

SEND Parent Carer Survey Spring 2022

Executive Summary of Results

Update

Introduction

In the Autumn of 2022, we published an executive summary of the results from the third SEND improvement parent carer survey. The survey was a mixture of multiple choice and open-ended questions and the responses contained valuable feedback from Worcestershire parent carers. We analysed the feedback and identified key areas for development, many of which were echoed in the SEND Area Inspection findings and subsequent Accelerated Progress Plan (APP).

Areas for development:

- Early intervention and support for SEND families
- Development of more specialist provision
- Improved communication with families from all services
- Increase understanding by professionals about disabilities and their impact on the children and their families
- Clear information and advice about how to access services and support (Local Offer)
- Inclusive schools and the graduated response
- Timescales and waiting times
- Services, systems and support co-produced to meet need
- Accountability and transparent decision making at high levels of management across all services
- Survey redesign and reach of the survey

In the summary report we said we would use the findings from the survey to inform further development of the Accelerated Progress Plan, Quality Assurance Programme and service development.

It is our aim to be transparent in our approach to improving life for SEND families in Worcestershire and therefore we are publishing this update report to let our families know what is being done in each of the areas identified.

Accelerated Progress Plan (APP) Workstreams

Workstream One: The variation in the skills and commitment of some mainstream schools to provide effective support for children who have SEND

Workstream Two: The lack of suitable specialist provision to meet the identified needs of children and young people

Workstream Three: Fragile relationships with parents and carers and a lack of meaningful engagement, co- production and collaboration

Workstream Four: The poor quality of EHCPs and limited contributions from Health and Social Care along with the process to check and review the quality of EHC Plans

Area for Development	Activity to December 2022
Early invention and support for SEND families	<p>The All-Age Disability service has expanded its staff group to include a further six family support workers. These family support workers all have a background working with children/young people with SEND. This will support targeted assessments, interventions, and longer-term planning. In addition, there is also an Early Help Family Support offer. Further details can be found by clicking on the following link Early Help Family Support Worcestershire County Council</p>
Development of more specialist provision	<p>Worcestershire Children First (WCF) have produced a report which describes the provision made in Worcestershire special schools and enhanced provision in mainstream schools for children and young people with SEND. The report also includes information about placements made for children and young people within and outside of Worcestershire in independent special and mainstream schools and colleges. It focuses on current provision, what we know about future need and views of parent carers, children, young people, and educational settings where known. It also makes proposals for what is needed to meet the needs of children and young people with SEND in Worcestershire going forward. These proposals are intended to address increasing need because of population growth and also historical placement trends.</p> <p>There is a dedicated workstream, which also includes parent carer representatives where the lack of suitable specialist provision to meet the identified needs of children and young people is discussed and actions identified. Further details can be found by clicking on the following link Worcestershire Local Area SEND APP Final April 2022 accessible 5 (5).pdf.</p> <p>To support the work of Workstream Two Worcestershire Children First (WCF) has submitted an application to the Department for Education for a new 120 place autism spectrum disorder (ASD) Special Free School for 5–19-year-olds, which would provide an education for children and young people with ASD. Analysis of our data and the experience of our ASD children and young people showed us that there is a need for a school which will cater solely for children and young people who need a supportive environment, with smaller class sizes and staff dedicated to a holistic autism approach, so that they can access a mainstream curriculum. Where appropriate they will also support the reintegration/integration into mainstream settings as well as delivering targeted help to children and young people at transition points. If the bid is successful, the new school will be in Malvern on a suitable site owned by the Local Authority. We should hear the outcome of our bid in February 2023.</p> <p>We have also been looking at expanding the capacity of Mainstream Autism Bases (MABs) in Worcestershire in response to increasing demand for these places. As part of this, agreement has</p>

