

Pinpoint Cambridgeshire is a Registered Charity, No: 1156920

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**Meeting Notes from  
Cambridgeshire Partners in Commissioning Group (SEND)  
12 July 2016  
Room 1, Butts Grove Centre, Huntingdon**

**Present:**

Lenja Bell, Pinpoint (Chair)  
Carole Darlow, Pinpoint  
Richard Holland, Cambridgeshire County Council  
Sharif Al-Rousi, Cambridgeshire County Council  
Fay Dutton, Pinpoint Trustee & parent representative  
Liz Day – Parent representative  
Kari Payne – Pinpoint, parent representative  
Bianca Cotterill – Parent representative  
Sherie Paris – Parent representative  
Jackie King – Pinpoint & parent representative  
Janet Dullaghan – Joint commissioning unit, Peterborough City Council.

**Apologies:**

Emma Britton, Jayne Denby, Caroline Goodall, Julie Peake, Bob Wilson, Meredith Teasdale, Richenda King, Gaby Pakpourtabrizi, Jo Sollars, Eve Redgrave.

**1. Welcome and Introductions**

Lenja welcomed everyone to the meeting and introductions were made.

**2. Minutes and actions from last meeting (26 April 2016)**

Minutes agreed. Follow up on actions:

- AP1** – Make final changes to Terms of Reference and share final version with group. (*complete*)
- AP2** – Discuss with special schools options for opening up premises for activities for families outside school hours (Judith) (*carry forward as new Action Point 1*)
- AP3** – Ask Meredith to sponsor *Feedback: Are you listening to parents* form (*complete*)
- AP4** – Discuss *Feedback: Are you listening to parents* form with Teresa Grady to link with Local Offer. (*complete*)
- AP5** – Raise idea of Local Offer being a more interactive tool and promoted on social media with Local Offer working group (need to check with Kari, *carry forward as new Action Point 2*)
- AP6** – Put together a proposal on parental scrutiny around SEND reforms (Liz) (*carry forward as new Action Point 3*)

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### 3. Review of parent feedback process “Are you listening to parents?”

Changes were made to form as per discussions at the previous meeting.

An example of a new completed form was discussed. The form was completed following the March parent network meetings and feedback was collaborated with SENDIASS feedback and the Poet survey results. The form highlights the need for multiagency input in Education, Health and Social Care Plan (EHCP) meetings. Parents are asking for more participation at these meetings from professionals. This would lead to EHCP’s being processed faster and being more child and young person centred.

The group discussed different options to achieve this: the use of Skype, Facetime and conference calls have been used by various professionals and parents around the table to ensure that multiagency and extended family members are included in meetings. This would also be particularly helpful for working parents. The general feeling was it was more useful to have a professional via a Skype or Facetime facility rather than a report to ensure questions relating to their child/young person can be directed and answered in a timely manner.

We agreed that it should be the responsibility of the professional to ensure they have input either in person, via Skype, Facetime or a report. An audit of equipment and facilities at schools should be completed by START to ensure they are aware of facilities on offer for EHCP meetings. And there should be one point of contact to co-ordinate the meetings.

Richard Holland is starting a national development project with the DfE to look at better participation from professionals.

We agreed that Lenja should share this ‘Are you listening to parents?’ form with Meredith plus the suggestions from the group and ask Meredith to create an action plan to ensure this is taken forward. **(AP 4)**

The group also discussed an earlier feedback form on dyslexia. Fay talked about the recent publication of the county council’s dyslexia guidance and that Bob Wilson has delivered training to over 80 parents. Fay will be starting groups for parents to access support and hopes to help families to start up their own support groups/networks.

The group agreed that Pinpoint, SENDIASS, Healthwatch, PALS and the local offer webpage should be promoted as a way of parents giving their feedback on services. Services should be encouraged to share their responses.

Liz asked if Pinpoint keeps a feedback log. Lenja explained that Pinpoint logs calls from parents by category e.g. education, health, social care. But this does not include feedback gathered via network meetings, groups or workshops. Pinpoint listens to parents and when there’s a ‘collective rumble’ around a specific area, it will create an ‘Are you listening to parents?’ form to

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feedback. This is a new process and should be monitored for improvement. Richard suggested that the forms could be used as a tool to identify gaps in service at the Ofsted inspection readiness meetings.

Parents said they want to hear responses to their feedback via Facebook, newsletters, parent mail and on the local offer page.

#### 4. Updates

##### **Pinpoint Network Meetings June 2016 – CCS Service Redesign**

The topic for these network meetings was improving community health services. 51 parents attended and Pinpoint is collecting responses from an online survey for parents who couldn't attend. Professionals from Cambridgeshire Community Services (CCS) presented on the new service model 'The Flower' and answered questions on their services and how to access them. Parents worked in groups with providers from services including local authority representatives from Enhanced and Preventative Services and social care, Core Assets and Healthwatch as well as CCS to discuss the new model for services, and information on Global Development Delay and development milestones and issues around sleep. There were also mini training sessions around incontinence, hypermobility, sleep, sensory issues and selective eating. A different mini training was run at each meeting. Parents had a chance to talk individually with each other and service providers.

Highlights from the feedback are listed below but the final report was not ready to share yet.

CCS service redesign - Flower Model:

- Knowledge about and how to get a CAF essential for parents. There needs to be more accountability over who takes on the role of lead professional here.
- Some parents want a lead keyworker some want to BE that lead professional in their child's lives
- More info needed on the different services and who does what, including referral criteria.
- Stronger links needed between Health, education and social care. All need to talk to each other, notice and act.
- Better info for parents and what to do if there is a problem
- Paediatricians should be seeing young people until 18 not 16.

