**SEND Family Voice, Parent and Carer Forum**

**Redcar and Cleveland**

Overview of services provided by PCF :

The main aim of the PCF is to engage with families who have children with SEND, whether diagnosed or not, and provide support and guidance around what is available as well as their rights. When engaging with families we aim to feedback their voices and opinions regarding services to professionals. This ensures services are relevant and accessible to families and meet the needs of our children and young people. By sitting at the table with professionals we aim to co-produce on as many services and workstreams as possible to ensure the views and needs of children and young people with SEND are valued and included.

* Support to parents and carers via Facebook group and page, online messenger service and email. Parents are aware they can email and/or message the page at any time and we aim to get back to them within 24 hours, it is usually within 2 hours max currently.

Support is also provided face to face with a weekly drop-in session (starting September 2024) for parents and carers at our office in Redcar. Every Wednesday between 9.30am and 1pm the office is open to parents and carers to attend for a warm drink and chat, help to submit a Your Voice submission and/or complete an online membership form. Support and guidance with any issue they are experiencing with schools, a service provider or professional and relevant signposting, if necessary.

The weekly sessions will also have professionals drop in to answer any questions for parents and carers. Professionals to include, but not limited, to SEN team at Redar and Cleveland LA, Short Breaks, NHS Professionals, SENDIASS, Camhs, Family Hubs

* Specific training sessions in line with parent and carer requests, schedule attached.
* Information sharing on social media and via email showcasing professional and regional information relevant to parent and carers.
* Attendance at events, strategic meetings and work streams that are relevant to SEND and families. Current meetings and events we attend include:

Multi Agency drop-in hosted by Family Support Service

SEND Leads

SEND Assurance

ICB / PCF catch up

Joint Commissioning Meeting

SENDIASS catch up

Learning Disabilities Pathway

SEF

SEND PFA

Short Breaks events

Mental Health Network meeting

SENCo Virtual Cluster Network

Readiness for School workstream

Transitioning workstream

Family Hubs Coffee and Catch up meetings

* Joint involvement in PINS project with ICB and Redcar and Cleveland Local Authority. This includes attendance at working party meetings, planning and prepping of documentation in line with project. Direct relationship with schools and parents with an aim to build trust and relationships with all parties.
* PCF members are always made aware of documentation and time scales for LA, health and social care and are reminded to share the same message as professionals to ensure the same consistency to all parents and carers.

PCF members also regularly attend regional meetings and training with the National Network of Parent Carer Forums (NNPCF) as well as regular training such as safeguarding.

* SEND Family Voice have also prepared a guide for parents and carers to help them on the SEND journey. This has information from ICB and LA with links back to the Local Offer and NHS website.
* We also facilitate feedback and survey requests from professionals to families to help evaluate and shape services.
* This year we also signed up to be a HAF provider and hosted SEND sessions for our families including lunch and refreshments.
* We also provide a monthly newsletter on all things SEND as well as a Weekly forum update notifying parents of the meetings and work, we have undertaken that week. We also have an Upcoming Events post which details all events for the week ahead.

Information we signpost parents and carers too:

Redcar and Cleveland Local Offer

Redcar and Cleveland SEN Department

NHS website

SENDIASS

Camhs

Family Hubs and Portage

Short Breaks

Family Support Service including Daisy Chain and Autism Central

Social Worker and Children with Disabilities Team

**Events Calendar**

All events are held at 25K Centre unless otherwise indicated.

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| 24.10.2024 | 9.30am – 11.30am | SensoryWorx Information Event |
| 20.11.2024 | 10am – 12pm | Oral Healthcare Event |

