

## **PaCC Terms of Reference**

### **1. Introduction**

- 1.1. This terms of reference details the operating framework for PaCC. This includes:
- The purpose, aims and objectives of PaCC
  - PaCC membership
  - The PaCC steering group and its operating principles
  - PaCC representation and how it works
- 1.2. PaCC is supported by Amaze who manage the employment of PaCC staff. Amaze is a constituted charity and company limited by guarantee and has an established Board of Trustees overseeing the strategic direction of the charity and governance accountabilities.

### **2. PaCC's purpose and aims**

- 2.1. PaCC is a parent-led, membership-based, pan-special educational needs (SEN) and disability organisation.
- 2.2. PaCC provides a voice of parent carers of children or young people age 0-25 with special educational needs and disabilities (SEND) who access key services in Brighton and Hove.
- 2.3. PaCC values the diverse expertise, opinions and experiences of all parent carers and young people with additional needs, and seek to use their contributions, time and commitment effectively.
- 2.4. PaCC is part of a regional and national network of 150+ other parent carer forums that make up the National Network of Parent Carer Forums (NNPCF).
- 2.5. PaCC aims to work in partnership with organisations including the Local Authority and health commissioners and providers, to make a positive difference to the planning, delivery and monitoring of services for CYP with SEND and their families, in order to maximise our children's opportunities to flourish. PaCC is independent of these organisations.

### **3. PaCC Objectives**

- 3.1. To research and gather the collective experiences, concerns, views and solutions of parent carers in Brighton and Hove and provide opportunities for parent carer representatives to participate in local decision making and influence the planning and delivery of services for children and young people with SEND age 0-25 and related parent carer services, across education health and care.
- 3.2. To be representative of, and to work with, all parent carers including groups who may find it harder to be involved or heard, such as single parents, Black Minority

Ethnic (BME), Lesbian Gay Bisexual Transgender (LGBT+), those with a disability, families facing multiple deprivation, foster parents, and those for whom English is not their first language. The additional needs of parent carers' children and young people may include learning disabilities, mental health needs, physical disabilities, complex or long-term health conditions and other additional needs.

3.3. To build skills, confidence and teamwork of parent carers so that together we raise awareness of a wide range of children and family's needs.

3.4. To develop a best practice approach to running an effective parent carer forum.

#### **4. PaCC membership**

4.1. PaCC membership is open to all parents and carers of a child or young person age 0-25 with SEND who live in, or access key services in, Brighton & Hove.

4.2. PaCC welcomes members from all communities across Brighton & Hove (including diverse CYP conditions, ethnicity and geographical profile) and is committed to increasing its membership, in particular those groups who are typically under-represented. PaCC reviews its membership, compares with demographic data available on the local SEND population, identifies gaps in membership and seeks to address this through outreach activities.

4.3. To join PaCC, parent carers will complete a membership form asking:

- Details about their child(ren) and/or young people
- Permission to access information on Amaze/PaCC database
- Data protection statement detailing how information provided will be used / stored
- Parental skills or experience to offer group
- Interest in which 'participation' activities
- Equalities monitoring information

4.4. Members will be engaged through a range of activities eg events, surveys, social media, and invited to contribute their views and experience; and they will be kept informed about PaCC's activities via regular newsletters and social media updates

4.5. A clear route to opting out of PaCC will be detailed at the end of emails/newsletters to members.

#### **5. Accountability summary**

5.1. Overall accountability for the work and running of PaCC will lie with the Chair.

PaCC itself is accountable to its members. Members views on PaCC activities will be gathered by various means including a biannual survey to members.

5.2. PaCC steering group members will listen to the views of PaCC's members and aim to ensure effective representation of the wider parent carer community.

5.3. Each PaCC steering group member is responsible for adhering to PaCC policies and procedures.

5.4. Amaze is accountable for the effective use of PaCC's resources, supervision and oversight of the Chair/employed staff.

## **6. PaCC inclusivity statement**

- 6.1. PaCC is an inclusive organisation and we strive to hear the voices of all parent carers
- 6.2. PaCC will seek to make reasonable adjustments to enable our members to attend and contribute to events.
- 6.3. Where necessary, PaCC will arrange for interpreters to attend events, funded through Amaze's translation budget
- 6.4.

