

## Healthwatch B&NES Community Pot Final project report 2019-20

If you have any questions about this report, please contact Vanessa Scott,  
Portfolio Manager Healthwatch B&NES  
T: 07754780487 or E: [vanessascott@thecareforum.org.uk](mailto:vanessascott@thecareforum.org.uk)

**The deadline for report submissions is 12.00 (midday) on Friday 29 January 2021**

*NOTE: The text boxes will expand as you type.*

### SECTION A: YOUR ORGANISATION

1. Name of Organisation	Bath Rugby Foundation
2. Full Address of Organisation (for correspondence)	Bath Rec Sports Hub, North Parade Road, Bath. BA2 4ET

#### 3. Contact details

Main Contact for reporting	
Name	Caryl Thomas
Position	Programme Development Manager
Telephone	07814610420
Mobile	
Email	<a href="mailto:Caryl.thomas@bathrugbyfoundation.com">Caryl.thomas@bathrugbyfoundation.com</a>

### SECTION B: THE PROJECT

#### 4. Focus of project

- Please state clearly what issue(s) your project looked at.
- Were these the issues that you had planned to focus on?
- If not, please explain what the project focused on and how and why the focus changed.

Our project looked at the issue of transition for young adults transitioning from Special schools / Secondary Schools to college / Training / Employment and the social implications of unemployment. We looked to seek greater insight towards the common barriers and common successes young people with SEND face and how their journey to employment looks. We aimed to talk to young people, parents/carers and external organisations to substantiate our initial thoughts when we initiated the research piece funding. We tried to focus on the timeline of young people and understand what has or hasn't been done in supporting these young people to future employment. We wanted to find out more about how some find it harder than others to transition to a workplace and what steps are in place to support this. For example, volunteering and its use for young people with SEND. We wanted to focus on referral organisations and whether or not young people and parents were aware of the help that was available. As well as how easy it is to engage with help to avoid falling into transition gaps young people have identified that are easily fallen into.

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### 5. What did you do?

- Using your Memorandum of Understanding for reference, please tell us what progress was made against each of the activities that were due to be delivered through this project - including numerical data for outputs where agreed.
- Please include details of any factors that contributed to or impeded the achievement of the agreed outputs.
- If the agreed outputs were not achieved, please explain the reasons why and any actions that were taken to try to address this.

***NB** - Please include any photos, video links, examples of surveys, media and communications used etc to illustrate what you did in the box below or attach them as an appendix.*

#### **1. We used 3 BRF students with additional needs and created a working group to manage the project.**

-A document was created to highlight the project, the 3 advocates and what the relevance was for talking to people for gathering information. Their stories served as a good platform to get the conversation started and resulted in more personal answers given.

#### **2. We will host up to 10 forum meetings throughout B&NES, to gather information from young people and their parents/carers and practitioners on the barriers of unemployment.**

-Due to Covid all 10 meetings proved difficult to organise in person or as groups, however meetings were able to take place over zoom/phone call and we held more 1:1 meetings.

#### **3. We will create a survey that be posted online for people to complete.**

-A unique survey was used when speaking to participants, parents/carers and external organisations so that we could find most relevant information to their involvement in the project and a space to write their thoughts.

#### **4. 1:1 conversations face to face / over the phone with young people, parents/carers, teachers, practitioners and community group leaders.**

-Again due to covid interruptions we carried out face to face meetings when appropriate, but hosted a range of discussions with a variety of young people, organisations such as special schools, local authority and parents and carers.

#### **5. A list of support services within B&NES for unemployed young people to support them find employment.**

-All organisations that we spoke with were added to a referral list put together to help the young people involved in the research and the BaNES Achieve website highlighted as a great source for current and ongoing opportunities.

#### **6. A strategy to increase the number of Disability Confident Employers within B&NES.**

- The Bath Rugby Foundation is already a registered Disability Confident organisation and working with external organisations to provide work experience to young people with disabilities. One key partner is Bath Rugby and we are working with a cohort of young people and implementing a framework for a large organisation to become disability confident and the structures in place, reducing the barriers learnt from this research to increase opportunities of sustainable employment. Using this experience and understanding the journey both from young person and employer we can act as advocates for other organisations within BaNES and work closely with the local authority and other organisations.

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### 7. Evidence to show the journey that many young people go through to find employment if they find employment.

