

Norfolk Parent Partnership

Service Development Plan Update September 2013

Please read this document along side the Department for Education's Parent Partnership Exemplars, it shows where what we currently do and plan to do in the future fit within them. The attached table shows how compliant we are with the exemplars.

Any information that is different from the last update will be shown in green. This format will remain the same so that you can quickly see what has changed or moved on as time progresses.

If you are unable to print in colour and would like a paper copy of this report please ring Elizabeth who will either bring one to the meeting for you or send it to you before hand – whichever you prefer.

1 WORKING WITH PARENTS [Key Functions 1 and 2]

	Activity	Objective and time scale – short medium long or ongoing	Comments	Monitoring/evaluation
a	Plan & deliver 2 x 5.5 day Independent Parental Supporter (IPS) training courses spring and autumn	Recruit, plan and run IPS course in spring and autumn term ideally with a min of 6 max 10 volunteers (m)	<p>We are noticing a change in the profile of those volunteering for us, in the past we tended to have early retired people but now they are more likely to have been made redundant and are looking for work. They then fall away as they become employed.</p> <p>Our course in Acle starts on the 1st October for 6 weeks. We held a coffee morning in July for prospective volunteers and currently have 1 Additional Needs Coordinator, a returning IPS and 10 possible new volunteers.</p> <p>Acle will be the last course before we update the training based on the new legislation and code, we will then deliver the appropriate parts to all current IPS volunteers.</p> <p>We currently have 30 volunteers on our register. We have lost 3 volunteers since the last meeting, one has moved away and two have had a change in personal circumstances. 4 volunteers on</p>	<p>Student feedback on each session & whole training</p> <p>External OCN moderator to moderate each course.</p> <p>We had been required by OCN to write a number of new policies. These have been agreed by the moderator.</p> <p>Monitor a range of advertising medium for recruiting IPSs (including those aimed at hard to reach groups)</p>

	Activity	Objective and time scale – short medium long or ongoing	Comments	Monitoring/evaluation
	2 x 5.5 day Independent Parental Supporter (IPS) training courses spring and autumn terms cont.		the register are currently unavailable but expect to return.	
		Continue to evaluate and update course (o)	Course evaluations from the last course were positive throughout. Although some learners find role play difficult, they do acknowledge this is a good way to practise being an Plan & deliver	Quality Assurance and Standardisations cycles in place as required by Open College Network
		Endeavour to recruit IPSs from hard to reach groups. (o)	We have delivered training in areas of social deprivation but the uptake for volunteering has been low. We have made closer links with traveller education who delivered training to IPS volunteers in June.	Termly reports to steering group
b	Ensure that IPSs deliver a high quality service to parents and retain existing IPSs	Individual mentorship of IPSs (o)	Two volunteers from the last course have now been mentored in and we are still waiting for a suitable case to mentor in the final volunteer. Most ongoing support has been through email and by phone.	Telephone support to IPSs recorded on case notes on database. Evaluation forms to all parents supported by IPSs. Questionnaires are reviewed to gain more accurate info. So that qualitative data can be added to reports.
		Invite existing IPSs to twice yearly initial training courses (o)		Record of invites/attendance retained
		Telephone/e-mail support 9-5 x 5 days/week (o)	The majority of the time there is somebody available.	Database records of casework

Activity	Objective and time scale – short medium long or ongoing	Comments	Monitoring/evaluation
Ensure that IPSs deliver a high quality service to parents and retain existing IPSs cont...	Open door policy for IPSs to visit office, use library and photocopier etc. as well as opportunity for IPSs to have 1:1 meeting with Janina by appointment. (o)	This is regularly taken up.	Visitors book to be completed.
	Representation at PPSG (o)	Doreen Novak has taken the place of Lesley Chapman on the steering group. As you all know we were delighted that Karen Stitt was appointed to Lesley's former role of Vice Chair at the last meeting. Alison Furniss, Linda Bradbeer and Valerie Hennessy are also members.	Links between Lesley and IPSs. Email links to be strengthened to enable volunteers to put points across. Completed
	Termly support/training meetings (o)	The June training for IPS volunteers was a talk from Traveler Education and an update on new legislation.	Evaluation form at the end of each session
	IPSs complete monthly returns outlining nature and hours support given – explore ways to encourage more IPSs to feed this information back to Norfolk Parent Partnership.	The average time spent volunteering this quarter was very similar to last time – 9.5 hours per month on average - with the smallest amount being half an hour and the greatest being 19 hours. This does not show the full extent of volunteer hours, just those who return the forms, those that do not claim mileage, about a quarter, do not tend to complete information returns, despite our requests. Generally, more	Collection of monthly returns is now included in the initial training of volunteers. We now ask for less information, restricting it to the number of hours volunteered and the main issues. We have asked for slips to be returned with mileage claims and this seems to be working well. Collated information will be brought to the meeting.

