

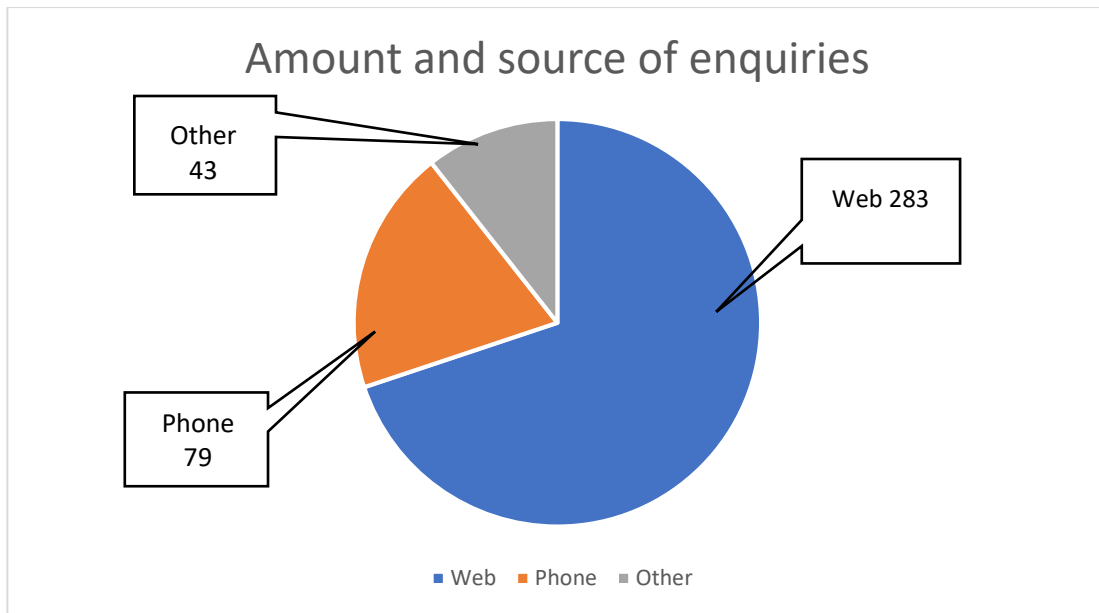
bibic

changing lives

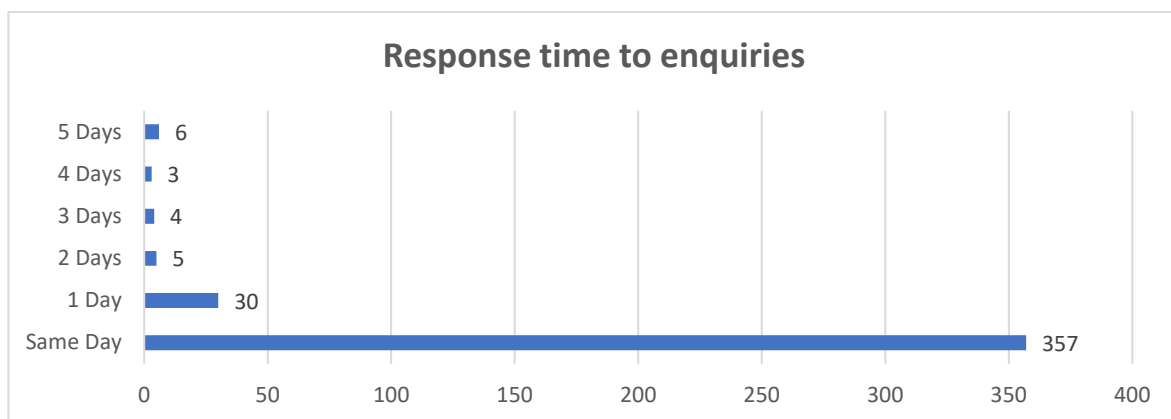
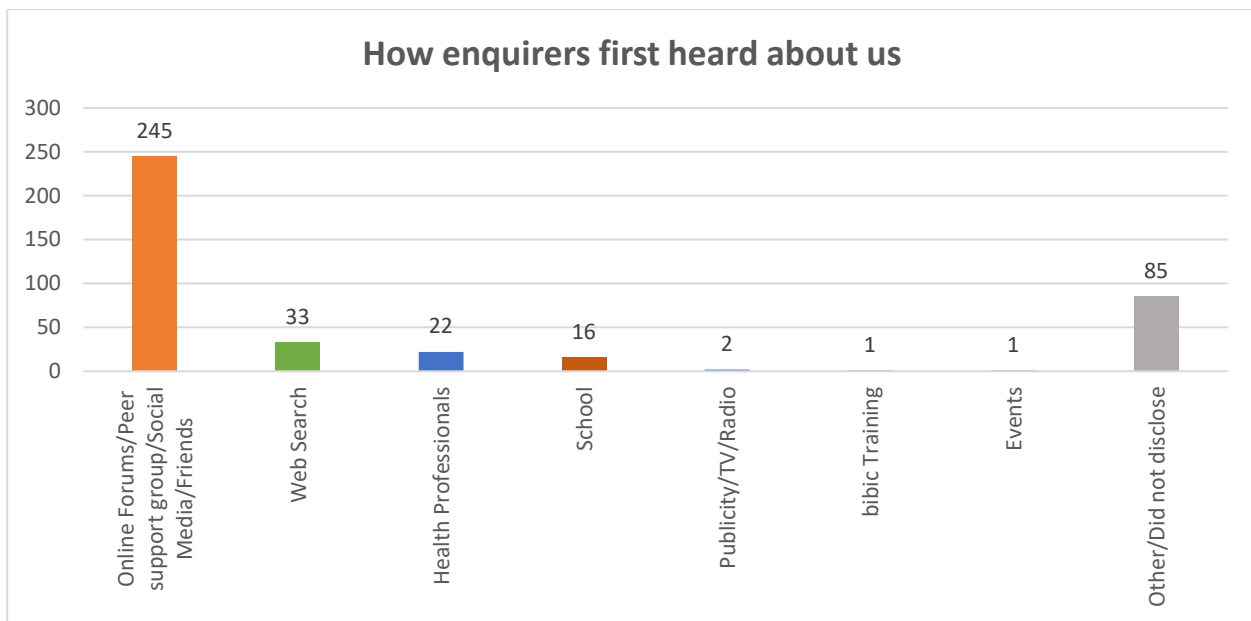


