

## BACKGROUND

A priority for Newry Locality Planning Group (LPG) is to improve outcomes for children and young people with a disability. In May 2018 Newry LPG held a Disability Inclusion Workshop which brought services together to share information and plan for how they can best respond to need in the local area. It was agreed to further work with parents and carers of children/young people with a disability to improve outcomes for families in the Newry locality, supported by the Southern Area Outcomes Group's "Best Start in Life" Task & Finish Group.

The Newry LPG Disability Sub Group first met with parents/carers in November 2019 and they agreed to hold an event in March 2019 which would meet the following aims:

- ☐ Inform parents of services available in the local area to reduce their feeling of isolation
- ☐ Share video stories of their family journeys through local services
- ☐ Engage with service representatives and other parents to identify barriers and possible solutions to improve outcomes for children and young people with a disability.

Our Journey Through Disability was held at the Mourne Country Hotel, Newry, on Wednesday 27<sup>th</sup> March 2019.

Making a contribution to all 8 **High Level Outcomes** for Children:

- ✓ Physical & Mental Health
- ✓ Enjoyment of Play & Leisure
- ✓ Learning & Achieving
- ✓ Living in Safety & with Stability
- ✓ Economic & Environmental Wellbeing
- ✓ Positive Contribution to Society
- ✓ Respect for their Rights
- ✓ Promotion of Equality & Good Relations



# How much did we do?

- ☐ Planning Group partnership held 11 preparatory meetings, including 1 initial presentation on Co-production and 2 site visits to Mourne Country Hotel
- ☐ Invitations to all services & organisations supporting families with children/young people with a disability and/or additional needs
- ☐ Invitations open to local and regional-wide services/organisations
- ☐ Invitations publicised through existing LPG networks and social media methods (Facebook & Twitter)
- ☐ 8 x 5 minute videos made of parents describing their family's journey through services
- ☐ 4 hour event at Mourne Country Hotel:
  - ☐ 1 hour information stalls session
  - ☐ 2 x Parent's Journey films shown of 8 journeys
    - Self Care session
    - 2 x facilitated discussion workshops: 16 tables of parents/carers, and service representatives.



