



SHROPSHIRE
Parent
And
Carer
Council

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2 December 2017

Report on NNPCF AGM and Annual Conference 2017

The End of the Beginning

Beyond Implementation: the road ahead for parent carer participation and the SEND Reforms

Day One

For the first time, this event covered two days, the afternoon of the 27th November and a full day on the 28th November. PACC had representative present on both days, with Sarah Thomas (PACC's Participation Co-ordinator) attending both days and Angela Price (PACC's Board member) attending on the afternoon of the 27th. The programme on the 27th started with the NNPCF AGM and the sharing of the NNPCF Annual Report for 2017. During 2016/17 the NNPCF reported that it had;

- Worked on over 40 projects
- Delivered approximately 3,500 hours of engagement activity
- Increased its membership to now over 82,000

The key objective of the NNPCF is the delivery of greater levels of co-production and engagement and it was pleased to be able to share that 60% of Parent Carer Forums report that they are fully or largely engaged in strategic planning and co-production of SEND services in their local areas. The NNPCF acknowledge however that this does mean that 40% of Parent Carer Forums are still not satisfied with their level of involvement in the strategic planning and co-production of SEND services and more worryingly only 13% of Forums report that joint commissioning arrangements with Health are fully developed and only 9% of Forums are reporting that joint commissioning arrangements with Social Care are fully developed.

In preparation for the AGM, local Parent Carer Forums had been asked to consider a number of proposals about the future development of the NNPCF. A vote had been taken in the weeks leading up to the AGM and the following motions were agreed;

- The new vision and mission for the NNPCF as below would be adopted

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The National Network of Parent Carer Forums (NNPCF) is the independent national voice of parent carer forums.

Our mission is to deliver better outcomes for families living with special educational needs and disabilities (SEND). We aim to:

- *create a culture of participation and co-production across the education, health, social care and the voluntary sectors. This means that we are involved in all aspects of designing, commissioning, delivering and reviewing services as an equal partner.*
- *empower our members to ensure that their voices are heard at a local, regional and national level*
- *inspire our partners by sharing good practice and knowledge.*

Our vision is a for the best possible opportunities and futures for all children and young people with SEND and their families

- The NNPCF should set up a new Community Interest Company (CIC)
- The NNPCF should transfer its operations to the new CIC
- Parent carer forums agreed to delegate authority to the NNPCF Steering Group to set up a CIC?
- Parent carer forum agreed to delegate authority to the NNPCF Steering Group to transfer operations of the NNPCF to the new CIC?

Following the AGM there were a number of workshops designed to gather feedback from parent carer representatives on topics. These were;

- Preparing For Adulthood
- SEN Transport Provision
- SEND Support
- The Capacity and Sustainability of Forums
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This feedback will be used to inform briefings on each of these topics to be issued by the NNPCF. The key points from each topic was shared as follows;

Preparation for Adulthood

- There needs to be better joining up of post 16 opportunities and improved joint working between services
- Families are still reporting that their biggest challenge is knowing and understanding what opportunities are available in their area
- Case studies on what is possible and sharing of what good looks like is essential to inform the development of local services

SEN Transport Provision

- There is significant inconsistency in the application of the law – there is a need for clarity and clear direction to be provided nationally
- Travel training is working well in some areas
- Training for drivers and escorts is poor
- The inclusion of transport needs in EHCP's should be reconsidered

SEN Support

- The training around SEND issues is insufficient for those staff working in education setting – there is not enough understanding of conditions, interventions and how to communicate with families
- Parent Carers Forums can effectively contribute to SENCO Network meetings and deliver training
- CAMHS needs to work much more closely with schools

Capacity and Sustainability of Forums

- Having a parent carer as a paid worker makes a significant difference to the capacity and sustainability of Forums, along with feeling valued by partners. The commitment and passion that parent carers bring to the work is really important and beneficial
- Challenges include; funding being provided on a short-term basis only, lack of parent carer capacity due to caring commitments, the high level of turn-over of staff in some areas means that relationships and understanding have to be constantly redeveloped.
- What would help; better communication so that time is not spent re-inventing the wheel, longer term funding and a standard co-production agreement for local areas to sign up to.

