

Action Plan for Participation of Parent and Carer Strategy 2006-2009

This Action Plan is being developed and led by the 'Parent & Carer Participation Implementation Group which consists of parents & carers, frontline participation workers and senior managers

Colour Code: **Blue - First Priorities**
Red - Finance Implications

DESIRED OUTCOME (Aim)	OBJECTIVES (what we want to happen)	ACTIONS (How we do it)	TIME SCALE	HOW WILL WE KNOW (Outcome)	LEAD
1. Agencies will actively seek out and involve parents and carers.	Identify hard to reach groups and develop strategies to communicate with and involve them.	<ul style="list-style-type: none"> Identify who they are and why hard to reach Ways for getting involved 'tools' Resources to profile needs and match up Continuation plans not short term projects Link with Parent Support Advisors 	Jan-08	<ul style="list-style-type: none"> Everyone who wants to be involved can be and know how to be 	Jacqui Adams Mary Burns Liz Wylie Sahara Dhina Kajani
	Develop a set of Core Standards and Guiding Principles so agencies can access a range of tools to enable them to involve parents and carers in a positive way.	<ul style="list-style-type: none"> Workstrem to design these Find out what's out there: Sure Start model, New Deal for communities Suggested training for people Not about 'BIG BROTHER' individual agencies to adapt to suit their needs Make sure times fit parents and are realistic 	May-07	<ul style="list-style-type: none"> Will be published We need to measure if it is being used (evaluation) More people will have participation training (parents and paid workers) 	Jacqui Adams
	Create a clear pathway to access translation & interpretation services.	<ul style="list-style-type: none"> Base line survey - "do you have early access to translation services?" Where is the need (mapping) How to access these? Link with services out there Find out what funding streams are available Develop structure to co-ordinate pathway, referrals, payment etc Link with communications officer 	Jan-09	<ul style="list-style-type: none"> People who work with agencies will know where to go for these 	Gail Robson to research lead

DESIRED OUTCOME (AIM)	OBJECTIVES (what we want to happen)	ACTIONS (How we do it)	TIME SCALE	HOW WILL WE KNOW (Outcome)	LEAD
2. Parents and carers are part of decision-making, planning and evaluation processes for Children's Services in Newcastle.	Agreement between parent and carer organisations supporting parents and carers and statutory services to ensure involvement citywide (embed in Newcastle Plan for Children and Young People	<ul style="list-style-type: none"> • Advertise to parents their right to be involved, how they can participate • Include what parents can and can not influence and why • Promote with senior and front-line managers • Resources to work with organisations to implement strategy • Link to Children's Information Service • Ensure parents and carers views are part of this not just paid workers • Add into job descriptions - Link with Workforce Development • Link with Corporate Engagement Strategy 	Apr-09	<ul style="list-style-type: none"> • Parents will know they can be involved if they want to • Parents are part of service planning groups • Parents will feel they are treated equally • Evaluation can check its being used • More parents will want to be Reps and sit at strategic meetings 	Anne Bonner Jacqui Adams
	Produce clear guidance around the roles and responsibilities of parents and carers as Representatives	<ul style="list-style-type: none"> • Work stream to develop • Job description for parents • Advertise/publicity/induction • Training to ensure guidelines are used • Evaluate/monitor use 	Sep-07	<ul style="list-style-type: none"> • Parents and paid workers know where to and how to access guidance • Evaluation to check use 	Anne Bonner
	Provide the resources to enable parents carers to fulfil those roles and carry out their responsibilities.	<ul style="list-style-type: none"> • Pay out of pocket expenses • Facilitate/help reps to gather other parents views • Ensure funding is attached to support roles including transport, childcare & translation services • Provide Training • Provide appropriate materials needed 	ongoing	Parent Reps will feel supported and confident in their roles	Janette Brown