We have created a case study of each advocate (3) and their journey so far. We will also use our research and survey information to promote and discuss the common barriers and successful journeys of people into employment.

### 6. What did you find out?

- Please outline the key findings from your project, considering:
  - key themes from the feedback that you received
  - themes related to any particular health and social care services that participants said that they used
  - what participants said worked well (with regards to health and social care)
  - where participants felt things could be improved (with regards to health and social care)
  - any conclusions or recommendations that your organisation would like to make based upon the feedback that you have received (please try to make these SMART - if you would like to discuss these further please do not hesitate to get in touch with us)

**NB** - Please include any relevant survey data, tables/ graphs, case studies etc to illustrate what you learnt in the box below or attach them as an appendix.

In our research through talking to young people, parents/carers and external organisations we discovered the key findings;

1. Actions plan and road map for the young persons employment needs to be outlined earlier specifically surrounding work environment and employability skills.
2. The understanding and appreciation of the difference between a home, school and workplace expectation as this needs time to be adapted to. Therefore, a proactive and supportive approach from the young person, parent and external organisation is needed and can help this process from an earlier stage rather than it coming as a bug change later on when transitioning.
3. Young people with SEND are not looking for specific jobs for them. Instead are hoping to work within an environment that is supportive regardless of role. Employers understanding of how to build their own and young person's confidence with work.
4. Clarity on what is expected in a workplace and to have a timeline in role moving forward. Whether it is a paid position or voluntary, the young person needs a support mechanism to understand how to begin and how things will change. So, all can be accountable and aware of steps to get to agreed destination. A review process would serve to mediate the progress made and keep information given consistent.

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Where things can be improved: - Parents have suggested that their child needs to be at almost crisis point for them to be supported by social health. If parents seen to be doing well and supporting 'well enough' they are expected to manage but this comes at an emotional and financial cost and pushes them to the edges. Parents would be grateful of increased signposting of services to access, so it was easier to get information to formulate plans rather than constantly feeling like they are battling and trying to find the right services or support.

Recommendations;

**Specific** - Having access to list of contacts to help with employment journey (referral list).

**Measurable** - Having a dedicate day to explore SEND employment / Training options and talk to relevant personnel for B&NES.

Outline a 'employment journey' indicating what is expected from the young person and their involvement with the organisation and their role within it.

**Assignable** - Working with Claire Lynch, B&NES council and Youth Employment partnership we can access their ACHIEVE website. At a Youth Employment meeting ask if our Healthwatch Project can be shared with the community.

### 7. Demographic information

- Using your Memorandum of Understanding for reference, please report who you engaged with through this project, including any agreed questions such as:
  - postcode
  - age range
  - disability
  - carer etc
- Did you identify any differences or themes in the experiences of different demographic or protected characteristics groups (i.e. that might suggest barriers to and/or potential inequalities in access to health and social care services)

Young people: 24

Postcode: BA1, BA2, BA3, BA14, BS39, BS30, BS15,

Disabilities: Cerebral Palsy / Type 2 Diabetes / Learning difficulties / Dyspraxia / Absence Epilepsy / Mild intellectual disability / Spinal cord issue / Chronic fatigue / ADHD / Autism / Global delay / Asthma / Dyslexia / Central processing disorder.

Age range: 24-17 (6 x 17 y/o - 5 x 18y/o - 5 x 19 y/o - 3 x 20 y/o - 3 x 21 y/o - 2 x 24 y/o)

Parents/carers: We spoke to 8 parents of young people attending Inclusive groups.

External organisations: 9 including;

Employment and skills officer for B&NES council

Fundraising, marketing and development manager at Threeways School

CEO Youth Connect South West

Curo

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Mixed Ability Rugby team Walcot Warriors (Walcot RFC)  
Leonard Cheshire  
Employment support team leader at Wiltshire council.

### 8. Outcomes - please tell us how this project has impacted those people who took part?

***NB** - If you have any testimonials or quotes that you would like to share to demonstrate the outcomes that your project achieved, please include them in the box below or attach them as an appendix.*

Whilst conducting interviews with parents we found they were able to make connections and have an honest conversation about their own child and problems themselves face. The Healthwatch research piece served as a platform for open dialogue and allowed parents to speak freely and discuss topics relevant to others. This forum has now resulted in a network/friendship between those parents and enjoy catching up for coffee whilst their child takes part in our session.