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	<p>been given to support Tudor Grange Redditch to increase places from 30 to 45 at its Enhanced MAB, Treetops, these additional places should be available from Easter 2023. There will also be additional capacity in Worcester, when Christopher Whitehead Language College Enhanced Mainstream Autism Base opens which is scheduled for September 2023.</p>
<p>Improved communication with families from all services</p>	<p>As part of Worcestershire's Accelerated Action Plan (APP) the SEND team have made a number of changes to processes and procedures to improve communication with parents and carers, children and Young People with EHCPs.</p> <ul style="list-style-type: none"> • Response times to telephone calls are now tracked and monitored internally • Six permanent additional casework officers have been recruited to reduce caseloads and improve response times to calls and emails • The SEND parent carer stakeholder group includes representatives from parent carer support groups, these are held monthly and attended by SEND team and health representatives where themes are raised and discussed to inform the improvement of local practice. • Regular EHCP audits are undertaken, and parent carers and young people's views are sought to enable reflection on cases. • The SEND Services are moving to a new case management system from February 1st, 2023, which will also provide an interactive portal for families to allow more direct oversight and input into EHCP processes. <p>In health services changes have been implemented to the telephony system for contacting Community Paediatrics to help families to reach the correct person more easily or have the option of leaving a message when the phonelines are not staffed. Details of this can be found here Our Services Herefordshire and Worcestershire Health and Care NHS Trust (hacw.nhs.uk)</p>
<p>Increase understanding by professionals about disabilities and their impact on the children and their families</p>	<p>In November Worcestershire Children First (WCF) hosted a Marketplace Event for staff in which the services within WCF had an opportunity to highlight their service area to other professionals. This included the All-Age Disability Social Care Teams having a stand to raise awareness of the role of social work in promoting communication skills in engaging with young people using a variety of different tools and resources. This aimed to promote to other professionals the impact of disability in the children and young people that we work with, and the creative methods social workers can utilise to maximise young people's engagement and understanding.</p>
<p>Clear information and advice about how to access services and support (Local Offer)</p>	<p>Since October 2022 professionals from Worcestershire Children First (WCF) have been working with parent carers to improve and amalgamate the existing newsletters that are sent out from SEND services and from the Young Adults Team (YAT). This will ensure that all key information from across the All-Age Disability Service is being shared across a wide range of parent carers and</p>

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	<p>professionals. One of the key areas of this work is around the format, to ensure that it's accessible to all, and is compliant with our SCULPT (SCULPT for Accessibility Worcestershire County Council) guidelines. The newsletter will be published as a webpage and have its own section on the Local Offer, links to the stories will then be sent out via email, using a new software package.</p> <p>This now forms part of a wider piece of work looking at the Local Offer, which is being updated by our Digital Design team, as it moves onto a new platform with refreshed graphics and easier navigation. The Local Offer provides information about provision families can expect to be available across education, health and social care for children and young people who have Special Educational Need (SEN) or are disabled, including those who do not have an Education, Health and Care Plan (EHCP).</p> <p>We have been reviewing the Local Offer content and some of the information needs updating, and refreshing, and this is reflected in parent carer feedback. We will be continuing to work co-productively with parent carers to ensure that the content remains useful and appropriate. We will also be completing feedback sessions with young people in a variety of settings to ensure that they also have input into the design and the content.</p>
Inclusive schools and the graduated response	<p>This links closely with the focus of Workstream One developed from the APP. Over the last six months representatives from settings, parents and carers and services (e.g. health, education) have worked together to co-produce our definition of Inclusion for Worcestershire Educational settings so that all those engaging with settings will be able to support and challenge schools, where necessary, within a shared vision. Services in Worcestershire Children First have developed a wide range of training and support packages available for all educational settings (Early Years to Further Education) that promote inclusive approaches and through their direct work, help embed these so that the positive impact on children and young people in Worcestershire can be measured. To further support this work a new website is being developed, launching in February 2023, with information, advice and signposting to training and services in all areas of SEND. Our priority is early identification of needs and access to the appropriate support when required following the graduated response.</p>
Timescales and waiting times	<p>In terms of Education, Health and Care Assessments and annual reviews there have been delays experienced by some families. To mitigate this and to continue with the improvements and developments we have recruited an additional six case worker officers, six family support workers, a Senior Educational Psychologist, five Educational Psychologists and three Assistant Educational Psychologists. A number of those staff are now in post.</p>

