



**Annual Report
for Sparkle
‘Putting Things Right’
Policy**

Jayne Jones

1st December 2017

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1. Background Information

During 2016, it was identified that Sparkle required a mechanism to accurately record all feedback received from any person who receives, or has received, services from Sparkle.

The Sparkle Trustee Board approved the Sparkle Putting Things Right Policy (see Appendix 1) which was implemented in December 2016.

This document is the first annual review of the Sparkle 'Putting Things Right' procedures.

2. Communication of policy to staff

All Sparkle employees were informed of the policy via email correspondence, and/or their line manager. Sparkle staff were asked to read the document and sign to confirm they understood, and would adhere to the policy.

The Family Liaison Officer was given the responsibility of checking that staff were aware of the contents of the policy.

During June 2017, a further check regarding the team's understanding of the required procedure, was undertaken by the Family Liaison Officer and Activity Team Leader, and any misunderstandings were clarified at that time. All members of staff confirmed that they understood the expectation and responsibilities in relation to the 'Putting Things Right' policy.

All new staff are required, as part of their induction, to read and confirm their understanding of the policy. A signed record of this is held by the Sparkle Office Manager.

3. Communication to Families

During June 2017, a complaints leaflet was produced, and this is on display in areas around Serennu Children's Centre. The leaflet is also included in the Sparkle information packs that are offered to families. (see Appendix 2). This ensures the process for registering complaints is clear and transparent to all families.

If any parent/carer raises a concern or provides negative or positive feedback about any Sparkle service, the person receiving that information is required to ask the parent/carer if it is agreeable for this to be recorded.

It will then be explained that Sparkle operate a complaints/compliments policy to capture things that are working well (to continue those things), but also any areas that may need developing (to help Sparkle improve).

4. Procedure

Staff are required to capture the feedback received and forward all details to the Family Liaison Officer to be documented. The policy states that all concerns will be acknowledged in writing within 2 working days of receipt.

A further, separate letter will be sent to the concerned party, outlining the next step of the investigation, if required, and anticipated deadline date for completion of the investigation.

Concerns which are relatively minor and easy to resolve within a short time frame, i.e. within 2 working days, or 'on the spot concerns', will not require advice letters to be sent. Although the concern raised will still be 'logged' by the Family Liaison Officer.

The Sparkle Family Liaison Officer holds overall responsibility for documenting concerns and monitoring investigation timescales and outcomes. Any issues where responses fall outside of the agreed timescales will be immediately brought to the attention of the Serennu Centre Manager.

5. Concerns/Compliments received

Within the past 12 months, 21 concerns and 62 compliments have been registered. Please refer to Appendix 3 and 4 for a detailed breakdown.

In relation to the concerns/complaints received there have not been any that have required escalation outside of the initial investigation. 20 reported concerns have received a satisfactory outcome, and any learning has been actioned by Sparkle. There has been 1 concern raised within the last 12 months that the complainant verbally expressed dissatisfaction with the outcome. The issue relates to staying on Serennu premises and using Serennu facilities when there are no staff present in the vicinity of where they are. After discussions with the complainant, no mutual satisfactory conclusion could be identified, and the complainant was advised the option of 'the next step', if they chose to take it. At 30/10/17, no communication has been received in regard to the family progressing to the next stage.

6. Themes

Of the 21 concerns received, 14 related to the Sparkle leisure provision, 6 related to facilities and one related to toys in the waiting area.

There are no emerging themes evident from the concerns received, however they do highlight the importance of communication with parents/carers. There are 3 occasions of a misunderstanding that may have been avoided if we had communicated more effectively.

For example:

Leisure- Parent perplexed that his daughter had not received a place for her continuation of swim lessons in the new allocation. This was a misunderstanding by

the parent who did not realise that the block of swim lessons started during October and not September. His daughter did have a 10 week place allocated for her. With immediate effect, dates of each new swim block to be advised at the end of the previous one.

Leisure- One parent was unhappy regarding the waiting times to access Sparkle clubs. This Mum was reminded that the MediCinema, family swim sessions and music sessions are available on a booking basis. Also mums email details added to Sparkle contact database, so she will be kept informed of Sparkle fun days and parties etc. We also now advise of potential waiting list times during initial profile meetings.

Facilities- Location of Serennu Children's Centre difficult to access without transport. Desired outcome would be to offer transport but parent understood that this is not possible at this time.

