

# Strengthening Parent Carer Participation

## A Staffing & Workforce Development Webinar

### Getting your HR Right:

For your Volunteers and paid Workers



# Welcome!

Welcome to this Contact Webinar.

If there is a technical hitch, please do bear with us.

Those of you joining by pc, laptop, tablet or smart phone should now be able to see this introduction slide.



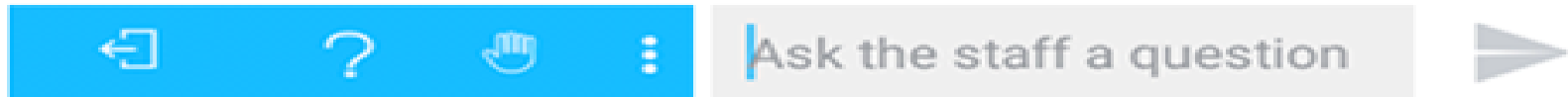
# Timings and Questions

As there are so many attendees you will all remain 'muted' throughout

To ask a question of the presenter, please use the question icon on your GoToWebinar tool bar on your screen

This will allow you to type your question in to the text box and submit this to the Webinar administrator

I will select as many relevant questions to answer as time allows, if similar questions are received I will condense these where possible



# Brief Introduction to the: Webinar Facilitators



**Lorraine Walker:** Associate Consultant  
&

**Carla Garraway:** Darlington Parent Carer Forum



# What we hope you take away from this webinar?

## Decision Making

- Identify what needs doing and what roles are required.
- Does the role require a DBS check?
- Agree on Job Descriptions & Responsibilities
- Decide on overall responsibility e.g. Forum as Employer or
- Host Organisation accountable for HMRC and paying Forum staff



## Pre- Recruitment

- Deciding on Interview Q's
- Agree Informal and Formal procedures relating to specific roles i.e. paid or volunteer.
- Who will be involved in the interview process.
- Where will you advertise

## Employment Law & HMRC.

- Volunteer
- Employed
- Self Employed
- Redundancies

## Induction

- How the Forum runs
- Explain the processes involved
- Policies & Procedures
- Safeguarding
- Contract

## Line Management

- Provide regular support
- Manage the Post
- CPD: Identify training & development needs.