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		recently trained volunteers are giving us the information as it is now included as part of the course.	
c Helpline	<p>Write these processes into a procedural document (s)</p> <p>Return parents' calls within 3 working days (s)</p>	<p>Now completed.</p> <p>We have caught up with calls over the summer although in general the statement from last terms report still stands as follows: Our staffing resource levels are no longer meeting the needs of parents in Norfolk. We are unable to be flexible and responsive to local change. Our advisors have been unable to take part in appropriate training to keep them up to date due to the number and complexity of cases therefore creating time pressures. 2:18 SENDCoP (Special Educational Needs Code of Practise, expectations of the LA in delivering effective Parent Partnerships)</p> <p>All calls are returned in 3 working days for at least initial information and an explanation of our service, where necessary. Advisor or PPO calls are made, usually in date</p>	<p>Reviewed bi-annually - (next due spring 2013)</p> <p>Data base now records no of days between initial details being taken and the first piece of telephone casework being carried out.</p>

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Helpline continued		<p>order , as soon as possible, often still within the three working days depending on pressures on the service.</p> <p>Emails are dealt with in a similar manner, although we do try to talk to people on the telephone. It is a far faster way of communicating with question and answer flowing naturally between the two.</p> <p>Calls are increasing and the complexity means we are now finding it difficult to speak to all parents as quickly as we would hope to.</p> <p>Measures have been taken to compensate for Sarah's reduced officer hours by both increasing Lynette's hours and seniority and employing Alison as a Relief Advisor to cover for Lynette when she is taking on additional duties. However, this does not make up for the fact that demand on the service has increased and we foresee times in the future when we will again be unable to meet demand within the required timescales.</p> <p>We have had some evaluations</p>	

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Helpline continued		<p>saying that we have said that we will phone back and that the parent never received the call. Where parents put their name on an evaluation they will then receive a call to follow this up. In response to our concerns about this, we have now put in place strategies to double check that we have called 3 times and been able to leave a message each time; that the calls have been at different times of day; on different days of the week and span a 2 week period – in the school holidays we increased this to 3. On some occasions we telephone but are unable to leave a message. Where this has happened 3 times we will then write to the parent asking them to contact us again if they still need our help.</p> <p>Statistics: This time we have focused on the type of special needs of the children whose parents have rung us. So far this year the highest percentage is Autistic Spectrum Disorders at 31%, this was also highest for the last 2 years at 31% last year and 26% in 2011. Dyslexia is the next highest this year with 19% as</p>	

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Helpline continued		<p>opposed to ADHD for the last 2 years at 23%. Dyslexia was third in both 2012 with 16% and 2012 with 19%. ADHD is third so far this year with 16%. Dyspraxia has registered at between 4 and 6% over the last 3 years. This year Global Developmental Delay is at 7% but was at 4% for the previous 2 years. Other types of special educational needs have varied in percentage over the last three years but none have registered higher than 4%. Many children will have more than one condition and these statistics only reflect the type of special need that the parent feels most affects their child's education.</p>	
	Deliver accurate, neutral information to parents. (s)	<p>Advisors and Officers Have all successfully completed the online NPPN level 2 training which includes:</p> <ul style="list-style-type: none"> Academies Home to school transport Post 16 provision Health and the Mental Capacity Act Community care (i.e. social care) <p>There will be a one day 'update' day to follow this in</p>	Written Parent and Professional Evaluations – collated termly Confidential PP database shows record of discussions and information given.

	Activity	Objective and time scale – short medium long or ongoing	Comments	Monitoring/evaluation
	Helpline continued		London which we hope to attend. Ongoing updating through National Parent Partnership Network, DFE, IPSEA etc Advisors also attend IPS support groups when possible	
	Area workers	Continue to keep the Area Worker posts on agenda (m)		Termly report to PPSG
	NB the remainder of the range of services provided by NPP are described throughout this document.			
d	PP Database is accessible only to PP and info only shared with parental permission. IPSs are given clear instruction that this applies to all and any case related information that they hold.		Confidentiality policies for both staff and volunteers are in place and all staff and volunteers are trained in confidentiality through IPS course.	Tick box on database and IPS disclaimer to show discussed with parent.
e	See 2c (Tribunal support)			
f	See statistics , (challenge)			
g	Promote the views of the child	As part of initial training, IPSs to encourage parents to gain views of their child. (o)	Personalisation (person centred planning) will be covered in the IPS training in future to keep the child at the heart of the process.	Built in to standard programme
	Steering group to monitor parents' perceptions of service confidentiality and impartiality.	Parental evaluation sheets updated to reflect this. (m)	Completed	Reporting to the steering group via statistics.