Facilities- Parent upset that the MediCinema equipment seemed unreliable. The film kept stopping/breaking down during screenings causing distress for her autistic son. The feedback was registered with MediCinema who replaced the faulty equipment.

In terms of the 62 compliments received, it is usual for a large number of these to be received following a Sparkle fun day/event.

For example:

Events- *"Thank you once again for your hard work, dedication and enthusiasm in all that you do. As always, at events like these, it is so heart-warming to see so many members of the Sparkle staff pull together to give us families the opportunity to come to the centre and have some fun and togetherness and feel like one big family".*

"We just wanted to thank all the team for a wonderful party and for all the hard work that had obviously gone into setting it up. We had a wonderful time".

"Yet another great party last night! These party's mean so much to our family. It was such an amazing event that allowed the children to be themselves and enjoy the festivities".

Staff- *"To all Sparkle staff- We really appreciate everything that we are able to access at Serennu, it really does make such a difference to and us as a family".*

"Our special children are so lucky to have such wonderful, enthusiastic, dedicated team of Sparkle play workers helping them in their work, rest and play. Well done Sparkle Team you are true champions and a very special group of young people"

Activity Sessions- *"XXX loves swimming here, he is really making progress and feels so much more confident. He had mainstream lessons with Newport and never progressed. He was always punished and made to sit on the side because they couldn't teach him properly. Here he is well managed and spends all his time swimming. Thank you for all the help you have given him".*

Foster mum said that her daughter had a meltdown on the side of the pool and she was very embarrassed and thought she'd never be allowed to come back but that the swim team didn't even bat an eyelid and put a towel over her and calmed her down. This really helped foster mum and she feels like they are both really welcome in the centre now.

7. Level of feedback

There are relatively low number of concerns being received. This could be due to various issues including:

- Staff reluctant to record and share negative feedback
- Staff responding to and resolving complaints 'on the job' without recording these
- Reluctance on the part of parents to raise concerns
- Feedback being regularly requested and received via the bi-annual Big Lottery questionnaires

8. Proposed Actions

The concerns that were received highlighted that communication is vital between all parties. After completing each investigation, any lessons learned were put into practise with immediate effect. Examples include:

- We now communicate with parents at the end of each swim lesson, advising of any changes, for example, new staff or new procedures. Any concerns raised are addressed immediately.
- Prior to MediCinema screenings, families are reminded that mobile phones should be switched off and that parents are responsible for the supervision of their child (ren).
- We advise parents of average waiting list times at the initial profile meeting.
- We hold team discussions regarding activities offered at fun days and parties.
- Parents are advised of the new swim block dates at the end of the previous block.

The following are a list of proposed actions, to improve awareness and understanding of the Sparkle putting things right policy and procedures:

- All Sparkle staff to revisit the policy on an annual basis, to ensure they are clear about the requirements, expectations and responsibilities
- Concerns leaflet to always be included in the Sparkle information pack. The leaflet to also be available throughout Serennu and displayed on the Sparkle website.
- Concerns leaflet to be issued, along with additional appropriate paperwork, at each profile meeting.
- Family Liaison Officer to draft an article that is emailed to existing Sparkle families, within the regular communication bulletin. This will be included on a recurring 3 month basis.
- The annual 'Putting Things Right' report to be available via the Sparkle website, and hard copies of the report to be issued to Sparkle parent support groups.
- Family Liaison Officer to attend Serennu parent support groups and 'Your Voice' parent forum, to promote and encourage feedback from parents.

9. Conclusion

It is important that families know Sparkle have a concerns policy in place, and that we encourage and welcome all feedback.

It is important that families and/or staff understand that feedback, whether negative or positive, is a way we can develop Sparkle services/provisions, by improving our highlighted weak areas, and continuing to deliver our identified strengths.

It is important that Sparkle are seen as an open, honest and transparent organisation in terms of both receiving, addressing and communicating information regarding concerns in order for parents to feel confident to share concerns with us.

From the low numbers being received, it does not seem that the introduction of the policy has had any immediate, significant impact, however this will continue to be closely monitored.

