

# Coproduction & Engagement Hub – Joint Evaluation

Dec 2021-May 2022 – Updated 14.06.2022

**Elaine Lambe – Warwickshire Parent Carer Voice**

**Dr Sam Craven – Voice, Influence & Change Team WCC**



Coventry and Warwickshire  
Clinical Commissioning Group



**WARWICKSHIRE**  
PARENT CARER VOICE



**Warwickshire**  
County Council

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## **Vision:**

Working together in a planned way through listening and understanding, that recognises the value of parent carer contributions and enables parents carers to be involved and have influence.

## **Purpose:**

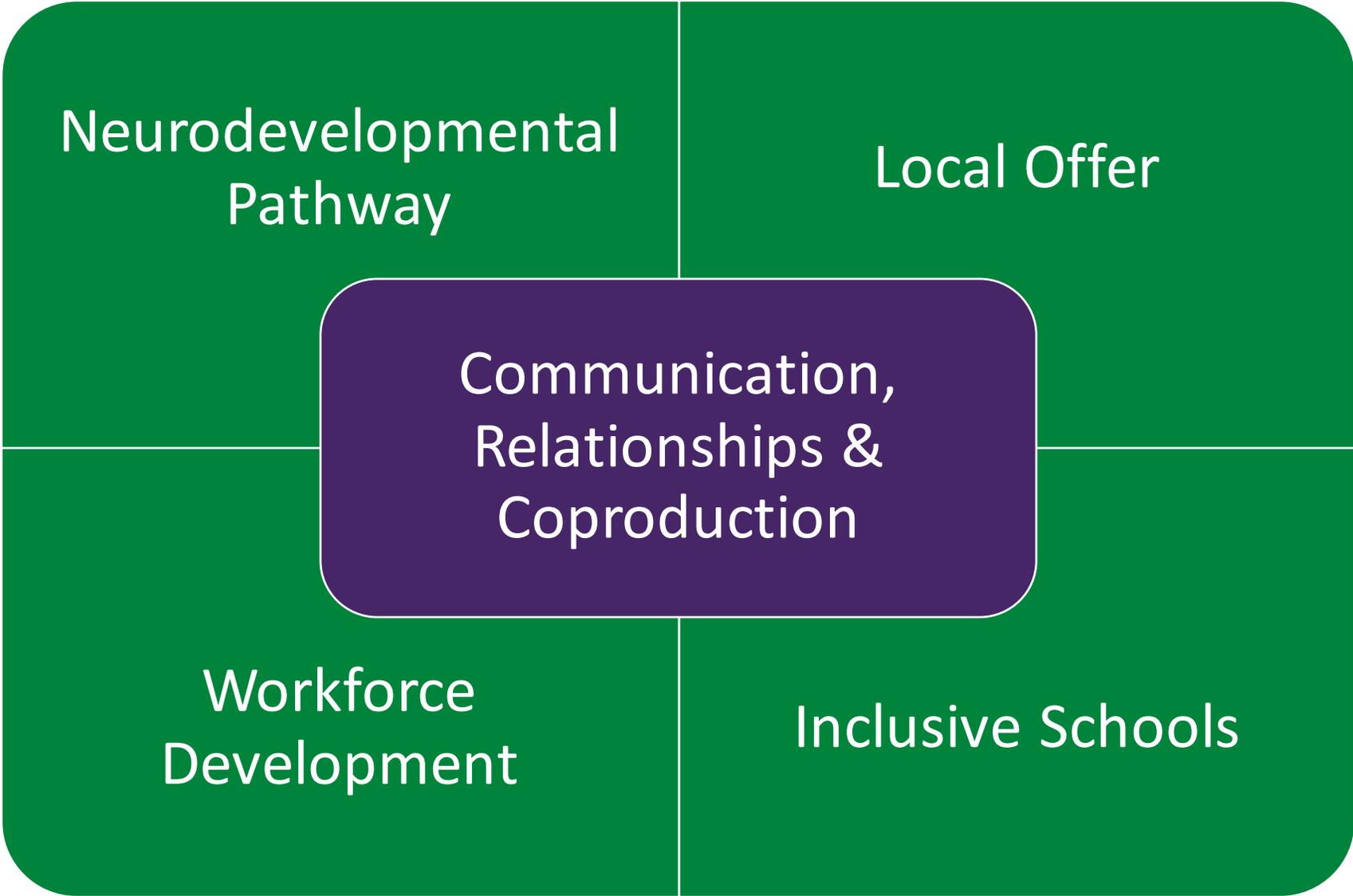
- Warwickshire Parent Carer Voice are the strategic partner for parent carers in Warwickshire
- They were newly formed in May 2021
- Significant involvement is needed across The SEND & Inclusion Change Programme, The Written Statement of Action, Business as Usual, Commissioning and Recruitment, as well as inclusion of young people's voices
- Embed coproduction across all activity areas
- Ensuring best use of time & resources to respond to the needs across SEND Services
- Keep children with SEND & their families at the heart of what we do.

