



Association of NMH Providers Annual General Meeting and Members National Meeting

Tuesday 2nd August 2016

University of Birmingham

AGM Agenda



- Opening of the AGM
- Chair's, Secretary's and Treasurer's reports
- Results of voting on vacant posts
- Ratification of updated constitution & extension of Chair's post for 1 year
- Feedback and questions from the members (to include what members want from the association)
- AOB

Opening of the AGM



Chair's, Secretary's and Treasurer's reports



Results of voting on vacant posts



- Alistair Wright (University of Wolverhampton)
- Vice-Chair of board
- Martin Hall (University of Leeds) – Ordinary Officer on board

Ratification of updated
constitution & extension of
Chair's post for 1 year



Feedback and questions from the members



- Feedback on what members want from the Association
 - What things should we be focusing on?
 - How often do you want to meet?
 - Any ideas welcomed.....

AOB



Members National Meeting



- Opening remarks from the Chair

Presentation 1



- Lesley Morrice, ACCESS Centre Manager, The University of Nottingham
- An Assessor's view on current DSA system (to include Q&A)

Presentation 2



- Claire Flegg (Project Officer) and Martin Hall (Support Worker Team Manager), University of Leeds
- Update on their approach to DSA changes (to include Q&A)



DSA Changes – The University's response

Martin Hall

Support Worker Team Manager

Claire Flegg

DSA Project Officer





7th April 2014: Written Ministerial Statement announced proposed changes to Disabled Students Allowance (DSA) to:

Modernise the existing system: *‘to look towards **rebalancing responsibilities between Government funding and institutional support**’*; with an expectation that institutions would introduce changes to *“**reduce reliance on DSAs and help mainstream support**”* and *give greater consideration to course delivery and how to provide support .*

- The University of Leeds has over 3000 disabled students
- 1541 or 48% have access to Disabled Students’ Allowances





Change	Response
Student have to pay £200 towards SFE computers.	Reimbursements to students from low socio-economic backgrounds .
Removal of the single supplier status.	The University introduced competitive prices to ensure support stays in house; currently only 1 student is being provided outsourced support.





Change	Response
Removal of funding for Note taking and PA/Library support.	Disability Services assess for this support and the University has made funding available.
Reduction in the accommodation rebate for adapted rooms.	Disabled students will be offered the cheapest room rate when an adapted room is required (regardless of the accommodation cost).
Introduction of new qualification criteria for support workers.	University has ensured all staff meet the new standards. (Electronic note taking will now be offered as University funded reasonable adjustment).



Applications and Declarations



UNIVERSITY OF LEEDS

A Key concern for 2016/17 is ensuring that the DSA changes do not impact on applications and declarations.

Activities to support applications and declarations	Date
Four New Induction events for Disabled Students (SU, Library, DSAS, Funding, support, orientation).	July / September 2016
New sign up process for applicants and new students to speed up their access to internal reasonable adjustments and external funding.	From May 2016
Outreach work alongside Educational Engagement.	2016/2017





Service changes	Date
Disability Services will be undertaking more proactive contact with students.	July 2016
New 'Student Support Summary' document (available to schools to replace the NAR).	July 2016
At the start of term we will offer longer open door times for students to drop in and speak with our front of house team; Disability Coordinators will be on call for complex student cases.	Sept 216
Advertised staff support to completion of funding applications.	Sept 2016



Creating an inclusive environment



UNIVERSITY OF LEEDS

In the long term an inclusive environment will reduce the need for individual reasonable adjustments.

Activities to support inclusivity	Date
Inclusivity Strategy Group (TSEB and E&I)	October 2015
'Inclusive Learning and Teaching' Task and Finish Group, reporting into ISG, lead by SDDU with Jenny Brady from Disability Services – producing guides to inclusive teaching and learning practice.	March to July 2016
Inclusive Marking Guidance approved by TSEB.	May 2016



Presentation 3



- Brian Lutchmiah, Team Leader, University of Derby
- Update on their approach to DSA changes (to include Q&A)

Networking Lunch



Presentation 4



- Georgina Watts, Team Leader DSA, Department for Education
- Update on DSA reforms (to include Q&A)



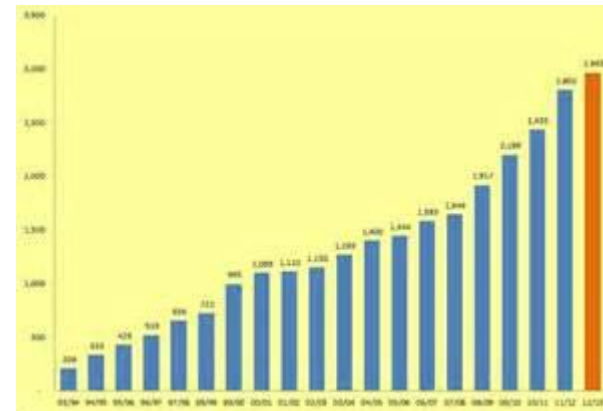
Department
for Education

Understanding the Disabled Students' Allowances reforms

Georgina Watts - Department for Education
Birmingham, 2 August 2016



Disabled students in HE



Social Model



legislation.gov.uk



DSAs





How do we design a system that is focussed on ensuring that all disabled students in HE are afforded equal opportunity to their non-disabled peers, and is sustainable for taxpayers?

