

Bromley Parent Engagement SEND Service (BPES) Part of Your Voice in Health & Social Care Group

SEND Parent Representative Criteria

In June 2020 Your Voice in Health & Social care was commissioned by The London Borough of Bromley and NHS Bromley Clinical Commissioning Group (BCCG) to deliver the Bromley Parent engagement SEND Service (BPES) Contract. The BPES service seeks to actively involve parent carers of children and young people who have special educational needs and disabilities (SEND).

BPES operates a volunteer Parent Representative Scheme and Parents/carers of children aged 0-25 with Special Educational Needs and Disabilities (SEND) living in the London Borough of Bromley act as volunteers. These volunteers represent BPES at a local level and act in a 'signposting' capacity to other parents and professionals in their area. Volunteer reps bring a wide range of experiences and added value, increasing diversity to the work of the organisation. Volunteers increase our capacity to fulfil our mission statement and deliver on our objectives.

The SEND Parent Representative scheme has its own structure and dedicated staff who manage the scheme within YVHSC. For guidelines and more information on how this scheme operates please contact the volunteer's team – vip@yvhsc.org.uk

The Role of a Volunteer Parent Representative:

The main role of the BPES SEND Parent Rep (as it is referred to) is to raise awareness of BPES in a local area via the networks and contacts they have from their own personal experiences and providing us with a local link. The Volunteer Reps main requirements are to:

- Externally represent Parent/Carers voices as experts by experience
- To support and steer the strategic direction of BPES
- The role is not about giving advice to families but signposting parents and professionals' enquiries to relevant agencies and collating their experiences.
- Promote BPES & YVHSC work and projects
- Pick up local issues and represent parent concerns

What can Your Voice in Health & Social Care offer volunteer parent representatives?

- Team working, introduction to working for a charity, administration and office skills, responsibility, confidence and self esteem
- Training in related topics – such as:
 - call handling & communications
 - Safeguarding
 - SEND Training (General overview)

Values of the YVHSC Volunteer Parent Representative Scheme:

We are committed to and will ensure that:

- Our volunteers have a defined place in the structure of the organisation. We encourage volunteers to develop and build on existing skills and knowledge.
- Volunteers are valued and supported in their role through induction, regular meetings, individual support and the opportunity to meet regularly within 'cluster team meetings' in their local area.
- Volunteers will have a volunteer agreement which shows the expectations and support offered by the scheme. This is an honorary agreement and not a contract.

Recruitment & Selection:

All our volunteers are parents or main carers of children/young people with SEND aged 0-25 living in the London Borough of Bromley. We would include adoptive parents, foster parents, grandparents and other family members in this definition where they are the main caregivers.

We seek to recruit volunteers from a diverse range of backgrounds that reflect the local community and full range of disabilities and additional needs and volunteers will have equal opportunity to express their aspirations with regard to volunteer work.

Induction & Training:

Volunteers will be sent initial induction documents by a member of the YVHSC volunteers' team. After this an induction will be arranged between the volunteer and the parent representative volunteers manager who will induct volunteers.

This will include:

- Who will be supporting them and in what ways.
- An introduction to the current team.
- Where to find the resources needed to complete tasks asked of them.
- The current state of ongoing projects and how the volunteers work will fit into them.

Support & Supervision:

The Parent Representative volunteers manager will be the main point of contact for the reps. Volunteers will have supervision meetings, receive support and an annual appraisal incorporating their training and personal development needs. The minimum term of office for a volunteer is three months.

Expenses

BPESS will pay for agreed out-of-pocket expenses that are evidenced with receipts.

Insurance

Your Voice in Health & Social Care has comprehensive insurance covering staff and volunteers.

Equal Opportunities

Volunteers will be expected to have an understanding and commitment to equal opportunities and diversity.

Confidentiality

Volunteers will be asked to read and sign our confidentiality agreement before they can begin volunteering with us.

Data Protection & Disclosure Checks

The Data Protection Act makes it the duty of any organisation to protect the information it holds on its clients. Volunteers working with sensitive information or who are in contact with vulnerable persons will undertake disclosure checks.