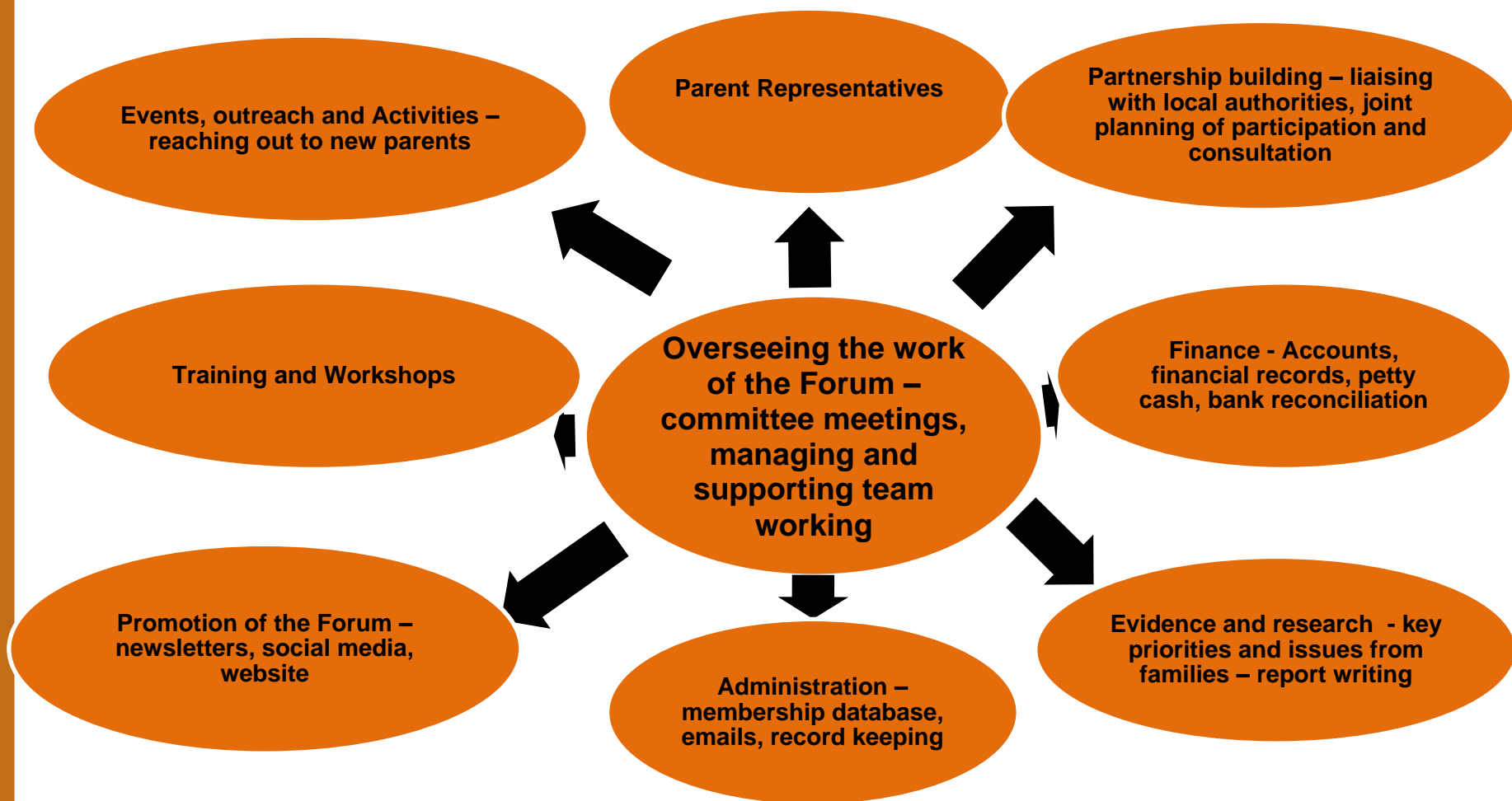


**Supporting Parent Forums to:-**

**Have the Right People with the Right  
Skills doing the Right Role**

*Skills doing the Right Role*

# Work needed to maintain an effective Forum



# Sample Voluntary Roles in a Forum

## Voluntary Roles might include:

- Committee members/Trustees – Chair, co-chairs, treasurer, secretary, other committee members – for a charity or small unincorporated Association
- Events organiser
- Membership Secretary
- Minute Secretary – purely taking the minutes of Forum committee/trustee meetings
- Parent Champions – to promote the Forum in schools, at events and conferences to recruit new parent members
- Some volunteers, volunteer to do other roles and not just strategic engagement.





# Sample Paid Roles in a forum

If your forum is a Community Interest Company (CIC) you might have Directors who are paid to run the forum.

**Administrator** – responsible for day to day running of the forum, managing the database, social media, website, organising events, taking minutes, co-ordinating activity of the forum.

**Treasurer** – you might not have the skills in your committee to carry out the finance roles so you might pay someone to do this or pay a host organisation

**Parent Representative Co-ordinator** – someone to oversee the requests for parent participation, recruitment, training and support of parent representatives, promotion of the role of reps

**Participation Development Officer** – liaising between the local authority and forum to co-ordinate participation opportunities and consultations, outreach to support groups, community groups and schools to reach new families,

**Parent Representatives** – Representing the forum on strategic groups Other Roles include Social Media Moderating, Promotion, Events Organising



# Rates of Pay

## How do you decide?

- ✓ You will need to decide reasonable pay rates, not just National Minimum Wage
- ✓ Talk with other Forums | Research voluntary sector payscales | **N.B.** Pay should reflect complexity of the role and the skills required.
- ✓ If you engage with a Host, would you adopt their Pay Scales?
- ✓ The charity sector has a history of using NJC pay scales – you can talk to your local authority to see what they would pay or your local voluntary sector organisations.



