

In 2021 - 2022

You said...we did

You said...

The process of getting your children's needs met remains difficult / very difficult. We...

- *shared our Annual Survey, and Covid Surveys, with the Local Authority and asked them to review how they help and support this process.*
- *reported regularly at the Local Authority's strategic meetings to ensure that senior officers were aware of your concerns and able to consider opportunities to address them. As a result of this we now have your top priorities as key work that the Local Authority are leading this year: Ensuring that the system does what it should (compliance), Making early help work better at the SEN Support stage and addressing Preparing for Adulthood issues.*
- *updated our website information and produced new Handy Guides to help you find the information you need to feel well-informed about the process and have signposting towards services and organisations that can support offer you advice.*
- *invited the Local Authority to lead sessions at our Annual Pinpoint Conference to ensure you could get the information needed first-hand from the professionals from the Statutory Assessment Team. The Local Authority is investing in their Statutory Assessment team to enable it to meet and exceed its statutory timescales.*
- *co-produced the emerging Cambridgeshire Autism Strategy to ensure it reflects parent carers, and their children's, needs and aspirations.*
- *continue to raise your voices / views with the Local Authority and health on a twice monthly basis to report that demand for services and assessments are taking too long*
- *supported the LA in hearing parents' thoughts about their new 'ordinarily available' advice for schools to make sure that SEN Support is of a consistent quality in all mainstream schools.*
- *enabled parents' voices to be heard as the Local Authority develop their new offers for SENDIASS, and school transport services.*

You said...

you felt the only way to get help and support for your child was to take legal action. We

- *asked the Local Authority to review all the disputes it deals with to identify issues about which it might be able to act, where processes had not worked as they should.*
- *asked the Local Authority to look again at how we ensure the systems work properly. They have undertaken a review and are launching a Transformation Programme to make the improvements you asked for.*
- *Encouraged the Local Authority to do more so that you have greater confidence that your child's needs are being met in school and that good assessment is in place. The Local Authority are investing in making SEN Support more effective, providing more support for schools so that they are better able to meet children's needs early and effectively.*

You said the legal requirements are either poorly understood or not routinely applied in terms of SEND legislation. We...

- asked the Local Authority to ensure that schools and SENCOs had the right information. As this coincided with the Pandemic, we used this as an opportunity to remind schools about their legal obligations and ensured parents were kept informed about what should be provided and how to raise concerns.
- asked the Local Authority to urgently respond to the report by some parent carers that they were not being included in decision making relating to their child's needs.
- advocated that the LA work to support schools (and parent carers) where issues are identified – which they have.

You said...some services (education, health, and social care) work well together but that often they don't work as well together as they could. We...

- are working with the Local Authority and local health colleagues to raise these issues. They have been looking to improve processes around the Annual Education health and Care Plans (EHCPs) review and we participate in their work to quality assure EHCPs and improve how they are written and what is written in them.

You said...you were not happy about how your children's needs are being identified, monitored, and supported. We...

- co-produced with Local Authority health, social care, and education colleagues to improve pathways for children with ADHD, Autism and Downs Syndrome.
- know families struggle to support children with behaviour needs and the Local Authority have responded by developing a new behaviour support package for children in their school settings. We have offered parent carers information about the Cambridgeshire STEPs programme which many schools now use to support children with social and emotional needs.
- have been partners in the Quality Assurance Review of EHCPs which seeks to improve the standard of all EHCPs written in Cambridgeshire, seeking to ensure all EHCPs are the best they can be.

You said that the processes of getting Education Health and Care Plans updated and back in good time was a problem. We...

- raised this with the LA who are working hard to recruit more staff and met the timescales you expect. As part of the SEND Transformation Programme, the Local Authority is committed to developing a system-wide Annual Review Improvement Plan.

You said it was hard to get the information you needed. We...

- wrote new Handy Guides to provide straightforward information that you can print or read online.
- overhauled our website content to include more information and links to help you find what you need first time, every time.

You said that the Local Offer was not widely known about and that you did not have the information you needed. We...

- raised this with the Local Authority. We have worked to co-produce a revised version of the Local Offer.
- co-produced new Health information for the Local Offer website.

- supported the LA in creating a new Local Offer website by inviting parent carers to evaluate their new website ideas to see if it is easier to find the information you need. The new website will be rebranded as the 'SEND Information Hub' to make it easier to understand.

You said that Preparing for Adulthood must be a priority as too many parent carers do not know about it, and it does not reflect an offer beyond education. We...

- raised this with the Local Authority and asked them to make it a priority in the new SEND Action Plan, which they did.
- have provided detailed feedback to the Local Authority and offered to collaborate with the Local Authority on a more detailed Plan to review and revise a Cambridgeshire PfA offer and to tell parent carers about it.
- asked the Local Authority to review the offer it makes for employment and getting into work, friends, relationship and community, independent living, and good health.
- co-produced the Adult Social Care Consultation and ensuring parent carers can shape future services.
- Co-produced research with CCC and Papworth Trust to look at assisting more SEND young people into employment.
- Welcome the Local Authority prioritising PfA as part of the SEND Transformation Programme. They have already undertaken a significant post-sixteen mapping exercise to inform next steps are appointing a dedicated officer to lead on a new PfA Strategy.

You said the wait to access mental health support for your child was taking too long. We...

- provided this feedback to the Local Authority who used it when commissioning the new 'Younited' service.
have taken every opportunity to request speedier services from the Clinical Commissioning Group.
- commissioned our own sessions for parent carers covering topics such as anxiety, OCD and eating issues and provided the opportunity for peer support through our Tii Hubs.

You said being a parent carer felt lonely and you wanted to be supported. We...

- moved to a virtual session offer for information, signposting and support ~~offer~~ and have seen a big increase in the numbers of parent carers able to join in.
- offer a monthly group promoted to encourage ~~Dads~~ to join in and we have seen more fathers take part in all our sessions, not just SENDads.

