. There are more to come. Please check Local Offer for more information.

We will be launching a survey in September to capture your views.



## THE LOCAL OFFER IS NOT EASY TO USE

We have listened to your feedback over the last 12 months and have created a new website. The website has been designed with Young people and parent carers and continues to be made better based on their comments. You can view it at:

[www.choices.somerset.gov.uk/025](http://www.choices.somerset.gov.uk/025)



## FOR MORE DETAILED FEEDBACK ON THE STRATEGY PLEASE VISIT THE LOCAL OFFER







## **Recipe for feeding your views on SEND in South Glos to OFSTED**

- **200g of getting comfy on your sofa**
- **1 brief Log on**
- **Listen carefully for 1 hour**
- **Add typed comments as needed**
- **Add typed questions to taste**
- **Finish. Relax!**

## **Encouraging people to get involved**

- Used infographics to encourage people to get involved during the SEND area inspection
- Reminders for coffee mornings
- Promote events and training



## SOMERSET PARENT CARER FORUM

2018/19



1728

SEND  
community  
members



572

Coffee morning  
attendance



778

People  
interacting with  
the forum



780

Members in  
our online peer  
support group



1330

Individuals  
following the  
forum on  
Facebook



25-40K

Facebook  
Monthly Reach



2031



Individuals who contributed their experiences of  
services via coffee mornings, surveys and consultations



17

Parent  
Reps

10

Steering  
group

412

Event  
attendees

4797

Website  
views

# Raising awareness

- » Infographics can also be used to raise awareness of the forum
- » Address common myths
- » Use of templates that allow you to drop in pictures and text makes it a quick and time effective task.
- » Share with other forums or across region can allow you to share workload.

## SOMERSET PARENT CARE FORUM



### 1 THE FORUM WORKS FOR THE LOCAL AUTHORITY



FALSE - Parent carer forums are independent. They work with the local authority, Clinical Commission group (health) and other groups but have working agreements to ensure they remain independent.



### 2 FORUMS DO NOT CAMPAIGN

True - The role of the forum is to promote parent voice through participation and co-production. The forum acknowledges the important role that campaign groups have in helping to get parent voice heard. At the forum we are happy to work with campaign groups by providing them information and feeding back the issues they raise.



### 3 PARENT CARER FORUMS ONLY GO TO MEETINGS

False - Parent carer forums run coffee morning and events to allow opportunities for families to get together and feed back their experiences. The forum also provides information and training for families; this supports participation.



# Raising awareness cont.....

- Reading is not for everyone
- Video and audio useful alternative
- Forums have been effectively using videos.
- Free software imovie, moovley(online), animaker.
- Free music clips



<http://www.pipstockport.org>

<https://youtu.be/K3Lxss3EAe4>



# Managing Events

- Events can involve a lot of time
- Planning: Spreadsheet templates, apps like Asana
- Booking systems
- Ticket sales for example Eventbrite allows you to manage number and promote
- Sagenda allows time allocation and emails times to attendees
- Creates sign in sheets and updates as people book/cancel





# Where to start

- Grab a coffee/tea and look at some other forums websites or social media pages
- Pick one thing to try
- Advertise for parent who is technological minded (play to peoples skills)
- Regional share sessions
- NNPCF closed Facebook page



Lots of forums have excellent resources.  
We can all learn from one another.



# Q & A



# Q & A

Further relevant questions, not covered in the time allowed, will be answered and posted on the Contact website along with the recording of this Webinar, details of which will be circulated next week

At the end of the Webinar a short questionnaire will launch, please take the time to complete this as this will assist with future online training events



# Thank You!

Thank you for attending with us today

A short questionnaire will launch at the end of this webinar

Please take the time to complete this it will help us plan future online training events including other topics you would like to see

The recording of this Webinar, presentation and questions will be on the parent participation Resources page of Contacts' website next week – an email confirming this will be sent to you once this is available





# Useful links and apps

- Infographics
- Visual surveys
- Survey
- Meeting feedback/sign up/ expenses
- Project management
- Emails
- Emails
- Newsletter/signup
- Animations
- Event booking
- Event management
- [www.canva.com](http://www.canva.com)
- [www.typeform.com](http://www.typeform.com)
- [www.surveymonkey.com](http://www.surveymonkey.com)
- [www.jotform.com](http://www.jotform.com)
- <https://app.asana.com>
- <https://onedrive.live.com/about/en-gb/>
- <https://www.google.com/drive/>
- <https://mailchimp.com/about/>
- [www.moovely.com](http://www.moovely.com)
- [www.sagenda.com](http://www.sagenda.com)
- [www.Eventbrite.co.uk](http://www.Eventbrite.co.uk)

