

London Borough of Hammersmith and Fulham SUPPORTING PARENT & CARER CO-PRODUCTION IN SPECIAL EDUCATIONAL NEEDS (SEND) & LOCAL AREA GOVERNANCE NOVEMBER 2018

1. BACKGROUND

The SEND Code of Practice is clear in the expectation that parents and carers should have meaningful opportunities to be involved in the on-going review, evaluation and shaping of the SEND Local Offer.

In Hammersmith and Fulham, there are longstanding arrangements in place to engage with parent carers and commitment to co-producing services for children and young people with SEND and their families as captured within the Disabled People's Commission Report 2018 'Nothing About Disabled People Without Disabled People'.

To date, parents and carers are represented across a range of SEND Governance, including the SEND Inclusion Board and the Preparing for Adulthood Steering Group and on various workstreams and task and finish groups. However, we recognise that there is more work to be done as we embed new ways of working and co-produce our SEND Inclusion Strategy.

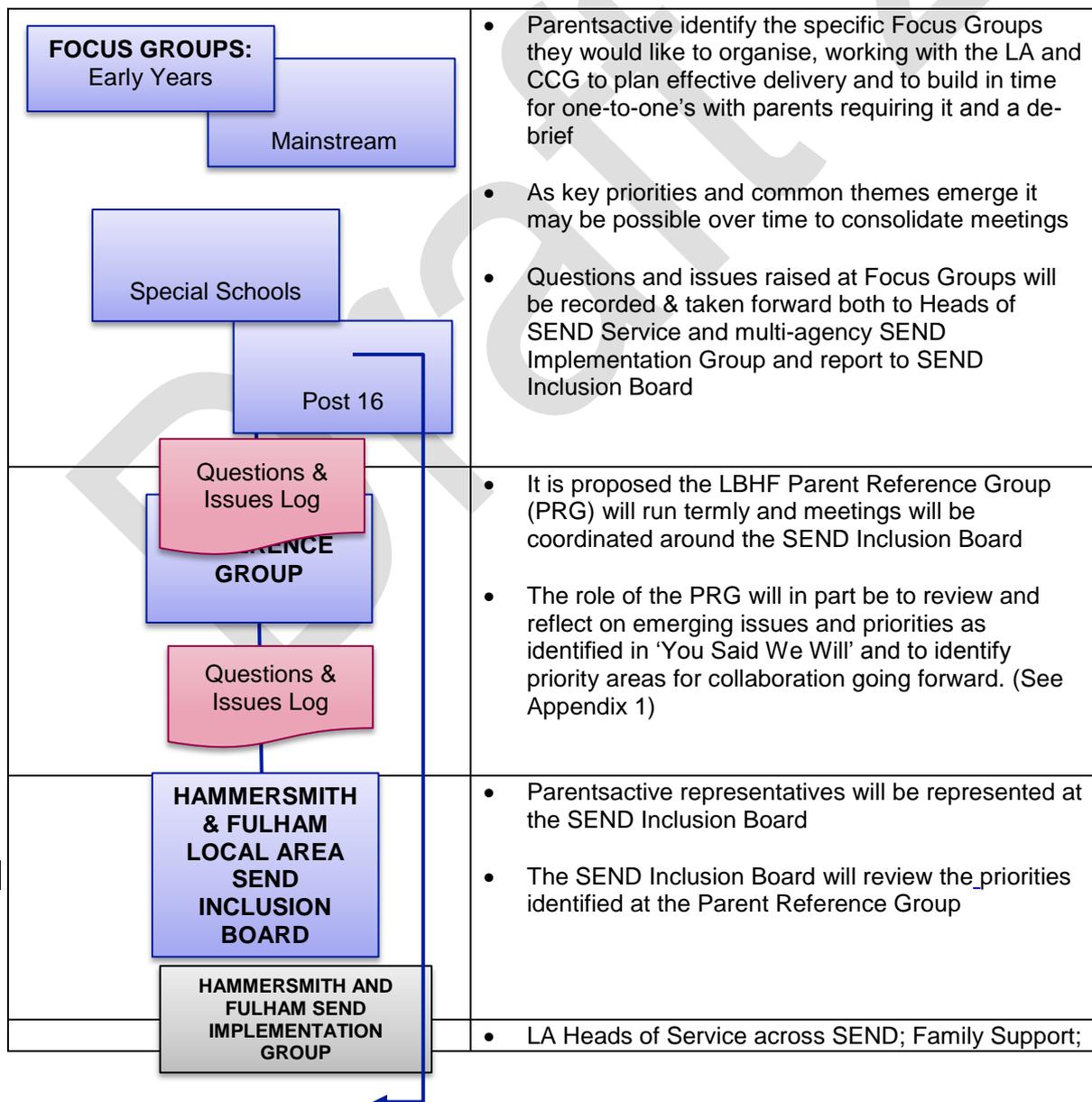
2. PROPOSAL

This paper captures existing and proposed new arrangements to better support effective parent and carer involvement in co-producing the SEND Local Offer, including:

