

## Parent Carer Feedback April 2024 – March 2025

### You Said, We Did

We understand how important it is to listen to feedback from our parents and carers and show how we are shaping our practice as a result of what you tell us.

We gain feedback from parent carers in a variety of ways:

- Directly by telephone as part of our EHCP auditing work
- By parent carers completing a survey via QR code following issue of a final new plan or after an amended plan following annual review
- Directly after being contacted randomly by telephone and completing the questionnaire with a member of WCC staff

This report summarises the issues identified by **170 parent carers** who gave their feedback in one of the ways listed above between April 2024 and March 2025. We thank those parent carers for taking the time to tell us about their experiences of the EHCP process and provide us with the opportunity for improving the way we do things in SEND services.

**We asked parent carers whether that was an aspect of the assessment or review process we could do better?**

Key Issues Identified by Parent Carers	Response/Action Taken
<b>Communication &amp; Transparency Issues</b> <ul style="list-style-type: none"><li>• Parents struggled to get in touch with case work officers (CWO) and experienced delays in responses from CWO and other professionals</li><li>• Lack of updates throughout the process created uncertainty and stress. Unaware of key steps within the process.</li><li>• Jargon and terminology made the process confusing.</li></ul>	<b>Restructure of the SEND Service</b> <ul style="list-style-type: none"><li>• The SEND service is undergoing a <b>restructure to improve service delivery and responsiveness</b>. This will take place over the summer and will be completed by 1<sup>st</sup> September 2025.</li><li>• An additional four Education, Health and Care Plans (EHCP) co-ordinators (previously known as case worker officers) have been recruited and undertaken an 11-week induction programme.</li><li>• An additional team manager and senior EHCP co-ordinator have also been recruited.</li><li>• A postcode finder is being introduced to help parent carers identify contact details for the team</li></ul>

	<p>their child is assigned to with group emails to avoid delays in response.</p> <ul style="list-style-type: none"> <li>• The aim is to <b>streamline roles and responsibilities</b>, ensuring that families and professionals have <b>clearer points of contact</b>.</li> <li>• One of the goals is to <b>reduce delays in communication</b> and <b>increase accountability</b>.</li> <li>• The restructure is intended to address previous issues with <b>inconsistent contact and unclear processes</b>.</li> <li>• Phone surgeries are in place and being used consistently by EHCP co-ordinators and parent carers.</li> </ul>
<p><b>Timelines &amp; Delays</b></p> <ul style="list-style-type: none"> <li>• Significant delays with some exceeding statutory deadlines.</li> <li>• Late decisions disrupted placements, transitions, and children's access to support.</li> <li>• Parents had to chase professionals for progress updates</li> <li>• Parent carers requested a more streamlined process</li> </ul>	<p>The SEND service is undergoing a <b>restructure to improve service delivery and responsiveness</b>. This includes recruitment of:</p> <ul style="list-style-type: none"> <li>• An additional four EHCP co-ordinators (previously known as caseworkers) have been recruited and undertaken an 11-week induction programme.</li> <li>• An additional team manager and senior EHCP co-ordinator have also been recruited.</li> <li>• A postcode finder is being introduced to help parent carers identify contact details for the team their child is assigned to.</li> <li>• The aim is to <b>streamline roles and responsibilities</b>, ensuring that families and professionals have <b>clearer points of contact</b>.</li> <li>• One of the goals is to <b>reduce delays in communication</b> and <b>increase accountability</b>.</li> <li>• The restructure is intended to address previous issues with <b>inconsistent contact and unclear processes</b>.</li> <li>• As of June 2025, 75% of Education, Health and Care Plans</li> </ul>