# Understanding Employment Law & HMRC

- **Employ someone: step by step**
- [Register as an employer and set up PAYE](#)
- [Find out how to check an applicant's right to work documents](#)
  - » [Find out if you need a DBS check](#)
  - » [Look at Employers Liability Insurance](#)
  - » [Agree a written statement of employment particulars](#)
  - » [Tell HMRC about a new employee](#)
  - » [Get their personal details and P45 to work out their tax code](#)
  - » [If you don't have their P45, use HMRC's 'starter checklist'](#)
  - » [Check what to do when you start paying your employee](#)



# Understanding Employment Law & HMRC

**As an employer Forums should also be mindful of:-**

- Pensions
- Holiday Pay
- Statutory Sick Pay
- Maternity Pay and other legislative employment law regulations
- Workers Rights – for Employed & Voluntary
- Contracts of Employment
- Contratual Agreements ( Self Employed)
- Self Employed – registered with HMRC / Has an accountant – they take full responsibility for their own tax and accounts- not entitled to full employment benefits such as annual leave, holiday pay, sick pay etc.
- Will the Forum be the employer and pay direct or will a host organisation manage grant and pay wages.



# Understanding Employment Law & HMRC

Another area to be mindful of as an employer is how to support a worker through redundancy. ACAS (Advisory, Conciliation and Arbitration Service) provides free and impartial information and advice to employers and employees on all aspects of workplace

[www.acas.org.uk](http://www.acas.org.uk)

Most employers would support their workforce through this process and signpost them to additional support where appropriate.

- » <https://www.gov.uk/calculate-employee-redundancy-pay>
- » [Being selected for redundancy](#)
- » [Redundancy pay](#)
- » [Notice periods](#)
- » [Consultation](#)
- » [Suitable alternative employment](#)
- » [Get help finding a new job](#)



# Self Employed - Role

- ☐ Maybe you don't want to go down the Employer Route and don't want to engage with a Host organisation. Perhaps the role is more ad hoc or you have specific pieces of work and could use someone who will be Self- Employed.
- ☐ If this is the option the Forum decides upon you would need to agree and write out exactly what you want.
- ☐ Next, market the opportunity and get expressions of interest.
- ☐ Ask for quotes for doing the work you require.
- ☐ Ensure they fully understand their full responsibility for their own tax and accounting records.
- ☐ Emphasise that they are not entitled to full employment benefits such as pension, annual leave, holiday pay, sick pay etc.
- ☐ Ensure a signed contractual agreement is in place.



# Decision Making

- Decide as a Forum what is the best structure for you.
- Does the Forum become the Employer and put all the necessary infrastructure, systems and processes in place.
- Or do you enlist the help of a Host Organisation.
- If you opt for the Host will you adopt their systems and process?
- Will you agree a joint responsibility model? where the Forum will make decisions and the Host will be the accountable organisation for HMRC and paying staff.

**Carla will discuss working with a Host in more detail shortly.**



# Pre- Recruitment

- ✓ Once you are clear on your structure and have identified what needs doing - you can make a list of tasks and see if tasks can be grouped together to make a role or roles. You can divide roles so that they become a volunteer role and less arduous.
- ✓ You will need to identify if the roles will be as paid or voluntary. Is the work temporary, short term, a project or is it ongoing work that will require so many hours per week?
- ✓ You need to identify which roles require a DBS check and who will pay for this.
- ✓ Once you have identified the employed roles, you need to produce job descriptions & person specifications, so that you can attract the right people for the right positions within your Forum.
- ✓ Volunteer roles are less formal, however a volunteer will still need a brief overview of what is expected of them within the Forum and given a clear understanding of what activities they will engage in to represent the Forum. Please see the Contact webinar on supporting volunteers for more information – [use this link](#)