Impact Report

April 2018 – March 2019



Total Enquiries – 405

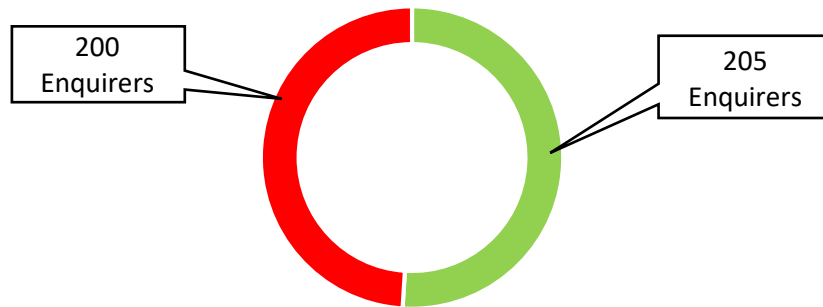


Same day response rate 88%

3 Highest concerns reported by parents at enquiry stage

Social
Sensory Processing
Behaviour

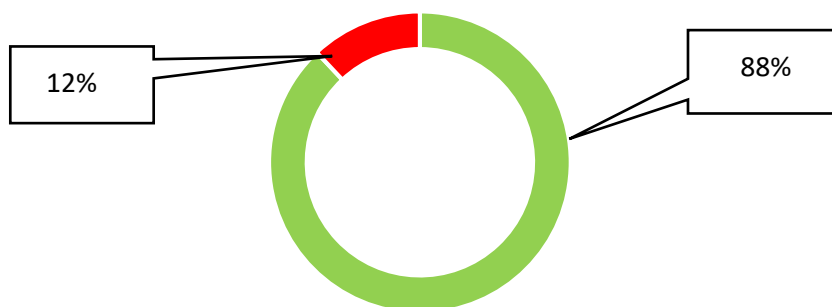
Conversion rate from enquiry to telephone interview



Reasons why enquirer did not convert to telephone interview

Enquirer did not respond	158
Awaiting family decision – thereafter enquirer did not respond	34
Distance was an issue	5
Cost was an issue	2
Family looking for different type of service	2
Moved to next quarter	1

