

TORBAY PARENT CARER FORUM (PCF) **PRINCIPLES OF PARTICIPATION, ENGAGEMENT AND** **CO-PRODUCTION**

Agreed for sign-off with partners SEND operational leads meeting 29th October 2018

Introduction

The Torbay Parent Carer Forum (PCF) is run by a group of volunteer parent/carers.

We were first established as the Torbay Parent Participation Forum in February 2009 under the 'Aiming High' government agenda in order to support parent/carers to have a voice in how services for disabled children were shaped and delivered locally.

We rebranded our organisation to become the Torbay Parent Carer Forum in August 2017 as this better reflects our membership and alignment with national affiliation. We provide PCF Representatives to sit on a wide range of steering groups and working parties and we also regularly consult with our members at PCF Events. Every Local Authority across the England has a Parent Carer Forum supported by core DfE grant funding. Representatives from each forum meet regionally and nationally at various times throughout the year. Each region has an elected member who sits on the National Network of Parent Carer Forum (NNPCF).

'Enabling families to have a voice'

Our Mission

The purpose of the forum is to provide accurate up to date information to its Members about what is happening both nationally and locally within health, education, social care, and the third sector ensuring that parents and carers have every opportunity to participate in decision making processes.

Our aims are to ensure children and young people with Special Educational Needs and /or Disabilities (SEND) have access to good quality and appropriate services and facilities in Torbay.

Torbay Parent Carer Forum's activities are carried out for the benefit of parent/carers and families of children and young people with special educational needs and disabilities (SEND) in Torbay.

Torbay PCF contributes towards the continual improvement of service delivery for all disabled children in Torbay and works co-operatively with local commissioners, service providers and families of disabled children to achieve this purpose.

The Steering Group Members look at what is happening nationally and locally and work hard together with PCF members and local stakeholders to try and ensure that any changes will result in positive outcomes for our children. We envisage participation to be the golden thread throughout SEND practice.

Purpose of this document

These principles are intended to set in place good practice of partnership working and co-production with the Torbay Parent Carer Forum (TPCF)

Working with parent carers and service users to support the ongoing implementation of the SEND strategic procedures and service provision as described in the Children and Families Act 2014.

- To enhance and develop the range and quality of services provided for all children across Torbay with special educational needs and disabilities.
- To ensure children and young people's needs and parent/carers views are adequately represented.
- To create Local action plans that will include parent/carers participation and engagement with identified success measures.
- Mechanisms for parent/carers engagement are embedded in common practice - using various ways of communicating.

Key Drivers

- Children and Families Act, 2014
- SEND Code of Practice, 2015
- Local Area Ofsted/CQC inspection

Table of PCF Principles of Participation, Engagement and Co-Production.

Principle	Statement	Rationale	Implications/Impact / Benefits
Designated contact	To identify a key contact within each Stakeholder organisation to liaise with the PCF in relation to SEND related activity.	A clear pathway of engagement To ensure that communication with all stakeholders is done through the appropriate and pre-agreed/arranged channels.	Clear and reliable points of contact. Identified participation and engagement Lead. Internal sign up from all stakeholders.
Culture	There is a culture of openness and honesty between all parties.	Local Action Plans that embrace parent/carer engagement. Openness and honesty between all Professionals & families	Improves and encourages two-way dialogue between services and families. Gives workable and realistic expectations. Demonstrates that parent/carer engagement is embedded in all actions
Accessible meetings	Try to ensure that meetings and feedback are accessible to all members.	Mindfulness of carers childcare and other obligations when arranging meetings.	Participation is inclusive. Better representation at meetings. Try to ensure that there are representatives at key meetings.
Timely manner	To apply the appropriate form of participation as agreed with PCF in a timely manner to ensure effective co-production.	Sufficient timescales to consult effectively with membership. (See PCF contact details and requirements below)	Recognition of time given and support made available for effective parent/carer engagement. Better quality feedback.
Record keeping	Mutually agreed, regular & minuted meetings with the PCF to ensure that work streams have appropriate engagement.	To avoid duplication of workstreams and tasks.	Co-production will be fully embedded.
Information sharing	To ensure that PCF is informed about all ongoing relevant local consultation opportunities.	Relevant local consultation opportunities can be promoted via our website, social media and circulated to our members.	Better response rates.
Feedback	Prompt publication of feedback in an easily accessible format e.g. 'You said, We did'.	Feedback to and from PCF's/LA's and others will have clear and measurable indicators showing how we will know when we've got there and that there good practice in place.	Subject to confidentiality- all outcomes will be openly shared. Ability to tell families what difference their participation has made. Communicate outcomes.
Support in activities	Support the PCF in publicising events and making appropriate contacts.	Sharing of events and consultation work with service users via direct/indirect methods.	More people reached will equal a better response/take up and enhance PCF reach for feedback.

<p>Clear remits</p>	<p>Strategic participation of parents, carers and young people in planning, decision making, commissioning.</p>	<p>Scope, target audience methodology and roles and responsibilities are clear to all.</p>	<p>Clarity on who will monitor progress Service evaluation is reflected in common practice and policy. Parent/carer participation to be a golden thread throughout all work streams Simple non-bureaucratic documents / processes</p>
<p>Partnership working</p>	<p>Where possible PCF will work with any/all stakeholders and organisations.</p>	<p>To break down barriers to co-production working and co-ordinated communication. To remove barriers for SEND service users in accessing information and support.</p>	<p>Better utilisation of finite resources to provide a consistent offer to the SEND community. All service users including parent/carers will have equal opportunity to access services and support regardless of area or disability.</p>

How to communicate with the PCF:

Please use direct contact with the chair/steering group members or e-mailing the info@torbaypcf.org.uk with all requests.

