



You Said, We Did – 2023/24

Parent Carer Voice Herefordshire in partnership with Herefordshire Council and Herefordshire and Worcestershire Integrated Care System have enabled parent carers of children and young people with special educational needs and disabilities to have their say and influence change in the delivery of services in Herefordshire. Our 'You Said, We Did' document highlights some of the improvements that have been made as a result of working in a co-productive way. You can find out more about co-production and how we work together on the [Coproducton page of the Local Offer](#).

You Said	We Did
<p>Services are still being developed without engaging with parent carers, families were not consulted, service users are not involved</p>	<p>New Working Altogether Charter created and Coproduction Week 2024 promoted across all partners with very positive response from key people particularly in the Council. We are seeing increasing numbers of initiatives directly involving those with lived experience, this includes the new PINS project in primary schools, Short Breaks Commissioning, the new Autism Strategy and the new Youth Employment Hub. Your PCV reps are at all leadership meetings, representing your views and challenging and appreciating the benefits of coproduction, we have a new lending library and a redesigned website where we capture good things that happen. The PCV have delivered new information booklets created with lead officers in response to your feedback, and have started monthly mini-summits for parents and officers on a range of important topics. We have seen increased use of feedback to inform service development for example dedicated phone lines in SEN team and new ways of working for parents with therapies together with early years to respond earlier and more quickly and help with waiting times.</p>
<p>CYP Voice – taking into account children’s views varies across settings, not everyone is asking children for their input.</p>	<p>SEND & AP Change Program – recruited a SEND Participation Officer to work directly with CYP with SEND and ensure that their voices are heard and change happens as a result. This will also include professional development opportunities for professionals working with CYP with SEND. Young people are increasingly involved in staff interviews and the social care children’s service has completed a staff wide development program based on family focused and family led ways of working. The SEN team are actively promoting involvement of children and young people in their annual reviews and 100% portage parents are positive about voice of parent/child, 90% of 2023-4 ‘play plans’ submitted for inclusion funding reflected voice of child, up from 73% 22-23. There is a Care Leaver’s Council which is very active working with Councillors and other decision makers and who have designed their own activity program. Young people have led on the look of the new Youth Employment Hub and been a key part of the conversation about what it needs to do. As a result of meeting the SEND Board, Beacon college Student Council have been involved in several initiatives around transport and personal assistants.</p>

Parent Carer annual survey was too long and difficult to complete	PCV and HCC worked together to review the survey and coproduced a new, shorter survey with more tick box / multiple choice questions. 166 parent carers completed the 2023 survey, compared with 107 in 2022, and 21 in 2021. Results of the surveys can be found here . The key messages have been shared widely and with the SEND strategic board, this has helped everyone understand the importance of such as reducing waiting times for health, and we are starting to see that reduction happening.
Themed coffee mornings were not well attended because parent carers were working and unable to attend and also there wasn't a coffee morning in their area	Evening coffee and chat meetings have now been scheduled to reach a wider audience. Coffee mornings now take place in Hereford, Ledbury, Ross-on-Wye and Leominster.
Families of early years age children don't know what support is available to them when they first learn that their child may have SEND	Coproduced EY Booklet successful in supporting families and now being updated in Autumn 2024. The new groups which are running also mean more parents are getting personalised information about services available, and getting this information more quickly.
Parent carers need more involvement with each department – health, education, social care (short breaks) involved with CYP with SEND	Parent Carers are strategic partners in the work of the SEND Strategy. SEND subgroups have been created for each work stream of the SEND Strategy group with PCV as co-chair of the Coproduction Workstream group.
Early Years children facing unacceptably long waiting lists for SALT, Physio and OT appointments / assessments	EY Collaboration Project – all pre-school children can access a drop-in session with SaLT prior to a referral to seek advice and strategies. This is now the main route for referral and provides support in advance of an appointment with SaLT should a referral be deemed appropriate. We have seen that by responding earlier and accessing the group sessions, a formal referral is not always needed.
Parent Carer Voice wanted to have regular opportunities to meet with leadership at HCC	Fortnightly KIT (keeping in touch) meetings with Director of Education, Learning and Skills and Head of Service for Additional Needs
SEND Summit – parent carers wanted more time to interact directly with professionals and discuss more individual concerns rather than sitting through lots of presentations	New structure for SEND Summit – every 6 weeks a variety of professionals/colleagues attend a less formal format (coffee and chat)
Parent carers would like to know more about what's happening with SEND at HCC	SEND Strategy launch events held in Autumn 2023, SEND Snapshots video launching strategy Autumn 2023. Friendly read version of SEND Strategy co-produced with PCV CYP-friendly SEF bulletins published alongside original versions New SEND newsletter format October 2024
More information for parent carers of CYP with SEND at primary school age	Primary School SEND booklet coproduced by PCV and partners
High school age / Preparation for Adulthood – more information needed for parent carers and CYP	Draft version of PFA booklet currently in production (due Oct 2024)

