

Update on Involvement and Engagement

June 2021



**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



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
- Review feedback every year:
 - Comparison of yearly data is carried out
 - Feedback is presented to senior leaders in SEND Service and discussed
 - Actions are decided to make improvements to the processes and service
 - 'You Said We Did' document is published

Ongoing engagement - feeding into improvements



The feedback from parents/carers is reviewed on a fortnightly basis, with the aim to resolve individual issues, learn lessons and make wider improvements to the service. This work is carried out by the SEND Service Deputy Head (responsible for Quality Assurance), and where there are health related issues/concerns this is carried out jointly with the Designated Clinical Officer (DCO).

This work follows an improvement cycle, as shown in the diagram.



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 also asked schools to share a survey link with children and young people to hear their views of the SEN Support they receive.

We have received a total of:

- Kingston = 33 responses from Kingston parents/carers, 9 responses from children/young people
- Richmond = 40 responses from parents/carers, 1 response from children/young people

We want to work on capturing the views of children and young people receiving SEN Support.

SEN Support feedback



How is the feedback being used?

The feedback is being used to identify areas of development for schools and SENCos.

The feedback has helped us to actions that we can take, to ensure that all children receiving SEN Support are making progress. As a result we are:

- in the process of creating a Quality First Inclusion Charter that will help to provide a clear and consistent understanding for schools about how best to support learners with additional needs
- developing alternative curriculum options for schools to consider for learners who find the current curriculum difficult to access

Support during the pandemic



During the pandemic parents told us that they would like to have a one-stop shop for anything to do with SEND.

In response to this, we set up a multi-agency phone line and referral form and this continues to exist, aiming to respond within 24 hours.