

Norfolk Parent Partnership

Business Plan Update October 2010

Please do not be daunted by the length of this document. Writing in blue and green is taken from the Department for Education's Parent Partnership Exemplars, writing in red shows our current level of performance and black shows what Norfolk is doing to meet the exemplar. Any information that is different from the last update will be shown in brown, if you read this document for the AGM you will only need to read the brown areas. This format will remain the same so that you can quickly see what has changed or moved on as time progresses. If the content of the exemplars changes (as indeed it is due to this autumn) this will be drawn to your attention.

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.

Funding/Budget

In delivering effective Parent Partnership Services Local Authorities are expected to:

- set out their funding and budgeting plans for the service (where appropriate the budget should be delegated to the Parent Partnership Service)
- ensure adequate resources and staffing to meet the needs of the parents in their area.

PP Exemplar:

The local authority provides the support and resources to enable the PPS to provide an impartial and effective service and to be innovative and creative in doing so.

Current level of compliancy - minimum practice

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Continue to look at ways to fund area workers.	<ul style="list-style-type: none"> ▪ Continue PP/CONTACT Project Worker post until the end of July 2010 and extend this if funding can be found. (s) ▪ Continue to keep the Area Worker posts on the agenda with senior managers. ▪ Pursue other possible funding sources which don't require us to take on additional duties. 	<p>Maria's contract ended on July 31st and there are currently no additional funds to continue this.</p> <p>Lottery bid submission in progress.</p>	Termly report to PPSG

PP Exemplar:

The budget for the PPS is delegated to the service and ring fenced.

Current level of compliancy - minimum practice

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
<p>Budget to continue to be ring fenced for PP work.</p>	<p>Explore whether spending in any parts of the budget can be re-allocated in order to free up monies in order to increase the amount of area worker time available – extending this to cover another area of the county if possible. (m)</p> <p>Carry out research activities relating to the effectiveness of spend on the printing of leaflets and newsletters with regard to enabling parents to benefit from support from the service.(s)</p>	<p>All services have had to justify future commitments for all unspent money. We will be notified of the outcome in due course. This may well have implications for future activities, even those we regularly carry out.</p> <p>There will be no authorisation to spend any saved money on additional staffing so currently the lottery bid is the only option for further development of the area worker role.</p> <p>The cost of paper has gone increased significantly so the current newsletter has a loose leaf rather than 3 fold to enable savings to bring it within budget.</p> <p>Further spending cuts are expected to be announced by the government this autumn which may well impact on our budget.</p>	<p>Termly report to PPSG</p>

Management

In delivering effective Parent Partnership Services Local Authorities are expected to:

- take responsibility for setting and monitoring the overall standards of the service and ensure it is subject to best value principles
- ensure appropriate management structures for the service
- ensure adequate resources and staffing to meet the needs of the parents in their area
- ensure that the service has a development plan which sets out clear targets and is regularly reviewed; such plans should specify short, medium and long term strategies and arrangements for evaluation and quality assurance
- have, irrespective of whether it is outsourced or provided in-house, appropriate arrangements for overseeing, regularly monitoring and reviewing the service, taking account of best practice both locally and nationally.

PP Exemplar:

The PPS has an effective multi agency Steering/Management Group.

Current level of compliancy – good practice

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
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)	A matrix has been developed to help us to ensure the broadest possible representation across all types of special educational need.	Bi-annual review of terms of reference and role description by subgroup. This is due during 2011.

Working with Parents

In delivering effective Parent Partnership Services Local Authorities are expected to:

- ensure that the service is flexible and responsive to local changes.

An effective Parent Partnership Service is expected to meet the following minimum standards and ensure:

- the provision of a range of flexible services including using their best endeavours to provide access to an Independent Parental Supporter for all parents who want one
- that practical support is offered to parents, either individually or in groups, to help them in their discussions with schools, LEAs (sic) and other statutory agencies
- that parents (including all those with parental responsibility for the child) are provided with accurate neutral information on their rights, roles and responsibilities within the SEN process, and on the wide range of options that are available for their children’s education
- that parents are informed about other agencies, such as Health Services, Social Services and voluntary organisations, which can offer information and advice about their child’s particular SEN. This may be particularly important at the time the LEA issues a proposed statement
- that where appropriate and in conjunction with their parents, the ascertainable views and wishes of the child are sought and taken into consideration.

PP Exemplar:

The confidence of parents in the PPS is fostered through an explicit policy on confidentiality.

Current level of compliancy – best practice

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
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.

PP Exemplar:

All parents have access to independent parental support when requested. Parents receive support in preparing for a SEND hearing.

