### Feedback from Parent /Carers: ‘You said we did’

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<tr>
<th>Date first raised</th>
<th>Feedback from parents: Themes</th>
<th>Local authority and parent support groups actions</th>
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<tbody>
<tr>
<td>Date of meeting</td>
<td>16th January 2017&lt;br&gt;15th May 2017&lt;br&gt;8th November 2017</td>
<td>16th January 2017&lt;br&gt;15th May 2017&lt;br&gt;8th November 2017</td>
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<td>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.</td>
<td>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. <strong>Completed</strong></td>
<td>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</td>
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- **Eva Juusola**
- **Simon Wake**
- **Yolande Tose**
- **Stuart Williams**
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<tr>
<th>Date</th>
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| 16th January 2017 | The timeliness of EHC plans do not regularly meet statutory timescales: One parent/carer reports an 88 week process. | A summary of the current position on the timeliness of EHC plans and conversions will be provided by the LA for work on this is ongoing. Tim Armstrong (new head of SEN) is reviewing processes and is regularly

<p>| Conversion 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 |
| The EP service is developing a revised format for psychological advice which better fits to EHCP requirements. Completed |
| Stuart will suggest to the EHCP QA group that they monitor the quality of advice through sampling to provide feedback to specific contributors. Completed |
| Recruitment has taken place to the SEND team. Support teams in Inclusion Services have all provided support to draft EHC plans for the SEN team. |
| The contract for Core assets to provide independent support ends in March 2018. A survey on how to manage this |</p>
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<th>Date</th>
<th>Subject</th>
<th>Description</th>
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<tr>
<td>16th January 2017</td>
<td>Many report a 40+ week process.</td>
<td>parent support groups to share. <strong>Completed</strong></td>
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<td>reminding staff about the importance of dealing with matters promptly and avoiding recurrent contacts and complaints.</td>
<td>withdrawal of services has been shared.</td>
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<td>16th January 2017</td>
<td><strong>Communication with the SEN team</strong> is of inconsistent quality and timeliness: There is lack of consistency. Some staff are very good but others not.</td>
<td>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. <strong>Completed</strong></td>
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<td>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. <strong>Rescheduled for November 2017</strong></td>
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<td>16th January 2017</td>
<td>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.</td>
<td>The LA will share this concern with the Locality SENCO group to cascade to school SENCOs. <strong>Completed</strong></td>
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<td>TA agrees that SEN team need to respond to emails and phone calls more promptly and reliably. Regular staff training is taking place.</td>
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<td>16th January 2017</td>
<td><strong>Transfer reviews</strong> in some special schools don’t feel that well run and are not fully compliant with statutory requirements.</td>
<td>The LA will review current advice and arrangements.</td>
<td>Completed</td>
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<td>16th January 2017</td>
<td>Parents of <strong>anxious children</strong> who have attendance problems don’t feel well supported: Schools responses are sometimes ‘too rigid’. Waiting times for CAMHS are lengthy</td>
<td>The LA and parent groups will take this to the Strategic Autism group for discussion and action.</td>
<td>Completed</td>
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<tr>
<td>16th January 2017</td>
<td>The LA will highlight this issue to the Healthy Minds programme group.</td>
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<td>Completed</td>
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<td>16th January 2017</td>
<td>SPCF will share article on anxiety and school with Core Assets and SSENDIAS.</td>
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<td>Completed</td>
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<td>16th January 2017</td>
<td>LA will circulate SPCF article on anxiety and school attendance as part of next Inclusion Bulletin.</td>
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<td>Completed</td>
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<td>16th January 2017</td>
<td>The Sheffield Parent Carer Forum will run a conference for parents on Family Wellbeing in November 2017.</td>
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<td>Completed</td>
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<td>16th January 2017</td>
<td>Not all schools are offering <strong>3 SEN reviews</strong> each year</td>
<td>The LA will share this concern with the Locality SENCO group to cascade to school SENCOs.</td>
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<td>16th January 2017</td>
<td>Practitioners supporting parents are not clear about the local offer for <strong>personal budgets</strong>.</td>
<td>The personal budgets policy is on the Local Offer. The LA will ensure training is provided to core SEND teams.</td>
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<td><strong>Outstanding</strong></td>
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<td>16th January 2017</td>
<td>There is not enough support for schools where <strong>challenging behaviour</strong> 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.</td>
<td>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.</td>
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<td>16th January 2017</td>
<td>There is a perception that there is <strong>insufficient provision in Early Years</strong> for the most needy and limited specialist placement options.</td>
<td>The LA is conducting a review of Early Years services.</td>
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<td>15th May 2017</td>
<td>Lack of information on dyslexia in the Local Offer</td>
<td>The LA to develop a position paper on dyslexia. <strong>Outstanding</strong></td>
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<td>Date</td>
<td>Event Description</td>
<td>Response</td>
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<td>15th May 2017</td>
<td>Parents are concerned about the new <strong>charging policy for Post 16 transport</strong> and a lack of <strong>information on post 16 funding</strong>.</td>
<td>Whilst not specifically re transport, there is work to be done around the preparing for adulthood agenda. Tim will be working on this.</td>
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<td>8th November 2017</td>
<td>There is a <strong>lack of suitable provision</strong> for academically able children with ASD who can't cope with mainstream or IR.</td>
<td>The LA are in the process of completing a strategic review of provision.</td>
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<td>8th November 2017</td>
<td>Parents have been told Sheffield don’t diagnose <strong>PDA</strong> any more.</td>
<td>The LA recently met with a group from the PDA society. A position statement is being jointly developed on autism and demand avoidance.</td>
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<td>8th November 2017</td>
<td>Many parents feel that the £540 SEN travel charge is unfair, compared to what a non-disabled student would pay.</td>
<td>The LA has committed to carrying out a review after 6 months to assess the impact on families.</td>
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<td>8th November 2017</td>
<td>There is insufficient short break provision for under 5s, over 19s, secondary age children.</td>
<td>There is an ongoing review of short breaks led by Sam Martin.</td>
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<tr>
<td>8th November 2017</td>
<td>The information in the Local Offer needs <strong>updating and developing</strong>.</td>
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