Evaluation of the Services of the Latika Roy Foundation

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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
Dr Ajay Sharma (FRCP, DCH, MSc) is a neuro-developmental pediatrician at Guy’s and St Thomas’ Hospital, London. He is a regular volunteer at the Latika Roy Foundation, and an advisor for Nayi Disha, Hyderabad. He has written books and articles on child development, and an early intervention method (EmPOWER) for autism. He runs a website (www.enablenet.info) about autism.