2. INFORMATION AND PUBLICITY [Key Function 2]

	Activity	Objective and time scale – short medium long or ongoing	Comments	Monitoring/evaluation
a	Continue to work in an impartial way.	The PPS has a published policy on impartiality (endorsed by the Local Authority and PPS Steering group) that is regularly reviewed with input from parents/carers. All documentation is written and produced in accordance with the policy. (o)	Policy appears on website.	Steering group to check annually – last checked November 2010 Scheduled for feb 2012 but confidentiality/data protection more pressing.
b	Keep Parent Information Booklets up to date	Ongoing updating of booklets (o)	<p>Funding for Children with SEN in Mainstream School - Updated 4/13</p> <p>Annual Reviews - Updated 08/13</p> <p>Exclusions from school – Updated 08/13</p> <p>Information and Support for Parents and Carers` - Updated 07/13</p> <p>Information Pack Folders (without book list) – Printed 07/13</p> <p>Reading and Understanding your child’s statement – Reprint 08/13</p> <p>The Independent Parental Supporter - Reprint 08/13</p>	Corrections collated for reprint on an ongoing basis

			Useful Contacts (website only) – Updated 04/13 Jargon Buster - In Process	
	New information and publications to be checked by the team who have been trained through the IPS course.			Any new information leaflets will be considered by the steering group.

	Activity	Objective and time scale – short medium long or ongoing	Comments	Monitoring/evaluation
	Production of the Norfolk Parent Partnership Newsletter	Distribute newsletter to parents/libraries/colleagues (o)	<p>Translated newsletters will now be emailed to schools as several have said they can email to parents themselves. These will be emailed out to parents and professionals as requested.</p> <p>The latest newsletter went to print at the beginning of term. These will be distributed in print, by email and through our website.</p>	A database is kept to record newsletter request figures. Now available to schools electronically via the local authority e-courier to put on their websites
c	The PP service to continue to use its own branding.	Continue to maintain PP identity. (o)	Ongoing	Updating of branding to be considered by steering group bi-annually. Parent Partnership email disclaimer now in use.
d	See 2b information			
e	See 2b information			

	Activity	Objective and time scale – short medium long or ongoing	Comments	Monitoring/evaluation
f	Continue to maintain and update website	Continue to maintain and update website (o)	<p>Clare continues to update our face book page. Posts this month and amount of people who saw them are as follows:</p> <p>Autism friendly screenings at Local Cinemas.:5 NCC first year Admissions: 20 Employment workshops: 18 Autism Anglia drop in dates: 156 City college course availability: 15 Transport : 35 Term Dates: 40</p> <p>Towns/cities and languages reached: Norwich 55 Great Yarmouth 14 King's Lynn 6 London 5 Wymondham 4 Aylsham 3 North Walsham 3</p> <p>English (UK) 110 English (US) 22 Lithuanian 1</p> <p>We use FB to advertise events we hold e.g training and things we get sent that are relevant to the parents who use our service.</p>	<p>Monthly statistics from hosting company. Reported to steering group termly. Business plan to be regularly posted.</p>

	Continue to maintain and update website continued...		<p>We have changed the settings so that people are not able to post on our page but we do ask them to email or phone to contact us.</p> <p>Website updates are made on a regular basis as information comes to us or changes.</p>	
g	Compliant			

3. TRAINING, ADVICE AND SUPPORT [Key Functions 1 and 2]

	Activity	Objective and time scale – short medium long or ongoing	Comments	Monitoring/evaluation
a	IPS training	All new front line staff complete course (o)	Complete	Complete
	Ace step by step training	All permanent advisory staff will complete course (o)	Ace has become a community Interest Company for education advice and training having lost the franchise to deliver parent advice for the government. This has now passed to The Children’s Legal service. NPP will continue to use ACE for their training and advice.	Complete
	Open College Network (OCN) Training	Attend courses required in order to continue as an OCN Centre. (o)		OCN
	Keep up to date with Admin systems		Dave Wintering came to talk to the team about the new procedures for allocating “out of county” placements and to explain how the provider list works. Peter Walsh will also be talking to the team about the TITAN scheme on September 24 th .	
	Keep up to date with legislation	Lynette and Clare to complete National Parent Partnership legal training. (s)	The on line modules for this were successfully completed over the summer. A training day will follow in the autumn.	Certificate
b	Compliant, performance management.		One to one meetings are held throughout the year. Appraisals have all been completed.	