- 1) Ensure HEPs strive to develop inclusive learning practices
- 2) Target government funding to supplement HE provision
- 3) Adheres to public spending principles



Need a suite of reforms to bring current system onto a better footing...

...and longer term, work with stakeholders to review whether we have achieved the optimum approach



A suite of reforms

- No longer paying for what are considered mainstream costs
- Some responsibilities passed to HEPs, in line with their EA duties
- Raising the quality bar for NMH
- Government to set out what the landscape for disabled students in HE should look like
- Work with sector to implement changes and strive for more inclusive learning environments



Some responsibilities passed to HEPs

- Primary responsibility for less specialist NMH passed to the HEP
- Additional university accommodation costs should no longer be passed to the student
- Some items of computer equipment should no longer be provided as standard



Raising the quality of NMH

- Registration
- Mandatory qualifications / professional body membership
- Quality Assurance Framework
- Audit process



Supporting disabled students in HE

DSAs

Reasonable
adjustments

Inclusive learning
environment



Work with the sector





Striving for the social model

Reflection, disseminating good practice, learning lessons, encouraging a sector-led approach, links into Teaching Excellence Framework, the new architecture proposed, open to new thinking.....

Short presentations on
technology/apps. available
to support students with
disabilities



Jeremy Brassington &
Adam Pearce



Conversor/Notetalker



“Using Notetalker has definitely made me feel more confident about my approach to notetaking. The ability to add photos and bookmarks are great features as I can find a specific moment easily if I don't want to listen to the entire recording.”

Ashley Beatty, DSA supported Student at the University of Arts.



“As well as the app and the desktop version, the guys behind Notetalker have a set of really useful accessories that turn your mobile into the ultimate recording device.”

Sean Douglas, The Codpast



notetalker

keeping SAFE with
Notetalker



Jeremy Brassington
Managing Director

Adam Pearce
Education Director

Jeremy@notetalker.com adam@notetalker.com

Key questions

1. How can Notetalker support you?

2. What is Notetalker?

3. How can Notetalker provide SAFE support?

4. Your questions?



How can Notetalker help you to help students?

A discrete productivity tool for all

All levels and course types

Note taking and support staff

Inclusive teaching

Working within new era for student support

Cost effectiveness

Compliance with new guidelines

New responsibilities

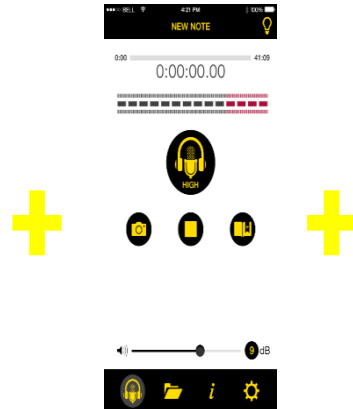


What is Notetalker?

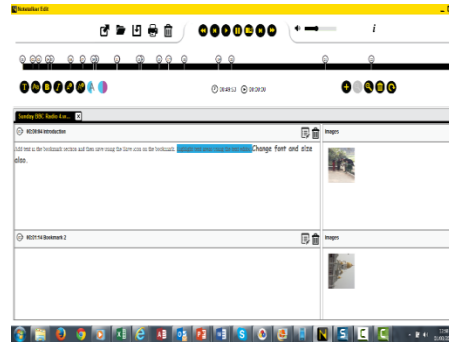
A versatile study suite for students and staff



Notetalker accessories including MM1 mic and power bank



Notetalker App



Notetalker Edit software



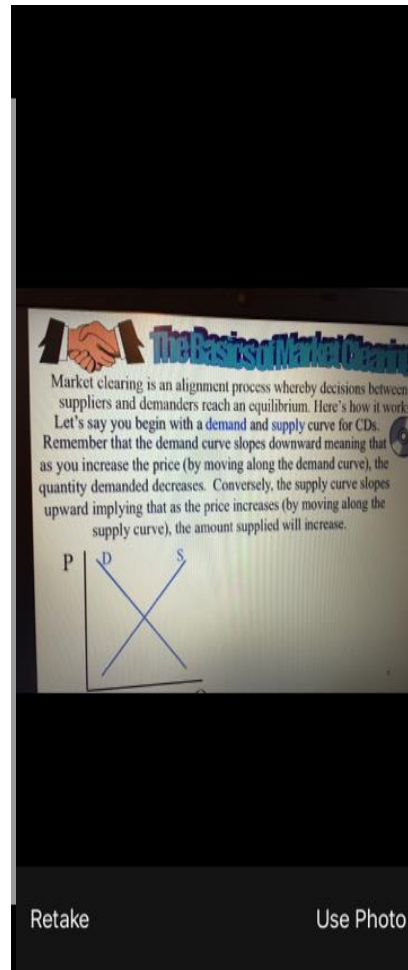
Note taking and transcription services

What is Notetalker?