Day Two

Sponsor's Opening Address

The second day of the conference started with an opening address from Mark Geraghty, the CEO and Principle of the Seashell Trust. Mark talked about why the Seashell Trust feels privileged to support the NNPCF and Contact Annual conference, because it reflects one of Seashell Trust's key priorities of reaching out to families of children and young people with SEND and to provide them with support. He reflected on how much had been achieved by both organisations and emphasised the ongoing commitment of The Seashell Trust to parent carer participation and their focus on overcoming the continued challenges of; embedding participation and co-production in all areas, ensuring that families have more choice about the support

they access and delivering the ongoing scrutiny of the Children and Families Act 2014.

Mark stated that co-production was us all wanting the same thing but from different perspective and the value of participation is the different views that everyone brings to the table. He went to highlight the role that schools must take in delivering parent carer participation.

Finally, Mark thanked parent carers on behalf of the teaching and learning sector for their passion, tenacity and commitment.

DfE Ministerial Keynote

A video address from Robert Goodwill, the Minister of State for Children and Families was played to the conference, during which he made the following comments about co-production and the need to work in partnership with parent carers when designing and delivering the SEND system, nationally and locally:

"Section 19 of the Children and Families Act embodies the principle of engagement and co-production in law"

"This is a model of working I want to see in place across the country and I strongly encourage any area where this is not happening to devote more priority to it."

"It is now unthinkable that we would make policy changes without parent carers and getting their thoughts."

You can listen to the full video message on the link here

<https://www.youtube.com/watch?v=1eRvPnAInWs&feature=youtu.be>

Anne Gross, Director of Life Skills, Disadvantage and SEND then addressed the conference. Anne opened her speech by confirming the DfE's ongoing commitment to supporting the NNPCF, she recognised the hard work of all those involved and thanked everyone. In reflection of the title of the conference she acknowledged that the end of the implementation phase of the SEND reforms had been reached but that we were still at the beginning of the cultural change that will make the real difference to families.

Anne highlighted the importance of the new accountability framework for the successful delivery of the SEND system, which includes;

- Local accountability: duty to work with partners and co-production/challenge via Parent Carer Forums

- Performance data – regular returns on progress and outcomes
- External inspection by Ofsted and CQC

She then went on to highlight progress in the following priority areas;

- **Transfer reviews** – there has been an increase in demand for EHCP's, with 8,000 more plans issued in 2016 compared to 2015. There are currently 30,000 more statements/EHCPs in the system compared to last year. In 2015 13k parent carers were surveyed and the results show that two thirds of parent carers and young people were satisfied with the overall EHCP process.
- **Addressing the findings of the Local Area Inspections** – this new inspection process is one of the most significant developments of recent years. 39 inspection reports have been published and 13 areas have been issued with written statement of actions. The Inspection process will continue to be closely monitored and the importance of the voice of children and young people and parent carers being heard as part of the inspection will remain a key priority.
- **Quality of Mainstream Provision and Value for Money** – the recently published Good Intentions, Good Enough? Report highlights the importance of getting mainstream provision right. There is a significant amount of money going into the system but we must be sure that it is being used effectively. The DfE are committed to the key recommendations in this report.
<https://councilfordisabledchildren.org.uk/sites/default/files/field/attachemnt/Good intentions good enough - a review of residential special schools and colleges.pdf>
- **The joining up of Health and Social Care** – need to overcome the challenge of the cultural difference and different languages in these work areas. Recognised that recently Parent Carer Forums have reported an improvement in working with Health, but there is still work to be done. Two important points of progress; the national trial for Health and Social Care redress will commence next April and the increasingly close working between DfE and DH/NHS England. The NHS Mandate included specific requirements relating to SEND and the new NHS Provider contracts will include the requirement that where advice for EHCP's is required this will be provided within the 6 week deadline.

Anne closed her presentation by highlighting the following ongoing priorities;

- Ensuring the successful delivery of the SEN Support process
- Improving quality of experiences and outcomes
- Ensuring that funding is used effectively
- Delivering inclusion within the context of increasing diversity within schools and FE
- Continue partnership approach, particularly with Health, Social Care and families
- Ongoing support from the Government for Parent Carer Forums and participation.

Stakeholder Keynote

Nigel Thompson, Head of Inspections – Children’s Health and Justice CQC.

Nigel started his presentation by highlighting the value of the new inspection framework, while recognising that there was still some way to go to ensure that parent carer engagement in the inspections is effective. The approach has value in that it models joint working between Ofsted and CQC, which are two very different organisations and the process benefits from strong working relationships between the DfE, DH and NHS England.

