

You said...we did

You said...

you wanted to know what was happening for your child (the Covid pandemic). We...

- **Provided real time updates** as we had them from the LA, Health, and the Department of Education along with **Frequently Asked Questions**.
- **Requested the LA and Health respond to specific issues** as they arose and then **shared those updates with you**, ensuring schools had the same information.
- Provided **signposting to services** to ensure you had the help and support you needed, **co-produced letters** to keep you informed, provided almost **daily social media updates** and **created a new dedicated section of our website**.

You said...

you were worried about your child's needs being met during the pandemic. We...

- **Provided sessions of the issues you were dealing with and gave you practical support**, including challenging behaviour, dealing with poor mental health, anxiety, managing your money and helping children return to school.
- Ensured that statutory provision continued by **robustly challenging the LA and Health in its communications and operational support to schools**.
- **Co-produced school data return** to ensure statutory provision continued as expected and asked LA to address issues.
- **Ensured that schools were clear about Easements and that any changes were agreed with parent carers and recorded**, including the use of Form M and shared communications to ensure parent carers and schools had shared expectations.
- **Ensured that nothing was done regarding changes arising from Covid without parent carers** by asking the LA to ensure its messaging to schools, and school leaders, was explicit about this expectation.
- **Addressed issues swiftly** as they arose and expected the LA and Health to respond, which they did.
- Proactively **shared concerns regarding national guidance with the DfE and the National Network of Parent Carer Forums**.
- Offered **weekly Tii Hubs** to provide support and signposting to services.

You said...

you wanted better support earlier (SEN Support to work better). We...

- Arranged **network sessions and invited parent/carers to meet with Toni Bailey**, the newly appointed Assistant Director for SEND Cambridgeshire and Peterborough, to discuss 'getting it right early on and making a difference.'
- Provided **new Handy Guides** to help parent carers starting out on their journeys to access the right information and be signposted to the right services in easy to access and print format.
- **Updated our website to have increased resources for parent carers** helping you find what you need when you need it.
- Provided **online workshops, webinars, and training** to enable parent carers to access services and support early without a diagnosis.

You said...

you wanted better support for mental health. We...

- **Participated in the LA commissioned independent review of provision for Social Emotional and Mental Health (SEMH) provision.** The LA have developed an action plan for 2020 with stakeholders to ensure there is the right support, at the right time, in the right place to prevent escalation of need.
- Raised awareness of support to schools for mental health and well-being and shared good practice. We **worked with the Educational Psychologist and SEND District Teams to provide a series of parent carer videos** comparable to those being provided to schools to help with managing positive mental health and returning to school.
- **Provided STEPs training for parent carers** to schools and settings. STEPs promotes a therapeutic approach to behaviour. It teaches positive social behaviour with consequences rather than punishment for anti-social or unsocial behaviour. Cambridgeshire STEPs has been running for two years, and improvements in schools and settings are beginning to show. We arranged for our team to be trained and commissioned sessions for parent carers.
- Participated in the **commission of new mental health provision.** You told us that you wanted quicker referrals and early help. As a result, the LA are seeking to commission new mental health provision that meets this aspiration.
- **Resourced and provided workshops** for parent carers on issues relating to mental health and well-being.
- Developed **Handy Guides and web content** to help signpost to services and support early.
- **Co-produced the new NHS Keyworker programme** to help children and young people at risk of admission to hospital/inpatient care.

You said...

you wanted better joined up working between service providers and families. We...

- Promoted our co-produced new guidance on **Assessment for an Education, Health and Care Plan.** This ensures that expectations of Health, Social Care, the Local Authority SEND Services, Schools and Settings are clearly set out.
- Continued to **co-produce the offer around 'Transforming Care'**. Transforming Care is about ensuring provision from Health and Social Care including residential and hospital care is of the highest standard, joined up and as local as possible. It includes ensuring preventable measures are in place to avoid unnecessary escalation of Care.
- **Hosted Partners in Commissioning termly** to ensure that service providers and parent carers can share priorities and issues around the provision of services.
- Worked with the LA to **develop the content of the Local Offer Website.**
- Ran the **Annual survey and provided the LA with a clear steer on parental views about services.**

You said...

you wanted better preparation for adulthood (PfA) from a young age and seamless transitions to life-long services. We...

- **Co-produced a new PfA Guide for parent carers** helping you find all the information in one place.
- Confirmed with the LA that **PfA would be a top priority, addressing the cliff edges at transitions.**
- Initiated co-produced work to seek **resources to support improved routes into employment in Cambridgeshire.**
- **Initiated a new piece of work** to look at how we might help those with SEND into employment in partnership with the Local Authority and Papworth Trust.
- Initiated **new monthly PfA Connections** sessions for parent carers – an opportunity for support, training, and a space to raise issues.

You said...

you wanted professionals to have more training and for there to be clearer accountability. We...

- **Represented parent carer voice on the Cambridgeshire and Peterborough SEND governance Board** which brings decision makers from Health, Local Authority SEND Services, Social Care, and parent/carers together to drive change in a timelier way.
- **Represented parent carer voice on the Cambridgeshire and Peterborough Child Health and Well-Being Board** which brings together decision makers and providers from Health, the Local Authority, Social Care to address mental health and child health and well-being.
- Continued to implement the **Personal Outcomes Evaluation Tool (POET)**. POET is a quick questionnaire that asks how Education Health and Care Plans are working and whether they have made a difference to children and young people's lives.
- **Quality assured Education Health and Care Plans** to ensure they are well-written to meet your child's needs.
- **Ensured your voice was heard** through opportunities to participate throughout the year – focus groups, network meetings, feedback in workshops and at Tii Hubs, review of documentation, commissioning and surveys/questionnaires.

You said...

You didn't want to feel so alone. We...

- Resourced and facilitated Tii hubs to make an offer of **regular peer to peer support**.
- Launched SENDads (and Mums) as **an evening offer for those who can't make daytime sessions**.
- **Signposted listening ear services** to provide counselling and support.

