

Kingston Parent Carer Consortium: Tuesday 7th November 12:00-13:30
Meeting Minutes

Parent Carer Forum / Parent & Carer representatives: Claudia Isaby, (CI), Jo Thomas, (JT), Karen Gale, (KG), Kelly Harrison, (KH), Linda Nystrom, (LN), Noreen Ahmad, (NA), Rosie Fletcher-Brown, (RFB).

Staff: Ashley Whittaker, Programme Director, AfC (AW), Councillor Archer, Portfolio holder for Children's Services including Education, Kingston Council (SA), Diane Sanderson, Designated Social Care Officer (DSCO) for SEND, AfC (DS), Helen Barnett, SEND Policy and Project Coordinator, AfC (HB), John Wood, Head of SEND Travel Service, AfC (JW), Karen Lowry, AfCinfo and SEND Local Offer Website and Content Manager (KL), Megan Francis-Falkner, SEND Policy and Project Officer, AfC (MF-F), Rob Harris, SEND Parent Carer Engagement Officer, AfC (RH), Vicki Ciborowska, Communications and Marketing Support Officer, AfC (VC).

1. Welcome, introductions and apologies

AW introduced the meeting and welcomed VC who recently joined AfC and was observing today's meeting. AW added that BP and himself were alternating the chairing of these meetings.

AW added that due to illness and diary clashes, agenda item 2 (Deep Dive - Spotlight on F.U.E.L Feed Ur Everyday Lives) and item 3 (Blue Badge update) will be moved to the future meetings.

Apologies were received from Bev Pass (parent and PCF Chair), Alys Robinson (Inclusion Development Officer, AfC) and Caroline Roberts (Inclusion Development Officer, AfC).

3. Parent Carer Forum (PCF) update

CI provided the following update:

- The PCF attended the recent Access All Areas (AAA) event which provided a great opportunity to share their work with schools and colleges. KG added that the daytime sessions were very busy with a similar footfall to the previous year however it was disappointing that many stallholders (mainly colleges) left before the evening session. The adult social care team were particularly helpful in answering any queries and offering support and advice to families and young people. KG shared PCF information, leaflets and new business cards with school staff (mixture of SENCOs and SEND staff) noting that not many SENCOs at the event were aware of the PCF and its work which is an area to develop.
- The agenda at the recent Steering Group meeting focused on the 3 three key priorities resulting from the PCF surveys (1 - Therapies provision, 2 - SEN support in schools including more training and parents' voices being heard and 3 - Transition process within key stages and between different settings). Gavin Spiller (Deputy Head of Transformation - Children (Kingston and Richmond, NHS South West London) is working with the PCF on the speech and language therapy options appraisal. CI added that the appraisal document is lengthy and in a professional format but a simplified, accessible paper should be made available to the PCF community as therapeutic services are a concern for a lot of families.
Action: DS offered her support in creating a simplified version of the paper.
Update: since this meeting Gavin Spiller has contacted the PCF and will present a simplified version of the options appraisal at the December meeting of the Steering Committee.
- A recent parent survey found that families would like more access to SENCOs to help improve co-production and share best practice. KL included this resource: [A guide to making conversations with schools count for all families.](#)
- The PCF are concerned that the cohort of families who are experiencing difficulties in the PFA (Preparing for Adulthood) transition process have not been given an opportunity to be heard.

The PCF would like to support them but introductions have yet to be made. CI is attending the national PCF meeting where supported internships and PFA will be on the agenda. AW stated that MFF is attending a Transitions Board meeting scheduled for Thursday 9th November where a piece of engagement work with parents and carers of post-16 children is being discussed.

Action: MFF to raise this in the Transition Board meeting and report back to CI.

Action: LN to share her experience of a child transitioning from primary to secondary school with CI.

- KL advised that a parent carer survey and a young person survey have been launched to gain feedback on the transition process. The survey links were included in the SEND Register newsletter and e-News for Schools email.

Links to the survey are here: [Parent survey](#) and [Young person survey](#)

- NA noted that there needs to be more clarity on the post-16 offer for those with an EHCP (Education, Health and Care Plan) with a focus on completing UCAS (Universities and Colleges Admission Services) forms and explanation of the next steps should a plan cease. There is currently no guidance from UCAS on this.

Action: KL referred to [this page on the Local Offer](#) but welcomed any feedback on where improvements can be made.

- Members of the PCF attended a recent meeting of the Kingston Autism & ADHD (Attention Deficit Hyperactivity Disorder) Partnership Board.