Appendix 1: Sparkle 'putting things right' policy



complaints.pdf

Appendix 2: Concerns Booklet



concerns
booklet.pdf

Appendix 3: Details of concerns

Sparkle Staff Lead	Details of Concern	Learning for Sparkle	Desired Outcome	Category
Jayne Jones	MediCinema Application handed to member of Serennu staff was not processed, presumed lost.	New procedure implemented. Serennu admin staff now document hand delivered items for Sparkle and request signature from Sparkle employee when they are collected. Actioned	Lost application for MediCinema. New application to be actioned	Administration
Jayne Jones	Weekly Multi Skills session changed time but parent not aware and attended previous session time.	Information regarding amended times, had gone home with Dad. He had not communicated this to Mum. Amendment details were also placed on Sparkle facebook page. Mum has acknowledged the lack of communication was at her end not with Sparkle.	Apology regarding non communication to change of session time	Communication
Lisa Thomas	Incident at Y.C. regarding alleged physical confrontation between two young people whilst in club.	The incident did take place. The young man is having some 1:1 training	Parents requested incident to be investigated and used as a learn for everyone.	Service provision – incident

		<p>The issue was that the staff did not communicate to the family on collection from the session that an incident took place.</p> <p>The team are clear of the requirement to pass this information on to parents at the end of the session.</p> <p>Future training will cover this for the staff with scenarios.</p>		
Lisa Thomas	Parent overheard a member of the Sparkle team speaking to a child in a way she felt was inappropriate.	<p>Investigated and play worker was not responding to the child's request to go home (this is a known behaviour for the child and is documented in his profile).</p> <p>Parent (complaining) would not be aware of this strategy with the child.</p>	Lisa to ensure that staff are conscious of the environment within which such conversations take place.	Service provision - staff
Lisa Thomas	The sister of child attending clubs with Sparkle has an ex	Play worker involved not to be allocated as child's 1:1 support.	For XXX to receive the same care and attention whilst at Sparkle activities.	Service provision – staff

	boyfriend now dating a Sparkle play worker.			
Natalie Brown	Request from parent that the afterschool club session time be altered. Mum finds it difficult to reach Serennu at the scheduled time.	Feedback to be considered when setting future timetabled sessions.	Feedback received around times of Sparkle activities. Desired outcome would be to change times but understood that this is not possible at this time	Service provision – delivery schedule
Jayne Jones	Parent tried to book half term activities over the telephone but was advised they needed to pay in person at the Sparkle office.	Introduce facility to make payments over the telephone. Actioned	Feedback received around payment of activities.	Administration
Carla Hopkins	Message received via voicemail message, to advise that there were a large number of worms in the grass close to the outside play area.	Investigated and these were dead worms – caretaker cleaned area. Actioned	Voicemail message left regarding number of worms in Sparkle outside play area	Facilities – outdoor area
Lisa Thomas	Young man (age 7) told us that the play garage in the waiting area did not have any cars with it, and this made him upset.	Purchase play cars, and monitor they are available to use. Actioned	More play cars to be available in play area	Facilities - equipment

Sparkle Staff Lead	Details of Concern	Learning for Sparkle	Desired Outcome	Category
Jayne Jones	Parent felt that no instruction was offered by the swim instructor to the volunteer supporting her daughters swim lesson. (new volunteer). She commented "It was a waste of time coming to lesson".	To communicate with parents at end of each swim lesson, advising any changes, for example, new staff or new procedures. Any concerns to be addressed immediately. Training scheduled on 'how to support children in water'. Actioned.	For all staff to be aware of the best way to teach each child and the individual support required. For lessons to be worthwhile and not considered wasted time. Mum has since confirmed that she never had a previous concern and she was happy for her daughter to continue lessons. All lessons since this incident have been fine.	Service provision- staff
Jayne Jones	Parent unhappy that, due to a staff error with overbooking, his family swim session was cancelled.	Reminder given to all Sparkle staff regarding the strict number allowed in the swim pool at any one time. Actioned	Due to a subsequent cancellation made by another family booked onto the same session, places became available and were offered to this parent who accepted.	Service provision- staff
Maisy Haines	Parent unhappy that she could not access 'Helping Hands' service because her son is using CAMHS. Her thoughts are that H.H. would be support for her	Feedback registered.	Mum advised that she would be welcome to attend all workshops and training offered by Sparkle. Mum also advised to raise any concerns regarding support from CAMHS directly with that team	Service provision- criteria to access sessions.

