

Cambridgeshire Partners in Commissioning Group (SEND)

2 April 2014

Carer's Trust, St Ives

Present:

Liz Dunn, pinpoint (Chair)
Caroline Goodall, parent (SC Network, NAS Cambridge)
Christine Stocker-Gibson, Chair of pinpoint management group
Richard Holland, Head of Disability (Social Care)
Jane Ryder-Richardson, SEND Strategy and Commissioning
Eva Alexandratou, Health
Bianca Cotterill, parent (children with complex needs)
Bob Wilson, Parent Partnership Service
Claire Bailey
Liz O'Donnell, Healthwatch CCG
Liz Graham, Family Information Service

Apologies: Mary Whitehand, Sue Platt, Lenja Bell, Eve Redgrave, Joan Adamson, Andy Burgess, Caroline Lea-Cox

1. Welcome and introductions

Liz welcomed everyone to the meeting and introductions were made.

2. Minutes from last meeting and matters arising

Minutes and actions from the last meeting on 5 November 2013 were agreed.

Actions from 5 Nov meeting:

Action Point 1: The meeting between pinpoint and Richard Holland around childcare sufficiency had to be postponed following the issues around pinpoint's lead body. Liz to arrange a meeting with Richard in the near future. **Action Point 1**

Action Point 2: Learning Disability Assessments (LDAs) are being replaced with the EHCPlan and this is encouraging bespoke packages across education and employment. Further clarification is needed from the government around the ages of transition. The Local Offer should encompass all levels of need, and it is understood that all young people need to progress. It is expected that the new Plan will be more flexible, perhaps offering an education package that is not college based. Bianca pointed out that sensory input ends when a young person reaches 19 as the LDAs do not include sensory requirements. Claire responded that sensory requirements should be kept under the new Plan. It was noted that schools and colleges need to hear parents views, and that from September they will have a statutory obligation to provide for complex needs. Jane to talk to Nathan Jones (Learning Disability Advisor) to initiate a dialogue between further education establishments and parents of children with complex needs. Pinpoint and Parent Partnership Service to feed in views of parents of children with complex needs. **Action Point 2.**

Action Point 3: complete - pinpoint has shared with parents that the protocol for assessment for adult services is 16.

Action Point 4: complete

Action Point 5: Trip Advisor – pinpoint has put together a brief to take this forward. Parents and service providers to be able to use it. A meeting is planned with the Parent Partnership Service and providers. Needs to link with Family Information Service website rather than CambsNet. Joan Adamson of SCIP has offered to maintain groups information on CambsNet, if groups would like.

Action Point 6: complete – pinpoint will advise parents about exclusions as needed. Parent Partnership Service is writing leaflet about exclusions which pinpoint will help to disseminate. Should also be on CCC website. Information about reduced timetables at school is available via SCIP.

Action Point 7: some case studies have been forwarded to Anne, but more would be appreciated, especially post 16 positive experiences.

Action Point 8: complete – pinpoint and Parent Partnership Service have reported on parents views on the new Special Educational Needs Code of Practice. CCC is waiting for further clarification around the new Code.

3. Discussion Topics

March 2014 Network meetings – key messages

Liz shared the feedback from the network meetings, and highlighted the following messages:

- The meetings will be rotated round various venues within each area of the county to encourage more parents to attend.
- Bullying is a possible topic for a future meeting. Pinpoint would like to see the County Bullying Policy adapted for children with Special Educational Needs. Eva suggested the policy should be linked to the mental health strategy. It was suggested that school governors could be brought on board to encourage schools to take bullying of Special Educational Needs children more seriously. Jane suggested that restorative behaviour, where the perpetrator is shown the impact of their negative behaviour could be very beneficial for both those bullied and the bully.
- Parents reported service gaps for children with additional needs but not learning difficulties. Claire Bailey offered to pick this up with Liz. **Action Point 3**
- Building local networks and accessing peer support: Pinpoint will be travelling around the county helping parents to meet each other. This might include pinpoint facilitating parent support groups, or arranging for professionals to visit parent groups. It is hoped that once parents have begun to meet with each other, they will want to keep on meeting. Eva reported that there are small grants available for parents to develop support groups for themselves and their children.
- Bianca reported that some parents had raised difficulties with direct payments, especially the inflexibility of the system. Richard replied that direct payments was actually a flexible system, but that parents may need help to understand it. Parents who are struggling to

get the provision they were expecting, or whose needs have changed, can be referred to Richard. The FAQs on the CC website are a useful starting point.