Current level of compliancy - best practice as regards quality but non-compliant as regards sufficiency.

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Plan & deliver 2 x 5.5 day IPS training courses spring and autumn terms	Recruit, plan and run IPS course in spring and autumn term ideally with a min of 6 max 10 volunteers (m)	Swaffham venue booked for Autumn training – currently 13 prospective IPSs! 2 coffee morning have been held over the summer to retain the interest of prospective volunteers until the next course – 7 people attended and several more showed interest but were unavailable that day. The mornings were successful and we plan to repeat them again .	<ul style="list-style-type: none"> ▪ Student feedback on each session & whole training ▪ External OCN moderator to moderate each course ▪ Monitor a range of advertising medium for recruiting IPSs (including those aimed at hard to reach groups)
	Continue to evaluate and update course	Over the summer we have carried out an overhaul of all of the tutor forms and training sessions.	<ul style="list-style-type: none"> ▪ Quality Assurance and Standardisations cycles in place as required by Open College Network
	As part of initial training, IPSs to encourage parents to gain views of their child.		<ul style="list-style-type: none"> ▪ Built in to standard programme.
	Endeavour to recruit IPSs from hard to reach groups.	Advertising campaign in local newspapers, post offices, libraries, children’s centres etc.	<ul style="list-style-type: none"> ▪ Termly reports to steering group

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Ensure that IPSs deliver a high quality service to parents and retain existing IPSs	Individual mentorship of IPSs	A questionnaire has been compiled and distributed to all existing volunteers to gain their views of the ongoing support and training they receive.	<ul style="list-style-type: none"> ▪ Telephone support to IPSs recorded on case notes on database. ▪ Evaluation forms to all parents supported by IPSs – see stats report. ▪ Questionnaires are reviewed to gain more accurate information so that qualitative data can be added to reports.
Ensure that IPSs deliver a high quality service to parents and retain existing IPSs continued.	Invite existing IPSs to twice yearly initial training courses	Existing IPSs invited to next course.	<ul style="list-style-type: none"> ▪ Record of invites/attendance retained
	Telephone/e-mail support 9-5 x 5 days/week		<ul style="list-style-type: none"> ▪ Database records of casework
	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.		<ul style="list-style-type: none"> ▪ Visitors book to be completed.
	Representation at PPSG	Lesley Chapman sits on the steering group.	
	Termly support/training meetings	The first support group will be about the 14 – 19 strategy, it will be held at Dereham.	<ul style="list-style-type: none"> ▪ Evaluation form at the end of each session
	IPSs complete monthly returns outlining nature and hours support given – explore ways to enable more IPSs to feed this information back to Jennie.		<ul style="list-style-type: none"> ▪ Currently demonstrated as a bar chart.

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Helpline	Return parents' calls within 3 working days (s)		The data base now records the number of days between initial details being taken and the first piece of telephone casework being carried out.
	Deliver accurate, neutral information to parents. (s)		<ul style="list-style-type: none"> ▪ Written Parent and Professional Evaluations – collated termly ▪ Confidential PP database shows record of discussions and information given.
Area Worker	Support parents in Great Yarmouth area until end of July 2010 (s) Joint managed by PP and Contact	Contracted ended.	<ul style="list-style-type: none"> ▪ Paper evaluations as per IPSs

Information and Publicity

In delivering effective Parent Partnership Services Local Authorities are expected to:

- ensure that parents and schools are provided with clear information about the parent partnership services, and about the various other sources of support in their area, including statutory and voluntary agencies
- ensure that the service is provided with accurate information on all SEN processes as set out in the Education Act 1996, relevant Regulations and the SEN Code of Practice and relevant information about the Disability Discrimination Act 1995.

An effective Parent Partnership Service is expected to meet the following minimum standards and ensure:

- that information about the available services is publicized widely in the area using a variety of means the provision of neutral, accurate information for parents on all SEN procedures as set out in SEN legislation and the SEN Code of Practice the interpretation of information published by schools, LEAs and other bodies interested in SEN
- that a wide range of information for parents is available in community languages, and to parents who may not be able to gain access to information through conventional means.

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Update Parent Information Booklets	<ul style="list-style-type: none"> ▪ Ongoing updating of booklets (s,m,l) 	<p>All the booklets have now been updated and will be distributed this autumn to sencos and other professionals to replace out of date information – we are told that this is the most practical way for them to have the information and they can copy or download further copies.</p> <p>Understanding your statement booklet in progress.</p>	<ul style="list-style-type: none"> ▪ Corrections collated for reprint on an ongoing basis
Production of termly Newsletter	<ul style="list-style-type: none"> ▪ Distribute spring/summer/ autumn newsletter to parents/libraries/colleagues (s,m,l) 	<p>See budget.</p>	<ul style="list-style-type: none"> • Schools are asked termly whether they need to amend the number of newsletters that they receive. These figures are recorded on a database.