	because CAMHS are not assisting her with this.			
Maisy Haines	Waiting list to access Sparkle activities.	To keep active communication with families regarding waiting lists for clubs. To advise potential waiting list times during initial profile meetings. Actioned	That her two children would be able to access clubs and sessions at Serennu. Mum reminded that the MediCinema, family swim sessions and music sessions are available to access. Also mums email details added to Sparkle contact database, so she would be kept informed of Sparkle fun days and parties etc.	Service provision- staff
Jayne Jones	Location of Serennu difficult to access without transport.	Feedback registered.	For organised transport to be available from home to Serennu Centre. Desired outcome would be to offer transport but understood that this is not possible at this time.	Facilities- equipment
Jayne Jones	MediCinema equipment unreliable	Issue raised with MediCinema. Actioned	The screening taking place stopped during the film, and after 2 failed attempts to rectify the screening was then cancelled. Mum advised that this caused major upset for her autistic son. MediCinema agreed to schedule the same film the following month and booking priority was offered to the families from the first screening that had been cancelled.	Facilities- equipment

Jayne Jones	Mum concerned that the type of activities available at the Sparkle Summer fete, were not appropriate for her children.	To closely consider activities offered at fun days and parties. Actioned	Mum accepted that she had made an unfortunate oversight at the Summer fete, and she totally missed the room where 'free play' was available. This would have been her room of choice for her 2 children.	Facilities- equipment
Jayne Jones	Mum extremely distressed that the Serennu Café area is only available for limited use after family swim sessions.	Discussion amongst team and all possible options considered. These options were discussed with mum but unfortunately were not acceptable to her.	To have unlimited use of the café area after family swim sessions. Because of health and safety reasons, it is not possible to allow any family to be alone in an area without a staff presence, and Sparkle lifeguards finish their shift at 1.15pm. The upstairs area cannot be offered because Saturday play club and continuing care club use both areas for their sessions.	Facilities- building
Lisa Thomas	Parent perplexed that his daughter had not received a place for her continuation of swim lessons in the new allocation.	Communication with parents is vital. Dates of the new swim block to be advised at the end of the previous one. Actioned	Misunderstanding by parent who did not realise that the block of swim lessons started in October and not September. His daughter did have a place allocated for her.	Service provision- staff
Jayne Jones	Location of Serennu difficult to access without transport.	Feedback registered.	To have transport provided to access Sparkle activities/sessions. Desired outcome would be to offer transport but understood that this is not currently possible.	Facilities-equipment
Jayne Jones	Using mobile phones during cinema screening and spoiling	Reminder regarding telephones and child supervision, to be given by MediCinema staff, at the	To enjoy the MediCinema experience without avoidable distractions. After discussion with Mum, it was suggested that if these incidents continue	Service provision- staff

	the experience for others.	start of each film screening. Actioned	she speak with MediCinema staff at the time it happens. She acknowledges that she did not inform the staff on the occasion mentioned.	
Jayne Jones	to offer parent/toddler swim sessions	Feedback to be considered when setting future timetabled sessions.	Feedback received around schedule of Sparkle activities. Desired outcome would be to offer parent/toddler swim but understood that this is not possible at this time	Service provision – delivery schedule

Appendix 4: Details of Compliments:

Details of Compliment
you are the sunshine at Serennu
Thanks again for all the terrific work that you all do
Thank you so much for all your help and support. It's been so lovely having someone I can refer families to when they come into clinic with lots of questions and problems. You make such a difference.
I would like to say what a lovely day it was yesterday for the 'Meet the Serennu Team' day. It was very relaxed and informative. I am sure I will be contacting you for some advice and information in the very near future.
To all Sparkle staff- We really appreciate everything that we are able to access at Serrennu, it really does make such a difference to both XXX and us as a family
Just wanted to say a big thank you for today. XXX loved being in the group and felt it was the first time that other teens “got her”. I am so grateful for the help she is getting and the opportunity to make friends so thank you.
Lovely speaking to you earlier, a big thank you for your kindness, patience and the wealth of information you have provided to us, you're a godsend!

To the swim team- just wanted to say thank you for an amazing swimming celebration on Friday evening. Our daughter, XXX, had an amazing time and was just so thrilled with the event. She, and I'm sure many other children, rarely get praised like this in school and it meant so much to her that she got to go up to the front like she sees her friends do at school. It really improved her confidence. The cakes afterwards were a lovely touch and made the whole event really special.

To the swim team- foster mum said that her daughter had a meltdown on the side of the pool and she was very embarrassed and thought she'd never be allowed to come back but that the swim team didn't even bat an eyelid and put a towel over her and calmed her down. This really helped foster mum and she feels like they are both really welcome in the centre now.