## **Context:**

- [Partnership Agreement - May 2021.pdf](#)
- [Children & Young People Strategy 2021-2030](#)
- [Children & Young People's Participation & Engagement Strategy 2019 – 2023 – The Voice's of Young People with SEND are now a feature of this area of work](#)
- New Coproduction Strategy/Charter will be developed with Contact July 2022
- Commitment to Restorative Practice

## **Written Statement of Action (WSoA):**

- Developed between September 2021 – January 2022



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Joint Area  
Inspection 2021

## Definition:

Co-production is an equal and reciprocal relationship where everyone's knowledge and skills are used to create better outcomes.

## Principles:

WELCOME AND CARE

VALUE AND INCLUDE

COMMUNICATE

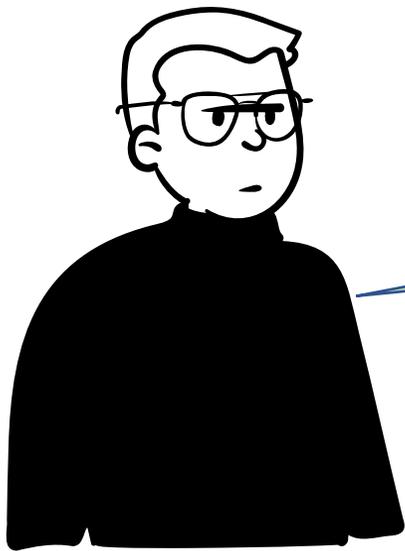
WORK IN PARTNERSHIP

Developing and nurturing  
each of these to build

TRUST

Genuine Partnerships - Quality Indicators

Congratulations on passing the 'fit for purpose' OfSTED CQC test at the first point of submission, this is, I believe, an exceptional achievement and is testimony to effective joint working between health, the Local Authority and the Parent Carer Forum



DFE Advisor, Kevin Rowland said...



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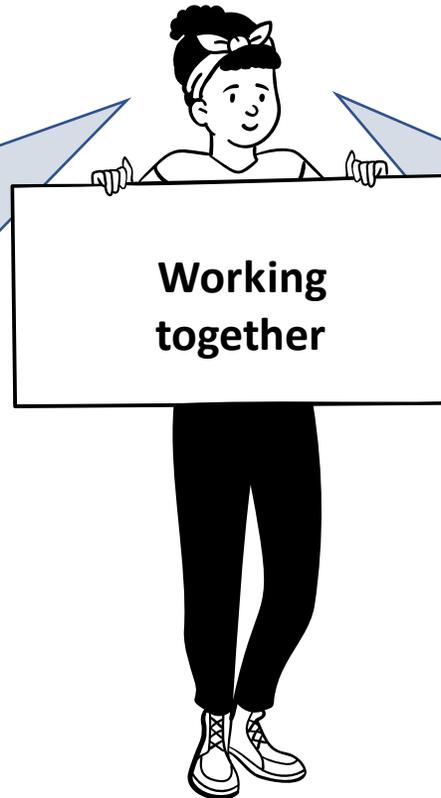