**Newry Locality Planning Group Presents...**

## **“Our Journey Through Disability”**

**Wednesday 27<sup>th</sup> March  
at Mourne Country Hotel**

### **Programme:**

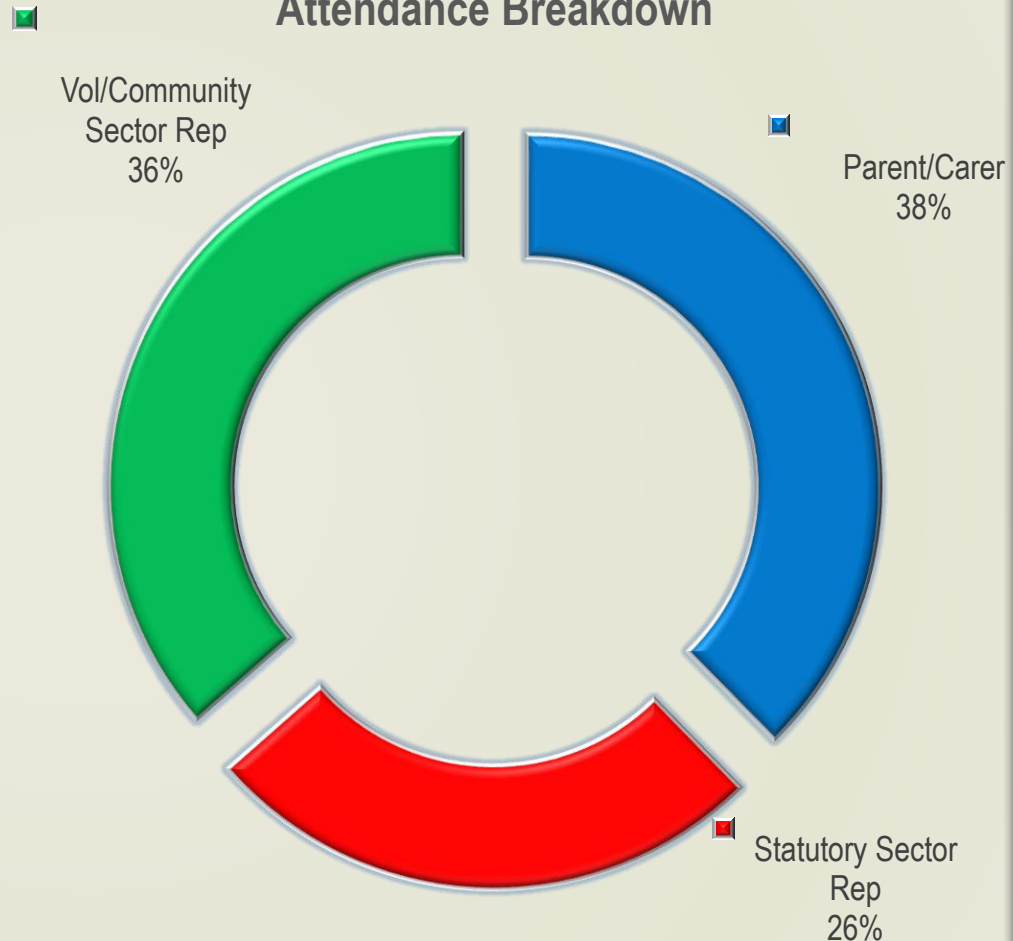
- 10am Registration & Information Stalls (Kilmorey Suite)**  
(Please make sure you register and spend time making connections and getting vital information)
- 11am Our Journeys...(Carlingford Suite)**
- Welcome**  
Jacinta Linden, LPG Chair  
Cllr Mark Murnin, Chair, NM&DDC  
Paul Morgan, Southern Outcomes Group Chair
- Background to event**  
Ashling Fitzmaurice and Darren Curtis, Planning Group
- Our Journey: DVD and table discussions**
- Self Care and it's importance**  
Sinead Wadforth, Planning Group
- Feedback**
- Next Steps, evaluations and close**  
Ashling Fitzmaurice and Darren Curtis, Planning Group
- 1pm Lunch and networking**



## How well did we do it?

- ❑ A total of 170 people attended the event
- ❑ 64 (38%) of attendees were parents/carers, 62 (36%) from the voluntary/community sectors and 44 (26%) from the statutory sector.
- ❑ Planning Group organisation members were CYPSP/CiNI, Newry Early Years, Magnet Young Adults Centre, Newry, Mourne & Down District Council, Southern Health & Social Care Board Promoting WellBeing Team, SPACE and Clanrye Group.
- ❑ 103 (63.2%) participants completed Evaluation Forms
- ❑ 39 Services & Organisations had an Information Stand

### Attendance Breakdown



## How well did we do it?

**81 people**  
quantified the  
number of  
connections  
made

### The Information Stalls



**639**  
connections  
were reported  
to have been  
made on the  
day

**Average**  
connections  
made was  
around 8 per  
person



**7 people** said  
“Lots/lost  
count” or “Not  
enough”



## Social Media Coverage on Facebook:



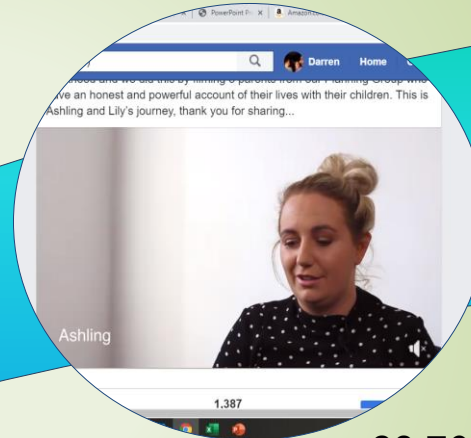
**46 Shares for the promotional flyer on CYPSP Facebook Page**