The young people involved along with parents enjoyed having a voice. Being 'listened to' seemed to be a key part of the research. It made them feel as if their journeys were going to have an influence on helping others.

Young people and parents actually talking through the disability landscape has helped them become more aware and in turn more understanding of what they require. Help/support coming in earlier and it being more accessible / easy to engage with is key. This in terms of work experiences and employment advice.

As a Disability Confident Employer, it has made us review even more our processes and value the successes of our environment. This also gives us confidence in being advocates and promoting the huge strengths in diverse work force.

### 9. Considerations

Did you have to take any steps when designing and conducting the project to ensure the safety and wellbeing of your participants? If yes, please explain what these steps were

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and how you overcame them. Example areas include: Data Protection, Ethical considerations, safeguarding etc.

We considered that when we ask for information it is to be done so in different formats to allow broader access to the survey/meetings. All information was sent out before the meetings in enough time for people to process the information first. We also hosted the meeting over zoom, face to face or over the phone.

With the young people we do not have an existing relationship with, we will always host the meetings and conversations at their regular setting with the host agency present and never alone. Or participants were able to complete surveys sent to them via their usual agency host in their own time.

Host agencies were fully briefed on the purpose of the focus groups/interviews and agreed to monitor and be the point of contact for participants after focus groups/interviews. Host agencies took responsibility for gaining consent where necessary for participation. As part of the project is to help identify support services for them to access after the project their host will assist if needed.

At the start of the survey, a clear statement declaring how this information was being used, as well as other information about their ability to withdraw at any point as outlined in the GDPR we signed at the beginning of the project. Survey results will be evidence anonymously and an overview of themes explained. Case studies will be used after the participant and parent/carer have given consent.

### 10. Next steps...

What action do you think needs to be taken now to share the feedback/ conclusions/ recommendations from your project and help to improve people's experiences of health and social care services in B&NES?

- Please refer to your Memorandum of Understanding for any actions that had been agreed between your organisation and Healthwatch B&NES.
- Please let us know if your organisation is planning to carry out further work in this area.
- Please let us know if there is anything further that could be done in partnership with Healthwatch B&NES. We are very happy to work with you to escalate feedback, best practice and concerns where required. If it would be useful to talk about this in more detail please do get in touch

E: [vanessascott@thecareforum.org.uk](mailto:vanessascott@thecareforum.org.uk) or T: 07754780487

Make this research an agenda point in Youth Employment meetings to share with wider community.

The creation and dissemination of a referral list that can be accessed by parents and young people involved with organisation in B&NES and kept centrally on BaNES Achieve website. A strategy to increase the number of Disability Confident Employers within B&NES. As the Bath Rugby Foundation is already a registered Disability confident organisation. Utilising our relationship with Bath rugby we will bring them along on that journey as they are a large employer and pivotal organisation within Bath. We want to be an advocate for



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that journey for organisations within B&NES. Then create an action plan to support other organisations within B&NES and surrounding areas.

### 11. Working with Healthwatch B&NES

This is the second time that we have run a small grant scheme for VCSE organisations. We very much hope to be able to continue this funding stream and build relationships with partners across B&NES. We would therefore be very grateful for your thoughts on which elements of this process have worked well and if there was anything that you think we could improve on or do differently next time.

The process worked well for us, the requirements and memorandum of understanding was very clear. For us it is the first time we have had a grant to run a project trying to gather information and we very much value that opportunity. Through running this research project, it has given us a greater opportunity to take the time to gather this information.

The process of applying, acceptance, invoicing and reporting has been good.

I also like the next stage where there is an opportunity for us to discuss with Healthwatch the findings, I think this is very important.

## SECTION C: WHAT NEXT?

Please ensure that you have completed all sections of this report. Once complete, please submit this report electronically along with any accompanying documents) to Vanessa Scott E: [vanessascott@thecareforum.org.uk](mailto:vanessascott@thecareforum.org.uk)

**The deadline for report submissions is 4pm (midday) on Friday 29 January 2021**

We aim to hold an event for all grant recipients to discuss the findings of their projects with one another and the Healthwatch B&NES Executive Board. Details of this event will be shared in due course.

**NB** - The financial report is a separate document. This also needs to be submitted by 12.00 (midday) on Friday 29 January 2021.