



SEND Parent & Carer Survey 2019 Feedback

Between November and December 2019, parents and carers of children/young people with SEND had the opportunity to take part in a survey on what is going well and what could be improved in Sefton around the key areas of education, health, social care, information provision and how the Sefton SEND Area Partnership is working together.

The survey will help provide the SEND Continuous Improvements Board with a baseline to monitor experience, involvement and satisfaction.

Thank you to all the parents and carers who took the time to complete the survey. The full report is available to view on the Local Offer: bit.ly/SEND-survey-full-report-2019

Here is some of the feedback from parents and carers and what we have been doing to respond:

You Said - you wanted the 20-week timescale for EHCP completion to be improved

We Did - we are now completing more EHCPs within the timescales – currently at 77% of plans being completed within the 20 weeks

You Said – you wanted the quality of the EHCPs to improve

We Did - We have delivered outcomes training to front line staff who complete EHCPs etc and introduced a monthly Quality Assurance process

You Said – you wanted to be able to contact your Case Work Officers directly

We Did - Case Work Officers now share mobile phone numbers when they first contact you



You Said – you wanted to be more involved in contributing to the outcomes within the EHCP

We Did - we now invite parents/carers to be involved in joint outcomes meetings.

You said – you wanted a clearer ASD pathway

We Did - since April 2020 we have put in place a new pathway that is compliant with the National Institute for Health and Care Excellence (NICE)

You Said – we like Aiming High but there are some areas that can be improved

We Did – we are reviewing the Aiming High service so there is an age appropriate offer

... I have Autism and Dyslexia and found that when using the @Sefton Council's website I can change the font to Dyslexia font and add a ruler to keep my place. which really helps me to understand the information I need to stay independent. I am happy that the Council use Recite Me and as it is very helpful and very interesting. ...

 Maria, Sefton

So, what else is planned.....

We are exploring how we can use social media better to communicate to parents and carers and children and young people and we are redesigning Sefton Council's Website and Local Offer which will help make information more accessible.

We want to develop relationships with employers so there is increased diversity in the workplace, so that more young people benefit from the education, training and employment offer.

We have developed an All Age Assistive Technology Strategy, which will help us to expand the use and extend the resource of assisted technology in the home to promote greater independence.

SEND Short Mid-Year Survey

Following on from the SEND Parent and Carer survey that was carried out in November 2019, we are keen to understand whether you are seeing an improvement in the help and support you are receiving from health, education social care and the SEN casework team in Sefton?

Please help us by completing this short mid-year survey, which will only take a few minutes of your time. This survey will start on 14 September to the 2nd October and you can access the online survey by visiting yourseftonyoursay.sefton.gov.uk

The findings will be shared with the SEND Continuous Improvement Board and will also be shared with the Sefton Parent and Carer Forum and on the Local Offer.