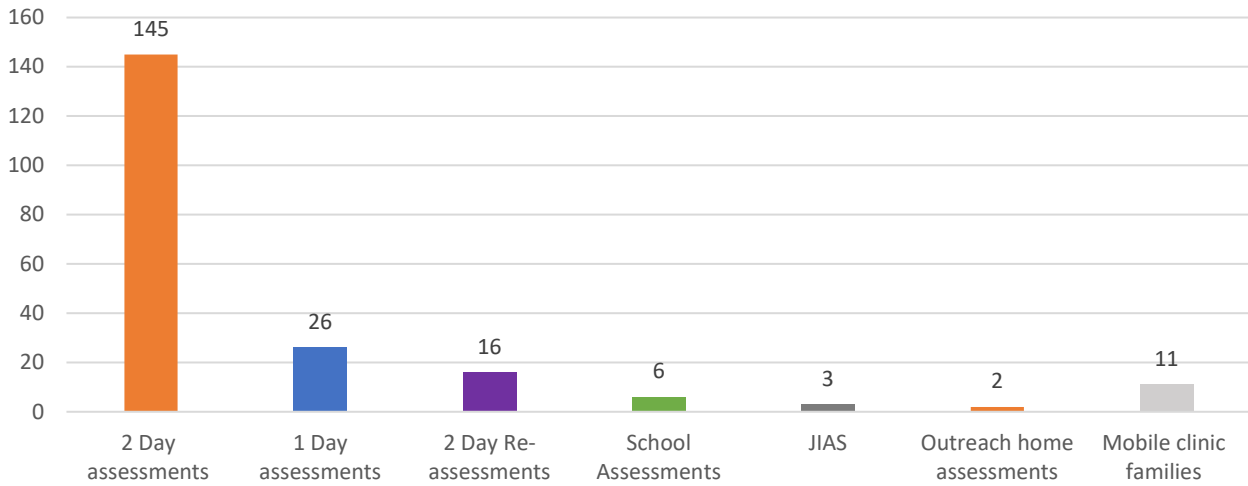
Conversion rate from telephone interview to Booking



Reasons why telephone interview did not convert to booking

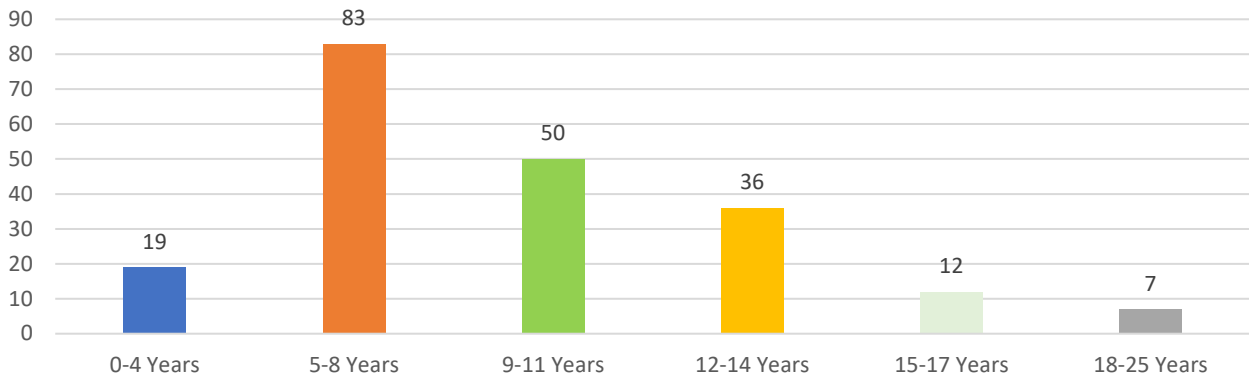
Family uncontactable	10
Service does not meet family's needs	4
Cost	2
Booked then changed mind	1
Therapist decided service was not suitable for family	1
Did not disclose	1

