

Parent Network Meeting – SEND Reforms

Cambridge, 4 March 2016 (daytime)

Orchard Park Community Centre, Cambridge

Attendees

Parents: **16**

Service Providers: Robert Wilson, Gavin Walklate, Louise Yarrow, Michelle Docking, Michelea Brown, Eloise Roches, Josh Hanggong, Teresa Grady, Caroline Tyrell Jones.

Pinpoint: Eve Redgrave, Lenja Bell, Carole Darlow

Overview

The topic for these network meetings was SEND reforms,. **Parents worked in groups with providers from each service to After the group work, each provider fed back the key points which had been captured on flip chart paper and are recorded below. The parents had a chance to talk individually with each other and service providers over lunch.**

Feedback from group work

Parents and service providers worked in groups to answer....

SEN Support

Communication:

- Still carries on even when young people have EHC Plans or statements
- Needing schools to identify earlier support for young people and getting the right support involved earlier to prevent young people being excluded
- Parents need to be involved in conversations from the beginning of discussions
- Having one point of contacts so parents know who to go to for information is consistent
- Communication seems to be less regular or non-existent when young person moves to secondary
- Better advice and more involvement from parents with the Assess, Plan, Do, Review process
- Support and information not just to be school specific, discussion and thought to be given through CAF process to ensure home situation is also supported – who does this?

pinpoint Cambridgeshire is a Registered Charity, No: 1156920

- How can SENCo's be supported better to gain knowledge of service and support both in and out of school
- School to make sure families are kept informed about what is happening to the young person, particularly around mental health
- Better joint working between different services to ensure consistency
- Families not having to chase workers to do their jobs. i.e. completing plans
- Transparency in what schools are doing, how money is being used
- Process to be shorter or families to be made aware
- Termly statutory meetings to be adhered to
- "Was difficult to feel comfortable, felt judged, they didn't understand his needs, labelled as naughty"
- "Taking support / family member with professional knowledge to meeting – changed the school's views – mentioned Ofsted."
- "Upskilling parents on SEND helps you feel more confident dealing with school"
- "Doesn't help when schools assume it is a parenting problem which is the cause of the behavioural SEN problems."
- Being equal in a meeting is not happening
- School not sharing information and involving parent in planning and strategies
- Lack of communication creates barriers "difficult parent"
- Parents at secondary schools having very poor experience

What would help?

- Parents knowing when regular meetings happen (3 x term)
- "Need record of what has been said as actions don't get followed up", I wrote things down
- Having information on children/yp progress (online system at one secondary school)
- Helps but want more detail on how cyp are being supported

EHC Plans

- Update photo regularly
- Really good – takes a long time
- Health – missing info., not enough detail or provision outlined. Not rolled out well in practice
- Plan is just document – not always put into practice by health / school etc.
- Need professionals brought together
- Lead professional names on form (plan), special school – no SENCo, who is taking charge?
- Concerns over health services and how they are supporting – who and how do parents find out / complain about this. Phone numbers / email? Add to local offer – roles and responsibilities – pack?

pinpoint Cambridgeshire is a Registered Charity, No: 1156920

- Financial info on plan – parents don't always want
- Good examples of plans for parents / schools to see (early on)
- TAR checklist for parents
- Personal details – add box for un/diagnosed conditions – what does this mean
- TAR – aspirations bases; golden thread – not being used
- Further training needs for school staff
- Multi-agency meetings – not always happening
- More info needed and needed to be taken into account from social care and health
- Have social care, health and ECHP contact in plan
- Clearer post-16 info needed – for areas other than education
- School 'prep' parents prior to TAR – re: this is who's coming, this what to expect etc.

Local Offer

- Update photo regularly

Next Steps

The feedback from the group work will be collected and analysed across the five network meetings and shared with **education, health and social service managers and frontline staff**. **Pinpoint will update parents on how this work is taken forward.**