Notetalker app

iOS, iPad and
Android

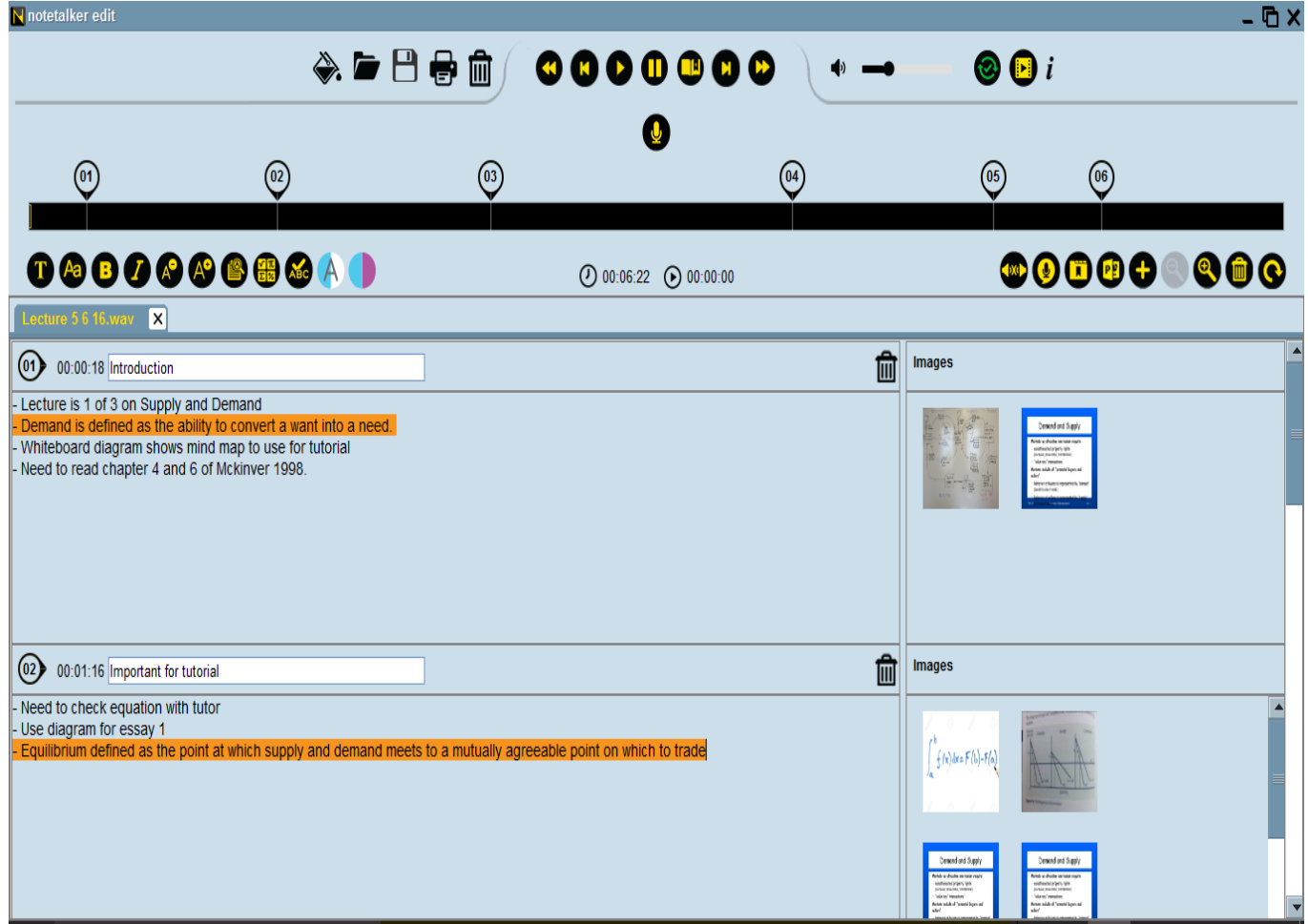
£4.99



What is Notetalker?