In response to the above, AW stated that:

- All engagement work has been written up and will be published on the Local Offer in the coming weeks.
- Relating to the PCF's key priorities:
 - Therapies are delivered by a range of providers so solutions will differ however work is underway in this area.
 - SEN support in schools requires all staff to engage with this and an important theme is that families need to feel listened to and heard by the school.
 - There are 4 pillars of the PFA transition process - education/employment, independent living, being healthy and community inclusion.
- **Action:** AW to contact Sarah Herbert (Lead school improvement adviser SEND, AfC) regarding PCF involvement with the SENCO network.
- **Action:** AW noted the comment about stallholders leaving the AAA event early, which is a complaint expressed by other delegates and he will feed this back to colleagues. AW will also pass on the positive feedback to the adult social care team.

4. Co-Production document

AW referred to a co-production document which outlines the local area's objectives regarding SEND partnership and co-production with families. The document needs updating and the final version will be shared amongst all practitioners to ensure the agreement is implemented across the borough.

Action: HB to circulate a copy of this document with the Minutes - any feedback or suggestion on the document should be emailed to HB. Please note that we have been asked to add Sarah Ireland's name (Chief Executive of the Royal Borough of Kingston) and signature to the document.

5. Participation, Engagement & Co-production update

RH provided the following update:

- RH attended this month's [Kingston Carers One Stop Shop](#) which is proving to be a great opportunity to meet local families

- [The Let's Nurture group](#) continues at the Old Malden Children's Centre and LN joined RH for last month's session. The group is mainly attended by families of preschool age children who are at the start of their SEND journey.
- SEND Parent Champions are meeting twice a month; one meeting is face-to-face at the YMCA Hawker Centre, the other online. KL joined the most recent virtual meeting to provide training on the local offer and next month's training is from SENDIASS (Special Educational Needs and Disabilities Information Advice and Support Service).
- RH attended the recent meeting of the Kingston Autism & ADHD Partnership Board, which draws on the [national strategy for autistic children, young people and adults: 2021 to 2026](#) and how this can be rolled out locally. AW added that this is a great opportunity to influence the council's decision making and help drive change inline with the SEND Futures Plan.
- RH is working with Sarah Spence at Kingston council to create a staff carer network within the council.
- A number of parent carer coffee mornings are planned: 8th November at Dysart School, 9th November at Tiffin Girls School and Wednesday 22nd November at Coombe Boys School.
- RH is attending the Orchard Hill transition event on the 20th November which focuses on post-16 training and support.

NA thanked RH for all his work and noted that families know to contact and engage with him for any SEND issues in the local area. This was echoed by RFB, CI and LN.

KL added that she is contributing to a piece of work for the ICB's (Integrated Care Board) autism pathways group. The group would like to co-produce this project with parents and carers, focusing on the post-diagnosis offer. CI added that KG is currently part of this project team.

Action: PCF members should contact KL if they would like to be involved in this piece of work.

6. Education, Social Care & Short Breaks update including:

Social Care update

DS introduced herself as AfC's DSCO (Designated Social Care Officer for SEND) whose role is to bring social care and education together. Going forward, DS asked for a steer from this group as to which topics should be addressed in these meetings; for the purpose of this meeting DS gave a general update. DS joined AfC on 1st August, focusing initially on the SEND Local Area inspection for Richmond moving on to support the Early Help team with social care training, improving the timeliness of returning social care advice and tightening the processes in place.

Q: CI asked what is the social care advice?

A: DS explained that the advice feeds into the EHCNA (Education, Health and Care Needs Assessment). In addition to this, DS is looking at the annual review process to ensure that new referrals are assessed by the social care team and families are signposted correctly.

Q: CI asked if DS's work on timeliness and annual reviews is part of the quality assurance project mentioned in previous meetings.

A: DS advised her focus is on the social care advice which has been affected by a recent system error causing a backlog. The number of delays are starting to reduce and advice is being stored correctly on the system. DS quality assures each piece of social care advice before it is passed to the SEND Team as part of the EHCNA process.

Action: DS to contact CI to arrange attending the regular meeting between the PCF and DCO (Designated Clinical Officer).

Health

No colleagues from health were able to attend the meeting but a health issue was raised by parents:

Several parents are experiencing difficulty in booking a covid vaccination for their children in the local area. RFB has spoken to the Covid vaccination team who advised that Hounslow is the closest place to Kingston offering the vaccination for children which poses an additional challenge to what is already a stressful experience for children with SEND. NA advised that the NHS website has misinformation about which clinics are providing the vaccination for children and GP surgeries have no other information available to families.

Action: DS to contact Health colleagues for assistance with this and will report back to the Consortium as soon as possible.