Joint Area  
Inspection 2021

# Communication, Relationships & Coproduction – WSoA Area 2

We will know we are making progress if Parent Carers & Children/Young People say:-

*“I feel understood, involved, valued and respected”*



*“I am given the information I need, when I need it in a format that I can understand”*

# Coproduction & Engagement

Live Feedback Form for SEND

Parent Carer Reps

Coproduction & Engagement Hub

Strategic Boards

Link with WPCV to co-ordinate activity

Specific Events & Activates

Open feedback form – any or targeted themes & Annual Survey



Online Parent Carer Panel – Slack Channel

Round Table

Advice & promote voices of children/ young people & families

CVS Round Table

Facebook

Recruitment & Commissioning



Coventry and Warwickshire  
Clinical Commissioning Group

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County Council



# WARWICKSHIRE

PARENT CARER VOICE

## JOIN YOUR LOCAL PARENT CARER FORUM

Are you a parent or carer of a child or young person aged 0-25 with special educational needs and/or disability (SEND)?



## YOUR VIEWS AND EXPERIENCES MATTER

Warwickshire Parent Carer Voice is a **parent carer led organisation** working to ensure that every parent carer in Warwickshire feels that their views and experiences matter, and gets their voice heard to develop and improve services for children and young people with special educational needs and/or SEND.

We welcome any parent carer who lives (or uses services) in Warwickshire, with a child or young person (aged 0-25) regardless of their disabilities (no diagnosis necessary) to join us.



Tell us your experiences | Fill in our surveys | Join our meetings  
Spread the word | Join us as a Member

Visit our website: [www.warwickshireparentcarervoice.org](http://www.warwickshireparentcarervoice.org)  
or email [hello@warwickshireparentcarervoice.org](mailto:hello@warwickshireparentcarervoice.org) for more information

# WARWICKSHIRE

PARENT CARER VOICE

## WHAT IS A PARENT CARER FORUM?

A parent carer forum is a group of parents and carers of disabled children. Their aim is to make sure the services in their area meet the needs of disabled children and their families. Warwickshire Parent Carer Voice is the recognised forum for Warwickshire. We are completely independent of Warwickshire County Council and the local health services.



## WHAT DO PARENT CARER FORUMS DO?

We work with organisations that provide services for our families. We gather the views of local families and then work in partnership with local authorities, education settings, health providers and other providers to highlight where local services, processes and commissioners are working well, or challenge when changes or improvements need to be made.



Follow us on social media!  
Facebook: [@Warksparentcarervoice](https://www.facebook.com/Warksparentcarervoice)  
Twitter: [@WarksPCarerv](https://twitter.com/WarksPCarerv)



## GET INVOLVED - YOUR VOICE IS KEY TO OUR SUCCESS!

Visit our website: [www.warwickshireparentcarervoice.org](http://www.warwickshireparentcarervoice.org)  
or email [hello@warwickshireparentcarervoice.org](mailto:hello@warwickshireparentcarervoice.org) for more information

# WPCV Membership Data

	Jul-21	Jun-22
	130	254
WPCV Members		
N/A		35
Parent Panel Slack Channel - Parent Carer Reps		
N/A		15
Parent Panel Slack Channel - EOTAS Specific Project Group		
21%		24%
Parent Carers ID as having disability		
15%		20%
Lone parents		
21%		25%
Eligible for free school meals		
Not available – mostly White British & Female		4.3%
Male		0.7%
Transgender		95%
Female		9%
Non White British		

## WPCV are reaching...

- lone parents,
- those eligible for free school meals and
- parents who identify as having a disability.

facebook

1283



With a reach of 3927 in last 7 days (13/06/22)