SLM/JSch Sept 2010

PP Exemplar:

Published policy on how the PPS acts in an impartial way and provides a comprehensive and balanced range of information for parents.

Current level of compliancy –best

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Continue to work in an impartial way.	Steering group sub group to check that NPP is conforming to exemplars of minimum standards and guidance on monitoring service delivery during 2011.(s)		Steering group to check annually

PP Exemplar:

Procedures to monitor impartiality of information and publicity.

Current level of compliancy – good/best

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
New information and publications to be checked by the team who have been trained through the IPS course.	Produce a leaflet for parents on understanding your statement.	In progress.	New information leaflets to be considered by steering group.

PP Exemplar:

PPS has own service identity including e.g. logo, colour, style, strap line etc. and the Steering/Management Group considers any other issues concerning the identity of the service, which may undermine parental confidence in the impartiality of the service.

Current level of compliancy - best

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
The PP service to continue to use its own branding.	Continue to maintain PP identity. Resolve issues regarding county council branding on emails to the satisfaction of the steering group.	Email proposals with steering group.	Updating of branding to be considered by steering group bi-annually.

PP Exemplar:

PPS website.

Current level of compliancy – best

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Continue to maintain and update website	Continue to maintain and update website	Ideas to improve the website to be discussed. Business plan will be regularly posted.	Monthly statistics from hosting company. Reported to steering group termly.

TRAINING, ADVICE AND SUPPORT**In delivering effective Parent Partnership Services Local Authorities are expected to:**

- ensure, where the service is provided in-house, that the staff receive appropriate initial and ongoing training and development to enable them to carry out their role effectively.

An effective Parent Partnership Service is expected to meet the following minimum standards and ensure:

- that advice on special educational needs procedures is made available to parents through information, support and training
- that they use their best endeavors to recruit sufficient Independent Parental Supporters to meet the needs of parents in their area, including arrangements for appropriate training, ensuring that they are kept up to date with all relevant aspects of SEN policy and procedures so that they can fulfill their role effectively

PP Exemplar:

PPS staff receive training which enables them to provide accurate and impartial information advice and support. Staff are also able to facilitate training to volunteers, parents and other groups in accordance with a published service policy on impartiality. Staff identify and seek to redress their own development needs including, but not exclusively, courses leading to nationally recognized qualifications.

Current level of compliancy – good/best

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Open College Network (OCN) Training	Attend courses required in order to continue as an OCN Centre.		OCN
Keep up to date with Admin systems		Janina attended “Responsible Budget Officer” training in order to support Sarah and deputise in her absence.	
IPS training	All new staff complete course		
Ace step by step training	All permanent advisory staff will complete course		

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Keep up to date with legislation	Sarah and Janina to complete National training in SEN and disability law for parent partnership staff.	Sarah and Janina have both registered on the course and one of them will attend the 2 day training in December – there is only 1 place per service at the moment but will be another in the near future.	Certificate
Contributing to existing parent support groups	Continue to respond to requests for input from existing groups as time allows. Develop standardised evaluation forms for talks to groups.	Ongoing	Evaluation forms
Train IPSs	See page 5		
Deliver/contribute to training session for professionals	Continue with training opportunities offered to school staff both directly and with PDC		Standard evaluation forms to be developed and handed out after every session

- that training on good communication and relationships with parents is made available to teachers, governors and staff in SEN sections of the LEA.

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Contribute to training of school staff and governors and Local Authority SEN staff.	Liaise with Judith Carter regarding input to training for sencos and school staff and Sue Platt regarding Governors. Develop parent partnership page on the Senco website. Liaise with appropriate staff once new structure is in post regarding SEN case workers.	Ongoing.	

PP Exemplar:

The PPS provides training for PPS staff and volunteers in accordance with a published service policy on impartiality.

Current level of compliancy - best

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
See page 5	See page 5		

NETWORKING AND COLLABORATION

In delivering effective Parent Partnership Services Local Authorities are expected to:

- develop co-operative arrangements with the voluntary sector to ensure the mutual exchange of information and expertise
- promote and facilitate arrangements for the service to work in partnership with other agencies such as health and social services, using local planning structures such as the Education Development Plan, Early Years Development and Childcare Plan, Connexions Plan and Children’s Services Plan and more recently Children and Young Person Plan. Provisions under the Health Act 1999 allow LEAs and health and social services to pool budgetary and management resources, such arrangements might therefore include the provision of joint information services.