Child development leaflet - draft leaflet shown to parents:

- Should include how to contact services.
- Directory of Jargon so appointments are easier to deal with. Mix between easier to understand and treating parents as the professionals they are to do with their child.
- Stages and average age for these. Milestones are needed so parents know if one has been missed.
- Available from pre - birth and in a variety of places
- Unclear if the leaflet is for all or just those with concerns
- Speech and language ideas needed too

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- What does each professional do? More definitions of roles, conditions and referral process.

Sleep:

- Age is not important. It should be a holistic approach. There is a gap in services regarding sleep and school age children.
- There should be one point of contact for any issue including sleep
- More info around CAF routes and how to get into services.
- Education needs to see child as a whole.
- Parents need support to raise concerns be taken seriously and not told they don't meet criteria or there is no service to help them.

The group discussed the feedback:

- For children/young people approaching adult services the pathways are very unclear and vary in each area. Particularly complex in Fenland due to some families accessing Norfolk health care.
- NICE guidelines should be followed for health transitions.
- Adult services and criteria are very different from children's services.
- Gaps should be highlighted and any issues in the transition from children to adult services should be reported and highlighted.
- Parents are not informed of services ending and they can vary depending on if the young person goes to a mainstream or special school.
- There should be better communication with parents at 14+ reviews – a road map highlighting what to expect and when – this should include health services not just education and social care.
- The Joint Commissioning Unit and CCG should look at the pathways and identify what are they doing to meet the NICE guidelines and be transparent on what can and can't be achieved.

Group agreed to create an 'Are you listening to parents' feedback form on these transition issues and share with Joint Health Commissioning Board. (AP5)

### **Post 16 collaborative Strategy Group – Kari Payne**

Kari attended the strategy group that morning which was attended by START, Post 16 colleges, and parents. There are gaps in the provision for 16+ students and they are working together to identify them and will report to the SEND Performance & Commissioning Board. An EHC Plan takes young people through to their 25<sup>th</sup> birthday but post 19 the services are sparse. There is also an operational group running alongside the strategic group. Kari is going to find out more about this group.

### **Health Cuts**

Richard Holland said that the CCG is stopping some funds to the local authority for specialist services e.g. last year this funded £22,000 to play schemes and £42,000 to provide adaptation to foster carers homes for children with the most complex needs. RH has asked for an impact

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assessment from the CCG. It was agreed that Jo Rooney should be invited to join the group to keep parents up to date on changes like this. (AP 6)

Janet Dullaghan said that there has been a reduction will 10% cuts to the public health grant money. This is the central funding from government that funds school nursing, health visiting and the family nurse The partnership The saving required has yet to be agreed however the LA is looking at skill mix and a small reduction to FNP to make this savings in addition CCG is they are also looking at how services can be improved by using the skills of existing staff within children centres and early support working alongside health visitors to provide a targeted approach to families.young parents.

We agreed that proposed budget cuts should be brought to these meetings and the spring/summer term meeting should look at budgets for the following year. Also requests for agenda items should be made in advance of meetings.

### **Structural changes to County Council services**

There is a proposed amalgamation of Enhanced & Preventative Services with Social Care. Parental involvement at consultation stage is imperative and parents agreed to give their feedback as and when needed. A new service director Theresa Leavy is starting to implement this transformation. The group's terms of reference and minutes should be shared with her to explain its purpose and encourage co-production. (AP7)

## **5. Feedback from Participants**

**Kari Payne** – Highlighted the lack of support for children in mainstream school with social skills and the dropout rate in further education for the young people.

**Bianca Cotterill** – Highfields special school will be an academy as of September 2016 and they are willing to look at a community space for groups to access. Sherie has asked Meadowgate and unfortunately it has hit a brick wall.

**Liz Day** – Academies & regional commissioners. There needs to be more transparency on pots of money and accountability – currently there is none and the DfE have not published any data. This needs to be addressed both locally and nationally.

**Lenja Bell** – Baker Small. CCC will no longer use the firm for legal representation at new tribunal cases but the cases currently in the process will continue. Lenja highlighted parents' call for better processes and the need for cases not to get to tribunal stage. An 'Are you listening to parents?' form needs to get this issue actioned. Fay and Liz volunteered to be involved in work with the local authority. (AP8)

## **6. Future Meeting Topics**

### **Dates of future meetings**

29th November 2016, 10:30 -12:30, Hunts Forum, The Maple Centre, 6 Oak Drive, Huntingdon

### **Summary of Actions**

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**AP1** – Discuss with special schools options for opening up premises for activities for families outside school hours (Judith, action carried forward)

**AP2** – Raise idea of Local Offer being a more interactive tool and promoted on social media with Local Offer working group (Kari, action carried forward)

**AP3** – Put together a proposal on parental scrutiny around SEND reforms (Liz, action carried forward)

**AP4** – Share the ‘Are you listening to parents?’ feedback form re: multiagency participation in EHC Plans and suggested solutions with Meredith and ask for an action plan to take it forward (Lenja)

**AP5** - Create an ‘Are you listening to parents’ feedback form on health transition issues and share with Joint Health Commissioning Board. (Lenja)

**AP6** – Invite Jo Rooney to join the group. (Lenja)

**AP7** – Share Terms of Reference and minutes with Theresa Leavy. (Lenja)

**AP8** – Create an ‘Are you listening to parents?’ form for tribunal issues to get them actioned. (Lenja)