

AGM 2020

Feedback from Parents – What is Important to you?

Education

- EHCP deadlines being met!
- Communication – not being left in the dark
- Having calls returned & emails answered
- Planning meetings for EHCP process
- Permanent staff for SEND dept.
- Child friendly EHC forms to gauge their views meaningfully
- Stop using tribunal appeals as a delay tactic (EHCPs)
- Timeliness and quality of EHCPs
- Consistency of case officer from WBC – someone who gets to know the child and meets them /their parent carer
- Sometimes cheapest specialist school isn't the answer for the YP
- SEN team to be more open and communicate better with parents. Don't like answering the phone
- SEN team to listen to the child's voice
- WBC to communicate planning and support for a child approaching yr6 and considering secondary school options (and transition from mainstream to special school). Child with EHCP since age 5, should be on WBC "system". There was no communication or advice about process/ options to parents. We had no information to start transition it was all parent led.
- EHCP process training for SENCO's and LA staff
- Training for LA staff in writing EHCP outcomes making them specific and SMART
- Deliver on EHCP

Social Care

- Permanent Social worker
- Reliable social workers
- Activities/clubs for SEMH children, to enable them to have positive social experiences (3 parents all said this). Not PA's
- Post adoption support - ATV

Health

- CAMHS to find appropriate support for children with anxiety who have an ASD diagnosis
- CAMHS to sort their shit! (delays, delays)

General across all services

- Having support for undiagnosed children
- For services to not follow set tick boxes, but to think outside the box!
- Effective communication between health, education and social care
- Better transition support from WBC for yr 5 to yr 6 to yr 7, child moving from primary to secondary, mainstream to special school