Recent Survey  
May 2022 –

- 55.41% people hadn't previously hear of WPCV and
- 24.84% reported they were members

made with  
**Biteable.com**

# Coproduction & Engagement Hub Animation

Click play arrow

made with  
**Biteable.com**

# Live Feedback Form for SEND Animation

Click play arrow

# Coproduction & Engagement – Young People

Possible online  
chat forum

Young People's  
Forum – 3<sup>rd</sup>  
Thursday

Specific  
Engagement  
Events &  
Activities

Live Feedback  
Form for SEND

Recruitment

Commissioning



**Warwickshire**  
County Council

# Links

- Coproduction & Engagement Animation –  
[www.warwickshire.gov.uk/CandEHubanimation](http://www.warwickshire.gov.uk/CandEHubanimation)
- Live Feedback Form Animation -  
[www.warwickshire.gov.uk/sendfamilyfeedbackanimation](http://www.warwickshire.gov.uk/sendfamilyfeedbackanimation)
- Young People's Forum Expression of Interest Form -  
[www.warwickshire.gov.uk/ypvoice](http://www.warwickshire.gov.uk/ypvoice)

# What has happened?

- High need for Parent Carer involvement
- Multiple areas of activity – WSoA, Send & Inclusion Change Programme
- Parent Carer Reps are volunteers
- Warwickshire Parent Carer Voice is newly formed – May 2021
- Concern around best use of Parent Carers time
- Need to build capacity of Parent Carer Engagement
- Coproduced Solution...



## **Coproduction & Engagement Hub**

- Regular time & frequency
- Flexible attendance from Pool of Parent Carers
- Chaired by WPCV Chair/Vice Chair
- Facilitated by Participation Team = established link within WCC
- Consistent availability to agree engagement with WCC/CCG
- Supportive environment with other Parent Carers
- Online to increase accessibility
- Clear record of engagement
- Established 3<sup>rd</sup> December 2021

### Why?

So, **Warwickshire Parent Carer Voice** (WPCV) are involved in and influence **Warwickshire County Council** (WCC) or Clinical Commission Group's Services to families with SEND:

- To include The Change Programme, Commissioning Services, and Business as Usual in SEND
- This may relate to health, education or social care
- This is in addition to other coproduction and engagement activity

So, it is easier for **WCC** and **WPCV** to work together in a planned way

### How?

**WPCV** are committed to working constructively with **WCC** by:

- Representing the voice of Parent Carers
- Seeking the views of a broad range of Parent Carers
- Challenging **WCC** to develop services with Parent Carers and Children and Young People's views and experiences in mind
- Recognising the limits and pressures that cannot change locally
- Building trust and maintaining confidentiality
- **WPCV** chair the session

**WCC** are committed to meaningful coproduction and engagement with Parent Carers by:

- Valuing the contribution of Parent Carer knowledge and experiences to recognise the issues and find the right solutions
- Working with **WPCV** because it is the right thing to do
- Feeding back the influence that **WPCV** involvement has made
- Building trust and understanding of Parent Carer accessibility needs
- **WCC** to facilitate and assist the Hub as required

### What?

- Agenda will be a shared agreement between **WPCV** and **WCC**
- The Requestor presents information as an update or for discussion and oversight by **WPCV**
- The comments/outcome is recorded by **WCC**
- Named requestor will provide feedback about the influence made by **WPCV** involvement
- **WPCV** decide if there is a need for further involvement

### When?

- Fortnightly on Fridays - dates on request
- 2 hours - 11 – 1
- Requests will be reviewed fortnightly on the alternate Fridays

### Who?

- **WPCV** Parent Carer Reps - 3 –5
- **WCC** Rep - Sam Craven
- Requestors - subject to request
- Observer - by shared consent

### Where?

- Virtual via MS Teams until further notice
- Face to face considered - by shared consent



# WARWICKSHIRE PARENT CARER VOICE

## Code of Conduct

The Warwickshire Parent Carer Voice Conflict of Interest Policy consists of:

- Aims
- Declaration of Interests
- Register of Interests

### Aim of the Policy

This policy provides representatives of Warwickshire Parent Carer Voice with clear guidance about their role and responsibilities, and to provide information for parents and carers and organisations the forum works with, about the measures that Warwickshire Parent Carer Voice (WPCV) employs to ensure that it meets its responsibilities. This policy should be used in conjunction with WPCV's other policies.