# Pre- Recruitment

- ❑ Produce an application form and agree your induction process (maybe with a Host Organisation)

## **You also need to be mindful of:-**

The importance of Equal Opportunities: <https://www.gov.uk/advertise-job>

- ❑ Ensure you widen recruitment by having an open process, one that is fair and transparent, others in your Forum may have the particular skills you are looking for that you didn't know about.
- ❑ Often committee members inherit roles that they don't feel comfortable with and maybe be relieved to pass the baton onto someone else with more experience in a particular area, leaving them free to support the Forum better by choosing a role that is more suited to their own skills and experiences.
- ❑ **You also need to be mindful of:-** GDPR PRINCIPLES, data protection, how you collect, share and store the personal information relating to candidates who complete your interview paperwork.



# Pre-Interview Checklist

- ☐ Interview questions prepared and allocated to appropriate interviewer
- ☐ Room reserved, and is appropriate for candidate confidentiality
- ☐ Water and glasses provided
- ☐ All devices are switched off

## Interview Opening:

- ☐ Introduce each member of the interview panel
  - ☐ Name
  - ☐ Position
  - ☐ Relationship to the role being interviewed for (e.g. line manager)

## Summary & Overall Match

*Use the grid below to give a rough indicator of how well the candidate performed in each stage of the interview and according to each selection criteria listed before the interview. Make notes in each box as you go along*

Criteria	1	2	3	4	5
e.g. Communication					
e.g. Experience					
e.g. Soft Skills					



# Interview Processes

If a friend has been shortlisted for interview; Fair and Transparent processes would mean that you would not be on the interview panel.

The panel should also involve an objective person such as a local authority officer they respect e.g. SENDIASS officer, other voluntary sector experienced person – someone you trust to help you make the right decision.

- ❖ If your friend is appointed, then it's because s/he was the right person for the position and not because a friend was on the panel.
- ❖ Everyone should be asked the same questions at interview.
- ❖ Use a scoring process to plot the scores and comments after each candidate has left the interview. This helps at the selection process and prevents forgetting their responses.
- ❖ Allow 5-10 mins between interviews to allow for fair scoring based on the answers you have just been given, this avoids the panel getting mixed up as to which candidate said what.
- ❖ The panel will then discuss from their individual scores who is the best person for the position to represent the Forum.



# Induction

- Provide information on who the other parent reps are.
- Ensure who you have appointed reads and understands the Policies and Procedures (P & P's) of the Forum.
- Promote Forum resources available on CONTACT website to further support the worker.
- Provide opportunities for Q & A.
- Encourage the worker to familiarise themselves on a range of disabilities to promote wider awareness not just in the areas of their own child/ren.
- Ensure they have Safeguarding | Child Protection | GDPR | and other relevant training.



# Induction

As part of the induction process discuss the following:-

- ☐ Co-production ladder
- ☐ Forum plans
- ☐ NNPCF
- ☐ Regional Network,
- ☐ DFE grant funding
- ☐ Any other funding streams they have.
- ☐ Who the Forums links with, e.g LA strategic Groups
- ☐ The importance of working in partnerships with LA's
- ☐ Key research locally

You may also have an Induction Checklist to ensure you follow a standardised format.

You may consider using the one on the Acas website

<http://www.acas.org.uk/index.aspx?articleid=5714>

An Induction Checklist handout will also be available on the CONTACT site when the webinar is uploaded.