- The regular delivery of **parent-led age, setting or theme-based Focus Groups** involving key professionals working with parents to identify areas of the Local Offer requiring development and improvement
- The **recruitment of new parent carers** to work with the Local Authority, Clinical Commissioning Group (CCG), Parentsactive and wider SEND stakeholders and to represent the diversity of Hammersmith and Fulham's community and the 0-25 cohort of children and young people with SEND.
- The development of a **Co-production Calendar** of all SEND-related groups, briefings, consultations and events that will involve parents and carers and young people
- The creation of a **questions and issues log ('You Said, We Will')** to formally record what parents are telling us, identifying who is responsible for responding and keep track of progress
- The identification of a **Head of Service Lead in the SEND Service** with responsibility for overall coordination of parent/carers engagement and co-production

- The coordination of regular catch ups with the **Assistant Director of SEND and Heads of Service** responding to common or recurring operational issues and identifying gaps and areas requiring improvement in the Local Offer and the ways in which they can best be communicated to parents and wider stakeholders
- The identification of a **CCG Strategic Lead** with responsibility for responding to common or recurring commissioning issues and ensuring that appropriate Service Leads are identified in the local provider services to respond to operational issues.
- Further development of the **Local Offer Parent Champions**, supporting the Local Authority, CCG and SEND stakeholders to engage more parents in using an accessible co-produced Local Offer and informing accessibility of the website and the Services available

3. FOCUS GROUPS, PARENT REFERENCE GROUP and the SEND INCLUSION BOARD



	Public Services Reform and CCG will meet monthly to review parent questions and issues and identify named Service or Project Leads to follow up new or outstanding issues
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4. AIMS & OBJECTIVES

By taking forward the approach set out in this paper the aim is to:

- Actively support the involvement of a wider range of parents in the evaluation and subsequent further development of the Local Offer, with the ability to focus in more closely on specific age ranges and settings with parents who are currently using them (e.g. parents of young children with SEND; parents of children/young people on 'SEN Support')
- Improve our understanding of the priority areas for improvement by identifying common or recurring issues and themes
- Keep a better record of the questions, issues and suggestions being raised by parents, make sure it is clear who is following them up and provide regular feedback on progress
- Make sure that the right services and staff are involved in Parent Focus Groups and that parent/carers have an opportunity for one-to-one with relevant staff at the end of each session if required
- Support the co-production of our SEND Inclusion Strategy, underpinned by SEND Local Area Self Evaluation Framework.

APPENDIX A: TERMS OF REFERENCE PARENT REFERENCE GROUP (DRAFT)

Hammersmith and Fulham's Parent Reference Group (PRG)

TERMS OF REFERENCE

Purpose

The role of the PRG is to ensure that the Local Authority, Clinical Commissioning Group and key stakeholders are effective in meeting their respective statutory duties as captured within the Children and Families Act 2014 and SEND Code of Practice.

In doing so the PRG will;

- review issues and themes identified in Focus Groups across wider governance arrangements to ensure 'You Said, We Will' informs timely and well communicated improvement to Service delivery
- have a key role in ensuring that governance across the Local Area meaningfully engages children and young people and their families in co-producing; reviewing; developing and evaluating the Local Offer
- ensure that the Services providing support and information to young people and parents and carers of children and young people with special educational needs further inform Service delivery and joint commissioning arrangements and are kept abreast as to improvement in our Local Offer.

Membership

The core membership of the Hammersmith and Fulham PRG will include;

- Parentsactive Coordinator, Chair and Steering Group representatives
- Assistant Director of SEND Service LBHF
- Heads of Service SEND Service LBHF
- Designated Clinical Officer, Clinical Commissioning Group
- Insights - SEND/IASS
- KIDS

Additional colleagues will be invited to thematic termly meetings to facilitate a detailed review of 'You Said We Will'.

Meetings

Meetings will take place termly and will be coordinated around the SEND Inclusion Board to ensure effective reporting/resolution of issues.

The meeting be chaired by Parentsactive Coordinator/Chair and minuted by the Head of Local Offer/SEND Provision.

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