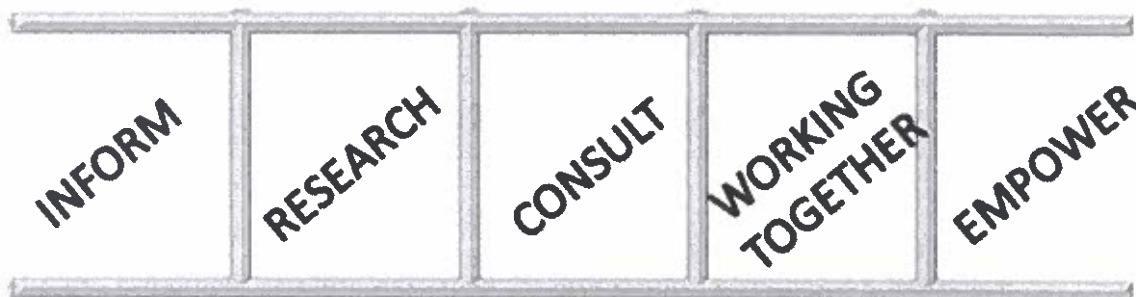
Please be aware that at least 1-2 weeks' notice is required for engagement from the steering group and 3-4 weeks' notice for consultations that require full membership feedback.

How the PCF will consult with their full membership:

Torbay PCF will make this happen by:

- Providing regular updates via Facebook or e-mail to parent/carers so that they are able to decide whether to be involved in a piece of work for example- surveys and consultations.
- Hosting 3 events a year providing information, consultation with service providers and opportunities to support each other as a community.
- Ensuring an effective forum membership and representation of diverse views from disabled children and parent/carers from all backgrounds and sections of the community.

Ladder of Participation



Methods of Engagement:

These principles will use the Ladder of Participation (Daniel Wilcox) to represent the spectrum of engagement types. We recognise that different levels of engagement are appropriate at different times and that no one step of the ladder is necessarily more important or more effective than another.

Identified Barriers to Progress:

- Commitment from all stakeholders.
- Embedding principles into practice.
- Capacity to adopt new ways of working.
- Making sure parent/carers are engaged and want to be consulted.
- Right time/right place/right action.
- Reaching families who are not currently engaged with the Forum.
- Reaching people who do not have sufficient knowledge and understanding of SEND.
- Lack of communication strategy.

How the PCF will measure the success of these principles:

- Parents, carers and young people will report that they have confidence that their views have effectively influenced local operational and service developments.
- Parents, carers and young people will report that operational performance and services address the needs of the local area.
- Mechanisms are in place to monitor, challenge and ensure participation is embedded throughout the system.
- Strategic participation of parents, carers and young people in planning, decision making, commissioning and service evaluation is common practice.
- Young people who require it- have effective advocates identified.
- Local plans have been co-produced and include measures of success for participation and engagement.
- There is evidence of organisations in Torbay working together and sharing good practice.

Target audience:

Stakeholders:

- Parent Carers and their families (including CYP)
- LA (Lead Officers for SEND, Local Offer, Short Breaks, Social Care services related to SEND etc.)
- Health (DMO and services that may support children with SEND, such as OT, Physio, SLCN, CAMHS etc.)
- Carers Services
- DWP (jobcentre, benefits agencies etc.)
- Educational settings (pre-schools, schools, academies, colleges, alternative educational provisions etc.)

Other partners:

- SEND related voluntary and third sector organisations (SENDIASS, Youth Trust, TDA, Play Torbay, any SEND related parent support groups etc.)


This is not meant as an exhaustive list

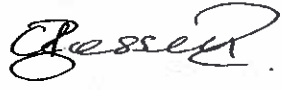
Annual Commitment from Key Stakeholders and other relevant partners to these Principles.


(Additional signup boxes to be added for each organisation agreeing to commit to these principles to include the name and contact details of nominated key contact for each organisation added- if not the signee)

Local Authority commitment (Education)	
Name	Rachael Williams
Position/Job Title	Assistant Director Education, Learning and skills
Organisation	Torbay Local Authority
Address	Electric House Town Hall Union Street Torquay.
Telephone and e-mail	rachael.williams@torbay.gov.uk.
Signed	R. Williams Date 17/12/18

Local Authority commitment (Social Care)	
Name	ANNE OSBORNE
Position/Job Title	ASSISTANT DIRECTOR SAFEGUARDING
Organisation	TORBAY LA
Address	Electric House Town Hall Union Street Torquay
Telephone and e-mail	anne-osborne@torbay.gov.uk
Signed	Anne Osborne Date 16/4/19

Health commitment (CCG)		
Name	Jo Hooper	
Position/Job Title	Children's Commissioner	
Organisation	South Devon and Torbay CCG	
Address	Pomona House, Oak View Close, Torquay TQ2 7FF	
Telephone or email	01803 652500	
Signed		Date 22.01.19

Health commitment (NHS)		
Name	Cathy Bessent	
Position/Job Title	Deputy Chief Nurse	
Organisation	Torbay and South Devon Foundation Trust	
Address	Hengrave House Torbay Hospital Lowes Bridge Torquay TQ2 7AA	
Telephone or email	Cathy.bessent@nhs.net	
Signed		Date 15/2/19

Carers Services commitment		
Name	Katy Heard	
Position/Job Title	Carers' Lead	
Organisation	Torbay and South Devon NHS Foundation Trust	
Address	As above	
Telephone and e-mail	<u>Katy.Heard@nhs.net</u> 07747847569	
Signed		Date 15/02/19

(additional signup boxes to be added for each organisation agreeing to commit to these principles)