To the play workers- Praised the strategies used here and said "these are fantastic we don't know what we would do without you".

"She approached us before we went in to an appointment. She literally saved our family. We had a diagnosis but no tools to work with. Jayne gave us everything we needed and more"

"How amazing – the children always look so happy – thanks for all your hard work throughout the year."

"You guys are truly amazing with our kids."

To Play workers-"Our special children are so lucky to have such wonderful, enthusiastic, dedicated team of Sparkle play workers helping them in their work, rest and play. Well done Sparkle Team you are true champions and a very special group of young people"

" Youth Club would not work so well without all the dedicated staff – thank you"

I cannot say enough, how amazing these play workers are, all the hard work they do, to make sure every child they look after, has a fab but safe time!. Not one child loses out, whether that be in play club, after school club, sibling group etc, I will forever have respect for them, because their jobs are hard, but you can tell they enjoy it. Thank you to all of them, from the bottom of my heart xx

Christmas party- I just wanted to say a huge thank you for inviting us to the fantastic Christmas party. It was such an amazing event that allowed the children to be themselves and enjoy the festivities. The team worked incredibly hard to keep everything running smoothly and make it such a joyous time for all. Thank you, thank you, thank you!

Christmas party- Thank you so much to everyone involved in the party tonight. It was fab. XXX loved it. All he asked for from Santa is a 'car truck' (car transporter). Low and behold in Santa grotto tonight there was a car truck. He's beside himself with it and has rung everyone tonight to tell them and shown everyone we seen on the way back his car truck. I thought he was going to wet himself he was that excited.

We just wanted to thank all the team for a wonderful party and for all the hard work that had obviously gone into setting it up. XXX had a wonderful time and for him Christmas was made by the entrance of the Frozen characters and Spiderman's arrival. Although he only stayed an hour as he is still adjusting to crowds and noise the time he spent there he really enjoyed himself.

Christmas Party- Thank you to you and the Sparkle and Serennu team for working so hard last night to ensure everybody had a wonderful time at the Christmas party. I think it was the busiest and most successful Sparkle party yet. I so appreciate that after a hard day at work you all work on, unpaid and in your own time, to ensure we all have a lovely time.

Christmas party- I just wanted to send a massive thank you to all the wonderful Staff at Serennu! Yet another great party last night! These party's mean so much to our family. Firstly for XXX, all those that know XXX know how much he loves to sing and dance. So discos are his favourite place, where he is confident and comfortable and surrounded by people that know him (friends and staff) are some of the highlights of the year! XXX being in a LRB means he doesn't get invited to many parties so these parties mean so much to him.

And for XXX who misses out on all the main stream community Christmas/Halloween parties as they are not appropriate for XXX, these parties are great for her too. She has been going to Serennu since she was a new born being taken to XXX's speech therapy sessions asleep in her car seat. So she too is comfortable there and while she knows Serennu is XXX place she loves it almost as much as he does!!

And lastly for us, their parents. Serennu parties are so much more relaxed than any other parties we have been to. Everything is appropriate and safe for XXX and we are not constantly worrying. We are more relaxed and therefore are able to have fun dancing with the children. When XXX has had enough in the disco room there are other rooms set up for him to explore which usually means XXX gets to stay to the end of the disco rather than having tears because she wants to stay and XXX wants to leave (last night was the exception as XXX usually goes to bed at 7 so he had had enough by then).

Meeting Elsa and Anna as well as Spider-Man and Santa are an added bonus!!

And as for the presents and the snacks these really are the icing on the cake. A simple Serennu disco would be more than enough to make my children very happy but the gifts are just incredible.

Thank you so so much to everyone involved.

I am only just beginning to realise how much time you all must spend at the centre. So I just wanted to take the time to say a massive thank you and I hope you all have a wonderful Christmas and new year!

Christmas party- Thank you once again for your hard work, dedication and enthusiasm in all that you do. As always, at events like these, it is so heart warming to see so many members of the Sparkle and Serennu staff pull together to give us families the opportunity to come to the centre and have some fun and togetherness and feel like one big family.

Christmas party- just wanted to say a huge thank you for inviting us to the fantastic Christmas party. It was such an amazing event that allowed the children to be themselves and enjoy the festivities. The team worked incredibly hard to keep everything running smoothly and make it such a joyous time for all. Thank you, thank you, thank you

We have people like you and Carla, year after year going beyond the call of duty, far beyond what is expected of you, and doing it with such dedication. You must have been shattered next day. You, Carla, and everyone involved must be very very proud of your selves We seriously mean this Jayne, so do take it on board.