Notetalker
Edit

Windows and
Mac



The screenshot shows the Notetalker Edit application window. At the top, there is a toolbar with icons for file operations (delete, folder, save, print, trash) and playback controls (back, play, pause, forward, stop, volume, mute, and a microphone icon). Below the toolbar is a timeline with six markers labeled 01 through 06. A second toolbar contains text editing tools (font size, bold, italic, underline, strikethrough, text color, background color, bullet point, numbered list, link, unlink, undo, redo) and a timer showing 00:06:22. The main content area displays a transcript for 'Lecture 5 6 16.wav'. The transcript is divided into two sections:

01 00:00:18 Introduction

- Lecture is 1 of 3 on Supply and Demand
- Demand is defined as the ability to convert a want into a need
- Whiteboard diagram shows mind map to use for tutorial
- Need to read chapter 4 and 6 of Mckinver 1998.

02 00:01:16 Important for tutorial

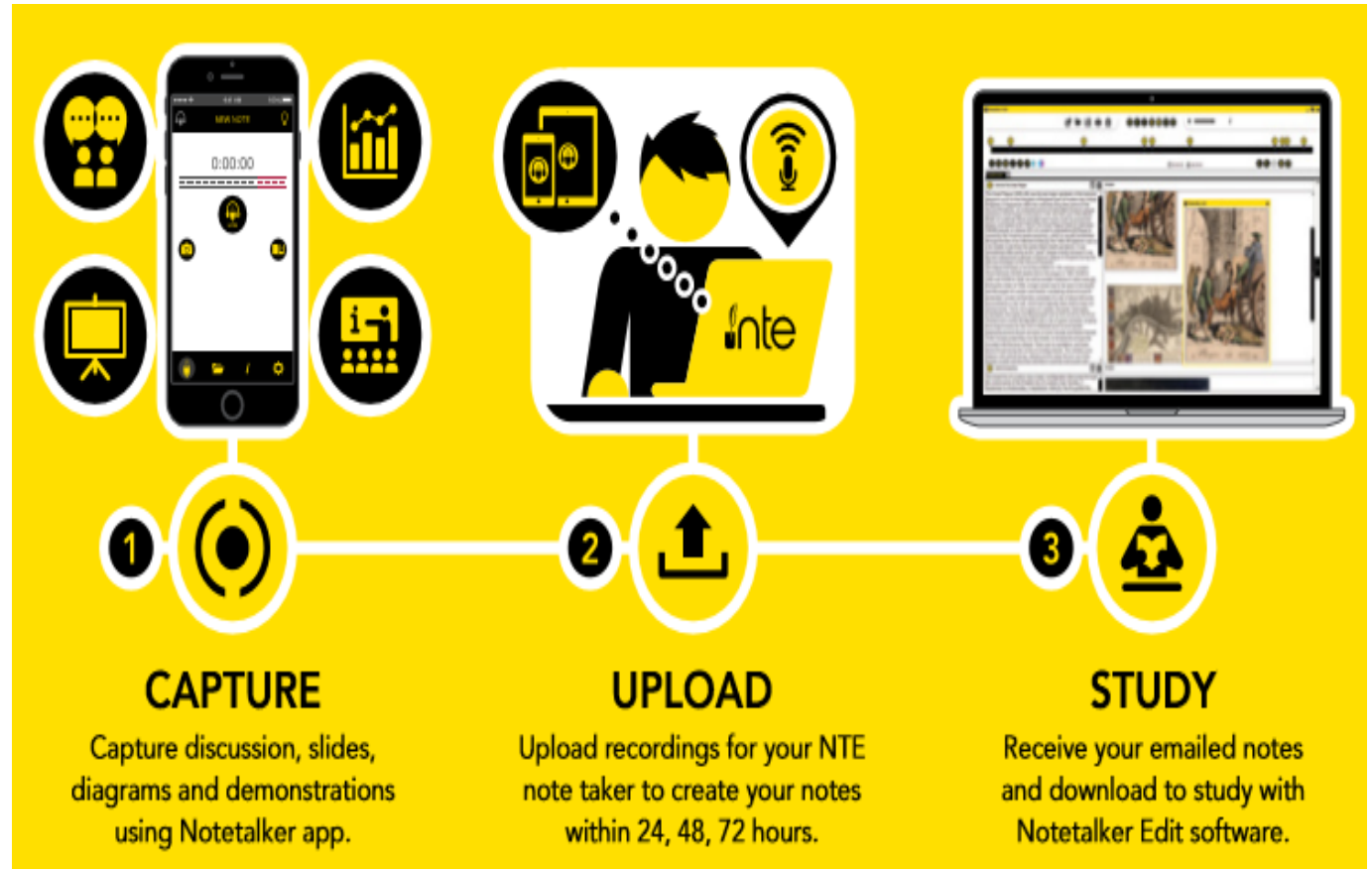
- Need to check equation with tutor
- Use diagram for essay 1
- Equilibrium defined as the point at which supply and demand meets to a mutually agreeable point on which to trade

On the right side of the interface, there are two 'Images' panels. The top panel shows a mind map and a diagram titled 'Demand and Supply' with text: 'Wants to produce the same amount of goods and services as the economy can produce. Market equilibrium: Where supply of 'Demand and Supply'. The bottom panel shows a graph of supply and demand curves and another 'Demand and Supply' diagram with text: 'Wants to produce the same amount of goods and services as the economy can produce. Market equilibrium: Where supply of 'Demand and Supply'.