### What is a Code of Conduct?

The Steering Group has responsibility for all actions carried out by staff, Steering Group Members, and parent carer representatives. As a result, the conduct of WPCV volunteers and staff should give our members, partners, and funders confidence. All individuals covered by the Code of Conduct need to show integrity; ensure actions are transparent and avoid any suggestion of improper influence. There must be no abuse of authority in our actions. All Steering Group Members and staff are required to uphold the spirit, as well as the wording, of this Code of Conduct.

This 'Code of Conduct' includes the findings of the Nolan Committee on 'Standards in Public Life' and goes beyond these. The term 'we' and 'us' have been used throughout to show that the Code of Conduct applies to Steering Group Members, parent carer representatives and staff equally.

### Nolan Principles

The seven principles of public life identified by the Nolan Committee guide the content of our Code of Conduct.

**Selflessness:** take decisions in terms of WPCV's values and mission and not to gain financial or material benefits for ourselves, our family, and friends other than in the case of universal benefit.

**Integrity:** not to place ourselves under obligations to individuals or organisations that might influence us in the performance of our duties.

**Objectivity:** to ensure that we represent, at all times, a range of disability, Special Educational Needs, cultures, social backgrounds, and geographical areas.

**Accountability:** accept accountability for our decisions and actions to WPCV Members, the providers of public funds and other stakeholders, and submit ourselves to appropriate scrutiny.

**Openness:** be open about all decisions and actions that we take. Where required give reasons for our decisions.

**Honesty:** declare private interests relating to our duties and take steps to resolve conflicts arising in a way that protects WPCV's reputation, values and mission.

**Leadership:** promote and support these principles by leadership and example.

- [Code of Conduct.pdf](#)
- [Partnership Agreement - May 2021.pdf](#)
- [Declaration of Interest.docx](#)
- [Coproduction & Engagement Hub - terms of reference.pdf](#)

## WSoA

- Live Feedback Form x 2
- Communications
- Local Offer
- Autism Strategy
- Info & Advice ND Pathway
- Pre & Post Diagnosis Tender

## Change Programme

- Alternative Provision Information x2
- Annual Reviews
- Home to School Transport
- Tribunal Project
- Capital Strategy Update
- SEND & Inclusion Toolkit

## Business as Usual

- Review of WEST Service
- Exclusion Film Project x 3
- Carers Strategy
- EOTAS
- Family Hubs
- Trauma Informed Recovery Service
- PFA Structure
- School Admissions
- Short Break Provision
- Short breaks Funding Bid
- Re-tendering of the AP Framework

## Visits from Senior Leads

- Visit from Mark Ryder & Nigel Mimms
- Update from John Coleman regarding Children's Services Inspection
- Action Plan for Social Care
- Visit from Nigel Mimms & Big Survey

**31 items & 4 prep sessions -  
150 separate engagements  
Range 3 – 6 people per session  
Increased pool from 4 – 9 people**

# Benefits

# &

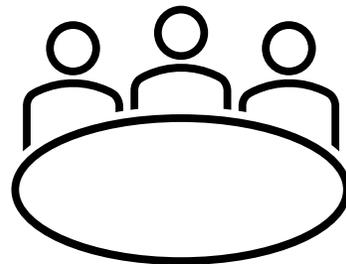
# Challenges

- Opportunities to engage available for WCC/CCG/Parent Carers
- Regular contact with Participation and established relationship and trust
- WPCV have ease of access for information and support
- Regularity that enables promotion
- Opportunity for WPCV to invite attendance based on Parent Carer priorities as well as WCC/CCG led agenda
- Clear record of the views shared for accountability and impact
- Slack Channel enables virtual/digital engagement and preparation, plus a prep discussion introduced prior to main session
- Engagement is happening earlier in most cases
- Parent Carers feel that they have more influence
- Greater involvement in planning areas for development
- Great capacity and confidence of pool of Parent Carers
- Parent Carers increased awareness of activity