Dear Carla, "I would like to thank you and the Sparkle team for such a lovely evening and a delicious tea. The room looked really lovely and welcoming you all obviously put a lot of thought and hard work into giving us a wonderful time. It was much appreciated. I love volunteering for sparkle/Serennu. It is a wonderful place with exceptional people.

For Carla and Clare- I really cannot believe how wonderful the volunteer recognition evening was. I honestly thought you had outside caterers in to do the food. And the room looked amazing. Thank you so much I really enjoyed the evening.

Thank you very much for allowing our students to come along to experience your Centre. We all had a lovely time and they have not stopped talking about it. They especially liked looking at the photographs on the walls and spotting people they are at school with. It was very kind that you allowed them this opportunity.

XXX accessed his first overnight trip away from home two years ago at the Celtic Manor thanks to the Sparkle residential trips. I was, as you can imagine, very hesitant at first in letting XXX stay overnight, but once I had a chat with Lisa Thomas she completely put my mind at rest and reassured me that she would be XXX's 1:1 during the trip. XXX had a fantastic time, so much that when his dad popped XXX' swimming trunks over to the team on the second day of the trip, XXX took one look at him and said "bye Dad". Ironically that was music to our ears because we knew he was having a lovely time. We are so so grateful to the Sparkle team for enabling our children to have the opportunity to experience these wonderful trips and, just as importantly, to give parents the courage to allow their special children to 'let go of the apron strings'. I'm sure you can imagine that allowing their children to experience events and activities away from home for the first time, is a huge hurdle for parents, and thanks to the care, dedication and commitment of the Sparkle team who take a real interest in our children, parents like myself can let our children participate in these fantastic opportunities, whilst enjoying a little bit of well-deserved respite (even if a little bit of worry creeps in every now and then-we are human after all)

Positive feedback from trainer who stated they were impressed with the knowledge and commitment of all the workers who attended

Hi Jayne, just to let you know we watched our first film at the MediCinema today. XXX had some anxieties beforehand but when we finally managed to get him there he really enjoyed it (dad did to). XXX said he thought the MediCinema was amazing as it wasn't as loud. thank you again for arranging this for us.

From Serennu Portage worker- I was also told by a parent that the music group is very successful. Her son has difficulty accessing it and will spend most of the time in the waiting area. At the last music group the play worker kept the door open so her son could hear and see what was going on. At one point the music teacher came out to him. This helped desensitise him and her son joined the room in the end.

I just wanted to say thank you very much for your encouragement for good behaviour for XXX. I really appreciate your support. Thankfully he's had good behaviour from Wednesday onwards. I've been logging it on my phone, Long may it continue.

XXX feels safe when she is in lessons with Hayley because she knows what is expected. Amazed at her progression they have tried for 3 years in the community.

Mum can I come back on Monday I absolutely loved it

Thank you for all you and Sparkle have done helping develop XXX confidence. He wants to join St John's ambulance and be a teacher of special educational needs.

Nice to see XXX kicking independently and responding well to Richard. Richard is so good with XXX he really understands and connects with him.

XXX and I had such a wonderful time at the fun day. Days like these mean more than you could ever know to our family. Thank you Sparkle once again for the hard work that goes in to holding an event where our kids truly are able to sparkle.

This place has done wonders for our daughter XXX.

This year's April event is different and a good different. XXX wanted to try the ballet.

We really enjoyed attending the fun day last weekend at Serennu. My husband and I took both our boys who are 5 and 10 years old and our 10 year old has additional needs. We played outside in the tennis courts and while it was quiet in there my 5 year old starting playing tennis with the coaches, they were brilliant with him and he loved it. Due to this he is now starting tennis next week! Our 10 year old is also going to tennis club with him as he liked the look of it at the fun day so tried tennis afterwards and wanted to join in. Since the fun day they have both had another tennis taster session and both enjoyed it, this has enabled my older son to think more about joining sports clubs and he now has a taser session today for gymnastics which he has wanted to do for a while but has always refused to go. Thank you for inviting us to your event it's made a HUGE difference! Both boys also really enjoyed the music man, seeing him interact with all of the children was magical! Thank you again.