Update: since this meeting, Kingston Healthwatch have provided the following information:

I understand it is only clinically vulnerable children who are eligible for vaccines, and those eligible will be contacted. However, it is best to try and find out and book. I have the following number for the South West London Vaccination Team 07771 914360 and this website is the best one for info for parents.

<https://www.nhs.uk/conditions/covid-19/covid-19-vaccination/getting-a-covid-19-vaccine/>

SEND travel update:

JW introduced himself to the group as the new Head of SEND Travel Service and provided the following update:

- The team are working on updating travel policies for both boroughs - the policies are currently with AfC's legal team for verification before sharing with parents and carers.
- There are now monthly meetings with the SEND travel team and families, providing a space in which to update the community on service developments. Each meeting addresses a different theme (December's meeting is on transport budgets and February's meeting is on transition).
- The team have organised twice-weekly 15 minute drop-in sessions for families. These sessions provide an opportunity to contact the service to help de-escalate any concerns - the aim is to respond to any issues raised in these sessions within a few days. The drop-ins can be booked across 3 sessions between 8am and 8pm and an information flyer is being created due for distribution later this month. Families will soon be able to book appointments via the Local Offer website using a google form and all parents registered with the travel team will receive invitations to book.
- Other projects include improving the transport experience for students with sensory processing difficulties. This involves updating student profiles, co-produced with the student, their family and the teams in education, health and social care.
- JW acknowledged that historically, the service's reputation for parent and carer communication has not been very positive. Steps are being made to change the culture within the team and strengthen the relationship with families.

NA thanked JW for their meeting last week noting that this is the first time the service has met with her.

Q: NA asked if there is any data available about how Kingston performs compared to other local authorities.

A: JW advised that a stronger data set is being created and they are working with other local authorities as a comparison. JW will soon be chairing a national meeting of SEND travel services; local authorities will come together to share best practice and the meeting platform will help to boost the reputation of Kingston's SEND Travel Service.

Short Breaks by MFF

Members of the Short Breaks team were unable to attend this meeting so MFF read out an update on their behalf:

- The October half-term placements were considered to be successful.
- AR and CR ran training on inclusive practice which received good feedback and another session is planned for February 2024.
- Conversations have continued regarding the use of hydro pools at Dysart School and Bedelsford School. Martel Atterbury is working with the Short Breaks team, to draw up a business plan for the use of hydro pools and will be presenting this to schools in January 2024.
- Challengers bookings are now live for January and February 2024.

KL added that in this week's SEND register newsletter will be an article and survey from [21&Co](#) to gauge interest for local swimming lessons for people with SEND.

7. Actions from previous meetings for further discussion

SA advised that RH is now looped in with the leisure centre consultancy group and in time the PCF will also feed into the group.

Action: NA offered her experience of designing inclusive and accessible spaces and would like to be part of the consultancy group.

Action: HB to contact Alison Danks (Associate Director of Health Services, AfC) for an update on Aiming High Support Funding.

8. A.O.B

No AOB

Next meeting: Wednesday 13th December 2023, 12:00-13:30

Forward plan of deep dive topics:

Please note this plan is currently under review

Meeting date	Deep Dive Topic	Owner
Tuesday 11th July	Mental health services	Sharron Nelson, ICB
	Blue Badges	Nkem Obianyor - Head of Customer Experience for Kingston and Sutton
August – no meeting		
Tuesday 12th September	Transition to secondary school for children with send	Sheldon Snashall, AfC
	CAMHS Tier 2*	Jo Steer
Wednesday 11th October	Swimming facilities in Kingston	Martel Atterbury – Sport & Leisure Development Officer, Kingston Council.
Tuesday 7th November	F.U.E.L (Feed Ur Everyday Lives) project	Moved to a future meeting
	Blue Badges	Moved to a future meeting
Wednesday 13th December	Blue Badges	Nkem Obianyor - Head of Customer Experience for Kingston and Sutton
2024		
Tuesday 16th January 2024	SEN Transport	John Wood, Head of SEND Travel Service, AfC
TBC	Health Services - current challenges relating to resources / budgets	Alison Danks, AD of Health Services, AfC
TBC	F.U.E.L (Feed Ur Everyday Lives) project	Seema Sehgal, Policy and Projects Officer-FUEL Lead, AfC
TBC	Neurodevelopmental pathways for 0-18 year olds inc post-diagnosis support	Sharron Nelson, ICB Karen Gale, member of PCF
TBC	Speech and Language workshop on eating	Carmel Brady / Fraiza Sword from Your Healthcare

* Items to be carried forward to a future meeting