**2,921 Reactions, Comments & Shares**



**60,144 People reached**

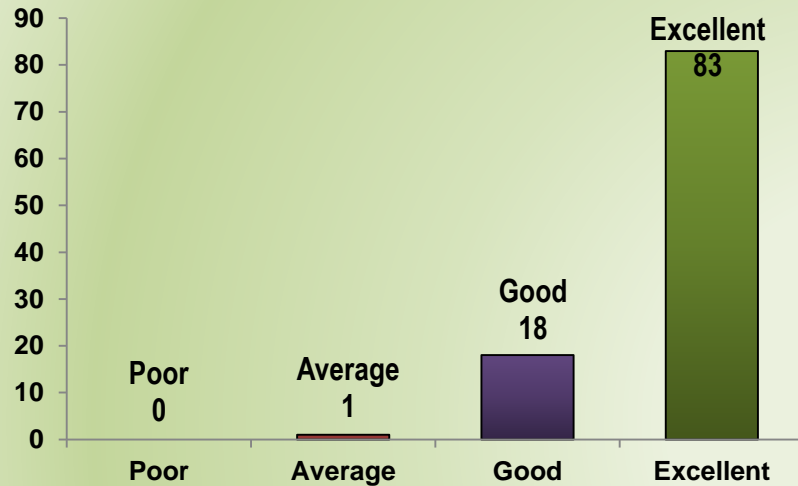


**28,768 Views**

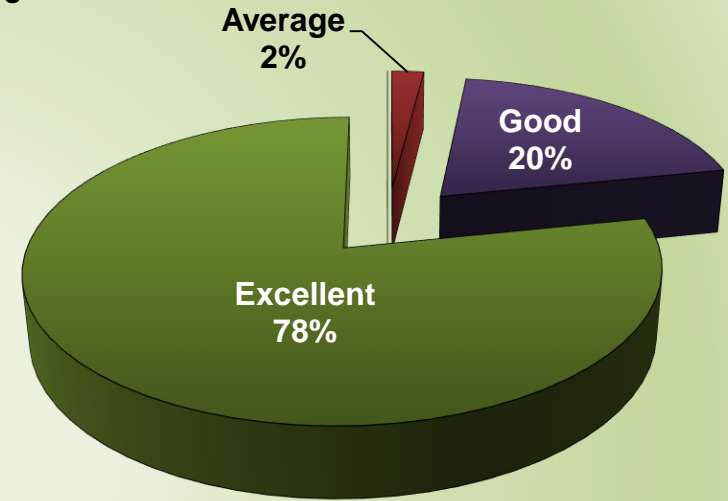
**6 Parents shared their journeys on the CiNI Facebook Page**

## Evaluation Responses

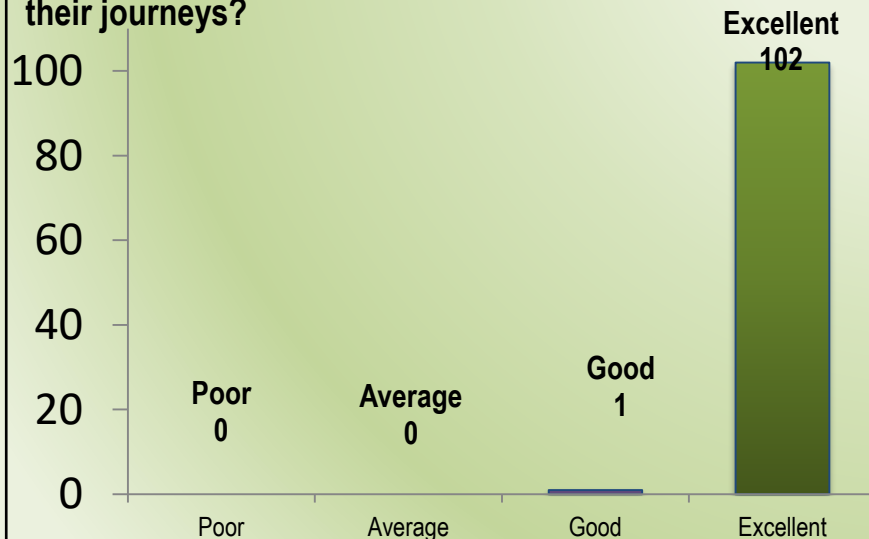
How beneficial did you find today in making connections with parents/carers and services?