# Line Management

- ❖ Provide a named Line Manager to support the roles.
- ❖ If you opt for a Host Organisation you can agree if they are to take on this responsibility.
- ❖ If a Host Organisation is your preferred option, you may decide on jointly supporting any staff members
- ❖ Agree who will provide or source Continuous Professional Development (CPD):
- ❖ Additional training to enhance skills and experiences e.g.:-

***Communication and Interpersonal Skills***

***Negotiating Skills***

***Managing Self***

***Self Belief and Confidence***



# Line Management

- ❖ All forums are run differently and there is no one size fits all. Many parents dedicate a lot of free time to their Forums and this could also mean that an employed worker may do additional voluntary hours. Making Line Management a fundamental part of monitoring, evaluation and being that ongoing support.
- ❖ The balance between close management and allowing a new person to use their own initiative can be a difficult balance.
- ❖ A Line Manager will be required to juggle between giving clear direction on a specific task and monitoring progress to ensure it is completed and knowing when a person fully understands their role and can get on with things.
- ❖ A Line Manager should also be able to recognise when a worker is feeling overwhelmed or stressed and should be able to offer a coaching and mentoring approach to help the person look at their current work load and home life to support them to find an effective balance.



# Line Management

In order to ensure your worker feels a welcome and valued member of your Forum, it is good practice to have systems and processes in place for which to induct them into the ways things run. Systems and Processes also ensures the Forum follows HR protocols if things go wrong and if you need to deal with difficult situations. To assist in this process:-

- ❖ Decide on a Probationary Period – it lets you have a protocol in place to check how people are coping, let them know this during the Induction Phase so they are aware of it.
- ❖ Probationary Period allows you to monitor stress triggers and make adjustments and put support in place.
- ❖ During this Probationary Period, you should provide regular 1:1 meetings and catch up conversations.
- ❖ Your HR protocols should also have formal supervision so that as a Forum you can formalise progress, or identify areas for improvement, set targets and monitor the progress towards what you hope to achieve.
- ❖ Coaching and mentoring is a behavioural approach that offers both support and challenge.





# Continuous Professional Development

- ❖ CPD: Forums offer training to their parents as part of their CPD
- ❖ Local Authority training, Forum members maybe offered places
- ❖ Other organisations put on training and will allow Forum members them to attend training free of charge.
- ❖ If you work with a Host, you may have access to all their training
- ❖ A go to website for a host of resources and Forum related support and training is the Contact website.
- ❖ For access to webinars & other resources visit

[https://contact.org.uk/get-involved/parent-carer-participation/resources-\(general\)/](https://contact.org.uk/get-involved/parent-carer-participation/resources-(general)/)



# Introduction



**Carla Garraway**



# Background Of the Forum





# Decision making for the day to day running of the forum





# The benefits to Darlington Forum, working with a Host Organisation





## The additional benefits of working with a Host if:-

- ❖ Overwhelm or stress sets in
- ❖ If things go wrong
- ❖ If you have employment issues
- ❖ If you have received a complaint





**PITFALLS**

**WHAT MIGHT GO WRONG**

# What might go wrong

Issues	Solutions
<p>Worker isn't doing what they're supposed to do e.g they're attending strategic meetings themselves when you want them to recruit parents to act as the reps</p>	<ul style="list-style-type: none"> <li>• Make sure they are having regular 1:1's and recording key priorities and any issues,</li> <li>• Meet with them first and talk through from their perspective</li> <li>• Revisit job description – is it misleading, talk through in 1:1 – have they misunderstood – in which case spell out what's needed – help them think through how they can recruit parents and set up a plan – was it just that someone from the local authority asked them to attend – understand their perspective and help them find the solution. Develop an action plan and set targets with timescales. Monitor progress.</li> </ul>
<p>Worker doesn't have the skills to do the job – they don't have the right experience e.g. worker has been asked to do the accounts but they've been putting all the receipts in a drawer and not done anything with them</p>	<p>Is this part of their job description, is it because too much is expected of them in the hours they have – does their workload need to be looked at or do they prefer doing other things. During a 1:1 discuss the issues openly with them to listen to their views. If they don't have the skills would some basic training help or do you need to consider firmer action as they said at interview that they could do accounts but can't. Get advice at this point.</p>
<p>The host organisation gives the worker different priorities to the ones the forum has</p>	<p>Set up a meeting with the relevant manager in the host organisation, listen to their views and agree an action plan and timescales.</p>