- Knowing what areas of interest are current/ relevant
- Need clarity about forward plan of need to enable WPCV planning
- Need to people to request a session earlier to prevent last minute rush or delay.
- Over-subscription on occasions, which leads to delay or sessions that overrun
- Time estimates for a session can vary significantly dependent on Parent Carer responses/engagement or questions
- Sufficient time to complete and share records after sessions
- Not always clear which Parent Carers will be available due to complexity of being a Parent Carers, but attendance has increased over time and is within range of 3 – 6 reps for the main sessions
- Council Officers have sometimes found it uncomfortable to be questioned or challenged about something not within their gift to answer, resolved by updates and follow ups.
- Parent Carers have less availability in school holidays

There have been a few projects that have been brought to the hub which have felt they have come with a decision already made, asking for us to comment which has been a bit frustrating, as when a decision is already made it seems a bit of a pointless exercise us spending time raising views. The projects that have come to the hub that feel much more 'coproduced' are the ones where we have been involved from the initial ideas to input. Time will tell when these come back to the hub to present whether our views had any impact in the decisions or progress of the project, but it seemed to start on a better footing."

"I think it has been a great place to start in terms of keeping us informed of what is going on but its too early to say how much impact its having. I still feel it is a lot of "this is what we are doing what do you think" rather than parent/carers being involved from the beginning which would be a much better model of coproduction."



**Parent Carers said...**

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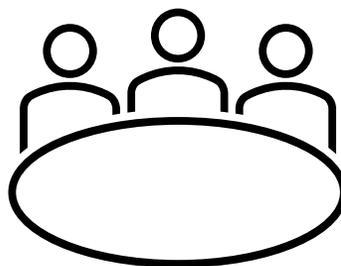
"Participating in the Coproduction and Engagement hub has been extremely informative and useful. It is a great way for parent carers to feel informed and to be involved in new and ongoing developments from their very early stages. Parent/carers are always treated with the utmost respect and courtesy by officers who work really hard to keep us informed and involved. We also see how the views of parent/carers are taken seriously and acted upon. It is a fabulous opportunity."

"It's really helpful to have a designated slot in diaries rather than having to constantly be juggling diaries to try and find parent carers to meet with officers. The idea has also been shared with other forums who are looking to try and implement similar."

"Being involved in coproduction helps me as a parent feel like my views count for a change. Even if things don't change a huge amount, at least they are listening to what I have to say. Otherwise, I feel like my views are irrelevant to the process."



"It's really helpful to hear and see what is happening to try to change things for the better. Everyone has been professional and prepared to answer questions we have had etc."



**Parent Carers said...**

"I feel I could be doing something good here"

# Remuneration

- WPCV works based on a representational model, rather than an EbE model. The former requires additional commitment.
- Disparity between EbEs receiving remuneration through Grapevine and WPCV Reps doing more as volunteers. Grapevine is also funded and has staff employed to carrying out their activity.
- WPCV have DFE funding £17,500
  - Activity identified as a priority by WPCV
  - C&E Hub
  - Funding for 5 hours WPCV Chair time
  - Strategic Boards
  - Activity that is requested by WCC/CCG e.g. Projects/Task & Finish Groups are above and beyond the scope of this funding and WPCV believe these activities should attract additional funding to contribute to remuneration of Parent Carers in a shared contribution model.
- Recruitment
  - Payment from recruiting team
  - Awaiting approval for during of WSoA
  - Retrospective payment for involvement from May 2022
  - Review and consider future plan

# What Parent Carers need to enable engagement

Increased understanding of Neurodiversity in parents of neurodiverse children

Clear outcomes and clarity about what is being requested and who will be involved

Consideration about Parent Carer availability

Consideration about timing and frequency of involvement

A link person to provide information and support as needed, before, during & after a meeting

Welcoming environment with introductions & a clear structure of what is expected/needed

Coproduced Terms of Reference with mutual accountability

Trust and value for different perspectives

Online is often easier for Parent Carers, don't assume face to face is possible

Consideration for Parent Carers needs and the impact of their role as a Parent Carer

Advance warning to enable Parent Carers to seek relevant views to inform the work