DESIRED OUTCOME (AIM)	OBJECTIVE (what we want to happen)	ACTION (How we do it)	TIME SCALE	HOW WILL WE KNOW (Outcome)	LEAD
2 cont. Parents and carers are part of decision-making, planning and evaluation processes for Children's Services in Newcastle.	Establish structures that ensure parent and carer Representatives are enabled to participate properly.	<ul style="list-style-type: none"> • Good Practice Guide for staff to involve parents e.g. access, interpreters, training, venue, food/drink, general comfort, welcoming, practical support • Central advisory service on 'How to do it' - Link with Children's Information Service • Staff training/culture change - Link with Corporate Engagement Strategy & Workforce Development 	Apr-08	<ul style="list-style-type: none"> • Parents and paid workers know where to and how to access guidance • Evaluation to check use 	To agreed Apr-07
	Develop opportunities for parents and carers to fully participate in decision - making processes	<ul style="list-style-type: none"> • Establish protocols, good practice guidance and core standards • newsletter, web page, participation event/ strategy launch • Link with locality events 	May-07 ongoing	Parent Reps will feel supported and confident in their roles	Jacqui Adams
	Establish clear protocols and guidance to ensure out-of-pocket expenses are covered.	<ul style="list-style-type: none"> • Agree what expenses will be paid for • Agree timescale and process for payments • Projected costs • Identify funds ongoing funds • Leaflet and claim forms • Link with Corporate Engagement Strategy 	Oct-07	<ul style="list-style-type: none"> • Have an agreed good practice guide across Children's Services on expenses/support for parent and carers volunteers • All agencies involving parents and carers will account for expenses with budgets from the start 	Caron Henderson Jacqui Adams Helen Richardson

DESIRED OUTCOME (AIM)	OBJECTIVE (what we want to happen)	ACTION (How we do it)	TIME SCALE	HOW WILL WE KNOW (Outcome)	LEAD
2 cont. Parents and carers are part of decision-making, planning and evaluation processes for Children's Services in Newcastle.	Identify how we can involve parents and carers in recruitment in a meaningful way. Including training and good practice guidance	<ul style="list-style-type: none"> • Policy and Procedures • Write Good Practice Guide with parents (possible video/CD) • Training for staff • Training for parents (Could use/adapt Governors Training) • Make a list of appointments which should have parent and carer involvement 	Oct-07		Jill Jaffery
	Make parents and carers aware of how Children's Trust Arrangements work through written information and events.	<ul style="list-style-type: none"> • Newcastle plan CYP • Publish summary of Parent & Carer Participation Strategy • Events in 3 localities to promote • Launch event 	ongoing Jul-07 May-07 Aug-07	Parents will see where they can be involved and how	Janette Brown Jacqui Adams
3. Parent and Carer Representatives have the right tools and support so they can represent parents and carers at school and city level.	Develop training opportunities to empower parents and carers	<ul style="list-style-type: none"> • With parents identify what training needs they have • Identify ways to deliver this and costs • Identify funding • Deliver training through various agencies • Produce brochure for parents/carers on what training is available • Link with Guiding Principles & Core Standards and Good Practice Guide • Needs Questionnaire for Reps • Link with Parent Support Advisors and Champions • Link with Parent Participation workers citywide • Link with Parent Partnership & other parent support agencies 	Oct-07	<ul style="list-style-type: none"> • Will be a contact list of parent Reps - which Boards/ Group they attend/ represent • Training will be provided and ongoing • Parents can see and know where their Reps have had an influence • Parents Reps will feel fully equipped and supported to to their job 	Helen Richardson Anne Bonner