What is Notetalker?

Provided by
Conversor
NTE

Transcription
also available



How can Notetalker provide SAFE support?

Simplicity

Active listening and learning

Flexible implementation

Enables productivity



SAFE - Simplicity?

Focused design

Supports a range of learning styles

Development guided by feedback



SAFE – Active listening and learning?

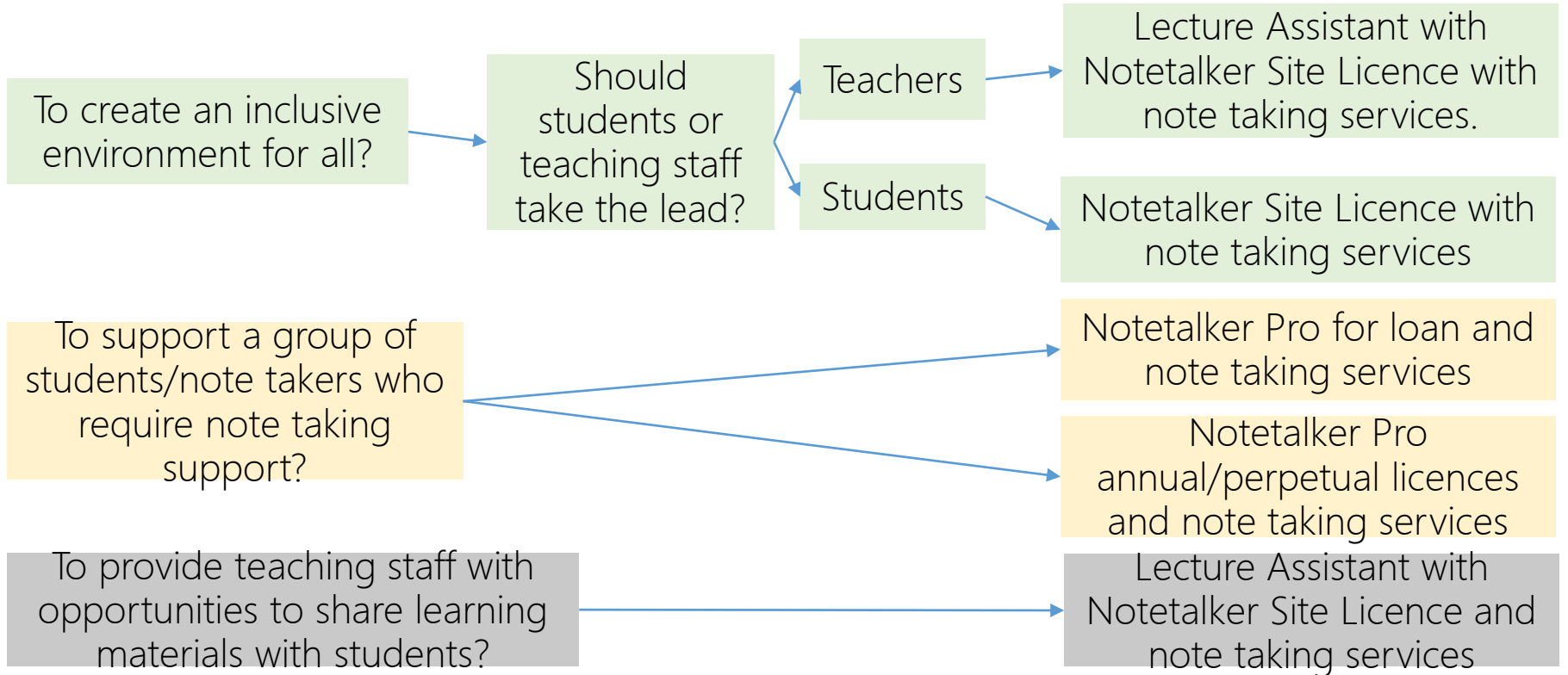
Purposeful
recording

Retaining
focus

Flipped classroom and
collaboration



SAFE – Flexible implementation?



N notetalker

SAFE – Enabling productivity?

Productive studying

Cloud storage

Notetalker lecture assistant





Questions?

Examples of use?

Products and services?

Implementation?