## **7. PaCC Steering Group**

### **Roles and responsibilities**

The PaCC Steering Group is responsible for:

- 7.1. Seeking to understand, represent and communicate the views and experiences of diverse families - including under-represented groups - of children and young people with SEND to relevant stakeholders, including local authority and health providers, other community group and the PaCC community.
- 7.2. Ensuring PaCC's workplan is informed by priorities identified by the wider membership and partner organisations, and deciding on PaCC's strategic priorities. The PaCC Chair oversees the translation of this into staff/rep priorities and workplans.
- 7.3. Planning workstreams and pieces of coproduction, helping determine the scope of projects and define what the desired outcome(s) should be. Where relevant and practical, the steering group will establish objectives and review the monitoring and evaluation for specific projects. PaCC Chair/Vice-Chair will decide if PaCC commits to a co-production project/workstream, assuming it fits with priorities in the PaCC workplan. Staff maintain regular dialogue with the SG on key workstreams.
- 7.4. Steering specific activities using expertise and contacts to provide direction, guidance and advice.
- 7.5. Reviewing and advising on PaCC structure, within the parameters of employment law
- 7.6. Forming and adhering to policies and governing documents, and endorse the requirement for these to be followed.
- 7.7. Identifying individuals or groups appropriate to be involved in PaCC's projects, including recruiting, placing and supporting reps and running focus/working groups to ensure PaCC is reaching a diverse range of parent carers.
- 7.8. Supporting the dissemination of information to parent carers, engaging them in and feeding back on PaCC activities.
- 7.9. Making time for additional reading and discussion outside of SG meetings, as required, within agreed project hours and in accordance with the PaCC remuneration policy, ensuring a wide understanding of the issues parents/carers are facing and the changes that are taking place locally, regionally and nationally.
- 7.10. Taking on additional roles where capacity allows, eg. helping with organising engagement activities, leading on surveys, design of PaCC calendar, etc.

## **PaCC Steering Group Membership**

- 7.11. All PaCC Steering Group members are parent carers, foster carers or other carers of a child(ren) or young person with SEND up to age 25
- 7.12. The PaCC Steering Group will consist of no fewer than 8 and no more than 12 members, including the Chair and Vice-Chair. Other staff, eg from PaCC and/or Amaze may attend SG meetings but are not members of the group, are bound by PaCC's Code of Conduct and Confidentiality, and do not have voting rights
- 7.13. In order to increase its reach, representation and diversity, PaCC will undertake a regular audit of its SG membership and proactively recruit to fill any gaps, including diverse representation.
- 7.14. PaCC will recruit SG members from partner groups in the city to increase the reach and representation. In general, a partner group will be represented on the SG by one parent carer rep. The partner group will receive a small amount of funding from PaCC to input the views of their community to PaCC's work, on top of funding arrangements detailed in PaCC's remuneration policy
- 7.15. PaCC will ensure areas of SEND not represented by CVS groups are represented by other means, eg recruit individual parent carers onto the SG with experience of those areas.
- 7.16. PaCC will respond to expressions of interest in joining the steering group, ensuring any recruitment aligns with the current needs around breadth and diversity

## **PaCC Steering Group recruitment process**

See separate document - *PaCC Steering Group Membership Recruitment Process*

## **Ways of working**

- 7.17. The PaCC SG meets at least quarterly, with other meetings/events/focus groups etc happening as and when needed.
- 7.18. Quoracy is a minimum of 3 or 1/3 of SG members, whichever is greater.
- 7.19. Meetings will be scheduled to fit in with SG members' commitments as much as possible and will usually be within school hours. This will be kept under review (with SG agreement) to make the SG as accessible as possible - for example some meetings might be held in the evenings if this facilitates broader attendance by SG members.
- 7.20. Meetings will be facilitated by the Chair or Vice-Chair and supported by the PaCC Co-ordinator
- 7.21. Meetings are minuted and will be agreed over email and once agreed, published and made public
- 7.22. Decision-making is by discussion and consensus building. Where a decision is essential and no consensus can be achieved, they will be agreed by majority. See recruitment process for decision making for appointment to the steering group.

7.23. Agenda items during the year will include the following (with SG members invited to add to this):

- Declarations of conflicts of interest
- Wellbeing check
- An update from PaCC staff on workstreams, engagement and PaCC development
- Consideration and discussion of priorities and projects
- Overseeing PaCC positions statements, defining the outcomes
- Reviewing workstreams, work of and support for reps, develop further actions, and help to identify issues
- Reviewing overall progress, recording and monitoring the work completed