Avoid acronyms

**Parent Carers said... (Sept 2021)**

# Outcomes

- Coproduced the WSoA – ‘Develop & Maintain’ the Local Offer because of concern that more was required than just promotion.
- Parent Carer mileage rate increased following WPCV raising a disparity between WCC staff and Parent Carers. Following benchmarking the Transport Team increased the rate to 45p from 25<sup>th</sup> April 2022
- Coproduced Live Feedback Form
- Coproducing Warwickshire SEND – much improved by Elaine Lambe’s input
- Raised the need to consider Early Years and Post 16 provision as part of the Capital Strategy.
- Influenced the design of surveys and advocated for alternative approaches to engagement
- Coproducing School Exclusion Film
- Informed the development of the Alternative Provision Documents to be suitable for parent carers
- Promoting the needs of families who are less likely to be able to participate in engagement activities directly.

# Areas of work ongoing following C&E Hub

- SENDAR Letters – focus on tone, clarity, language, whilst maintaining the integrity of the legal information provided.
- School Exclusion Film Project – working with WCC, WPCV, Warwick University, Legal Advisors & SENDIAS
- EOTAS – Established the legal boundaries and commitment to coproduce an EOTAS Policy
- Review of EHCP Data, patterns and themes – consider thresholds, communication with parents & settings following decisions, and identifying workforce development needs
- CVS Round Table – planned for September 2022
- Development of the Family Hub – influencing the model of how these services will be delivered to families
- Clarity around access to Young Carers for Young People with SEND and links with Short Breaks.
- Info & Advice eBooklet for Neurodevelopmental Pathway
- Co-presenting Webinars for Parent Carers based on feedback and recognised need for information

# Impact for Parent Carer Reps & Staff

- Growing capacity in number of Parent Carer Reps and engagement opportunities – for WCC/CCG & WPCV Reps
- Increased speed of response
- Support in the room, particularly for new Parent Carer Reps
- Building relationships & trust between Parent Carer Reps & WCC/CCG
- Raising awareness of the benefits of coproducing
- Parent Carer Rep are more likely to be well-resourced parents, but WPCV are vigilant to the impact on groups of harder to reach Parent Carers, who are less able to be actively involved. WPCV frequently highlight the impact of multiple disadvantage on families.

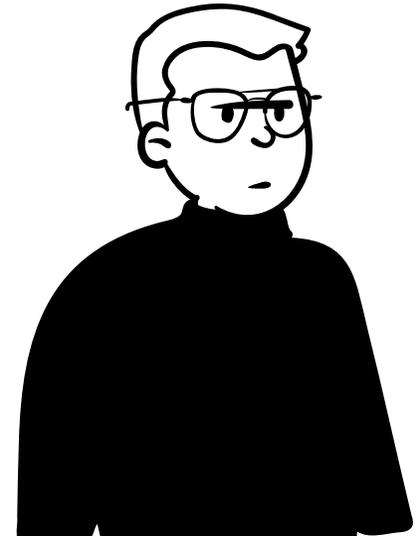
# Wider Impact

- The C&E Hub model has been shared more widely as good practice within NNPCF
- The School Exclusion Film and EOTAS Policy may influence these areas of practice outside of Warwickshire

# Conclusion – A different way of being...

- ‘The previous PCF maintained a campaigning and adversarial position towards Local Authority and Local Area colleagues’, which had a significant impact on the relational dynamics and had a ‘detrimental impact’.
- WPCV have worked hard to build trust and work constructively through high support and high challenge. ‘Time is not lost by endless criticism and arguing with Local Area Officers’, but challenge is presented in a ‘respectful and engaging manner’.

(DFE Advisor, Kevin Rowland May 2022)



# Conclusion – Value added...

- Frequently heard phrase – ‘I hadn’t thought of that’
- Multiple perspectives and insight
- Dynamic and engaging consideration with a clear focus on the wider Parent Carer experience and the use of specific examples as evidence
- Ian Donnachie (Apprentice with SEND) observed the C&E Hub was amazed at how much the focus was on young people’s views and experiences, rather than just parent carers’ experiences.
- WPCV foster a culture of open-mindedness versus a fixed viewpoint, which enables internal challenge too.
- Parent Carer involvement creates links across multiple areas of work and are often well-placed to recognise inter-connectivity, which will influence greater joined up working.

