

Consultation with parents about new contracts for providers – June 2011

Mary Wilton attended five Parent Forums between the 9th and 17th June. Thirty two parents attended and five forms were returned. Mary explained why and how Derbyshire planned to buy services.

The Questions

1. Are we right to focus on school holidays and Saturdays?

- Agreed these are the most important times – and Sunday was also mentioned
- There were mixed views about after school activities

Action – School holidays and Saturdays to be primary times for contracted group activities, with other times considered.

2. At the moment different clubs ask for different contributions for subs/activity costs – if they are funded by the council should it be a set amount?

- One level of ‘subs’ is fine
- Differing levels reflect differing activities/costs so also fine
- Providers should be transparent about calculating costs

Action – Transparency added to contract.

3. Given we want to encourage providers to support children into inclusive provision – how do you think we should approach this?

- Disabled young people want to use inclusive provision
- Family and provider to consider what is not suitable
- Council to support and encourage local settings to be more inclusive and challenge non-compliance with Equality Legislation
- Role for specialist providers to inform local clubs of their services

Action -

- Remove reference to individual children’s incentives
- Share comment on inclusion not suitable for all

4. Is it still important to have more than one provider in each district?

- Aiming High commissioned three providers per district

- All parents wanted choice to avoid complacency/enable different approaches. Providers should liaise in order not to clash

Action – Commissioners, seek more than one provider per district

5. We expect all providers to be able to meet the needs of most disabled children with complex needs – such as those with autism, tube feeding or cerebral palsy – is this acceptable to parents?

- Providers should be able to meet needs of most disabled children and ensure staff are trained
- Providers should have someone available to meet more complex needs

Action – Keep reference in contract to providers meeting all needs

6. What are the key features of a quality service we should look for?

- Planning based on previous feedback
- Parents saw the following as important:-
- Forward planning including activities
- Introductions and risk assessments
- Clear feedback to and from families
- Respect for disabled children, young people and their families

Action – Add above to service specification

7. Over the last few years attendance at parent support groups (different from forums) has been variable – should we continue funding a certain amount? More or less groups than previously? How often should parent support groups meet? Quarterly/bi monthly?

- Parents felt Parent Support Groups valuable
- Council should continue to fund
- Quality of Support Groups varied
- Further work needed including talking with users of funded Support Groups

Action – Support Groups removed from service specification. Small budget to enable future funding

- Parents needed to be part of tender assessment process in September 2011