## **8. PaCC's representation**

### **Roles and responsibilities of PaCC parent carer reps**

- 8.1. Most PaCC reps will also be steering group members, although some reps may be recruited from outside the steering group to carry out specific pieces of co-production.
- 8.2. Sitting on strategic boards/partnerships, including attending regular meetings, to contribute wider parent/carer perspectives and experiences
- 8.3. Reading papers of meetings in order to prepare/follow up. Raising any questions in advance of meetings/afterwards, seeking to co-produce agendas, and declaring any conflicts of interest
- 8.4. With the support of PaCC staff and volunteers, gathering and representing the views of a wide range of parent/carers
- 8.5. Influencing strategic development and service planning
- 8.6. Providing feedback on meetings attended to the PaCC staff/SG/membership
- 8.7. Aiming to work in pairs to ensure a range of views are expressed, and to share expertise and support.
- 8.8. Having an understanding of PaCC's work, in order to effectively represent priorities
- 8.9. Participating in training on effective representation and accessing ongoing support and supervision in the role
- 8.10. Adhering to PaCC's policies and procedures, including the PaCC Code of Conduct and Remuneration Policy, plus relevant Amaze policies, eg safeguarding
- 8.11. Keeping PaCC up to date on availability and feeding back on meetings attended
- 8.12. Referring to personal experience only to illustrate a point, and not use meetings to solve personal issues
- 8.13. Being mindful of the different hats they wear and when they are acting as parent carer, PaCC rep or in another capacity
- 8.14. Maintaining confidentiality at all times, unless documents have been issued for sharing in the public domain or permission has been given to share
- 8.15. Informing PaCC Chair or Vice-Chair when additional meetings are required by the group you have joined as parent/carer representative. That is to determine if current funding can be allocated or additional funding is required.

### **Roles and Responsibilities of PaCC partner group parent carer reps**

Central to the PaCC steering group structure is representation of PaCC partner groups. These are independent community groups, charities and other organisations that bring together parent carers and their families, or provide services and support to SEND families. In addition to parent carer responsibilities, partner group reps:

- 8.16. Are represented on the SG usually by one parent rep who is actively involved in the group
- 8.17. Where possible, the rep will cover and have personal experience relating to areas of expertise/representation identified as gaps on the Steering group.
- 8.18. The parent rep for the group will be decided in collaboration between PaCC and the Partner group, based on identified gaps and needs on the PaCC SG, and relevant expertise and availability within the partner group.
- 8.19. As a representative of a community group, charity or other organisation, a Parent Rep is expected to consult with and feed back to their communities. Parent Reps will be expected to feedback issues, views and/or suggestions from their group when attending SG meeting and when requested by PaCC
- 8.20. Can share minutes of SG meetings and any non-confidential information with their group. If in doubt, seek advice from the Chair/Vice-Chair
- 8.21. Should be mindful of the different hats they wear and when they are acting as their group and when they are acting as PaCC reps. For example, NNPCF requirements that PCFs work in co-production, and do not 'campaign', should not prevent a partner group from representing its community as it needs, but that campaigning activity should not be used when attending a meeting as a PaCC rep.

### **Roles of other adhoc reps**

- 8.22. In order to access specialist knowledge and experience, and increase expertise available to the steering group, there may be circumstances when a parent with particular experiences is asked to represent parents on behalf of PaCC for defined topics or one off meetings, and will be remunerated by mutual agreement according to the PaCC remuneration policy. They will be supported by a PaCC member of staff or experienced rep as necessary. Where this occurs, parents are expected to adhere to the PaCC rep responsibilities detailed above.

### **PaCC support to reps will include:**

- 8.23. Induction sessions/meetings and resource pack
- 8.24. Support in meetings where possible/appropriate or via pre meets and debriefs
- 8.25. Providing information about workstreams/meetings, e.g. purpose/goals, membership, terms of reference, frequency of meetings
- 8.26. Having a PaCC buddying for learning the role
- 8.27. Providing information about relevant research eg carried out by BHCC, or national relevant national and local policy changes
- 8.28. Learning and development opportunities, support and supervision
- 8.29. Being reimbursed for time and expenses in accordance with our remuneration arrangements for parent/carers participation

## 9. Roles and Responsibilities of PaCC Staff in the core team

- 9.1. PaCC staff are employed by Amaze (as part of the hosting and support arrangements in place – see separate MoU). Staff roles and responsibilities are detailed in JDs, which are drawn up by Amaze in consultation with the PaCC SG who are responsible for advising on structure/key functions/how they thinking the PaCC should be organised. The job descriptions of the Chair and Vice-Chair give clear delegation of some decision making responsibilities, within agreed policies, in order to ensure decision making is efficient
- 9.2. The PaCC Chair is line managed by the Amaze DCEO. The PaCC Chair line manages other PaCC staff and is responsible for ensuring PaCC volunteers (reps and SG members) are supervised and supported. PaCC SG members are invited to feed into staff appraisals and shape priorities in staff workplans.
- 9.3. **PaCC Chair:** is responsible for leading and championing parent participation in B&H - leading PaCC to deliver on its vision, mission and values in providing a strong voice for parent carers. This includes chairing the PaCC Steering Group, representing the views and wishes of PaCC's members on a local, regional and national basis and overseeing all PaCC's activities.
- 9.4. **PaCC Vice-Chair:** is responsible for supporting effective development of PaCC as a parent carer forum, by developing strategy and plans, leading workstreams, and supporting the Chair of PaCC, deputising for them when required.
- 9.5. **PaCC Engagement Co-ordinator:** is responsible for co-ordinating PaCC's workplan, tracking funding and producing reports, increasing participation through events and other outreach activities, co-ordinating reps' roles in co-production workstreams, gathering together parent carers' views and expertise and collating this into written reports for variety of uses/audiences.