Further information

www.notetalker.com

adam@notetalker.com

@Notetalker

Additional/Supporting Slides

Conversor NTE Note taking and transcription

Recruitment and training process

Applicants for note taking role initially produce notes as initial selection process

Note taker is interviewed and may secure role

An thorough one to one training process is then delivered by one of the lead note takers

Each set of notes produced in the first 2 weeks of the note takers employment are reviewed stringently.

Feedback from student will then determine the continued employment of the note taker.

Conversor NTE - Recruitment and training process

Applicants for note taking role initially produce notes as initial selection process

Note taker is interviewed and may secure role

An thorough one to one training process is then delivered by one of the lead note takers

Note takers are matched to a student based on course expertise

Each set of notes produced in the first 2 weeks of the note takers employment are reviewed stringently.

Feedback from student will then determine the continued employment of the note taker.

Conversor NTE – Quality Assurance Process

1. Once notes have been completed, each note taker submits to their lead note taker (supervisor)

2. The lead note taker then:

Reviews the formatting of the notes in line with request from institution

Notes are reviewed with grammar and spelling software

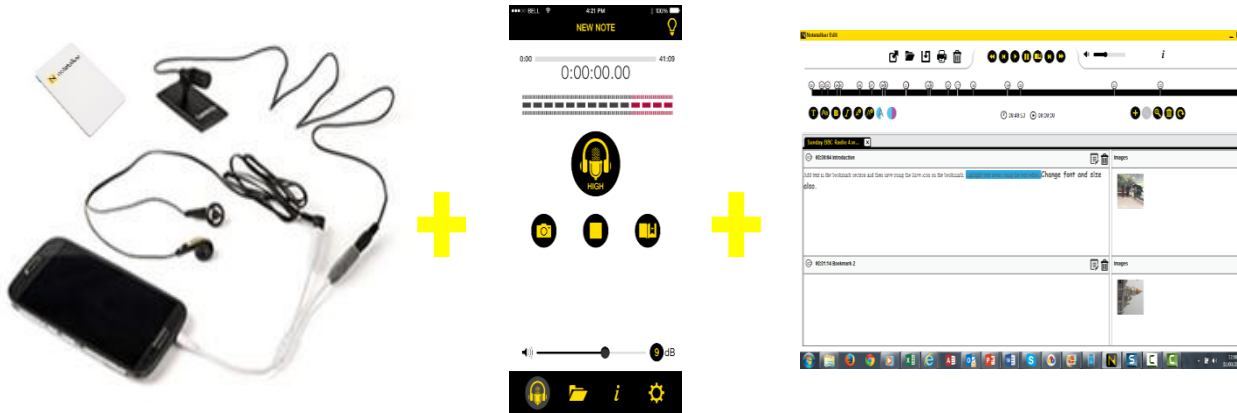
Notes are run through plagiarism software

Notes are submitted to the student

3. Students have a 'feedback' link on all notes and can rate notes out of 5

4. Notes ranking less than 3 are redone and submitted to the student.

Notetalker Pro pricing



Product	Price (Excluding VAT)
Notetalker Pro Retail Price - Perpetual	£108.32
Notetalker Pro DSA Price - Perpetual	£99.99
Notetalker Pro for student loan – First year price	£74.32



Notetalker Pro for loan

University can purchase Notetalker Pro to loan to DSA ineligible students, including international students

Notetalker Edit and app licence can be re-assigned every 3 months, with accessories also re-assigned to different students