Services provided by clinic this year

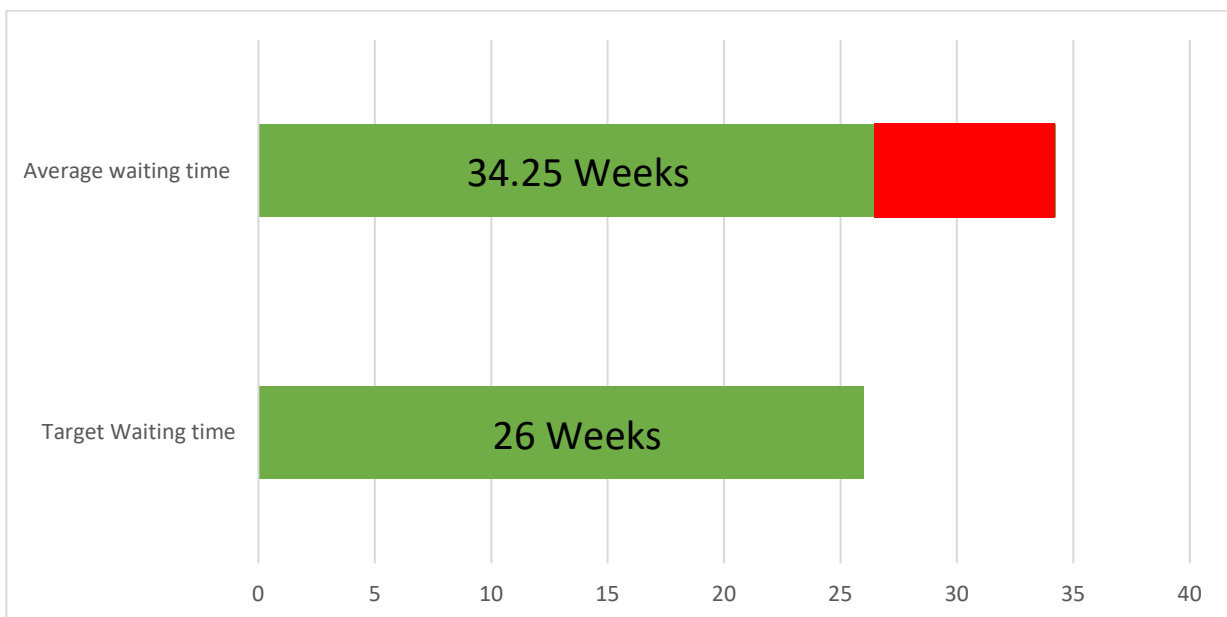


687 Key working contacts made

Ages of Children/Young People seen



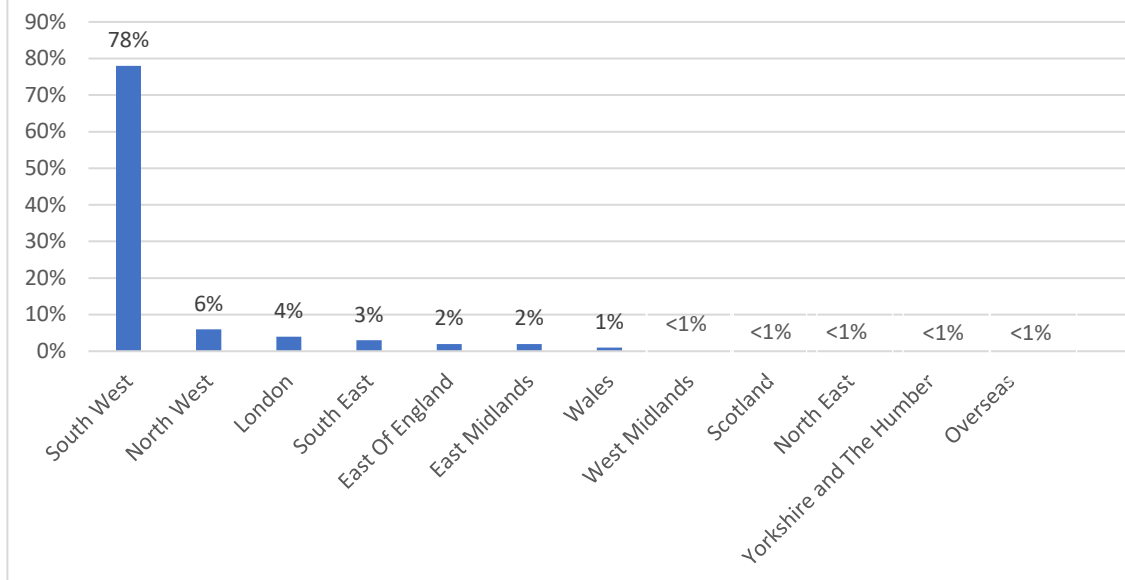
Average Waiting time from enquiry to assessment this year



Range of conditions bibic has supported

Children with no diagnosis	85
Autism Spectrum Disorder	45
Sensory Processing Disorder	18
Dyslexia	15
ADD/ADHD	11
Dyspraxia	8
Cerebral Palsy	7
Hyper/Hypo Mobility	7
Epilepsy or Epileptic Syndromes	7
Development Delay	6
Visual Difficulties	5
Chromosome or Genetic condition	3
Speech and Language difficulties	3
Acquired Brain Injury	3
Hemiplegia	2
Microcephaly	2
Downs Syndrome	1
Auditory processing Disorder	1
Oppositional Defiance Disorder	1
Pathological Demand Avoidance	1
Attachment Disorder	1
Williams Syndrome	1

Localities of families who accessed our services



GAS Goals

GAS goals are used to measure a degree of change for individual children, each child is set a maximum of 3 goals at their biblic assessment. These goals are reviewed at the 6-month key working session where the degree of change is recorded.