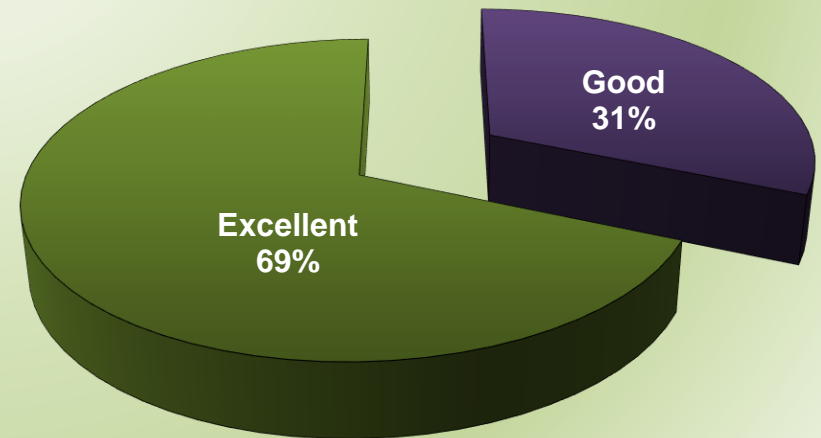
How useful did you find the information stalls in the morning?



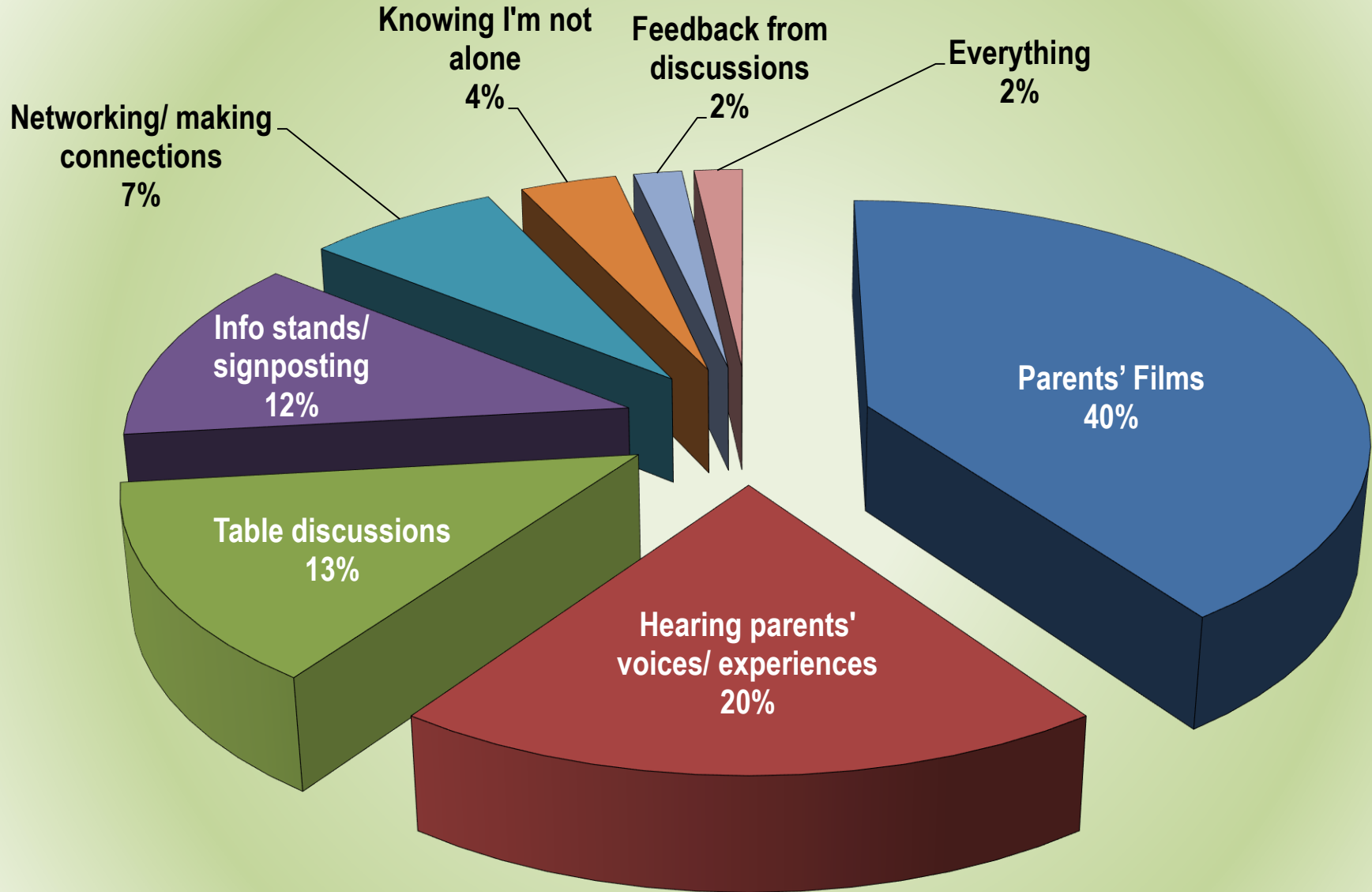
How useful did you find the parent's films when describing their journeys?



