

OxPCF Code of Conduct and Agreement

Name of Volunteer:	
Volunteer Position Eg SG member, OxPCF representative, other volunteer role etc.	
Date:	

Introduction

As a parent carer representative, you are expected to uphold the values and mission of the parent carer forum. Your role involves advocating for and representing the views and needs of parent carers, ensuring their voices are heard and respected.

Aim of the forum

We believe that 'Every Child Matters' and that all disabled children and young people in Oxfordshire should have access to the same opportunities, experiences and information as any other child.

We seek and listen to parent carer concerns and experiences of local special educational needs and disability (SEND) provision and we feed this back to the council's senior SEND committees and boards through our volunteer parent carer representatives who attend these meetings.

Through this activity we aim to co-produce with our strategic partners solutions and services that will achieve better outcomes for children and young people with SEND and their families.

Good practice

- As a general rule, all meetings will be attended by a minimum of two people to ensure good governance, accountability and as a backup if someone cannot attend at the last minute.
- All volunteers (including steering group members) will have clearly identified roles and will actively liaise with other volunteers linked to the same/similar activities to ensure joined up thinking, accountability, and continuity.
- All volunteers should listen, respect others' opinions and support shared decision making within OxPCF.
- All correspondence (except in respect of attendance at meetings, day to day admin etc) to be sent on behalf of the forum must be agreed with the chair and sent from the main office email address.
- All volunteers will receive and contribute regular updates about feedback received by OxPCF to inform contribution at meetings and events.
- All volunteers should have experience of SEND provision in Oxfordshire as a

parent carer

- If you ever need to work directly with young people, volunteers will be DBS checked.

Whilst representing OxPCF, all volunteers will abide by the following Code of Conduct:

Commitment, meeting attendance and accountability

- **Attendance and participation:** attend and actively participate in meetings, training sessions and work relevant to your role
- **Preparation:** come prepared to meetings by reviewing agendas, minutes, documents and seeking views of the steering group/parent representatives on the items due to be discussed so a wide range of views can be represented
- **Timeliness:** Respond promptly to communications and complete agreed-upon tasks within specified deadlines.
- **Record and share** through the agreed channels: key decisions; issues discussed at meetings; and any actions to be undertaken by yourself or the steering group.
- **Attend meetings** as agreed and advise the Forum Manager as soon as possible if unable to attend to arrange an alternative. If attending meetings virtually be mindful of representing OxPCF in a professional manner and where possible ensuring they are conducted in a private space.

Representation and Advocacy

- **Voice of parent carers:** ensure that you represent the collective voice of parent carers and not solely represent the needs, wishes and views of your own family (it is acceptable to use your own situation as an example). You should not seek to promote your own child or young person, personal, religious or political aims or your own organisation whilst representing the forum.
- **Confidentiality:** maintain confidentiality of sensitive information shared within the forum and respect the privacy of individuals. (Issues and meetings can be discussed within OxPCF Steering Group, staff and volunteer parent carer representatives as appropriate).
- **Inclusivity:** strive to represent the diversity of parent carers, ensuring all voices, including those from underrepresented groups, are heard.

Conduct and Behaviour

- **Respect:** treat all members, stakeholders, and professionals with respect and courtesy.
- **Professionalism:** exhibit professionalism in all interactions, including maintaining a positive attitude, being constructive, and refraining from negative or disruptive behavior.
- **Integrity:** be honest and transparent in your dealings, avoiding conflicts of interest and declaring any potential conflicts when they arise.

Collaboration and Teamwork

- **Support:** support fellow reps and forum members, sharing knowledge and resources.
- **Constructive feedback:** provide and receive feedback in a constructive manner aimed at improving the forum's work and outcomes.
- **Consensus building:** work towards consensus in decision-making, valuing and respecting different viewpoints.
- **Uphold the values** of OxPCF
- **Raise any major concerns** about anything with the Forum Chair and Forum Manager
- **Raise any safeguarding concerns** with the Forum Manager or Forum Chair
- **Share and promote opportunities** for parent carers to feedback, respond to surveys and informally gather information about experiences of SEND in Oxfordshire.
- **Independently gather parent carer views** about local SEND issues and experiences and share with OxPCF either anecdotally or in a more formal way.

Communication

- **Clarity:** communicate clearly and effectively, both in writing and verbally.
- **Listening:** actively listen to the views and concerns of parent carers and stakeholders.
- **Representation:** accurately report back on meetings and consultations to the parent carer forum, ensuring transparency and accountability.
- **Discuss and agree any written response or communication** from/on behalf of OxPCF and intended for an external audience (eg strategic partners, funders, parent carers etc); before sending any communication, a draft should be reviewed and agreed by the Forum Chair; until a positive response is received the communication must not be sent out.

Training and Development

- **Continuous learning:** engage in ongoing learning and development opportunities to enhance your skills and knowledge as a rep.
- **Feedback:** seek feedback on your performance and be open to constructive criticism aimed at personal and forum improvement.
- **Keep abreast of up-to-date information** and resources about local SEND feedback, experiences, and issues to inform their role.

Conflict resolution

- **Addressing Issues:** address conflicts or issues promptly and through the appropriate channels.
- **Mediation:** be open to mediation and resolution processes to resolve disputes amicably.

Termination of Role

- **Voluntary departure:** if you decide to step down from your role, please notify the

forum in a timely manner and ensure that all equipment provided by OxPCF is returned.

● **Involuntary removal:** failure to adhere to this Code of Conduct may result in removal from your position as a parent carer representative. Such breaches may damage OxPCF, and in the event of an alleged breach, the OxPCF Chair will conduct the initial investigation. If this is not appropriate, the investigation will be referred to OxFSN. Based on the findings, actions may range from providing appropriate training and support to the individual member, to asking them to permanently step down, depending on the severity and impact of the alleged breach.

Volunteer signature (electronic/typed name is fine):

Full name:

Date: