



Your Child Your Voice

Feedback Summary

In Summer 2018, representatives from health, education and Lancashire County Council met parents and carers to listen to their feedback about SEND services across Lancashire.

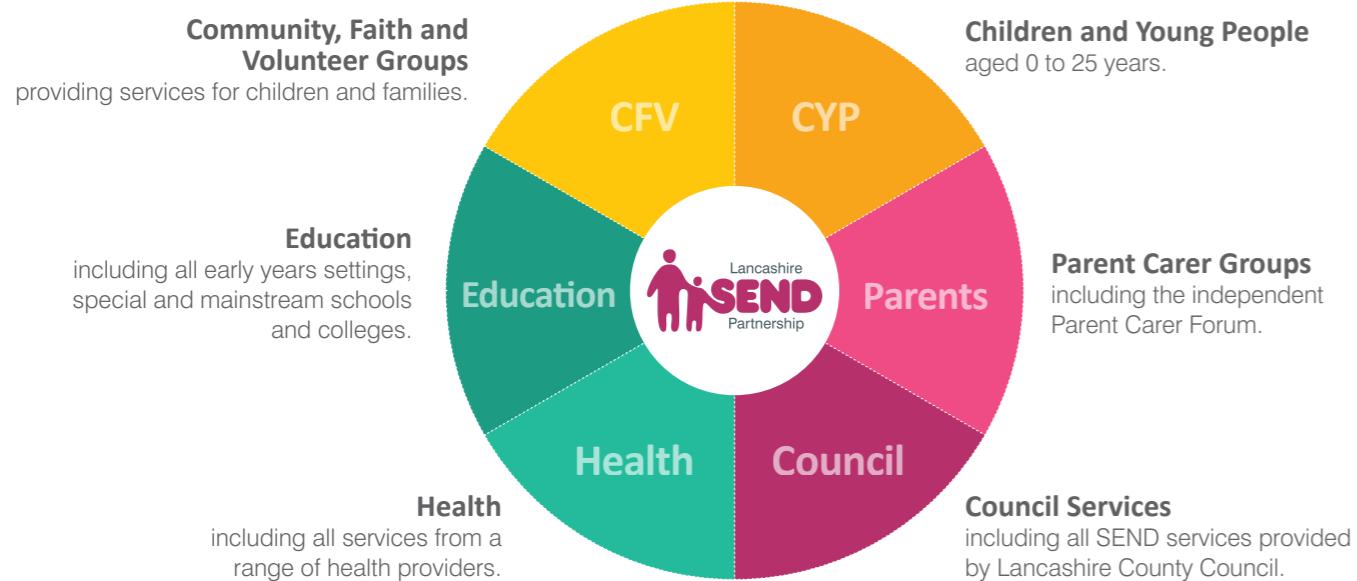
**We held 16 events, met 190 parents carers,
over 40 hours of engagement**

Our summary explains how your feedback has influenced change.

The SEND Partnership brings together all the agencies in Lancashire which provide SEND services for children, young people, their parents and carers, with representatives from those who use the services.

March 2019

Lancashire SEND Partnership



Our Improvement Journey

1

What did we do next?

The SEND Partnership met 190 parents and carers at 16 schools and community centres across Lancashire.

Events were attended by head teachers, SENCos, SENDOs, county councillors, health professionals and members of the SEND Partnership Board. Parents and carers shared their experiences and views on how services should improve.

Ofsted Inspection

In November 2017, Ofsted and the Care Quality Commission (CQC) highlighted 12 areas of significant concern requiring partners to work together to make improvements.

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Engagement

What did we learn?

"I want support, don't just hand me a leaflet", "The advice you provide is not consistent"

Families want to be listened to, well supported and engaged at every stage. They want parents, carers, children and young people to be at the centre of decisions about them.

Parent Carer Forum

A new Parent Carer Forum has been created. Their vision is to champion equality, fairness and support. Empowering families with children and young people living with additional needs.

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The future of SEND services in Lancashire

The voice of parents and carers helped create our vision and values:

VISION

We are passionate about planning for and meeting the needs of children and young people with special educational needs and disabilities; We work together, as equal partners, who understand and listen to each other; Our highly regarded services are child centred, accessible and responsive; Our children and young people are supported to achieve their potential and ambitions, as valued members of the community.

VALUES

Inclusion: Belonging and involvement
Integrity: Honesty, trust and fairness
Respect: Value, regard and reliability

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What did we learn?

Parent, carers want:

- to be equal partners, listened to at every stage
- access to accurate information and to be well supported
- a service with a 'family first, child centred' culture

3

Communication

What did we learn?

"The language you use is not helpful to parents", "We don't know who to contact"

Families want information to be shared and easily accessible using clear language which can be easily understood. They want a Local Offer that is 'fit for purpose'.

Read more information

Search online for 'Lancashire SEND Partnership' to read about the SEND Partnership plan for 2019 to 2020.

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Culture

What did we learn?

"I fear that complaining will impact on my child's case", "SEND block everything, they are unhelpful"

Families want their opinions to be valued, and their trust rebuilt. They want to work together and to stop 'fighting' for support. They want better training for professionals and to be supported by effective policies and procedures.

You said, we did

Following the Ofsted and CQC inspection and based on feedback from parents, carers and young people, the SEND Partnership has been working hard to improve services in Lancashire.

'You said'	'We did'
Create a clear plan for SEND services in Lancashire.	Formed the Lancashire SEND Partnership and produced an action plan approved by Ofsted.
Develop new pathways for identifying children with autism.	Agreed a neurodevelopmental assessment and diagnostic pathway following engagement with over 400 families and health professionals.
Ensure parents and carers are fully engaged with decision making.	Involved 44 parent carer volunteers in the SEND Partnership to support improvement, including a plan for working together. Established a Parent Carer Forum. Developed Local Area Partnerships involving all stakeholders.
Provide a Local Offer that is clear and accessible, which provides high quality information.	Selected three IT partners to re-develop the Local Offer based on consultation with parents, carers, young people and professionals.
Develop systems to ensure the quality of Education Health and Care Plans (EHCP).	Developed a new framework to evaluate and improve EHCPs through a multi-agency audit process. Appointed three designated clinical officers.
Improve the educational outcomes of children and young people with SEND.	Analysed outcomes for children and young people with SEND and agreed a programme of action for the foundation stage and key stages 1 and 2. Reduced the exclusion of children and young people with Education Health and Care Plans. Published a data dashboard to share information and track progress.

Get in touch

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Local Offer
 Access services and information.
www.lancashire.gov.uk/SEND