	<p>(EHCPs) were finished within the required 20-week deadline. This is a big improvement from just 24% in December 2024. We believe the changes we're making to the service will continue to improve the EHCP process for children, young people, and their families, and help us complete even more plans on time.</p>
<p><b>Quality &amp; Accuracy of EHCPs</b></p> <ul style="list-style-type: none"> <li>Plans did not fully reflect children's needs.</li> <li>Copy-and-paste errors or generic wording led to inaccuracies.</li> <li>Some plans were missing key assessments or professional input.</li> </ul>	<p>We have a system in place to check the quality of Education, Health and Care Plans (EHCPs). The results from these checks are shared with our teams during training sessions.</p> <p>When we do joint reviews with other organisations, we share what we learn with the relevant teams and colleagues. We also use feedback from complaints to improve our training.</p> <p>The Designated Clinical Officer in health oversees all EHCPs to ensure health advice is present within the plan. She also looks at the quality of the advice and the clarity of language used.</p> <p>We have introduced a Designated Social Care Officer with an aim of improving social care input to EHCPs.</p> <p>Right now, we're updating our quality assurance system. We're working together with children and young people, their parents or carers, and professionals to create new ways to measure quality. The updated system will build on what we're already doing and will include a clear process to make sure we act on what we learn.</p> <p>We have added a section to our local offer which you might find of use:</p>

	<p><a href="#"><u>I'm not happy with my child's EHCP   SEND Local Offer</u></a></p>
<p><b>Parental Involvement &amp; Decision-Making</b></p> <ul style="list-style-type: none"> <li>• Parents felt their views were not fully considered.</li> <li>• Some were unaware their child had received an EHCP or can't remember receiving a copy.</li> <li>• Discrepancies between parental input and final EHCP contents.</li> </ul>	<ul style="list-style-type: none"> <li>• The voice of the child/young person and parent carer views should be reflected in the plan.</li> <li>• We undertake ongoing quality assurance activity to check how well the voice of the child is captured in the plan.</li> <li>• A training session was delivered to SENCOs on gathering the child's voice in March 2025. A further session was delivered in May 2025 to practitioners. Further training on the voice of the child in the EHCP will be planned during 2025/26.</li> <li>• Draft plans are sent to parents and carers so any inaccuracies can be addressed before the plan is finalised.</li> <li>• SENDIASS run training throughout the year for parent carers on EHCPs such as 'how to check a draft EHCP'. Course availability can be found <a href="#"><u>here</u></a>.</li> <li>• Parents and carers can contact SEND Services to request a duplicate copy of the plan if this had not been received. The telephone number is: 01905 845579.</li> </ul>
<p><b>Professional Input &amp; Support Availability</b></p> <ul style="list-style-type: none"> <li>• Reports from educational psychologists and therapists were outdated or insufficient.</li> <li>• Parents struggled to access specialist assessments.</li> <li>• Lack of coordination between professionals</li> </ul>	<ul style="list-style-type: none"> <li>• Joint Assessment Meetings (JAM) continue to be held to support a co-ordinated and a child focused response to assessments and plan writing.</li> <li>• The educational psychology team continue to offer direct and indirect assessments.</li> <li>• Should parents have concerns on the quality of their ed psych assessment they are able to address this directly with the</li> </ul>

	<p>team and amendments are made where appropriate.</p> <ul style="list-style-type: none"> <li>The partnership continues to work together to understand commissioning gaps and put plans in place to address these.</li> </ul>
<p><b>Funding &amp; Provision Gaps</b></p> <ul style="list-style-type: none"> <li>Concerns over funding decisions being made before full assessments.</li> <li>Parents unsure how provisions like 1-to-1 support would be implemented in schools.</li> <li>Discrepancies between recommendations and allocated resources.</li> </ul>	<ul style="list-style-type: none"> <li>More than £30 million additional capital investment into special educational needs and disabilities (SEND) is being made by Worcestershire County Council over the next three years.</li> <li>The £30.1 million will be used to make changes to mainstream schools to make them more accessible; create more nursery places for pre-school age children with complex needs; develop SEND units attached to mainstream schools; create more specialist education places; and improve the options for young people aged 16+ to access further or higher education.</li> <li>Find out more <a href="#">here</a></li> <li>Every EHCP is funded in line with Section F and where a school or provider feels further finances are required a costing provision map is used to evidence this.</li> </ul> <p><i><a href="#">I'm not happy with an educational establishment.</a></i></p> <p><i>Parent/carers can also contact <a href="#">SENDIASS</a> for advice and support</i></p>

Lisa Richards May 2025

Quality Assurance Officer

[This report was created with use of AI]