# What might go wrong

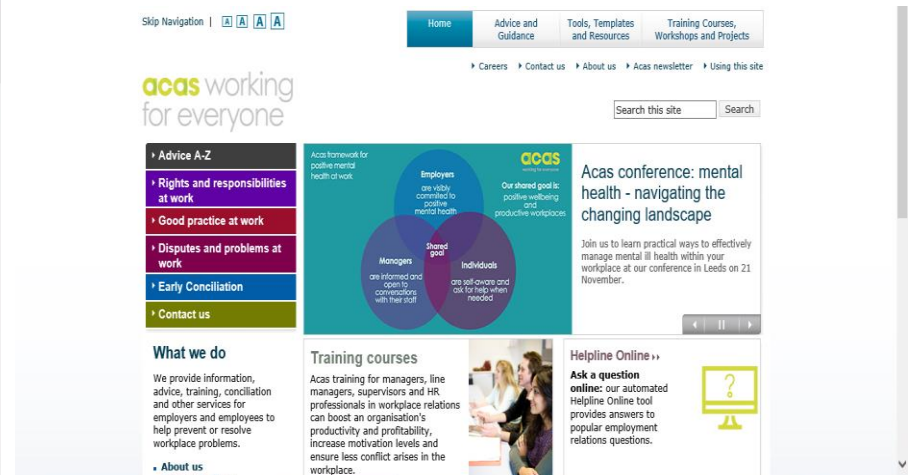
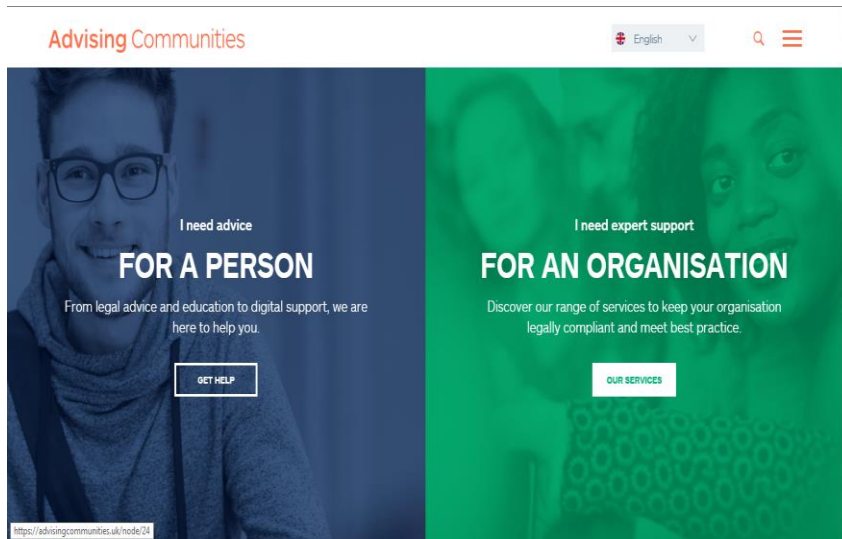
- Despite putting in place a plan the worker is still not doing what they're supposed to do
- A worker is off long term sick
- Parent makes complaint about worker – safeguarding issue or code of conduct issue



## When things go wrong don't:

Bury your head in the hope that it will go away and don't feel that you are on your own. Follow your Forum's Systems, Processes and HR Protocols.

- You can talk it through with your Regional Adviser
- You may work with a Host organisation and follow their internal HR policies
- Get help from external HR organisations
- LA's may also offer help from their HR services or through a local voluntary organisation
- You can also access help and guidance from ACAS/Advising Communities –





**Further relevant questions, not covered in the time allowed, will be answered and posted on the Contact website along with the recording of this Webinar, details of which will be circulated next week**



# Thank You!

**Thank you for attending with us today**

A short questionnaire will launch at the end of this webinar.

Please take the time to complete this it will help us plan future online training events including other topics you would like to see.

The recording of this Webinar, presentation and questions will be on the parent participation Resources page of Contact's website next week – an email confirming this will be sent to you once this is available.