An effective Parent Partnership Service is expected to meet the following minimum standards and ensure:

- that they work with schools, LEA officers and other agencies to help them develop positive relationships with parents
- that they establish and maintain links with voluntary organisations.

PP Exemplar:

The PPS is involved in networking and collaboration (locally, regionally and nationally) in order to develop and sustain a high quality and impartial service.

Current level of compliancy - good

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Contributing to existing parent support groups	Strengthen and develop links with existing local voluntary groups by attending meetings/information events/conferences as they arise (s,m,l)	Area worker role would give capacity for this – awaiting result of lottery bid.	
Maintain current links with voluntary organisations at PPSG meetings.			

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Establish links with staff in areas when new Childrens services structure in place	Endeavour to ensure that local authority staff understand the parent partnership service and the role of the IPS through requesting time to speak at meetings where they gather.	Plan an open morning in the late autumn for launch of revised exemplars and "get to know Parent Partnership" for county councillors, MPs and LA staff.	

PP Exemplar:

PPS impartiality is maintained when working with other voluntary and statutory agencies.

Current level of compliancy - best

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Making relevant professionals aware of individual issues	Continue to work in current way as issues arise.		

PP Exemplar:

LA supports the role of PPS as an impartial service in networking and collaboration at national, local and regional level in the context of Every Child Matters.

Current level of compliancy –best

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Attend Regional and National PP training and conferences	PPOs to attend annual conference and have a representative at regional events.	Janina attended Regional meeting September 24 th .	Termly report to steering group

INFORMING AND SHAPING LOCAL POLICY AND PRACTICE

In delivering effective Parent Partnership Services Local Authorities are expected to:

- actively seek feedback from the service and service users to inform and influence decisions on SEN policies, procedures and practices in order to improve communications and minimise the potential for misunderstandings and disagreements.

An effective Parent Partnership Service is expected to meet the following minimum standards and ensure:

- that parents' views are heard and understood, and inform and influence the development of local SEN policy and practice
- the regular review of the effectiveness of the service they provide, for instance by seeking feedback from users.

PP Exemplar:

The PPS facilitates the involvement of parents and carers in informing policy and practice. The PPS seek feedback from parents and carers about the impact of parents' and carers' participation. The LA and PPS regularly review the effectiveness of PPS participation. Current level of compliancy – meets some elements of minimum, good and best practice but not a clear best fit.

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Staff and PPSG members sit on strategy groups and work with LA officers	Agree appropriate representation on relevant groups as and when appropriate.	Continuing	

PP Exemplar:

The siting of PPS takes account of the need to comply with the PPS' impartiality and confidentiality policies and to facilitate collaborative working with Children's Information Services and Choice Advisers etc. (i.e. other relevant parent/carer information services.)

Current level of compliancy - good

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
		Service is based in grounds of Professional Development Centre and occupies the end of a building in which the County Sensory Support service is based. This offers good parking and access to local authority intranet, services and professionals whilst maintaining a distance from County Hall to re enforce arms length nature of service.	

Also:

The local authority has a responsibility the SEN code of Practice to have an independent dispute resolution service. Liaison with

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Parent Partnership “gate keep” the mediation service on behalf of the local authority	Secure 1 year contract with mediation provider for 2010/2011(s) To prepare specification for 3 year contract and work with the commissioning department to carry out a formal tendering process in order to put in place a suitable mediation contract from 2011 – 2013 (m)	Mediation Works contracted for 1 year as of July 1 st 2010. Janina now planning meeting with NCC contracts department re future 3 year contract which will require tenders. Also waiting on next round of government announcements due in October.	Termly regional meetings. Regular monitoring report plus an annual report including feedback from service users.

The local authority has a responsibility to have a choice advice service.

2009/10 Activities	Service Objectives/Timescales Short, medium and long term	Comments	Monitoring/Evaluation
Line manage the Transition to Secondary School service which sits within Parent Partnership and is managed in conjunction with the head of Pupil Support.	Work together to establish the most effective way to provide as many target group parents as possible with support, at key times of the year, to make their school preference on time and appeal if they are unsuccessful. (s,m)	This post had a fixed term contract and will come to an end at the end of this financial year. Awaiting next Admissions code to see whether duty to have a choice advice service remains and whether any funding will be available. Continued liaison with the head of Pupil Services.	Each project is evaluated individually against success criteria relating to an increase in “on time” completion of admissions forms, supplemented by qualitative data from verbal and written parental/professional evaluation questionnaires.