DESIRED OUTCOME (AIM)	OBJECTIVE (what we want to happen)	ACTION (How we do it)	TIME SCALE	HOW WILL WE KNOW (Outcome)	LEAD
4. Parents and carers views are listened to and fully considered.	Provide appropriate support so parents and carers are able to participate fully.	<ul style="list-style-type: none"> • Develop Core Standards & Guiding Principles • Link with training 	May-07	Parents will see where they can be involved and feel confident & supported to do so	Janette Brown Jacqui Adams Anne Bonner
	Create financial structures for delivering the strategy.	<ul style="list-style-type: none"> • Link with CYPSP & Transformation • Central pot to support the network • Link with Corporate Strategy 	Apr-07	Changes will reflect what what parents say	Janette Brown
	Establish multi-agency partnership to deliver the Parent and Carer Participation Strategy and sustain it.	<ul style="list-style-type: none"> • Set up a network of staff who are involved with parent & carer participation • Strategic lead for Parent and Carer Participation 	Sep-07	Decisions will evidence where parents have participated	Jacqui Adams & Oscar Gates Janette Brown
	Ensure links are established and maintained with all other relevant strategies.	<ul style="list-style-type: none"> • Partnership and Strategic lead to set up system 	Apr-07	More parents will be involved in decision making bodies (Measure now and 2 years)	Janette Brown
	Identify how parents and carers will contribute to Local Networks.	<ul style="list-style-type: none"> • Identify local networks • Communication system for networks • Inform parents groups where and when meetings are happening • Regular feedback back to parents in a variety of ways 	Apr-08	Parents will know where they can get involved if they wish to do so at all levels. They will be able to identify where they have made a difference	Parent members supported by PCP worker
	Embed Parent and Carer Participation in Service Planning and decision making processes.	<ul style="list-style-type: none"> • Every service plan to include evidence of parent and carer participation • Governance arrangements to include parent and carer participation 	Mar-09	Support for parents to be involved will be built into service plans	Caroline Thomas Carol Hambling

DESIRED OUTCOME (AIM)	OBJECTIVE (what we want to happen)	ACTION (How we do it)	TIME SCALE	HOW WILL WE KNOW (Outcome)	LEAD
4 cont. Parents and carers views are listened to and fully considered.	Develop more opportunities for people to become involved.	<ul style="list-style-type: none"> Identify current opportunities and improve Provide regular feedback in a variety of ways through newsletter, web page, events, schools, Children's Centres 	ongoing quarterly	Parents will know where they can get involved if they wish to do so at all levels. They will be able to identify where they have made a difference	Peter Holt JA & JB GR Area Locality Managers
5. Agencies use plain language and have good lines of communication with parents and carers at all levels.	Promote the use of plain language and accessible information	<ul style="list-style-type: none"> Make sure anything produced by the Transformation Programme/ Children & Young Peoples Strategic Partnership is accessible Plain language training courses for managers and other staff Build into good practice guide for partnerships 	ongoing	<ul style="list-style-type: none"> All Partnership leaflets/ documents will be produced in plain language 	Peter Holt
	Promote the Parent and Carer Participation Strategy (including leaflet of what it means for professionals, parents and carers, children and young people).	<ul style="list-style-type: none"> Develop Communication Plan Produce a leaflet Presentations and evaluations (e.g. CYPSP) Publicity in schools/GP's in all services <p>monitor progress: number of presentations Evaluation from presentations No of copies of full strategy requested Use CityLife</p>	Jun-07 ongoing	Parents and paid workers across the city know about the strategy and how they can link in, where to information, how to get involved	Peter Holt & Parent members Jacqui Adams Janette Brown
6. Parents and carers will know how agencies will consider their views whilst taking into account the rights of the child or young person.	Create a picture of the strategic structure for Children's Services showing where parents and carers will be involved. To include how they can influence the Newcastle Plan for Children and Young People	<ul style="list-style-type: none"> Give parents info about children's rights and examples of where there might be conflict e.g. safeguarding Link with Children's Information Service Design a picture showing where people fit and which meetings do what, what they can influence 	Jan-09	Parents will know where they can get involved if they wish to do so at all levels. They will be able to identify where they have made a difference	To be arranged Jun-07

