



CABINET

5 SEPTEMBER 2017

PARTNERSHIP AGREEMENT: PARENT CARER PARTICIPATION

Portfolio Holder: Councillor Andrew Mackness, Children's Services (Lead Member)

Report from: Ian Sutherland, Director of Children and Adults Services

Author: Graham Tanner, Partnership Commissioning Programme Lead (Children's 0-25 Targeted Services)

Summary

The purpose of the Partnership Agreement appended to this report is to set out how Medway Parents and Carers Forum, Medway Council and NHS Medway Clinical Commissioning Group (CCG) will work together to achieve the empowerment of parents and carers of children and young people with Special Educational Need and Disabilities (SEND) so that there is effective participation by parents and carers in decision making and the shaping of local services.

Cabinet is asked to note the Partnership Agreement as approved by Children and Adults Directorate Management Team (CADMT) and the CCG's Patient Experience and Patient and Public Engagement (PEPPE) steering group.

1. Budget and policy framework

1.1 The partnership agreement will contribute to the Council Plan priority of supporting Medway's people to realise their potential and the Medway SEND and Inclusion Strategy 2016-2020 which includes the vision to ensure that Medway is an inclusive place for all our children and young people.

2. Background

2.1 Parent Carer participation is a partnership process through which parent carers as experts by experience, are valued members of a team shaping and delivering services for children and young people with SEND and their families. Effective participation happens when parent carers have conversations with and work alongside professionals, in order to design, develop and improve services.

2.2 The purpose of the appended agreement is to set out how Medway Parents and Carers Forum (MPCF), Medway Council and NHS Medway CCG will work together to achieve the empowerment of parents and carers of children and young people with SEND. This is to ensure that there is effective parent / carer participation at all stages in the shaping of services and decision making, as well as in the production and dissemination of associated information and guidance.

3. Advice and analysis

3.1 Medway Council already enjoy a productive working relationship with the Medway Parent Carer Forum. The agreement proposes to formalise this arrangement and also incorporates Medway CCG as a partner to the agreement to ensure greater consistency and accountability in our collaborative approach to partnership commissioning.

4. Consultation

4.1 The appended agreement has been developed in close collaboration with the Medway Parents and Carers Forum and has also been considered by the CCG's Patient Experience and Patient and Public Engagement (PEPPE) Steering Group.

5. Financial implications

5.1 There are no direct financial implications to this agreement. The Council and CCG will continue to provide appropriate support in kind to ensure effective engagement and participation by MPCF, for example through room hire and facilitation of meetings

6. Legal implications

6.1 The Health and Social Care Act 2012 requires Local Authorities and the NHS as commissioners of services to ensure:

- Patients and Carers are able to participate in planning, managing and making decisions about their care and treatment
- The effective participation of the public in the commissioning process itself so that services provided reflect the needs of local people.

6.2 The SEND Code of Practice which accompanies this Act sets out that:

“At a strategic level, partners must engage children and young people with SEN and disabilities and children’s parents in commissioning decisions, to give useful insights into how to improve services and outcomes. Local authorities, CCGs and NHS England must develop effective ways of harnessing the views of their local communities so that commissioning decisions on services for those with SEN and disabilities are shaped by users’ experiences, ambitions and expectations. To do this, local authorities and CCGs should engage with local Healthwatch organisations, patient representative groups, Parent Carer Forums, groups representing young people with SEN and disabilities and other local voluntary organisations and community groups.” (para 13.18).

7. Risk management implications

7.1 There are no direct risk management implications arising from this report.

8. Recommendation

8.1 Cabinet are asked to note this report and the appended agreement (Appendix 1).

9. Suggested reasons for decision

9.1 To ensure that the Cabinet has formally received details of the partnership agreement between Medway Parents and Carers Forum, Medway Council and NHS Medway Clinical Commissioning Group.

