

Attendees:

Staff

- Ashley Whittaker, Programme Director (AW)
- Alison Stewart, Designated Clinical Officer (AS)
- Javade Khan, Head of Communications (JK)
- Nada Hassanatou, Digital and Improvement Delivery Lead Officer (NH)

Parents and carers

- Louise Beattie
- Tatty Bowman
- Garfield Maryon
- Bev Pass
- Niamh McMahon
- Sarah Richardson
- Claire Evans
- Jane McCready

1. Health section on Local Offer (action from last meeting), AW & AS

Ashley and Alison went through the Health section on the Local Offer. This now lists all Kingston health services to help parents/carers stay up to date with health services and any changes. Includes section on Designated Clinical Officer role. Section on DMO is not yet populated, but should be within a week. Parents were invited to have a look and provide feedback on the health services page.

<https://kr.afcinfo.org.uk/pages/local-offer/information-and-advice/health-services>

Action:

- a. Parents were invited to review updated version and provide feedback on the health services page

2. Knowledge Hub (action from last meeting), NH

Nada demonstrated login in, subscribing to receive email notifications, adding announcements, posting with message.

Actions:

- a. Change logo to make more representative (NH)
- b. Knowledge Hub guide - attached with these minutes (NH)
- c. Anyone needing to be added to the group please email Karen (All)

3. Venn Kingston SEND system providers diagram, Ashley

Ashley went through the Venn diagram and described who delivers what service, e.g. Achieving for Children, Clinical Commissioning Group, Council, Your Healthcare etc. He also talked through the second page diagram showing what services are delivered by whom and at what age.

Parents had questions around the difference between social services and social care, what type of organisation Your Healthcare is, and what differences/challenges there might be between children's services and adult services

Action:

- a. Circulate diagrams with minutes (AW)

3. Update and co-production

Nada went through presentation

- Examples of developments given and process outlined re what happens when feedback is received. "Social story" type version also in production

- Digital workshop has taken place with aim of reaching a wider range and higher number of children and families, next steps being considered.
- Funding for Chatbot has been won, information to follow.
- Will also be talking to parent panel in Richmond and young people's group, plus links to SENCO network and incorporation of their feedback.
- Therapy review is almost finished
- AS responded to a question about differing ability of school SENCOs and impact on quality of EHCP by explaining the new EHCP quality assurance process.
- Plus fuller list of examples eg recruits crew, cyp digital group, easy info group etc and includes SEN Support, ASD strategy.
- Change title on SEND Continua

Actions:

- a. Attach presentation with minutes (NH)
- b. Check and share on age range of easy read guide (NH).
- c. Investigate EHCP EasyRead guide, and how this could be made available to schools (NH)
- d. Consideration of what happens when course of therapy comes to an end and possible need for an annual review to check that needs are being met where eg physio (AS)
- e. Respond to suggestion that EHCPs being issued with "gaps", perhaps in order to hit 20 week deadline? (AW)
- f. Bring QA of EHCP back to Jan meeting plus outcomes in EHCPs, what do meaningful outcomes look like. Plus annual review process. (AW)
- g. Need update on RBK Inclusive sports team and what they are offering (AW)

4. Local offer - Javade

Javade gave overview of Local Offer, it's development since 2015 and the journey it has gone through. Explained that the AfC website goes into three sections: Local Offer, Young People Hub and AfC Info section. Javade asked parents what the problems are that are being encountered and asked for feedback. Comments included:

- Suggestions of a graduated approach to how information goes on, e.g. using social media to get information out to parents, e.g. for events
- Need more marketing approach to include social media to link information sources
- Question around how events are promoted/published as take up of a tennis group for children and young people is low, can't find the tennis group on Local Offer
- Suggestion to ask users for feedback on whether they are able to use the website and find what they are looking for (e.g. as a pop-up survey on the screen)
- Parents/Carers who find out that their child or young person has SEND, won't know that the Local Offer exists - 'SEND Local Offer' terminology is not helpful and does not explain what the offer is for
- One parent said she does not use the website, as she receives the information from school, and does not know what would be available on the website that her school would not be sharing
- How often should we be communicating with parents? What's the best way to communicate with parents? How can we work with this group to take this forward

Actions:

- a. Visit the Local Offer and see if they are able to give feedback on how easy/useful it was and any suggestions on how it can be improved (All)
- b. Add a strap line under SEND Local Offer to describe what the SEND Local Offer is (KL) .

Post meeting note from KL - the following text was already on the Home page page of the Local Offer website:

Welcome to the SEND Local Offer for Kingston and Richmond

This section of the website provides information on local services and support available for families including children and young people aged 0 - 25 years with special educational needs or disabilities.

