



# Evaluation of the Services of the **Latika Roy Foundation**

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**Latika Roy Foundation**  
A better world for children with disabilities

## What was assessed?

- Quality of care and education
- Safety policies, training and responsiveness
- Teamwork and leadership
- Culture



## How was information gathered?

- Observing project functioning
- Reviewing policies, procedures and operational documents
- Listening to parents, children, staff, project heads and managers
- Online surveys of parents and staff



## Key messages from parents

*“A radical change of approach to become a center for parental empowerment would... enable the organization to develop and implement a new set of processes and resources, such as a training center and a library for parents and children.”*

- Assured about the safety and care of their children
- Staff are respectful, caring and supportive
- Parents are helped to interact positively and supportively with their children
- Young adult trainees are treated with respect
- EIC, KV, CVT timings should be extended
- EIC, KV and CDC rooms get noisy
- CVT trainees need more practice to live independently
- CVT parents are willing and able to volunteer
- The Club is a great idea!
- More speech and occupational therapists needed



## Key messages from staff

*“There is an excellent culture of mutual respect between the staff and service users. The staff are motivated, and there is a lively and welcoming atmosphere. There is an emphasis on keeping children safe, and there is good communication with parents.”*

- LRF is a good place to work
- Best place to learn and demonstrate your capabilities
- Would recommend services to friends and family without reservation
- Respected at work and satisfied with the support they receive from their supervisors
- LRF takes child protection very seriously and makes every effort in that direction
- The process of reporting concerns is clear and staff feel secure about potential backlash
- Some areas are noisy and distracting

- Group activities can be challenging
- Poor parental involvement leads to slow progress in the child
- Very busy schedule limits training time
- Behavioral issues must be more closely addressed in childhood
- Helpers identified IT training as a critical learning need
- Drivers need routes to be streamlined



## **Our Strengths**

- A caring and interactive style of working with children
- Children's needs and progress are regularly monitored using reputed tools
- Multidisciplinary teams
- Support for inclusion in mainstream schools
- The assessment process is family-friendly, and practitioners experienced and competent
- Excellent team spirit and cooperation between staff
- The Child Protection Policy is understood by all. Any concerns are immediately reported
- The Follow-up Program while logistically challenging, is bold and ambitious
- Recognized by the local and state governments as an authority on support, advocacy, policies and procedures



## **Our Challenges**

- Limited space and noise levels impede the children's concentration
- No firm structure for parental inclusion
- Assessment services are not as accessible to the poor as they must be
- Medical perspective, a crucial element of assessments, is missing
- Mainstream placements for our trainees is difficult
- Behavioral problems that extend into adolescence are difficult to manage
- Virtually no local services to provide ongoing inputs to follow-up activities
- Demand for transport outstrips the capacity



## **Main Recommendations**

- Make parent empowerment a core focus by setting up a parent partnership center
- Supplement the existing ABC behavior paradigm with a Positive Behavior Support approach
- Make communication with children "everybody's business"
- Set up a Quality Improvement Program to become a learning organization, improve teaching, make the work environment and tools more accessible, enhance the focus on outcomes, and audit activities regularly
- Make systems and processes dynamic and responsive to the needs of staff and children
- Consider setting up a new project for continuing care



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