



SEND Parent Carer Survey Spring 2022

Executive Summary of Results

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Area for Development	Activity to December 2022
Early invention and support for SEND families	<p>The All-Age Disability service has expanded its staff group to include a further six family support workers. These family support workers all have a background working with children/young people with SEND. This will support targeted assessments, interventions, and longer-term planning. In addition, there is also an Early Help Family Support offer. Further details can be found by clicking on the following link Early Help Family Support Worcestershire County Council</p>
Development of more specialist provision	<p>Worcestershire Children First (WCF) have produced a report which describes the provision made in Worcestershire special schools and enhanced provision in mainstream schools for children and young people with SEND. The report also includes information about placements made for children and young people within and outside of Worcestershire in independent special and mainstream schools and colleges. It focuses on current provision, what we know about future need and views of parent carers, children, young people, and educational settings where known. It also makes proposals for what is needed to meet the needs of children and young people with SEND in Worcestershire going forward. These proposals are intended to address increasing need because of population growth and also historical placement trends.</p> <p>There is a dedicated workstream, which also includes parent carer representatives where the lack of suitable specialist provision to meet the identified needs of children and young people is discussed and actions identified. Further details can be found by clicking on the following link Worcestershire Local Area SEND APP Final April 2022 accessible 5 (5).pdf.</p> <p>To support the work of Workstream Two Worcestershire Children First (WCF) has submitted an application to the Department for Education for a new 120 place autism spectrum disorder (ASD) Special Free School for 5 19-year-olds, which would provide an education for children and young people with ASD. Analysis of our data and the experience of our ASD children and young people showed us that there is a need for a school which will cater solely for children and young people who need a supportive environment, with smaller class sizes and staff dedicated to a holistic autism approach, so that they can access a mainstream curriculum. Where appropriate they will also support the reintegration/integration into mainstream settings as well as delivering targeted help to children and young people at transition points. If the bid is successful, the new school will be in Malvern on a suitable site owned by the Local Authority</p>

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	<p>been given to support Tudor Grange Redditch to increase places from 30 to 45 at its Enhanced MAB, Treetops, these additional places should be available from Easter 2023. There will also be additional capacity in Worcester, when Christopher Whitehead Language College Enhanced Mainstream Autism Base opens which is scheduled for September 2023.</p>
<p>Improved communication with families from all services</p>	<p>changes to processes and procedures to improve communication with parents and carers, children and Young People with EHCPs.</p> <p>Response times to telephone calls are now tracked and monitored internally Six permanent additional casework officers have been recruited to reduce caseloads and improve response times to calls and emails The SEND parent carer stakeholder group includes representatives from parent carer support groups, these are held monthly and attended by SEND team and health representatives where themes are raised and discussed to inform the improvement of local practice. Regular EHCP audits are undertaken, and parent carers and sought to enable reflection on cases. The SEND Services are moving to a new case management system from February 1st, 2023, which will also provide an interactive portal for families to allow more direct oversight and input into EHCP processes.</p> <p>In health services changes have been implemented to the telephony system for contacting Community Paediatrics to help families to reach the correct person more easily or have the option of leaving a message when the phonelines are not staffed. Details of this can be found here Our Services Herefordshire and Worcestershire Health and Care NHS Trust (hacw.nhs.uk)</p>
<p>Increase understanding by professionals about disabilities and their impact on the children and their families</p>	<p>In November Worcestershire Children First (WCF) hosted a Marketplace Event for staff in which the services within WCF had an opportunity to highlight their service area to other professionals. This included the All-Age Disability Social Care Teams having a stand to raise awareness of the role of social work in promoting communication skills in engaging with young people using a variety of different tools and resources. This aimed to promote to other professionals the impact of disability in the children and young people that we work with, and the creative methods social workers can utilise</p>
<p>Clear information and advice about how to access services and support (Local Offer)</p>	<p>Since October 2022 professionals from Worcestershire Children First (WCF) have been working with parent carers to improve and amalgamate the existing newsletters that are sent out from SEND services and from the Young Adults Team (YAT). This will ensure that all key information from across the All-</p>

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<p>Inclusive schools and the graduated response</p>	<p>professionals. all, and is compliant with our SCULPT (SCULPT for Accessibility Worcestershire County Council) guidelines. The newsletter will be published as a webpage and have its own section on the Local Offer, links to the stories will then be sent out via email, using a new software package. This now forms part of a wider piece of work looking at the Local Offer, which is being updated by our Digital Design team, as it moves onto a new platform with refreshed graphics and easier navigation. The Local Offer provides information about provision families can expect to be available across education, health and social care for children and young people who have Special Educational Need (SEN) or are disabled, including those who do not have an Education, Health and Care Plan (EHCP).</p> <p>We have been reviewing the Local Offer content and some of the information needs updating, and refreshing, and this is reflected in parent carer feedback. We will be continuing to work co-productively with parent carers to ensure that the content remains useful and appropriate. We will also be completing feedback sessions with young people in a variety of settings to ensure that they also have input into the design and the content.</p> <p>This links closely with the focus of Workstream One developed from the APP. Over the last six months representatives from settings, parents and carers and services (e.g. health, education) have worked together to co-produce our definition of Inclusion for Worcestershire Educational settings so that all those engaging with settings will be able to support and challenge schools, where necessary, within a shared vision. Services in Worcestershire Children First have developed a wide range of training and support packages available for all educational settings (Early Years to Further Education) that promote inclusive approaches and through their direct work, help embed these so that the positive impact on children and young people in Worcestershire can be measured. To</p>

Area for Development	Activity to December 2022
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Accountability and transparent decision making at high levels of management across all services	
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comments made by other parent carers to the value of surveys, we have formulated a proposal about options for 2023. The proposals involve a more targeted, topic-based approach with regular opportunities for parent carers to let us know what their experiences are and to feel listened to. We