Provides the most flexible licence for Universities

Notetalker Lecture assistant

Lecturer controls recording and bookmarks on iPad

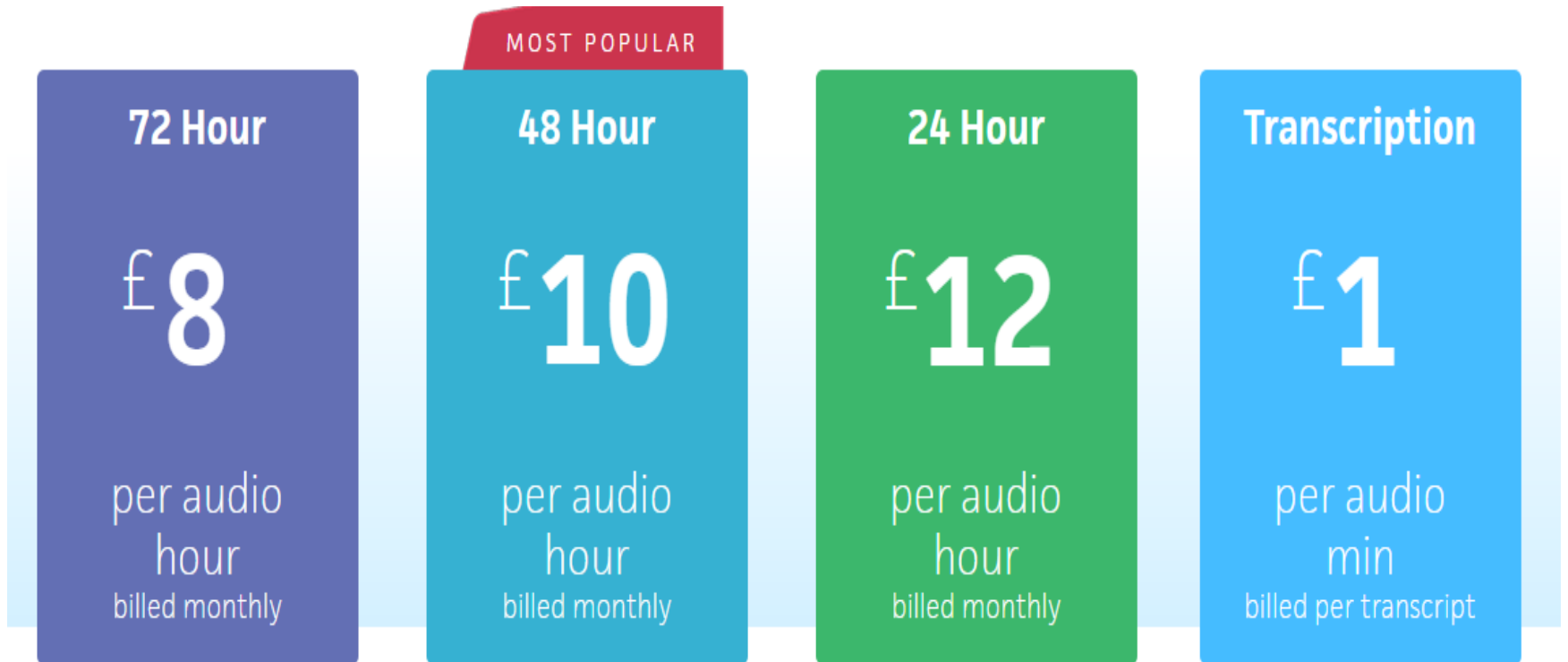
Upload recording to FTP server, which stores on VLE

Lecturer edits bookmarks, uploads PowerPoint slides, images and learning objectives as an aide

Student downloads from VLE using Notetalker Edit and saves to local PC for note making

Lecturer needs Lecture Assistant App and edit, students need Notetalker Edit

Conversor NTE Services



Use of video capture

Mixed evidence

A summary of the current research can be found in:

O'Callaghan, F.V., Neumann, D.L., Jones, L. and Creed, P.A., 2015. "The use of lecture recordings in higher education: A review of institutional, student, and lecturer issues." *Education and Information Technologies*, pp.1-17.

"Overall, there is no consistent finding of benefit of lecture recordings on student grades, although student grades are not the only outcome measure that might interest institutions"

Dave Tucker & Lucy Toffollo



Sonocent

David Fry, Chief Executive



Brain In Hand

braininhand

personal technology for independent living

Supporting people with Autism and Mental Health Conditions



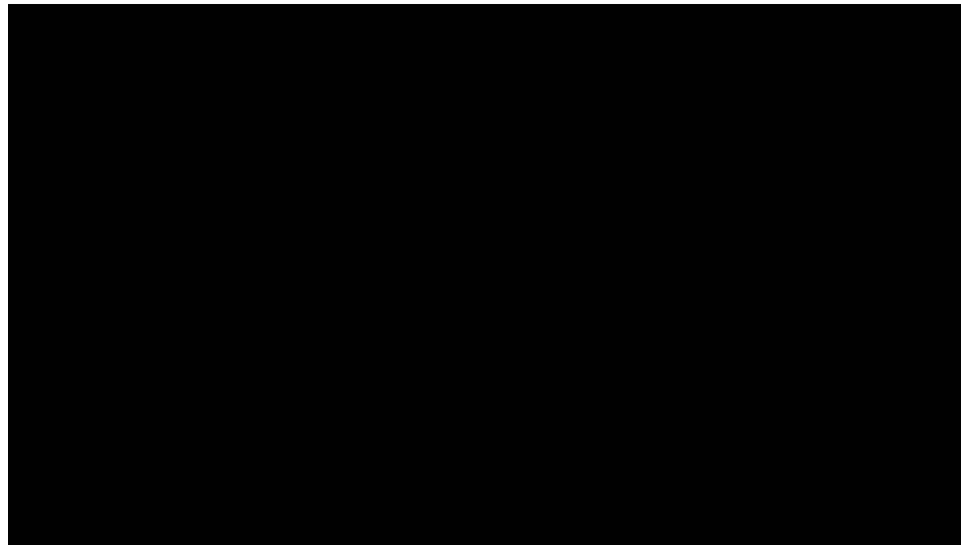
2 August
2016

Who are Brain in Hand?