# Areas for Development

- Increasing reach and pool of Parent Carer Reps, with increased links with harder to reach groups
- CVS Round Table to create network of those in contact with families in order to increase the reach and broaden representation
- Increased engagement from Health
- Book early to enable planning
- Reluctance and concern about involving parents
- Build further trust
- Willingness to share decision making
- For WPCV to be involved in planning Parent Carer engagement activity methodology
- Understanding of how to work with Parent Carer Reps
- Continue to challenge practice that dismisses or devalues the contribution of Parent Carer Reps through High Support, High Challenge
- Strengthen a feedback loop for the impact of coproduction & engagement
- Establish the Young People's Forum and associated Governance to ensure influence & impact

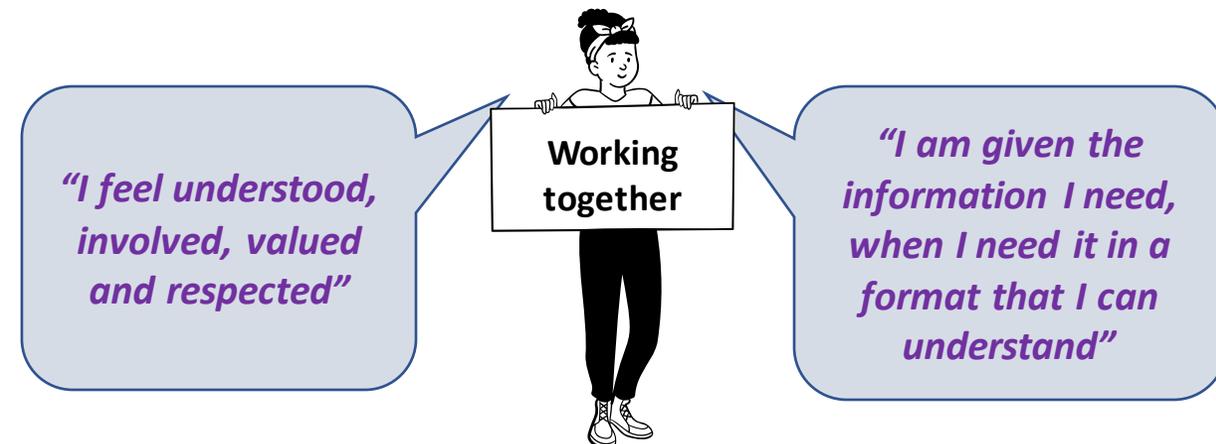
# Coproduction & Influencing Change

## Vanguard Systems Approach

- Study what has happened, to change the way you think, so that you can redesign it
- Looking at the whole system
- Value demand (what families need, when they need it) vs failure demand (picking up the pieces when it goes wrong)
- Seek to manage cost and your cost will go up vs Seek to manage value and your cost will go down
- Many of the projects that have evolved through Coproduction & Engagement activity seek to reduce failure demand, where families are left in difficulty and feeling that they are 'fighting' for what their child's needs.
- Instead seeking to ensure that they get what they need, when they need it and in a way that leads to better outcomes for the young person, reducing the failure demand, in terms of Tribunals and complaints, for example.

'Working together in partnership is not a process; it is a **belief system**. You have to **believe it is the right thing to do** and that you will **make better decisions** as a consequence of working together.'

*Susan Tanner – Head  
of Commissioning, Wiltshire Council*



# Recommendations

- C&E Hub continues fortnightly, but to be under-review if demand increases
- Opportunities for Coproduction & Engagement need to be further promoted within Health & Commissioning. C&E Hub animation can now be shared.
- Establish Community Voluntary Sector Round Table monthly online – jointly WCC & WPCV
- Continue to strengthen the governance to ensure Young People's Voices are heard and have influence.