

24th April 2015

April 2015

1st SEND Reforms Report 2015/ 16



family voice
peterborough
together improving services
for children and young people with disabilities and additional needs

Introduction

This is the first report relating to SEND of the new financial year 2015 to 2016. This report refers to work occurring since 1st April 2015. The report will be brief due to the low amount of parent participation during the Easter Break. Although face to face work and parent representation has been minimal some work has taken place via social media; the use of social media recently has highlighted a few issues which will be addressed in more detail in the report.

There will be in this report and future monthly highlight reports more input from parent carers involved in strategic work via qualitative data not just parent rep reports. Another section will also be added to clearly demonstrate “you said – we did” and outcomes for parent carers that demonstrate the value of parent participation.

There will also be a move away from the previous format of breaking work in to sections relating to EHC plans/ processes and the Local Offer. This is in part due to the move away from having specific distinct work streams relating to EHC processes and the Local offer and a move towards sub-groups relating to deliverable aspects of these. Specific work streams will be mentioned where relevant many of which are SEND related but also wider.

Method

Parent Representation

There has been a slight decrease in parent representation due to;

1. Less meetings
2. The Easter break

The parent representation in particular will be a factor that needs consideration in holiday periods.

Facebook discussions

There has been some discussion via Facebook relating to the LO pages, an EHC document and the SEND reforms postcard.

Post Card:

The feedback around the post card was beneficial but highlighted issues around social media use in terms of understanding what was required. A mock-up of the post card was posted to a chat room and there was confusion over apparent duplication of information; the mock-up was actually the front and back of the postcard which people had not realised.

First one is the best x

Yes first one.

I like third one but your focus goes straight to the coloured icons rather than the heading.

However, there is no religious, male and race inclusion which I believe there should be Not just what appear to be 'white speaking' mums and child.

Number 1

I prefer no 1. Both seem to me to be targeted at primary school age children, might it be an idea to have a different poster with pictures of older young people over 11. Also, I like the questions at the bottom of the poster but there needs to be a sentence at the end to tell them what to do next if they answer yes to the questions asked (just thinking of some people on the spectrum)

Number 1 is the best of three really poor designs. I have a lot of experience in sales/marketing and each one of these designs are way too busy. You want to easily and quickly draw attention and explain what the ad is about and then a clear call to action with website, phone number, etc. Your eyes go all over the page with these ads. Too many photos. Bright color icons draw your attention away from what the ad is about and also....Why do they have the FVP and PCC logos on the page twice?

EHC Document

Feedback was also sought on a request for statutory assessment form and there was confusion to what information was required. Feedback was given on the use of the FVP logo on the document rather than the document content and layout.

Eight parent carers have commented on the SA document
Age ranges of CYP are 4 to 16
Disabilities/ additional needs are 2 FASD, 1 SpLD/ GDD, 1 LD, 1 LD and Behavioural needs, 3 ASD
One father and seven mothers

*“.....The only thing that's concerns me is your heading on that form along side the LA. Yes, you are working together. But, for some parents this could cause concern maybe to closely. Why not put yours at the bottom with a statement "produced with the help of parent participation" then your logo?
Parents need to be sure of your relationship. people may not understand your relationship with LA. Especially when you have received funding from them to implement the SEN reforms.”*

“The form looks good....my only concern as well was the logo and that is relevant info that you need fed back as well. FVP shouldn't want to be linked with the council for parents to think you are a part of the EHC process.....”

There was some more general feedback on the document which was helpful.

“.....Like DLA forms this is a lot of information they ask and it might overwhelm some parents. I also would like to be able to fill the forms in electronically as my hand writing is impossible. This is what I would have expected to fill in as said as soon as I was given the need based assessment, but before I would meet with the SEN team.”

“Hi I've read the document and have have work with family's that have used the new EHCP system by way of self referring and I've actually found it very useful as they felt they were listened to more it was a lot quicker and easier and although no system is perfect. it was very much person centred approach they were also offered a point of contact with any questions answered so on the whole although there are still tweaks to be made I personally feel that it is on the up”

Work

Parent Participation Work Streams

Hard to reach groups

Dafne Stoelhorst (Participation Officer)

With the ever growing diversity in the population it was recognised by the professionals at the Child Development Centre (CDC) that more and more families of different ethnic groups are having children who receive a diagnosis of a disability or additional need. There are concerns around this as it is evident that these children in what is described as 'Hard To Reach groups' are regularly disappearing off of the radar after they receive their diagnosis. There are many reasons for this like language barriers, cultural acceptance, religions which make it hard for certain groups within the community to access services or even be aware of the services that are available for their children. Even within their community these families often come across barriers which make them lose contact with their community at a time when their family needs support, information and services.