21 children were reviewed over the year

12 children had a positive change over all of their goals

4 children had a positive change over 2 of their 3 goals

3 children had a positive change over 1 of their 3 goals

2 Children did not achieve their goals – did not complete strategies

Parent, Carer & Child Feedback.

At the end of each assessment we ask families to answer a series of questions on their assessment, by using a rating scale from 1 - 5.

In November 2018 we changed our rating scale to 1 - 4, in order to discourage middle scoring and to show a more accurate result.

Below is the feedback from April 2018 – Mid-November 2018 on the 1-5 Rating scale and feedback from November 2018 – March 2019 on the 1-4 Rating scale.

Parent, Carer & Child Feedback

“How satisfied have you been with your visit”

1 = Not at all 5 = Very

April 2018 – Mid-November 2018

Parent/Carer Questions	Initial assessment	Re-Assessment
Pre-assessment correspondence received	4.7 Sample size of 64	4.6 Sample size of 19
Telephone Interview	4.8 Sample size of 64	
Explanation of services offered	4.7 Sample size of 64	
Assessment process	4.8 Sample size of 64	4.8 Sample size of 19
Programme devised for your child	4.8 Sample size of 64	4.8 Sample size of 19
Facilities	4.8 Sample size of 64	4.7 Sample size of 19
Length/frequency of the breaks between sessions (Percentage denotes how many 'OK')	100% Reported "OK" Sample size of 64	100% Reported "OK" Sample size of 19
Value for money (Percentage denotes how many 'good' answers – options are 'good', 'fair', 'poor')	100% Reported "OK" or above Sample size of 64	84% Reported "OK" or above Sample size of 19
Did you feel properly involved in setting your goals (options were no/yes)	98% Reported "YES" Sample size of 64	100% Reported "YES" Sample size of 19
Did we address the 3 main concerns you reported?	100% Reported "YES" Sample size of 64	100% Reported "YES" Sample size of 19

Child Questions

Child Questions	Initial Assessment	Re-Assessment
Our Building	4.6 Sample size of 64	4.7 Sample size of 19
The people you met	4.8 Sample size of 64	4.8 Sample size of 19
The things you did	4.5 Sample size of 64	4.7 Sample size of 19
The Exercises you tried	4.5 Sample size of 64	4.6 Sample size of 19

Parent, Carer & Child Feedback

“How satisfied have you been with your visit”

1 = Not at all 4 = Very

Mid-November 2018 – March 2019

Parent/Carer Questions	Initial assessment	Re-Assessment
Pre-assessment correspondence received	3.6 Sample size of 58	3.9 Sample size of 11
Telephone Interview	3.8 Sample size of 58	
Explanation of services offered	3.7 Sample size of 58	
Assessment process	3.8 Sample size of 58	4 Sample size of 11
Programme devised for your child	3.8 Sample size of 58	4 Sample size of 11
Facilities	3.8 Sample size of 58	4 Sample size of 11
Length/frequency of the breaks between sessions (Percentage denotes how many 'OK')	100% reported 'Good' Sample size of 58	81% reported 'Good' Sample size of 11
Value for money (Percentage denotes how many 'good' answers – options are 'good', 'fair', 'poor')	100% Reported "OK" or above Sample size of 58	100% reported 'OK' or above Sample size of 11
Did you feel properly involved in setting your goals (options were no/yes)	100% reported 'YES' Sample size of 58	100% reported 'YES' Sample size of 11
Did we address the 3 main concerns you reported?	100% reported 'YES' Sample size of 58	100% reported 'YES' Sample size of 11

Child questions

Child Questions	Initial Assessment	Re-Assessment
Our Building	3.6 Sample size of 58	3.7 Sample size of 11
The people you met	3.8 Sample size of 58	3.8 Sample size of 11
The things you did	3.6 Sample size of 58	3.6 Sample size of 11
The Exercises you tried	3.5 Sample size of 58	3.5 Sample size of 11