The people we engage	have these problems	so we do these things	that create these immediate changes	that lead to these longer term changes	which ultimately results in this enduring change
Parent carers of children and young people (aged 0 to 25) with special educational needs and disabilities	Experience unequal access to services and support across education, health and social care Lack trust in systems not designed to share power, where qualitative lived experience is not always valued Experience barriers to being heard due to lack of opportunity to contribute Experience barriers to engaging in consultations due to caring responsibilities and emotional burnout Become disengaged due to lack of action and change from their contributions	Engage with parent carers to understand what life is like for them, what services they use and what services they want Collate data on how to improve the support available to parent carers and their families Represent the collective voice of parent carers at strategic meetings with policy-making organisations/service providers Report back to families where their experiences have been shared Co-produce changes with individuals and policy-making organisations/service providers Host/partner and participate in information-sharing activities between parent carers and policy-making organisations/ service providers Signpost to relevant services in health, education and social care	Parent carers feel heard by the forum Parent carers and policy-makers/service providers have improved understanding of what a parent carer forum does Policy-making organisations and service providers have improved understanding of co-production techniques Policy-making organisations and service providers have improved understanding of the issues faced by parent carers and their families Policy-making organisations and service providers have improved understanding of service needs for parent carers and their families Policy-making organisations and service providers have improved attitudes towards the value of the parent carer voice Parent carers better understand what services are available to them and their families and how to access them	Parent carers feel heard by policy-making organisations and service providers Policy-making organisations and service providers have well-defined processes for co-producing inclusive solutions with parent carers Policy-making organisations and service providers have good working relationships with parent carers based on mutual trust and respect Policy-making organisations and service providers make informed and empathetic decisions based on deep insight from parent carers Parent carers are able to access services that more effectively support the needs of their families	The voices of parent carers are central to policy-making and service provision for children and young people with special educational needs and disabilities across the community, including in education, health and social care
Local, regional and national policy-making organisations and service providers for children and young people (aged 0 to 25) with special educational needs and disabilities	Lack understanding of the needs of children and young people with special educational needs and disabilities and their families Have poor relationships with parent carers that carry high risk of complaints and legal disputes Lack understanding of effective co-production techniques				