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Appendices

Appendix 1 - Partnership Agreement: Parent Carer Participation between Medway Parents and Carers Forum, Medway Council and NHS Medway Clinical Commissioning Group

Background papers

None

Partnership Agreement: Parent Carer Participation

Between

Medway Parents and Carers Forum and

Medway Council and NHS Medway Clinical Commissioning Group

1. Purpose of Agreement

- 1.1 The purpose of this agreement is to set out how Medway Parents and Carers Forum (MPCF), Medway Council (the Council) and NHS Medway CCG (the CCG) will work together to achieve the empowerment of parents and carers of children and young people with Special Educational Needs or Disabilities (SEND) so that there is effective parent / carer participation in the shaping of services and decision making, as well as associated information and support.

2. Background

- 2.1 Parent Carer participation is a partnership process where parent carers as experts by experience, are valued members of a team shaping and delivering services for children and young people with SEND and their families. Effective participation happens when parent carers have conversations with and work alongside professionals in order to design, develop and improve services.
- 2.2 The SEND Code of Practice makes specific reference to Parent Carer Forums. The Code states:

“Parent Carer Forums are representative local groups of parents and carers of children and young people with disabilities who work alongside local authorities, education, health and other service providers to ensure the services they plan, commission, deliver and monitor meet the needs of children and families.” (para 1.13)

It goes on to state that:

At a strategic level, partners must engage children and young people with SEN and disabilities and children’s parents in commissioning decisions, to give useful insights into how to improve services and outcomes. Local authorities, CCGs and NHS England must develop effective ways of harnessing the views of their local communities so that commissioning decisions on services for those with SEN and disabilities are shaped by users’ experiences, ambitions

and expectations. To do this, local authorities and CCGs should engage with local Healthwatch organisations, patient representative groups, Parent Carer Forums, groups representing young people with SEN and disabilities and other local voluntary organisations and community groups. (para 13.18)

2.3 The Code of Practice also makes specific reference to participation:

Effective participation should lead to a better fit between families' needs and the services provided, higher satisfaction with services, reduced costs (as long term benefits emerge) and better value for money. Local Authorities should work with children, young people and parents to establish the aims of their participation, mark progress and build trust. They should make use of existing organisations and forums which represent the views of parents – and those which represent the views of children and young people directly – and where these do not exist, local authorities should consider establishing them. Effective participation with children, young people and parent carers happens when:

- *it is recognised, valued, planned and resourced (for example, through appropriate remuneration and training)*
- *it is evident at all stages in the planning, delivery and monitoring of services*
- *there are clearly described roles for children, young people and parents*
- *there are strong feedback mechanisms to ensure that children, young people and parents understand the impact their participation is making. (para 1.12)*

2.4 The NHS Constitution establishes the principles and values of the NHS in England. It sets out the rights to which patients, public and NHS staff are entitled. The NHS is committed to achieve these, together with responsibilities which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively. This includes how patients access health services, the quality of care patients receive, the treatment available to patients, confidentiality of personal information and the right to complain if things go wrong. All NHS bodies and private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

2.5 The Health and Social Care Act 2012 requires CCGs and Commissioners in NHS England to enable:

- Patients and Carers to participate in planning, managing and making decisions about their care and treatment through services it commissions.
- The effective participation of the public in the commission process itself so that services provided reflect the needs of local people.

3. Partners to the Agreement

- 3.1 **Medway Parents and Carers Forum (MPCF)** is an independently constituted organisation for parents and carers of children and young people with SEND. The Forum is committed to making parent carer participation an integral part of services in Medway, working through and with the National Network of Parent Carer Forums and directly with local decision makers in the Council and CCG.
- 3.2 **Medway Council** is a Unitary Local Authority providing the full range of Local Authority Services within the administrative boundaries of Medway. Priorities and ways of working, chosen by elected members, direct the services provided. Current priorities include:
- Medway: A place to be proud of
 - Supporting Medway's people to realise their potential
 - Maximising regeneration and economic growth.
- 3.3 **NHS Medway CCG** is committed to developing a strong clinically-led organisation that puts the needs of Medway residents at the heart of its decisions. Its teams work with partners to provide opportunities for people to access services that help them stay healthy. With the help and involvement of service users, it also decides what health services are available if people become ill. NHS Medway CCG is a group of 55 GP practices from across the Medway towns, responsible for planning and buying local NHS services, serving a patient population of approximately 295,000.
- 3.4 Medway Council and Medway CCG will take responsibility for ensuring that relevant commissioned service providers are appraised of this Agreement and support them to participate accordingly. Future contracts for children and young people's services will specifically reference adherence to this Agreement.

