

## Cambridge network meeting October 2016

*Which services provided by the Local Authority for your family do you value the most and why? For example, social care, Short Breaks, Local Offer (website), START, children's centres*

### **Short breaks:**

We all value short breaks highly – please keep funding this. Mentioned by all groups. Need for a key worker (more input from caseworker)

Needs to be better in half term holidays.

Action for children: Service needs a lot of improvement and the activities they provide should include more for physically disabled children.

An example from a parent: There was no structure in place at a half term short breaks action for children event, rather a 'do what you want' approach. Group activities would have been better, this would have helped with socialisation for the children attending.

**Social care** is highly valued but must be improved.

**Sensory service** Visual and hearing impairment services

**Children's centres** People do not know they are in trouble. How do they target families? Do they know about the families with concerns? Isn't this early identification?

**Pinpoint** for people who fall through the gaps

### **Core assets**

**Parent support groups** Run by organisations/charities like Little Miracles, Papworth Trust, Aspire etc

**Occupational Therapy** Now very hard to get

**Music Therapy**

**SENDIASS**

**Speech and Language Therapy**

**Specialist teaching Team**

**Educational Psychologists**

**EYST ??**

**Carers' Trust** Gave family a short break in an emergency but not taken out of their personal budget.

### **HIGHLY Valued but...**

#### **START and SEND:**

- Access is difficult/not available
- Lack of expertise (SEN)
- Contentious and disrespectful view of our children as a drain on resources rather than seeing them as human beings with needs and gifts. This sets up a battleground that is draining both on resources and moral for families and professionals

#### **Local offer**

- is not user friendly
- Can't find things by keywords
- It is not easy to read
- Needs relevant information for parents
- Needs a helpline

- Option for search engine help 'I live \_\_\_\_\_ I need ideas for \_\_\_\_\_ because \_\_\_\_\_'

***How would you like to hear about future changes regarding Local Authority service? For example meetings, Facebook, website, newsletter***

All channels above. But parents preferred method of contact should be accepted.

More co-production

Need as much notice about events as possible

Needs parental involvement from the beginning and in meetings.

Needs a home page for each parent/ stakeholder with own password

Should be able to see budget, EHCP, Short breaks, Transition plans, Annual reviews, I need advice on...

Care – 'I need advice on \_\_\_\_\_ this week' Be able to describe to facebook feeds we want. Share this info with us.

Newsletter: should continue but there needs to be provision for parents who do not have computer access. Make sure there is a plan for the person to have a friend/carer support/library etc to help them access this and print it out.

All of it can be hard to take on board

Summarise info in a newsletter

Tweets

Meetings but make the info very clear

Diagram of how services fit together, who's who?

'Move forward with the times'. A parent/short break/local 'log in' page so parent/child can see how much personal budget they have left, what services they can buy and 'add to cart'. Include information such as how long waiting time is for the response, waiting list details etc. What is on this week for your child, book a place. Should be updated weekly/monthly. Further information should also include an option to leave a message for your social worker and details of what is accessible for half term.

***Anything else you want to raise regarding the proposed changes to children's service?***

Co-produce the guiding principles with parents, health, voluntary sector, education and transport. Everyone involved.

Re-appraise the measures – they need to be holistic, child and young person centred, social and emotional

Focus on strengths of children and work with them. It's not just about exam success

Parents need to be respected and recognised as expert.

NEED better, improved assessment.

We support the proposed structure of START moving into SEND specialist services.

Staff do not turn up at meetings so can you think of alternative contact methods so they can still input?

Parents want the chance to be assessed the door is shut too early, we then don't bother applying and go into crisis.

Early identification appears to be a lip service it needs to be done.

### Comments on slides in presentation:

- slide 3, image of children dancing in not representative (*Changed for future meetings*)
- slide 5, Family of Concern is not a good phrase, use Families with concerns (*Changed for future meetings*)
- slide 9, you say you want parents to be designers, when and how? (*Pinpoint invited onto the Governance board*)
- slide 15, Guiding Principles - no mention of co-production, and innovation should be also be considered, not just evidence and science based

### Discussion during presentation from parents:

- Parents don't have one person to turn to find out where's the best place (school) for their child
- Big issue around lack of accountability of academies – take to NNPCF

Who's the regional commissioner for schools? Tim Coulson <https://www.gov.uk/government/people/tim-coulson> He started his role on 1 July 2014. Before that, he was Director of Education at Essex County Council. Earlier in his career he taught in London primary schools and is a former Headteacher and was National Director of the National Numeracy Strategy. As regional schools commissioner, he is responsible for making decisions about the academies and free schools in local authorities including Cambridgeshire and Peterborough. More information about the responsibilities of Regional Schools Commissioners at <https://www.gov.uk/government/organisations/schools-commissioners-group/about#responsibilities> Read the regional vision statement for East of England region at <https://www.gov.uk/government/publications/regional-schools-commissioners-regional-vision-statements> If parent carers have any questions, they can email the commissioner's office: [rsc.eastnelondon@education.gov.uk](mailto:rsc.eastnelondon@education.gov.uk)

- Is information on accountability and the LA's role on the LO? Need a succinct explanation. See [http://www.cambridgeshire.gov.uk/info/20136/special\\_educational\\_needs\\_and\\_disabilities\\_local\\_offer/531/about\\_special\\_educational\\_needs\\_and\\_disabilities/2](http://www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities_local_offer/531/about_special_educational_needs_and_disabilities/2)
- In order to make school want to improve SEN Support, what other measures should be added (beyond exam results) to hold them to account? KS2 and KS4 results are not applicable to everyone.
- How can parents access school / communicate with them better to support their children and others?
- Does local policy meet Code of Practice for assessing for EHCP's? Assessments are low in Cambs, though number of EHCP's are the same or higher. Where is the place where this can be picked up and addressed. (*This has been raised with commissioners and will be again when START moves into SEND specialist services*)
- Some LA's have 0 hours EHCP's so that children on SEN Support also have plans
- Where will education transport fit, big issue. E.g. birthday mid-year and transport stops
- Will there be specialist teams within SEND Services? e.g. one team to talk to with knowledge of autism