### Selection process for PaCC staff

- 9.6. The PaCC Chair and Vice-Chair are required to be parent carers, will usually be appointed for a fixed-term contract of 3 years and will be members of the SG.
- 9.7. Roles are recruited to externally, in order to fulfil employment law requirements and ensure a transparent process which secures the best people for the jobs, with person specifications shaped to ensure candidates have the requisite skills, knowledge and lived experiences.

## 10. Roles and Responsibilities of Amaze

- 10.1. Providing the legal operating framework for PaCC until such times PaCC may decide it wishes to operate independently and establish its own legal structure. This means that the Amaze Board of Trustees remains ultimately and legally accountable for all PaCC activity in terms of ensuring compliance with all relevant legal and regulatory requirements.
- 10.2. Employing staff who are paid via Amaze payroll and operate within Amaze policies and procedures. This means any performance or disciplinary issues with Amaze staff would be handled within Amaze's line management structures and escalated at the appropriate point to Amaze trustees.
- 10.3. Ensuring that PaCC, its staff, steering group members and its representatives, function within all legal and regulatory requirements applicable, in

line with PaCC's ToR and continually striving for good practice as set out in NNPCF guidance

- 10.4. Remunerating PaCC SG and reps as per PaCC's remuneration policy. Amaze manages the financial and HR aspects of this arrangement
- 10.5. Respecting PaCC's autonomy to determine its own priorities and maintain and develop an independent voice for parent carers in B&H
- 10.6. Ensuring two-way information exchange and support between PaCC SG and Amaze trustees as part of hosting arrangement. The PaCC Chair attends Amaze Management Committee meetings to ensure a good connection and shaping/understanding of Amaze priorities, and Amaze DCEO attends PaCC SG meetings, linking to line-management of Chair. There is also the option for a member of the PaCC SG to become an Amaze trustee and join the Amaze Management Committee
- 10.7. See the detailed MoU setting out the working agreement between PaCC and Amaze.
- 10.8. Any issues or disputes within this arrangement which cannot be immediately resolved to all parties' satisfaction would be escalated to Contact as a neutral party

#### Other key documents / current status

<ul style="list-style-type: none"> <li>• Co-production Policy: which details PaCC's collaborative approach to building robust and positive relationships with our statutory partners to bring about improvements in service design and delivery</li> </ul>	Redraft with BHCC/CCG for feedback. SG comments included
<ul style="list-style-type: none"> <li>• PaCC funding: contracts with BHCC, CCG and Contact</li> </ul>	Awaiting re-commissioning
<ul style="list-style-type: none"> <li>• Funding agreement between PaCC and partner groups</li> </ul>	Needs refreshing
<ul style="list-style-type: none"> <li>• Parent Carer Reps / SG member:</li> </ul>	
<ul style="list-style-type: none"> <li>○ Reps role description, Code of Conduct and Agreement Form</li> </ul>	Needs refreshing and to be in line with ToR
<ul style="list-style-type: none"> <li>○ Remuneration policy</li> </ul>	Needs refreshing
<ul style="list-style-type: none"> <li>○ Reps Payment Form</li> </ul>	Redrafted. Needs checking in line with ToR and signing off
<ul style="list-style-type: none"> <li>○ Confidentiality and Data Protection</li> </ul>	Needs refreshing
<ul style="list-style-type: none"> <li>○ Conflict of Interest Policy</li> </ul>	Needs drafting
<ul style="list-style-type: none"> <li>• PaCC SG recruitment process</li> </ul>	In draft for comment
<ul style="list-style-type: none"> <li>• Complaints Policy and Procedure</li> </ul>	Use Amaze's
<ul style="list-style-type: none"> <li>• MoU between PaCC and Amaze detailing support and hosting arrangement in place</li> </ul>	Needs drafting
<ul style="list-style-type: none"> <li>• Delegation of authority document</li> </ul>	TBC if wanted