How beneficial were the table discussions?



## How well did we do it?



**What was the highlight of the day in your opinion?**

## Is anyone better off?

I found more services than I thought were available

The loneliness lifted as we were able to connect with the same issues as the parents in the films

The video's are what bring the message home that our children deserve more and better.

Very useful event. I have been struggling for 16 years being a carer

I have found a new service for my child

It was so touching to feel I'm not alone

**Some quotes from participants**



Is anyone better off?

Comment...



## Is anyone better off?

For services and organisations only - Make one change statement you can deliver on after today's event:



- |   |           |
|---|-----------|
| <input type="checkbox"/> More partnership working/sharing         | 7 replies |
| <input type="checkbox"/> Listen more to parents                   | 6         |
| <input type="checkbox"/> Communicate more with parents            | 5         |
| <input type="checkbox"/> One point of contact/signposting         | 4         |
| <input type="checkbox"/> Follow up meetings to today              | 2         |
| <input type="checkbox"/> More co-production with parents & carers | 2         |

“Making sure that I am the main point of contact for the pupils on my database”

“Education is helpful to change. This has been a door opener”

“Check in with clients/parents to help them access services they might need”

“To be more aware of parents needs that we assume they know about”

“Leaflet for new parents from our service”

“Champion disability within our organisation and with Locality Planning”

“Care enough to really listen and take action”



## Is anyone better off?

At the end of the table discussions, each table fed back one thing each family should expect from services in the area...

### Families should expect...

...to feel that they are being listened to and heard and action taken on what we say for our children

...respect, listen to what is being told, not have to fight for professionals to communicate on their behalf and with each other – cross departmental. Also more focus on self-care for parents/guardians

...to participate in greater accurate communication & the use of PPI & co-production for carers/service users to participate in service developments. Families know what individuals need and creating centred & holistic pathways

...a one stop shop for support. This may be through your social worker or key point of contact to support you and signpost you onwards.