- Eva asked if any progress had been made extending the hospital passport to other services, this was something that Lenja had been looking into, but was not at the meeting to report on.

Wheelchair Action Group

Eva reported that the wheelchair action group was proving very useful with parents, providers and commissioners working together to find solutions to barriers. The improvement to service for parents was very slow, but good foundations are now in place, so there should start to be changes for the better.

Continence Action Group

Progress is also being made within this group, and pinpoint has recently added a Continence page to its website.

Cross Border Workshop

Liz reported that this workshop had showed that the issues parents are facing are not really about borders, but more around communication between services, and transport. Eva asked if parents receive a different level of service if their providers are across a border? Health are keen that services are consistent, all parents living in Cambs should receive a consistent service, even if they are using a service provider by another county.

Childcare Sufficiency Work

See Action Point 1 above

Trip Advisor

See Action Point 5 above.

Independent Supporters Bid

Pinpoint was not successful in its bid, however Liz is trying to find out who will be doing this in Cambridgeshire. There are further bidding opportunities in May.

Parent Consultation Process

Parents are asked to take part in a lot of consultations, which vary from a quick survey to 30-40 page documents. Pinpoint would like to suggest a framework for consultations, to make it easier for parents to participate. It was also noted that often parents are asked to comment once a document has been written, when in fact it might be useful if parents could be involved in the initial writing of the document. Eva reported that some consultations are doing this. Bob suggested that parents would find it useful if areas of particular interest were highlighted. Claire noted that it should be clear where previous consultations have fed into a document. Both the FIS and pinpoint flag consultations as news items, raising awareness with parents.

5. Feedback from participants

Christine reported that pinpoint is in the process of registering with the Charity Commission as an Incorporated Charity. Contact a Family have been supporting pinpoint through the process. Pinpoint has now moved into a new office in St Ives and is currently looking for more Trustees.

Liz and Eva reported that the Children's and Young People's Emotional Wellbeing Strategy consultation has now closed. The young people's version has gone out to young people to get their opinions.

Jane reported that an SEND strategy is being developed in response to need now and over the next ten years.

Liz Graham reported that the County Council have recently launched a new look website. The Local Offer information will be updated as needed. The Childcare Information Helpline is now managed from the Contact Centre and there is a Specialist who can take referrals from Contact Centre staff. Vanessa (pinpoint's Communications Director) and Liz continue to meet termly to ensure both websites are offering parents maximum information in a user friendly way.

Claire Bailey reported that the County Council will shortly be undertaking an internal consultation regarding the transitions process and the barriers within it.

Richard reported that Short Breaks have combined two short breaks centres into one which will be a more economical package.

Liz reported that parents are concerned about budget and service cuts and the reduced eligibility to access services. It was suggested that case studies be collected and sent to Adrian Loades to demonstrate the effect of the cuts on families. Jane noted that there is a need to integrate services and cut bureaucratic processes before services to families are reduced. Liz to email parents asking for feedback on the impact of cuts, and whether any parents would like to be involved in the decisions around making savings. **Action Point 4**

Date of next meeting

The next meeting will be 15 July 2014.

Action Points carried forward:

The following actions were agreed during the meeting:

AP1 - Liz to arrange a meeting with Richard to discuss childcare sufficiency.

AP2 - Jane to initiate a dialogue between further education establishments and parents of children with complex needs. Pinpoint and Parent Partnership Service to collect and feed in parents views.

AP3 - Claire Bailey and Liz to look into the service gaps for children with additional needs but not learning difficulties.

AP4 - Liz to email parents asking for feedback on the impact of budget and service cuts, and whether any parents would like to be involved in the decisions leading to budget savings.