- Established for 6 years; first trials 2011
- Over 30 clients: Social Care; NHS; Charities: Universities
- Used in Education, Workplace and community support; charities and education
- DSA funded for students with Autism (SFE)
- Significant opportunities for supporting students with Mental Health conditions.



Rosie King's story



Source: ITV News

A Website and App working together



A personal mental filing cabinet!

**Data &
Review**

SOLUTIONS

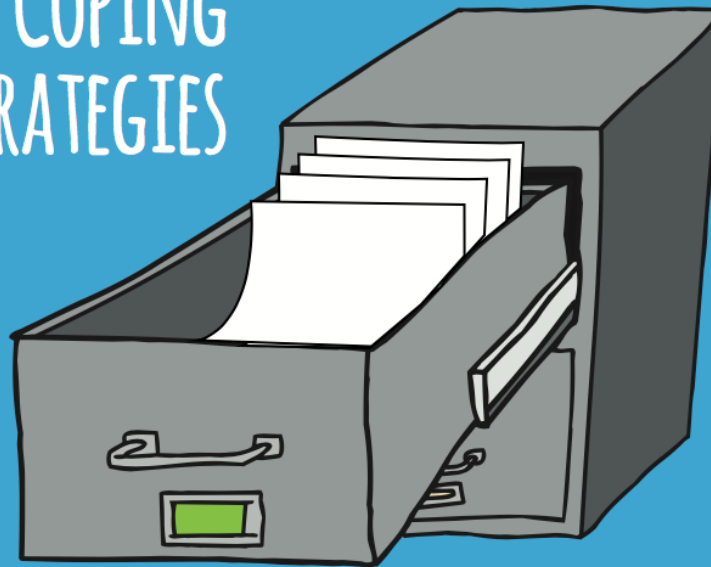
NOTES

TASKS

COPING
STRATEGIES

EVENTS

**Recipes &
Routines**



DATES & Reminders

**Traffic Lights &
Support Link**

In Education

“I find many aspects of University life challenging. Changes to rehearsal plans without warning are hard to deal with, expressing my ideas in workshops is tough and many aspects of social life can leave me feeling extremely anxious.

“Brain in Hand has helped me to solve all sorts of problems by myself, which has really built my confidence. For example I have an issue with eye contact when I talk with friends. To solve this, I plan in advance what I can say to a person, which is something I put into my Brain in Hand. It has also helped me to clarify and record which situations make me the most anxious.

I also like the traffic light system, knowing that someone is able to see how I am feeling, be aware of what problems I am facing and how my solutions have made me feel on that day.”



Dagmawit Mekuria, 22
Student

Improves Confidence and Independence

STUDENTS

Work towards their own goals & develop personalised solutions for

- Time management, organisation & routine
- Comms & social interaction
- Research, composition etc
- Exams and assessments
- Travel (mobility)

NMH Supporters

- Focuses sessions with feedback & person centered outputs
- Gives feedback on outcomes
- Identifies patterns of difficulty
- Helps consistency between supporters
- Adds value to interventions

Working in 30 clients

- Doncaster
- Warwickshire
- Barnet
- Northamptonshire
- Solihull
- Kingston
- Hampshire
- Kent
- North Somerset
- Devon County Council
- Wokingham
- The YOU Trust
- Macintyre
- Cornerways
- Speaking Space
- The Care Division
- Autism East Midlands
- Autism Together
- Kingwood Trust
- National Autistic Society
- Sussex Coast College
- Petroc College
- Queen Elizabeth Community College
- West Exe School
- Schools company
- Leeds and York NHS Foundation Trust
- Surrey and Borders NHS Foundation Trust
- Tavistock and Portman NHS Foundation Trust

Find out more...

[www.braininhand.co.uk/
case-studies/](http://www.braininhand.co.uk/case-studies/)

- Olivia
- Bethan
- Daggy
- Rosie

[www.braininhand.co.uk/
news](http://www.braininhand.co.uk/news)



Open Forum for Members



- DSA-QAG NMH register/database

Question posed: With the facility to update pricing on a monthly basis there is the question of whether this is manageable in terms of the possible multiple pricing updates on a daily basis.

What happens if the published prices are out of date? Should there be the facility in the system to have pricing dates which could trigger a notification when the end date is approaching.

Answer given: The system is not currently set-up to identify rates which are out of date. This is the NMH providers responsibility to adhere to the QAF standard regarding rates updates via the online rates submissions, and publication on 1st (w/day) of each month

Open Forum for Members



- Specialist Mentor accreditation scheme
- DSA2 letters going to HEI's but not providers
- Group discussion and sharing best practice on approach to DSA reforms on 2016/17 & two quotes

AOB & Close



- Thank you for coming and supporting the Association
- Feedback welcome at:
enquiries@nmhproviders.co.uk
- Safe journey home!!