...to be listened to before a crisis occurs. A continuation of service. Better multi-disciplinary communication

...a named point of contact who signposts, clarifies, reassures in a supportive way, community based

....consistency, knowledge, coordination filling the gaps, respect/feeling believed/acknowledged, access to counsellor (family as a whole)

....a consistency of services, honesty about resources and to be listened to the very first time



# Is anyone better off?

## Families should expect (Continued)...

... effective listening, clear communication between professionals, clear direction and one point of contact. There should be transparency from all professionals and services

.... one point of contact, professionals should have all of the information; parents seem to be the experts on their own child's needs. Should be listened to and heard when they know there is an issue with their own child

...one point of contact to allow families to know what they have a right to e.g. an assessment, a social worker, financial, emotional and physical support

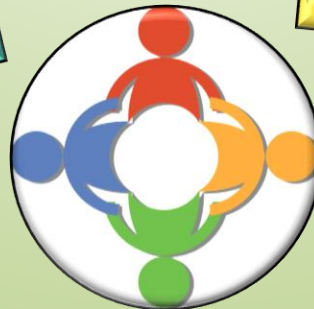
...knowledge about how to access the different services & refreshed and updated info, one point of contact to sign post to other services

...support and updated information individual to each young person & family

... circulate use of services to attendees

....respect, to be listened to, to have regular and clear communication, valued as an integral part of the process

... a key point of contact to access key services to get the right information for their changing needs of their child and be listened to



# Is anyone better off?

**As a result of their involvement with this project,  
Parents on the Planning Group reported...**

**Increased knowledge of services and confidence to speak publically about their family's experiences with services**

**Increased self worth as a result of the process and event**

**Increased voluntary involvement with disability-based community groups**

**Increased awareness of services available to families with a child with a disability**

**Increased awareness of what families are entitled to with regards to disability**

**Obtaining positive feedback from families and friends after videos were released**

**Confidence that co-production works & is most effective when people work in partnership**

**Speaking with other parents to seek help for their own good mental health & wellbeing**

**Determination to take the outcomes of the event forward to help other families**



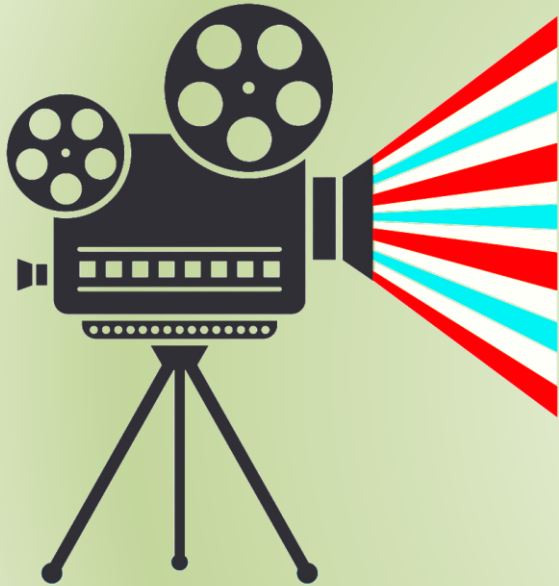
# Is anyone better off?











## **Films:**

**Video of the event:** [www.youtube.com/watch?v=hX0GCTwJGQYY](http://www.youtube.com/watch?v=hX0GCTwJGQYY)

## **Parents' Video's:**

Ashling's Story: [www.youtube.com/watch?v=\\_e9JlrVkjoc](http://www.youtube.com/watch?v=_e9JlrVkjoc)

Sheila's Story: [www.youtube.com/watch?v=SdXCYh-17pg](http://www.youtube.com/watch?v=SdXCYh-17pg)

Martina's Story: [www.youtube.com/watch?v=IJWrCdCqDdg](http://www.youtube.com/watch?v=IJWrCdCqDdg)

Emma's Story: [www.youtube.com/watch?v=20XBbwI0qM0](http://www.youtube.com/watch?v=20XBbwI0qM0)

Jim's Story: [www.youtube.com/watch?v=thpmP-WqTLE](http://www.youtube.com/watch?v=thpmP-WqTLE)

Joan's Story: [www.youtube.com/watch?v=okccLK0-dUA](http://www.youtube.com/watch?v=okccLK0-dUA)





Members of the Planning Team with June Wilkinson, Dept of Ed and Cllr Mark Murnin, Chair of Newry, Mourne & Down District Council

