

Update on Involvement and Engagement

April 2020



achieving
for **children**

Ongoing engagement - feeding into improvements

We are systematically listening to the views of children and young people with SEND and their parents/carers to understand how we can improve the services we deliver. We ask for feedback in the following areas:

- EHC Needs assessment process
- Annual Review process
- Phase Transfer process
- Meetings or communication with SEND team
- When there has been an event (e.g. coffee mornings)



Ongoing engagement - feeding into improvements



How does this feed into improvements?

- Weekly quality assurance activity:
 - Individual follow up phone calls with some parents who have left feedback to understand how the situation could have been better managed
 - This allows us to understand lessons learned
- Review feedback every quarter:
 - Feedback is presented to senior leaders in SEND Service and discussed in detail
 - Actions are decided to make improvements to the processes and service

Process Timelines

The feedback revealed that parents would like greater transparency into the EHC Needs Assessment and Annual Review processes and a better understanding of where they are in those processes.

We have developed timelines that will be sent to parents at different stages in the process, to indicate where they currently are.

EHC Needs Assessment Process



Post annual review



Chatbot development

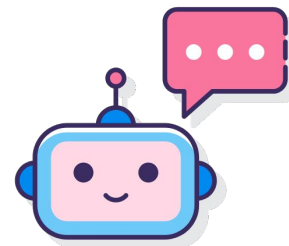
AfC have won funding from the LGA to develop a Chatbot to help children, young people and parents/carers navigate the Achieving for Children website, including the Local Offer. We want to develop a Chatbot that is based on the feedback and needs of children, young people and parents/carers.

How have we been doing this?

We have been using the Agile approach, seeking the feedback of a group of young people, parents/carers and voluntary organisations with every iteration of the chatbot.

We asked for feedback during the following phases:

1. In the early stages, before the development of the Chatbot
2. When the first prototype of the Chatbot was developed
3. We will be seeking feedback again during April, when we have a live testing version of the Chatbot available.



SEN Support feedback

There has been a big push, during the Spring term, to seek the views of parents/carers of children and young people who are receiving SEN support. We asked the schools, settings and colleges to share the survey link with parents/carers to get their feedback.

We have received a total of:

- 82 responses from Kingston parents/carers
- 48 responses from Richmond parents/carers



SEN Support feedback

How is the feedback being used?



The feedback is being used to identify areas of development for schools and SENCos. For example, it has been used to identify schools where there is good practice. The SENCos from these schools have been invited to join a working group to produce guidance for schools on practice around identifying and meeting the needs of children who are meeting academic expectations but have dyslexic type needs.

Coffee Morning events



The SEND team have held 3 coffee morning events:

- One event for parents/carers of children and young people in year 8 (pre-14) and below
- Two preparing for adulthood (PfA) events for young people and their parents/carers

In total 123 young people and parents/carers attended these events. 100% of those who attended felt satisfied with the experience of the coffee morning.

Phase Transfer events



The SEND team held 4 phase transfer events (2 in Richmond and 2 in Kingston). These were information sessions for parents/carers of children in Year 5 with an Education, Health and Care Plan (EHCP), to support them to understand and navigate the process of transitioning from primary school to secondary school.

- 39 families from Kingston attended
- 71 families from Richmond attended

100% of those who attended felt that the event helped them better understand the timeline and key dates.

Other examples of involvement and engagement:

- [Kingston SEND Parent Consortium](#)
- [Richmond SEND Parent Panel](#)