From the start of developing the new inspection framework there had been very clear guidance from the Minister (Edward Timpson at that time) that the voice of children and young people and parent carers should be central to the process. Nigel stated that “If we are not listening to the views of people on the ground then the inspections are useless.”

How the Framework is delivered: A significant amount of work is done prior to the actual on-site inspection, looking at information openly available about SEND processes and support locally and data returns. Inspectors expect local areas to know how well they are doing and to understand how engagement is working locally.

A sample of providers will be visited, with a specific focus of looking at how they work with partners to effectively deliver good outcomes and looking for evidence that they understand their responsibilities around how information is shared. There is a strong emphasis of gathering the views of parent carers and young people. Meetings with parent carers and young people will take place during site visits, inspectors will meet with established parent carer groups and with any reference groups. Currently a webinar is used as a key method of collecting parent

carer feedback but the feedback on this process is currently being considered. A stakeholder and evaluation group has been set up for the Inspection process, to explore how to improve the process. The NNPCF is represented on this. Currently the possibility of creating a questionnaire for parent carers to complete before or during an inspection is being explored as a more effective way of gathering views.

SEND Inspection Myth Busting:

- 'CQC and Ofsted inspect separately' – the inspectors may go to different places but they meet every evening to share and cross reference data / info and the final judgement is a joint decision.
- 'Parent carers who meet with inspectors are handpicked' – No, everyone is invited to participate
- 'Inspections do not consider all of the Framework in every area' – All aspects of the Framework are considered in the pre-inspection work and then key lines of enquiry are agreed for the actual inspection.
- 'Local areas are expected to prepare for inspections' – No, what inspectors look for local areas should be doing already, any data requested local areas should be collecting already.

Main findings of inspections to date:

- The implementation of the EHCP review / transfer process is still too varied
- SEN Support has not improved as much as expected
- Exclusion for SEND pupils is still an issue
- There are a lack of services Post 19
- CAMHS is too difficult to access
- 0-25 services in general have not been implemented
- Too much variation in the quality of assessments

Success is present where:

- There are strong partnerships across education, health and social care – based on positive relationships and trust
- There is ongoing effective evaluation of progress
- Local areas are able to evidence improved outcomes
- There is strong practice in identifying needs in early years
- The Local Offer is well used and has been co-produced with Forums
- There is a focus on outcomes and not just provision.

Meet your NHS England Leads

Lorraine Mulroney NHS England – Lead for SEND in NHS England

Key areas of work;

Assurance framework – developing assurance tools to support CCG's to know what they are good at and what they need to improve, including self - assessments and RAG rating. The National Assurance Framework for 18/19 has 6 areas where SEND will focus.

Engagement – developing regional links including representation from parent carers on regional groups

Inspection Outcomes – particularly focusing on issues identified around the need to improve leadership in relation to the SEND agenda in health

Developing relationship with DfE – working closely with DfE Advisers

Lorraine requested that Forums contact her to share what they think NHS England's priorities should be.

Table Exercise – Reflections on what you have heard and what needs to happen to support Forums

Feedback on what needs to happen next;

- A commitment to longer term funding is needed for Forums along with match funding from Health
- Increased transparency – possibly a 'We Said You Didn't' register!
- Produce a national Co-production charter
- Support Forums to develop business plans
- We need a commitment from partners to plan meetings at parent carer friendly times
- Promote sharing of best practice between CCG's and NHS England to communicate clear expectations
- Develop central resources for Forums to use
- Ensure that partners are aware of the law
- Improved understanding of Equality Act and its relevance
- Ensure clear lines of accountability in health
- Continue IS type of support for families
- Ensure the alignment of all inspection frameworks (schools and social care) so they all value SEND
- Require training on co-production for practitioners
- Improve the understanding of C&FA at an operational level.
- DfE Advisers to work more closely with Forums

The Conference ended with a Q&A panel with representatives from the DfE, the Department of Health and NHS England. Prior to this Stuart Miller from the DfE made the following announcements;

- The Minister has signed off further funding for Parent Carer Forums for the 18/19 and 19/20 periods
- A further £29 million will be made available to Local authorities in 18/19 year to further embed the SEND reforms
- Additional funding totalling £9.7 million will be made available in 18/19 to enhance the delivery of Supported Internships and job coaching
- Over the next few weeks a number of invitations to tender will be issued around providing ongoing support for the SEND Community