

SEND: ‘You said, we did’ January 2022

Following a recent survey carried out by Warwickshire Parent Carer Voice on the Ofsted and Care Quality Commission (CQC) Inspection and the Written Statement of Action, we thought it was important to update you on the progress being made in response to your feedback.



You Said	We Did
<p>Five priority areas – you said that you generally agreed with the five priority areas outlined in the Written Statement of Action. However, you said that the wording didn’t go far enough. You said that you felt key areas had been missed such as post-16/ transition to adulthood, respite/short breaks, waiting lists other than autism and issues with access to child and adolescent mental health services (CAMHS).</p>	<p>As part of our SEND and Inclusion Change Programme we are reviewing all aspects of the services we deliver around SEND, many of which sit outside of the Written Statement of Action.</p> <p>As part of the change programme, we are working to improve the transition to adulthood in the Preparing for Adulthood (PfA) project. This includes workshops with children, young people and parent carers to develop a framework for a new strategy.</p> <p>Information about transitions in the local offer</p> <p>Planning the post-16 transition and future career prospects for those with an EHCP</p> <p>In relation to respite and short breaks we are looking at the support children with disabilities have for short breaks and respite in Warwickshire. We are reviewing what works well and what could be improved in services to make sure the service meets the needs of those accessing it. Discussions are ongoing with Warwickshire Parent Carer Voice and through online discussion boards.</p> <p>To find out more email disabilitiescommissioning@warwickshire.gov.uk</p>
<p>Autism assessment waiting times – you said more training was needed to support autism assessments and to help reduce the current backlog. You also said that a clear pathway of</p>	<p>We are looking at ways to reduce waiting lists for autism assessments by ensuring that they are managed in a consistent way across Warwickshire. This includes:</p>

<p>support leading to an assessment was needed.</p>	<ul style="list-style-type: none"> • Investing more money to increase capacity for diagnostic assessments and post-diagnostic support to meet demand • Piloting new models of assessment • Improving online information and awareness of support available • Providing more training for staff. <p>We are also looking at ways we can support parents and carers with children who are waiting for an autism assessment in Warwickshire, including improving information and advice. Future plans include holding events, with presentations and talks on autism, education and health care plans and offering further information and support.</p> <p>More information on events</p>
<p>Relationships with parents and carers – we have a long way to go to build relationships with parents and carers and that co-production should be an ethos embedded in all council workings.</p>	<p>We know we have a long way to go to rebuild relationships and trust with parents and carers. We are working with Warwickshire Parent Carer Voice to create a strategic framework for co-production and looking at ways in which we can ensure that Warwickshire families are able to impact change.</p> <p>We are also developing ways of collecting feedback from children and young people with SEND and their families on our services and the local offer section on our website.</p> <p>One method of collecting feedback has been through surveys. In October and November 2021, we issued two surveys to hear from parents, carers and young people. One was delivered through Warwickshire Parent Carer Voice asking for views on the priorities outlined in the Written Statement of Action. This was shared with Warwickshire parents and carers through a range of channels including social media and newsletters. A more recent survey has been shared through the same channels to ask parents and carers for their views on how they would like to receive communications on SEND services.</p> <p>Several webinars have also been held where parents and carers have been able to ask questions and find out more about the changes to SEND and</p>

	<p>inclusion services and the Written Statement of Action. We have also held a discussion session on how we rebuild relationships with families in Warwickshire taking forward the feedback from those attending to see what changes we need to make to improve the services we deliver.</p> <p>In addition, we have revamped our SEND Voice newsletter. This is now an e-newsletter to make it more accessible and has been renamed Warwickshire SEND. It has also moved to a monthly publication as opposed to quarterly to improve the frequency of communications with our parents, carers, practitioners and families.</p> <p>We have also set up a Co-production and Engagement Hub with Warwickshire Parent Carer Voice to help build relationships and strengthen the voice of parent carers to ensure they can make a difference in strategic planning. A SEND Local Offer Facebook page has also been launched to directly target families of children and young people with SEND.</p> <p>Facebook – Warwickshire SEND local offer</p>
<p>EHC plans – parents need to feel part of the process and that children and their families should be at the centre of any assessment or plan, encompassing the spirit of the SEND reforms.</p>	<p>We are improving the quality of the EHC plan process to make it more inclusive. Actions to date include introducing a more robust and fair decision-making system through panels; issuing plans more quickly (90% are now issued within 20 weeks) and checking the quality of EHC plans. A survey is now sent to all families who have been issued with a first EHC plan to ask for their views and help identify where improvements to the 20-week process can be made. The next focus will be improving the annual review process to ensure it is fit for purpose. A new project has started to update our current systems and ensure that annual reviews are held each year, are of good quality and lead to timely decisions.</p>
<p>Inclusive schools – mainstream schools need more training on how to support SEND and more inclusive practice. You also said that there was a lack of specialist settings for post-16.</p>	<p>This is a key area of our action plans following the local area SEND inspection. We are working with schools, academies, nurseries, and preschools to develop an inclusion strategy which will set out clearly how they can embed inclusive practice in the way they do things. This will be accompanied by</p>

	<p>training for school staff and a toolkit that contains practical measures and ideas to support children and young people.</p> <p>A pilot project started in November 2021 in schools in the Rugby area to trial new ways of working, with peer-to-peer support, a SEND whole school audit to identify needs, and training and support. The learning from this pilot will be taken forward to support other schools across the county.</p> <p>We are also reviewing the facilities and support available for students as part of our Capital Strategy, including post-16 settings to enable them to progress their education.</p>
<p>Workforce development – parents and carers agreed that more training for staff was needed including restorative practice and trauma informed training.</p>	<p>Workforce development is another key area of our action plans following the local area SEND inspection. We are looking at training needs for both local authority and school staff to help meet the needs of children and young people with SEND.</p> <p>All key SEND and inclusion staff are being trained in restorative approaches to help create and maintain respectful and trusting relationships, working with people rather than ‘doing to’ or ‘doing for’. This will help us to build capacity in our schools, early years and colleges.</p>
<p>The SEND local offer – you said the local offer section was difficult to navigate, and you could not find any relevant information. You also said it was not very well presented.</p>	<p>We have fully revamped the section in collaboration with parents, carers and young people to ensure the information is easier to find, relevant and up to date including a search function. We are publicising the SEND local offer webpages through a range of communication channels and with partners to ensure that parents, carers and young people can be signposted to services when looking for advice and support.</p> <p>Help to improve SEND services</p> <p>Development on the local offer will continue with participation from parents, carers and young people. This will be monitored to ensure the information is relevant and up to date. We would welcome any further feedback to help us continue to improve the webpages. Please email fis@warwickshire.gov.uk</p>