	Activity	Objective and time scale – short medium long or ongoing	Comments	Monitoring/evaluation
c	Contributing to existing parent support groups	Continue to respond to requests for input from existing groups as time allows. (o)	Janina went to talk to the West Norfolk Dyspraxia Association in Kings Lynn.	Evaluation forms
		Develop standardised evaluation forms for talks to groups. (o)		Completed
	Deliver/contribute to training sessions for professionals	Continue with training opportunities offered to school staff both directly and with PDC (o)	Again, no action here since the last meeting.	Standard evaluation forms to be developed and handed out after every session
	Contribute to training of school staff and governors and Local Authority SEN staff.	Liaise with Judith Carter regarding input to training for SENco and school staff and Governors Network. (o) Develop parent partnership page on the SENco website. (m)	ongoing	
d	Compliant (parent reps)			
e	Compliant (information)			
f	Compliant (SEN and disability law)			

4. NETWORKING AND COLLABORATION [Key Function 4]

	Activity	Objective and time scale – short medium long or ongoing	Comments	Monitoring/evaluation
a	Compliant (impartiality)			
b	Endeavour to ensure that local authority staff understand the parent partnership service and the role of the IPS and increase awareness amongst County Councillors and MPs in order to inform their constituents.	Establish links with staff in areas when new Children’s services structure in place through requesting time to speak at meetings where they gather. Hold regular information sessions at the office.	This is currently an expectation we are unable to meet although we do send out information where ever we feel it may be useful.	
	Maintain current links with voluntary organisations at PPSG meetings and through attendance at local events.	Compliant		
	Attend Regional and National PP training and conferences	PPOs to attend annual conference and have a representative at regional events.		Termly report to steering group
c	Compliant (networking agreement)			
d	Compliant (info for schools)			

5. INFORMING AND SHAPING LOCAL POLICY AND PRACTICE [Key Function 5]

	Activity	Objective and time scale – short medium long or ongoing	Comments	Monitoring/evaluation
a	Parent Participation	The steering group has parent representatives who have used the service (m)	The steering group has a number of members who are parents of children with special educational needs. In addition to this the new IPS members have also been asked to bring a parent with them who they support.	Termly report to PPSG
b	Staff and PPSG members sit on strategy groups and work with LA officers	Agree appropriate representation on relevant groups as and when appropriate. (o)	Janina has attended 2 Learning Difficulty and Disability funding group meeting since our last meeting. She has also attended workshops in Huntingdon regarding Early Support and Cambridge relating to the Children and Families Bill.	
	Making relevant professionals aware of individual issues, raise for their attention occasions when they are not meeting their statutory duties.	Continue to work in current way as issues arise. (o)	Discussion with LA solicitor over the role of the ANC (caseworker) when a parent is appealing to SEND tribunal.	
c	National and Regional collaboration.	Attend regional and national meetings and conferences as appropriate. (o)	Written agreement completed.	
d	Inform and support training for schools	Involvement fairly minimal due to time constraints. (o)		

6. MANAGEMENT OF THE PARENT PARTNERSHIP SERVICE [Key Functions 6 and 7]

	Activity	Objective and time scale – short medium long or ongoing	Comments	Monitoring/evaluation
a	Budget to continue to be ring fenced for PP work.	Continue to monitor the budget to ensure that it is used effectively. (o)		Termly report to PPSG
b	Compliant			
c	Ensure that the Steering group complies with the terms of reference and role description.	All members to have copies of terms of reference and role description. All new members to be taken through these and sign in agreement. (s)	See 5a re parental representation	Bi-annual review of terms of reference and role description and matrix by subgroup. This is due Autumn 2011.
		Recruit new members in line with the terms of reference when vacancies arise. (o)		
d	Premises		<p>The service is based in its own building in the grounds of the Professional Development Centre which we share with the County Sensory Support service Virtual School. This offers good parking and access to local authority intranet, services and professionals whilst maintaining a distance from County Hall to re enforce the arms length nature of the service.</p> <p>Sarah has spent considerable time over the summer developing a business continuity plan. This will sit with Sarah, Janina and Elizabeth and ensures that in the event of a situation which might effect service delivery – for example a fire in the building or extreme short staffing - the service will be up and running again in the shortest possible time.</p>	

e	Compliant	Not relevant	
	<p>Parent Partnership “gate keep” the mediation service on behalf of the local authority</p> <p>Parent Partnership “gate keep” the mediation service on behalf of the local authority continued...</p>	<p>Sadly, Mediation Works have gone into administration. Janina is working with the contracts department to secure a service to take their place until September 2014, when new legislation should be in place. Both Sarah McRobert and Doreen Novak who have been working as mediators for Mediation Works have agreed to cover on a case by case basis until the new arrangements are in place. We will keep you informed of the outcome of the tendering process.</p> <p>We will shortly be considering the changes that will be required subsequent to this to ensure that we comply fully with future legislation.</p>	<p>Termly meetings. Regular monitoring report plus an annual report including feedback from service users.</p>