

Feedback from Parent /Carers: 'You said we did'

Date first raised	Feedback from parents: Themes	Local authority and parent support groups actions		
Date of meeting		16th January 2017 Eva Juusola Simon Wake Yolande Tose Stuart Williams	15th May 2017 Eva Juusola Simon Wake Yolande Tose Stuart Williams	8th November 2017 Eva Juusola Simon Wake Stuart Williams Agreement for TA to review the best forum for sharing and responding to parental/carers concerns (unifying existing forums)
16 th January 2017	The quality of EHC Plans needs to be improved: Provision is not specified or quantified in enough detail; Some parent/carers have had final plans issued with no draft agreed. Parents don't know where they are in the statutory process.	This is monitored by an EHC quality assurance group on a half termly basis. There is a parent representative in the group. SPCF will develop a booklet with a timeline which can be given to parent/carers which show where they are in the statutory process. Completed	The advice coming to the SEND team needs to be more detailed and inform the writing of plans with clear outcomes that link to aspirations and with specified provision. Tim has issued new guidance to schools to ensure the information coming from	The QA group identified the quality of advice as a key issue during an analysis of high and low scoring plans. Revised documents are being developed as part of a graduated approach to SEND. This includes a new learner profile, My Plan and EHCP template. Guidance and training will also be provided to schools and settings. Consultations will

			<p>conversions enables the writing of better quality EHCPs. LA reps at each conversion will also collate key information. Simon will contact Special Schools specifically to offer support in these in gathering parent and pupil views. Completed</p> <p>The EP service is developing a revised format for psychological advice which better fits to EHCP requirements. Completed</p> <p>Stuart will suggest to the EHCP QA group that they monitor the quality of advice through sampling to provide feedback to specific contributors. Completed</p>	<p>take place on these materials prior to a January 2018 launch. Revised templates for advice will also be developed.</p> <p>Recruitment has taken place to the SEND team.</p> <p>Support teams in Inclusion Services have all provided support to draft EHC plans for the SEN team.</p>
16 th January 2017	<p>The timeliness of EHC plans do not regularly meet statutory timescales: One parent/carer reports an 88 week process.</p>	<p>A summary of the current position on the timeliness of EHC plans and conversions will be provided by the LA for</p>	<p>Work on this is on-going. Tim Armstrong (new head of SEN) is reviewing processes and is regularly</p>	<p>The contract for Core assets to provide independent support ends in March 2018. A survey on how to manage this</p>

	Many report a 40+ week process.	parent support groups to share. Completed	reminding staff about the importance of dealing with matters promptly and avoiding recurrent contacts and complaints.	withdrawal of services has been shared.
16 th January 2017	Communication with the SEN team is of inconsistent quality and timeliness: There is lack of consistency. Some staff are very good but others not.	The LA will provide a short summary of the new monitoring and case management systems which have been introduced for parent support groups to share. Completed	Tim recognised this as an on-going issue. He is reviewing the business support to the team to address this. As an interim (but non-ideal) solution staff are being advised to email parents to provide a response if they cannot reach them by phone. Tim to invite SPCF to run a training session on communication with parents for the SEND team meeting in June 2017. Rescheduled for November 2017	TA agrees that SEN team need to respond to emails and phone calls more promptly and reliably. Regular staff training is taking place.
16 th January 2017	Parents report some schools have told them if they try for an EHC plan and don't get it they can then have a MyPlan.	The LA will share this concern with the Locality SENCO group to cascade to school SENCOs. Completed		

16 th January 2017	Transfer reviews in some special schools don't feel that well run and are not fully compliant with statutory requirements.	The LA will review current advice and arrangements. Completed		
16 th January 2017	Parents of anxious children who have attendance problems don't feel well supported: Schools responses are sometimes 'too rigid'. Waiting times for CAMHS are lengthy	<p>The LA and parent groups will take this to the Strategic Autism group for discussion and action. Completed</p> <p>The LA will highlight this issue to the Healthy Minds programme group. Completed</p> <p>SPCF will share article on anxiety and school with Core Assets and SENDIAS. Completed</p> <p>LA will circulate SPCF article on anxiety and school attendance as part of next Inclusion Bulletin. Completed</p>	The Sheffield Parent Carer Forum will run a conference for parents on Family Wellbeing in November 2017 Completed.	
16 th January 2017	Not all schools are offering 3 SEN reviews each year	The LA will share this concern with the Locality SENCO group to cascade to school SENCOs.		

		Completed		
16 th January 2017	Practitioners supporting parents are not clear about the local offer for personal budgets .	The personal budgets policy is on the Local Offer. The LA will ensure training is provided to core SEND teams Outstanding		
16 th January 2017	There is not enough support for schools where challenging behaviour and exclusions is a concern: Some CYP are logged as being educated off site but are not accessing any educational provision during that time. Several children are in part-timetables.	The LA is developing the offer from the Inclusion Centre to support school. The Educational Psychology Service prioritise work were exclusion is a concern. A recent analysis of data of exclusions has taken place to inform the development of services and provision. The autism team track the use of part-timetables for CYP known to them.		
16 th January 2017	There is a perception that there is insufficient provision in Early Years for the most needy and limited specialist placement options.	The LA is conducting a review of Early Years services.	The LA to share a paper outlining the details of the fund.	
15 th May 2017	Lack of information on dyslexia in the Local Offer		The LA to develop a position paper on dyslexia Outstanding	

15 th May 2017	Parents are concerned about the new charging policy for Post 16 transport and a lack of information on post 16 funding .		Whilst not specifically re transport, there is work to be done around the preparing for adulthood agenda. Tim will be working on this	
8 th November 2017	There is a lack of suitable provision for academically able children with ASD who can't cope with mainstream or IR			The LA are in the process of completing a strategic review of provision.
8 th November 2017	Parents have been told Sheffield don't diagnose PDA any more.			The LA recently met with a group from the PDA society. A position statement is being jointly developed on autism and demand avoidance
8 th November 2017	Many parents feel that the £540 SEN travel charge is unfair, compared to what a non-disabled student would pay			The LA has committed to carrying out a review after 6 months to assess the impact on families
8 th November 2017	There is insufficient short break provision for under 5s, over 19s, secondary age children			There is an ongoing review of short breaks led by Sam Martin.
8 th November 2017	The information in the Local Offer needs updating and developing			