Thanks to you and all the wonderful and dedicated staff at Medicinema and Serennu

Thank you for spending so much time with me going through the booklet and showing me around the centre. I felt as though I had a lovely counselling session, you had so much time listening to me and it felt so refreshing as you understood my worries and concerns, really appreciated it thank you

Can you please thank Ben for me from yesterday am so proud of XXX, he doesn't like cooking to the point when it's cooking session we don't come but yesterday we did and look what Ben got him to do. I just want to thank everyone.x

Many thanks for sorting this out so quickly for us. It's really brilliant- XXX just started to get conscious that her very emotional reaction in films isn't normal and it'll be so good to be able to the cinema

Fantastic! I'm so pleased! Thank you Jayne, it's easy to recommend when the service is so fantastic!
XXX has really enjoyed the 2 sessions this week. He settles really well with Cassie
By asking me all these questions it shows that you care and makes me feel a lot happier and less anxious"
XXX- "He absolutely LOVES it here with you lot. He tell's his tutor every day that he goes to his club on a Friday. We have a countdown in the house to how many days until he can come back. He just loves it!".
mum is very excited that her son and XX have made a friendship and are chatting and spending lots of time together outside of club- all positive. Apparently XX had previously been reluctant to attend ILS but is really keen now his friend has explained what they do.
Thank you so much for running ILS this year. XXX has loved it.
" it's so nice coming up to Sparkle, it is like seeing your family, everyone is so pleased to see us and XXX loves to see everyone. It is brilliant that we can talk to the nurses and yourself about XXX club in one go and that you all know her so well"
XXX loves swimming here, he is really making progress and feels so much more confident. He had mainstream lessons with Newport and never progressed. He was always punished and made to sit on the side because they couldn't teach him properly. Here he is well managed and spends all his time swimming. Thank you for all the help you have given him.
Sparkle is a happy, non judgemental place for XXX to attend. I don't have to apologise for her behaviours, I know she gets a lot of joy from attending and above all I know she is safe and having a lovely time, that's all a mother can ask for
To Jayne, sincere thanks for your warm welcome to Serennu and for sharing your experience and expertise with flying start ALNcos.
Thanks for keeping Saturday play club running as normal this summer. It really helps keep XXX's routine in order and the knock on of that is beneficial to all of us.
"It felt different from other Fetes because spending money wasn't rammed down your neck. Sometimes you have to try really hard to not spend money but that wasn't the case here. A really economical day out..."
"I've had more help from you guys in two minutes than I've had in the last two years everywhere else" (A Mum who was introduced to Jayne Jones I believe after being diagnosed by CAMHS two years ago)
Please be kind enough to pass on my thanks to the Helping Hands team for this great anxiety toolkit. Very useful tips.
Oh wow!!!!!! I've just looked at this and burst into tears. I cannot express enough my gratitude for everything you've supported us with so far. I've had more help from you in the last 24hrs than any one has been able to offer me in the last 9 years.

Thank you also to you & the rest of the team for all the great activities this summer. Serrennu is such a lifeline for us & we really appreciate everything you do. XXX is always so happy to go, which makes getting him out of the door a little easier!

XXX has few pleasures. Her biggest pleasures (apart from food) are getting lots attention, music and animals. Sparkle offers her a mix of entertainment. XXX has nice walks in the grounds of Serrennu looking (and quacking/mooing) at the horses in the field, she is enveloped with attention and she loves to join the other children when music/clapping sessions takes place.....a perfect day for XXX.

I just wanted to drop you an email to let you know that after much thought (and making himself a big pros & cons list) XXX has this week decided not to return to club, I hope you can allocate his place to someone who will benefit from it as much as he has. - XXX experienced his first night away from home with Sparkle (at Celtic Manor) and this gave him the confidence to attend other overnight events and to go away with school to France this summer, without that first step he would not have had the confidence to go.

- Performing in the talent show and the recent drama performance has really boosted his confidence and he is now much more confident to deliver speeches as part of his English GCSE
- Making friends and chatting at Sparkle has boosted his self-esteem encouraged him to seek to make friends at school and he is now socialising far more in school and meeting up with friends on INSET days and at weekends
- Sparkle club has made him more willing to try other clubs and he is now in the chess club at school, helps at homework club and has set up his own Dungeons & Dragons club. Most of these clubs run after school and so XXX is not able to get home on the bus then and make it through the traffic to Sparkle on Thursdays anymore.