With a link to this page

<https://kr.afcinfo.org.uk/pages/local-offer/information-and-advice/find-out-more-about-the-local-offer>

5. Chatbot,

- All have used a chatbot before, and feel it is useful when the person on the other side has the information or not.
- Javade discussed the difference between a live chat and automated chatbot.
- We need help developing the chatbot, so that it works for visitors of the website
- Make the identity clear that you are talking to a robot
- Point: AI needs to be used to learn over time on to more intelligently display responses
- Chatbot to ask for feedback at the end of the conversation - to find out if it was helpful

Actions:

- a. Share presentation / document on Knowledge Hub with details of request in b. Below (JK)
- b. Give feedback on types of questions that parents/carers will ask and how they will ask it (ALL)

6. Update on parent carer forum - Bev

- 7 on steering group for setting up Parent Carer Forum (PCF) for Kingston
- Group has met twice to set up / put paperwork in place. Others welcome to join the steering group to continue set up process, e.g. finalise constitution etc
- When the PCF is formally set up / ready to launch the plan is to go through another round of recruitment of parents and carers to form a management committee plus wider membership
- Total of 8-12 people on management committee, max. of 12
- Bev chairing the parent carer forum
- Will be using an umbrella organisation to hold the money / provide admin support
- Currently finalising the constitution terms of reference and advert for choosing the umbrella organisation
- Working towards formal launch of Kingston parent carer forum in March 2020
- Parents welcome to sit on the forum without having a formal role
- Haven't yet decided what the aims of the forum will be for the year ahead, but it will include a launch event and engaging with parents/carers
- Aim of additional recruitment includes to make membership of PCF more representative of underlying cohorts than it currently is. Aim of steering group is to increase diversity and representation from different parts of the community within the 8-12 members of the parent carer forum - ensuring all those views are being heard and fed in
- A worry is that, based on numbers in attendance at the meeting today, a relatively low number of parents and carers are currently putting themselves forward to be involved. The plan is to tap into all the SENCos in order to reach all children and young people with SEND in schools
- The constitution states that the steering committee is made up of certain roles, eg Chair and Secretary, and there are statements around being inclusive, on conduct, and re electing members annually to give people a chance to move around and include others
- Opportunities also for sub committees and working groups to focus on specific issues that can be fed into the forum. The umbrella organisation will take over most of the admin in order to take some of the work away from members to make it easier to contribute and join the group
- The plan is for meetings to be held and facilitated in a way that gives as many parents as possible the option to attend and contribute, e.g. timings, holding meetings at different times, ensuring that parents are not disadvantaged due to monetary issues. There will be petty cash for childcare support to attend meetings and other expenses.

Actions:

- a. Let Bev know if you would like to join the PCF Steering group and help to launch the PCF (All)
- b. The terms of reference will be shared with the group via the Knowledge Hub (Bev send to Karen).

7. AOB:

- a. Grand Avenue school are holding an ASD group. Garfield and Bev attending and will ask parents/carers about their interest in joining the parent carer forum
- b. A question was raised about what shortbreaks provision is available in the borough for children and young people with severe disabilities. Parents and carers explained the difficulty they have in accessing provision for those with profound and multiple learning difficulties and severe learning difficulties. Parents/carers feel strongly that a conversation is needed about this. Their feeling is that there are less opportunities for children and young people with more extreme needs. Some parents paying £90 per day for provision at Yorda. Two families are unable to access specialist clubs at Moor Lane because their children are tube fed, and another parent unable to access this due to toileting.

Action: AW committed to investigate and revert directly to these parents.

- c. Update on Staffing (Ashley):
 - I. Following Kingston Council's decision to revert to sharing a Director of Children's Services with Richmond, the interim postholder (Pauline Maddison) will be leaving at the end of the calendar year and Ian Dodds, currently managing Director of Achieving for Children, will take up this new joint post.
 - II. AfC's new Director of Commissioning and Partnerships has been appointed and will start March 2020. Her name is Jessica Thom
 - III. The new Director of Commissioning for the Clinical Commissioning Group (health service commissioning) has now started (Martin Ellis)
- d. Update on SEND Futures conference - Ashley: we will be running this again and want to shape it with parents/carers. It will be held at Harlequins on 30th June. We would like to have a national authority figure to come and present (previously Andre Imich from DfE), many people have expressed that they would like Director of Council for Disabled Children to attend and present (Dame Christine Lenehan). Ashley asked parents if they would support her attendance. Parents / carers:
 - voted to support having her a keynote speaker.
 - suggested also investigating Viv Cooper and the Challenging Behaviour Foundation
 - where the national picture is being shared, would like to see what Kingston are doing off the back of the national strategies, to show that Kingston have listened and are doing something about it.

Action:

- a. There will be an organising committee for the conference. Any parents who would like to be involved to let Ashley know (All)

Next meeting: 17th January 2020, 12.30 to 2.30pm, King Charles Centre.

Suggestion for agenda in January:

- EHCP quality assurance process
- Health provision