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	<p>To address waiting times for community health services, work is ongoing to redesign key services to improve care for children and young people. Herefordshire and Worcestershire Health and Care NHS Trust are focussing transformation work on key areas and priorities.</p> <ul style="list-style-type: none"> • Listening to families and partners to ensure Core Services are fit for purpose, clinically efficient and accessible • ADHD -- redesign pathway to make sure parents access guidance to support their child before referral • Prioritise responses to increasing demand - urgent conditions, accepting this might increase waiting times for some in the short term while the longer-term redesign takes place • Workforce to recruit admin staff and enhance the clinical skill mix to support doctors <p>Occupational Therapy and Physiotherapy are also on a program of transformation to align with the 'Balanced approach' of universal, targeted and specialist provision.</p>
<p>Services, systems and support co-produced to meet need</p>	<p>The activity of Workstream Three (WS3) of the Accelerated Progress Plan (APP) is focused on addressing the lack of meaningful engagement, co-production and collaboration. As with all the Workstreams, WS3 includes parent carers and other stakeholders. All services are expected to engage with parent carers and other stakeholders to co-produce new services and redesign existing ones. To ensure there is a shared understanding of what co-production is, what it isn't and the importance of working in this way, WS3 has included co-designing an e-learning module about co-production, which all front-line staff and managers, in WCF will complete. Colleagues within the local health services have been involved in developing the module. Health staff working with children and young people with SEND, their families, and other agencies, will continue to embed a co-production approach in their work.</p> <p>To encourage co-production and meaningful engagement with parent carers by schools, a parent carer engagement toolkit is being co-produced for launch in early 2023.</p> <p>Our EHCP and Annual Review Quality Assurance programme also actively seeks feedback from parent carers about their experiences and these are used to improve the system.</p> <p>We have instigated a regular parent carer stakeholder group, where representatives from the parent carer community and senior leaders meet to discuss services, proposed changes, and potential areas of need. The meetings are open, frank and offer positive challenge whilst being solution focussed. Any new areas of work or development are brought to the stakeholder group as a matter of routine, are discussed and opinion sought on the best way to engage with the wider SEND community.</p>

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<p>Accountability and transparent decision making at high levels of management across all services</p>	<p>There are a number of Boards and Forums where children and young people with SEND are discussed. A summary of some of these boards/forums are detailed below with a link of where further information can be found. This will include updates on actions and plans.</p> <p>The Children and Young People Overview and Scrutiny Panel is responsible for scrutinising services relating to children’s social care and public health relating to families and education and skills, which deliver services for children and young people within Worcestershire. Committee details - Children and Families Overview and Scrutiny Panel - Worcestershire County Council (moderngov.co.uk)</p> <p>The Health and Wellbeing Board oversees the new system for local health commissioning. It leads on the strategic planning and co-ordination of NHS, public health, social care and related children's services. Health and Wellbeing Board Worcestershire County Council</p> <p>Worcestershire Learning Disability Partnership Board (LDPB) was set up as part of the national Learning Disability Strategy Valuing People White Paper published in 2001 and Valuing People Now published in 2009. The Learning Disability Partnership Board’s membership is made up of partners from across Worcestershire, including expert members by experience, family carers, providers of services and professionals. Learning Disabilities Worcestershire County Council</p> <p>Worcestershire Autism Partnership Board was set up to inform and shape a local autism strategy and action plan for Worcestershire, monitor and review its progress and adherence with the Autism Act 2009. Worcestershire Autism Partnership Board and Autism Strategy Worcestershire County Council</p> <p>The Worcestershire Local Area SEND Accelerated Progress Plan (APP) has been approved by the Department for Education (DfE) and NHS England. Details of the APP can be found via the following link SEND Improvement Plan Worcestershire County Council. Reviews of the APP are undertaken by NHS England and the DfE and the next review is due in March 2023. There are four workstreams associated with the APP all of which have at least one parent carer representative. In addition, there is parent representation at the All-Age Disability Partnership Board.</p>
<p>Survey redesign and reach of the survey</p>	<p>It was agreed in 2022, that this would be the last time we had the annual parent carer survey in the present format. Whilst the comments made in response to the survey, and the data we can collate from them, have been useful in tracking progress and areas for development over the past three years, it was felt that we needed to revisit the reasons why we do the survey and explore other options. Using the feedback from respondents of the 2022 SEND improvement survey and</p>

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	<p>comments made by other parent carers to the value of surveys, we have formulated a proposal about options for 2023. The proposals involve a more targeted, topic-based approach with regular opportunities for parent carers to let us know what their experiences are and to feel listened to. We envisage this could be in the form of regular focus groups with parent carers, with themes to discuss (for example the EHCP process) along with attendance at existing support groups to have either Q and A sessions or discussion themes again.</p> <p>We intend to take these proposals to the SEND Stakeholder Group and parent carer coffee mornings to find out if parent carers would prefer this approach, or if they would rather have a revised annual survey.</p>