This concern was raised with Family Voice Peterborough and as a result a group of parent carers from different ethnic, cultural and religious backgrounds have been discussing the general problems they have come across after their child's diagnosis. They have also spoken about the issues they face as a direct result of their language barriers, cultural or religious background. Over the next few months a parent carer will be sitting around the table with the professionals to share their story as a family with a child with a disability or additional need. This is a way to break the barriers between parent carer and professionals and make them work together with the common goal of supporting the child and its direct family. Professionals will be joining us at specific activities to see how normal, but yet different our lives are with a child with a disability or additional needs in the family.

As the participation officer of this group my first step was to map out the basic structure of this project and the next step is to collect information about the parents to see how they as an individual fit best within the group. We have parents from various different ethnic backgrounds, with different religious views and languages, but who also have children with a multitude of different additional needs and disabilities. A wide variety of skill sets is within the group and to empower the parents a suitable role is what will help them build up their confidence and break the barrier between parent carer and professional. Many of the parent carers are isolated and do not realise how many skills they have gained just by being the voice and advocate of their children with a disability or additional need.

Over the next few weeks this information will be collected and moving forward a clear set of action plans will be formed from this and the information we have collected from our discussions. The aim is that a few parent carers will start soon at the CDC as volunteers. A baseline is in progress of how parents are feeling now about the professionals and the CDC, but also how professionals feel about parent carers and this will be used as a starting point. For all parents visiting the CDC we are setting up a 15 step questionnaire so this can be

shared and improvements can be achieved through this active parent involvement. By breaking barriers, empowering parent carer's and being there to help families in that crucial time when they need someone to signpost so they navigate a system that is alien to them it is the common aim from all involved that more and more children will remain within the system and get the services they need.

Claudia Dias (Member of the Hard to Reach Group)

When your child gets a S.E.N diagnosis that is just the beginning of often a hard and long road, battling for services, information and support not only for your child but to yourself, especially if you are a parent that due to your ethnic background find the British System a challenge and feel intimidated to voice your needs.

The project "Getting more involved" is from and to parents, it aims to empower communities and all involved in the upbringing of a S.E.N child that feel overwhelmed by the new reality that is to advocate for S.E.N needs and rights, by making local and national information easy accessible to all.

CAMHs

There has been joint working with Pinpoint in relation to CAMHs and a decision by the local health provider CPFT to close the waiting list for referrals relating to ASD/ ADHD assessments. A joint letter was produced detailing concerns over the decision; in particular the impact of the decision on families and the lack of a current clear plan to provide families with support in the meantime.

A decision was taken jointly to share a public statement about this and to detail that both forums were working behind the scenes to raise concerns. Some of the responses were as follows:

Galling that, I was told to take my daughter to a and e if I was concerned she was at danger from herself.

A and e... they have to do something before you leave from what I understand

Gp has even wrote to camhs and nothing. Will have to keep a&e in mind if I get if I get know where not fair to leave him like this

To be seen on adult adhd team is a years waiting list. My eldest is 27 and they have JUST decided after yrs of problems that he could be adhd... suffered years always failing etc etc so it don't get any easier

I am outraged at this!!

These comments and all the other comments gathered by both forums were fed back to all parties at a strategic level. A draft plan of action has also been formulated between both forums and relates to joint working.

An initial meeting has been arranged between commissioning and the representatives from the forum to help co-produce an early support pathway. The plan is to then take this out to the

wider membership of both forums and any other parent carers who may be interested. These parents will also be afforded the opportunity to shape the pathway.

Other work streams

The other work streams that are ongoing and which will be detailed in reports over 2015 to 2016 are:

Emotional Health and Wellbeing

- Self-harm

- Care Re-design

- Schools Engagement

- SEND Strategy

- SEND project

 - Personal Budgets

 - EHC processes and documentation

 - Local offer – web development

 - Outcomes focussed advice

- Health engagement with child development centre

What Is Working Well and Risks/ Concerns

Working Well

1. Increase in numbers participating
2. More involvement in a wider range of work streams
3. Emerging involvement in health
4. Hard to reach group

Risks/ Concerns

1. Social media use

Going forward the use of social media and in particular Facebook chat rooms will change. What the feedback above has shown amongst other factors is that at this time social media use is not possible for a participation method due to capacity and infrastructure limitations. Monitoring of social media is labour intensive and requires those providing moderation

You Said – We Did

1. “You said” – the preferred postcard format was v1.
“We did” – this information was shared with PCC and V1 will be used
2. “You said” – the use of FVP logo was confusing and might make people think the information on any forms will be shared with FVP. It would be better to use the logo at the bottom of the page.
“We did” – the information was shared with key LA staff and a decision was taken to add the logo to the footer with other partner organisations and a line will be added “this document has been co-produced by”