<p>Parent carers would like more information about neurodiversity including pathways and what help is available whilst you wait for an assessment</p>	<p>Local Offer Neurodiversity Zone coproduced and in development, due to go live October 2024 ‘While you wait’ group for pre-school children supporting parent carers whilst they wait for an assessment – commenced Spring term 2024</p>
<p>Parent carers would like access to SEND resources they can use and try out at home before making their own purchases</p>	<p>PCV created a SEND Lending Library for parent carers to borrow equipment and resources</p>
<p>Parent carers wanted more training for specific areas of concern for their CYP e.g. sleep training, behavior that challenges</p>	<p>PCV have worked with partners to deliver specific training sessions and workshops for parent carers and signposted families to Contact. SENDIASS continue to provide online and face to face workshops for parent carers in Herefordshire. Other regional / national opportunities for parent carer training e.g. Autism WM, ERIC, British Dyslexia Association is shared regularly on the SEND Local Offer Facebook page.</p>
<p>Health-related behaviors survey (Quality of Life survey) was not accessible for CYP with SEND, special schools were unable to take part, CYP with SEND who attend specialist settings not included within this piece of work</p>	<p>PCV and HC working with special schools to coproduce accessible versions of CYP survey to ensure CYP voice is included. Project completed in Spring 2024 – data analyzed and reported on here.</p>
<p>Some HAF providers had limited understanding of how to meet CYP with SEND needs, parents weren’t confident to leave children with them</p>	<p>Attendance of CYP with SEND at HAF activities has increased with each delivery. In Summer 2024, some providers held specific SEND-only HAF days to ensure support needs could be met. HAF providers attended free CPD opportunities provided by HCC, NAS and PCV prior to every delivery of HAF activities.</p>
<p>Parent carers wanted the opportunity to meet professionals to find out more about what support is available</p>	<p>Professionals are invited to PCV coffee and chat meetings to inform families about their service, share updates and answer specific questions</p>
<p>Some schools don’t know how best to support neurodiverse children</p>	<p>Partnership for Inclusion of Neurodiversity in Schools (PINS) project commenced Autumn 2024 to support professionals with improving environments and strategies for neurodiverse children and young people. SENCO Network relaunched with support from Bedford LA and PCF.</p>
<p>Parent Carers aren’t always able to attend most meetings as they were held outside of school hours</p>	<p>Most meetings are now held within school hours so that more parent carers can attend. Some are still held outside of school hours which makes it difficult to attend but this is in exceptional circumstances.</p>
<p>Parent Carers are not included in developments within Social Care at HC</p>	<p>Parent Carers have representation at the newly formed Families for Change group</p>
<p>Parents had reported that they were finding reaching the EHCP Team very frustrating.</p>	<p>The team took the concerns on board and have now separated the team into two with a Send Assessment Team and a Send Review Team and have a dedicated email and Phone line that is manned Monday to Friday from 9 am till 5pm. More information can be found on the Local Offer pages or the PCV website. All about special educational needs and disabilities (SEND) – Herefordshire Council Resources – Parent Carer Voice Herefordshire (pcvh.co.uk)</p>