DESIRED OUTCOME (AIM)	OBJECTIVE (what we want to happen)	ACTION (How we do it)	TIME SCALE	HOW WILL WE KNOW (Outcome)	LEAD
7. Agencies will provide information for parents and carers at the first point of contact with Children's Services about services available to them for advice & support.	Clear pathway to enable parents and carers to participate at whatever level they wish Link to Children's Information Service	<ul style="list-style-type: none"> All Children's Services have a card with CIS contact details on one side and contact details of parent & carer participation workers on the other P&C participation leaflets available in all children's settings Link with Children's Transformation Programme 	Oct-09	<ul style="list-style-type: none"> Cards available Leaflets available More contacts from CIS from P&C Increase in use of services 	To be agreed Jun-07
	How to... Guidance for parents and carers.	<ul style="list-style-type: none"> Talk to parents who are already involved and include those that are not Link with Guiding Principles and Core Standards	Sep-07	Parents will see where they can be involved and feel confident & supported to do so	Parent members Jacqui Adams
8. Agencies will recognise and value parents and carers contribution as parents.	Include participatory approaches and techniques in the Work Force Reform Strategy. Include participatory approaches as part of induction programme and guidance on good practice. Include parents in delivering training	<ul style="list-style-type: none"> Relevant training programme Parents and carers involved in delivery Link to Core Standards and Good Practice Guide Identify appropriate workforce for training by parents and carers 	Jan-08	Workers will be trained and fully informed of participatory approaches A viable credible workforce Parents feel they are equal partners	Becky Dunn Louise Cameron Claudia Venosa Parents
	Identify Parent and Carer Participation workers and create a network to co-ordinate services and developments.	<ul style="list-style-type: none"> Link with Parent Support Coordinator, Children's Centres, other parent support 	Sep-07	Participation workers will be able to share good practice and feed information through system	Jacqui Adams Oscar Gates
	Promote best practice in participation.	<ul style="list-style-type: none"> Publicity to encourage parents, ext schools, Children's Centres etc Accommodate with sensible times, venues, transport and childcare Parents fully informed and involved at all levels of decision making 	ongoing	Greater numbers of parents get involved in decision making processes Greater parent involvement in decision making	To be arranged Jun-07

DESIRED OUTCOME (AIM)	OBJECTIVE (what we want to happen)	ACTION (How we do it)	TIME SCALE	HOW WILL WE KNOW (Outcome)	LEAD
9. Parents and carers are given regular feedback and updates so that they can see where and how they have influenced change.	Clear and transparent processes for making decisions and letting everyone know	<ul style="list-style-type: none"> • Keeping parents and carers informed at all levels - (through newsletter, web site etc) • Have a dedicated communications worker to make sure parents/carers are informed • Develop a Directory of Good Practice for Parent and Carer Participation. • Use web site to post information 	Apr-09	<ul style="list-style-type: none"> • Feedback received from parents • More parents and carers feel they are involved in decision making processes and can see where they influenced change 	Caroline Thomas Peter Holt Janette Brown Jacqui Adams
	Develop a monitoring and evaluation system which includes parents and carers involvement.	<ul style="list-style-type: none"> • Database of parents and carers who want to be involved at all levels • Agencies need to develop a systems to feedback • Accumulate all evaluation forms • Reflect on evaluation forms and make any relevant change • Develop self assessment tool for all agencies to use • Access training for parents to enable them to evaluate and monitor services 	Jan-08	<ul style="list-style-type: none"> • Parents are contacted easily to be involved • Parents feel ownership of systems in place • Parents can identify where they have been involved 	To be agreed by Jun-07
	Promote the use of the Ladder of Participation as standard in Newcastle.	<ul style="list-style-type: none"> • Use the leaflet & Summary • Offer services an assessment process using the ladder (include examples) • CYPSPPE endorsement • Offer incentives for using the ladder - link to kite mark • Write annual report to CYPSPPE • Identify person responsible for assessments 	Jan-08	<ul style="list-style-type: none"> • Services will see ladder as a good tool to use • Services will want to gain recognition • List of good services • Parents recognise kite mark and request when first accessing services 	To be agreed by Jun-07

DESIRED OUTCOME (AIM)	OBJECTIVE (what we want to happen)	ACTION (How we do it)	TIME SCALE	HOW WILL WE KNOW (Outcome)	LEAD
10. Recognition is given to agencies which show a high level of parent and carer participation.	Develop good lines of communication across all agencies to link up parent and carer participation citywide.	<ul style="list-style-type: none"> • Create a newsletter for parent and carer participation bi-monthly • Quarterly forum for workers/parents carers interested • Parent and Carers Participation Implementation Group • Link with Kite Mark • Link with participation network • Link with Children's Centres Network • CYPESPE endorsement • Link with Voluntary sector through Council for Voluntary Services 	Mar-09 ongoing	<ul style="list-style-type: none"> •Paid workers, parents parents and carers will be able to share good practice and feed information through system •Parents feel ownership of systems in place •Parents can identify where they have been involved •Parents feel they are equal partners 	To be arranged