4. Roles, responsibilities and accountabilities of the Council and CCG

- 4.1 The Council and CCG are committed to engaging and consulting with service users and local communities in order to listen, learn, and co-produce future and new proposals for services.

- 4.2 The Council and CCG recognise the value of the Forum being independent and the importance of the Forum in the decision making process that places the interests of its members first and foremost.
- 4.3 The Council and CCG will provide appropriate support in kind to ensure effective engagement and participation e.g. room hire and facilitation as may be applicable from time to time.
- 4.4 The Council and CCG will work with the MPCF to ensure that the wider and collective views of parent carers are heard at a strategic level and their time is effectively used
- 4.5 The Council and CCG will ensure that children's and young people's views on strategic plans are shared through communication in particular where the MPCF have been involved in the coproduction and consultation of services.
- 4.6 The Council and CCG will, as far as the exigencies of the service allow, ensure that meetings with the MPCF should:
 - a) occur at times that are suitable for parent carers between the hours of 10.00am and 2.00pm
 - b) be arranged via a nominated officer within the Council or CCG using the MPCF email address
 - c) have clear Terms of Reference, that include details of the attendees
 - d) have an agenda that sets out the date, time, venue and meeting content and, if applicable, the requested MPCF contribution. This should be distributed at least 7 days in advance, together with relevant reading e.g. minutes/decision papers
 - e) have documents written in plain English that are jargon free
 - f) have the MPCF representative met and welcomed by a named contact
 - g) have the MPCF representative offered refreshments for the meeting duration
- 4.7 The Partners will ensure that relevant information and changes that affect children, young people and parent carers are shared with all MPCF through coordinating with a member of the MPCF committee. Initial contact will be made via the Engagement and Quality Team within the Council or Communications and Engagement Team within the CCG, but ongoing communication will be through the relevant project manager for that area of work.

- 4.8 The Council and CCG will ensure that all relevant practitioners and managers are kept informed of the role of the Forum and protocols for liaising with them.
- 4.9 The Council and CCG will identify opportunities to engage and participate with the MPCF where parent carer representation and coproduction is required in the development of services and provision for children, young people and their parent carers.

5. Roles, responsibilities and accountabilities of the Medway Parents and Carer' Forum

- 5.1 MPCF is a pan disability group formed to bring together parents, families and carers to give them a voice within Medway. The forum is parent led and run by an elected steering committee.
- 5.2 The Forum will ensure that all representatives sign a Volunteer Agreement, which specifies how they will conduct themselves when representing the Forum.
- 5.3 The Forum will actively recruit members to reflect the diversity of the children, young people and their parent carers in Medway.
- 5.4 All communication between the CCG, Council and the MPCF is to be carried out via the MPCF email address and/or their stated telephone number.
- 5.5 The Forum will ensure that the representatives understand the protocols on communicating with strategic partners through the Engagement and Quality Team within the Council or Communications and Engagement Team within the CCG.
- 5.6 The Forum will register with the Information Commissioner's Office and ensure that access to the information they hold whether paper or computer based has limited access to those who hold a designated role within the Forum e.g. Chair, Parent Participation Officer, Committee Member.

6. Partnership Working

- 6.1 Regular liaison meetings will take place between the MPCF and Council/CCG on a planned monthly basis; ad-hoc meetings may also take place as and when required and the Council/CCG will ensure MPCF are included in other relevant meetings as appropriate. Agendas and items for discussion will be agreed and circulated at least 7 days in advance. All parties will be asked for agenda items; final agendas will be agreed jointly between partners and the forum.
- 6.2 The Council/CCG will support the meetings through ensuring a room is available, and facilitating the circulation of agendas and minutes. Regular liaison meetings will normally be chaired by a representative of the MPCF, unless otherwise

notified. All parties will endeavor to send representatives who are able to make decisions.

- 6.3 The complaints procedure for all partners should be shared and any complaints discussed at the partnership meetings.

Signed by

Chair of Medway Parents and Carer Forum

Director of Children and Adult Services Medway Council

Accountable Officer NHS Medway Clinical Commissioning Group