

# Responding Together

Coproduction with parents and carers to respond to issues affecting children, young people and families throughout the crisis

July 2020

# Working with parents and carers from the start of the crisis across seven key phases



A long-established culture of partnership working between the SEND service, Parentsactive with CCG and Education.

A shared understanding that the covid-19 situation is a particularly difficult time for children and families – adapting to home learning, social distancing and self-isolating away from friends and family has brought numerous challenges.

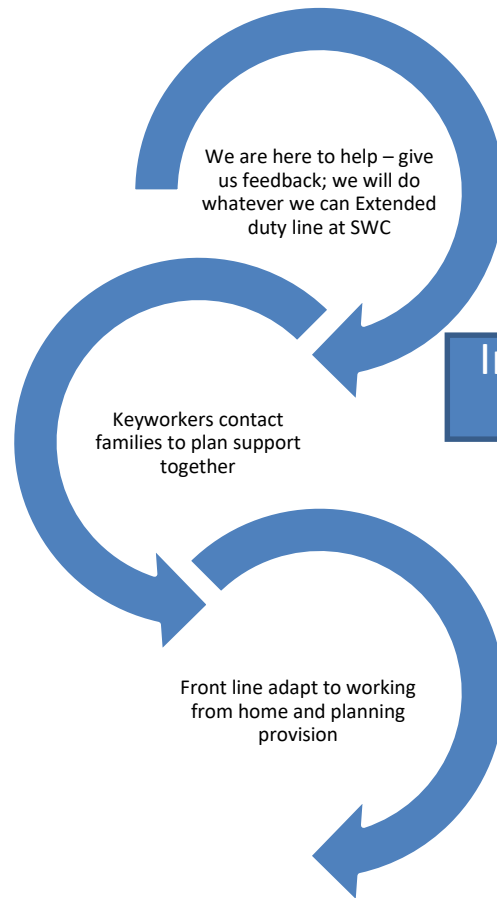
Adapting working practices and communication systems to meet changing needs: meeting more frequently to understand the different challenges that families are facing and respond quickly.



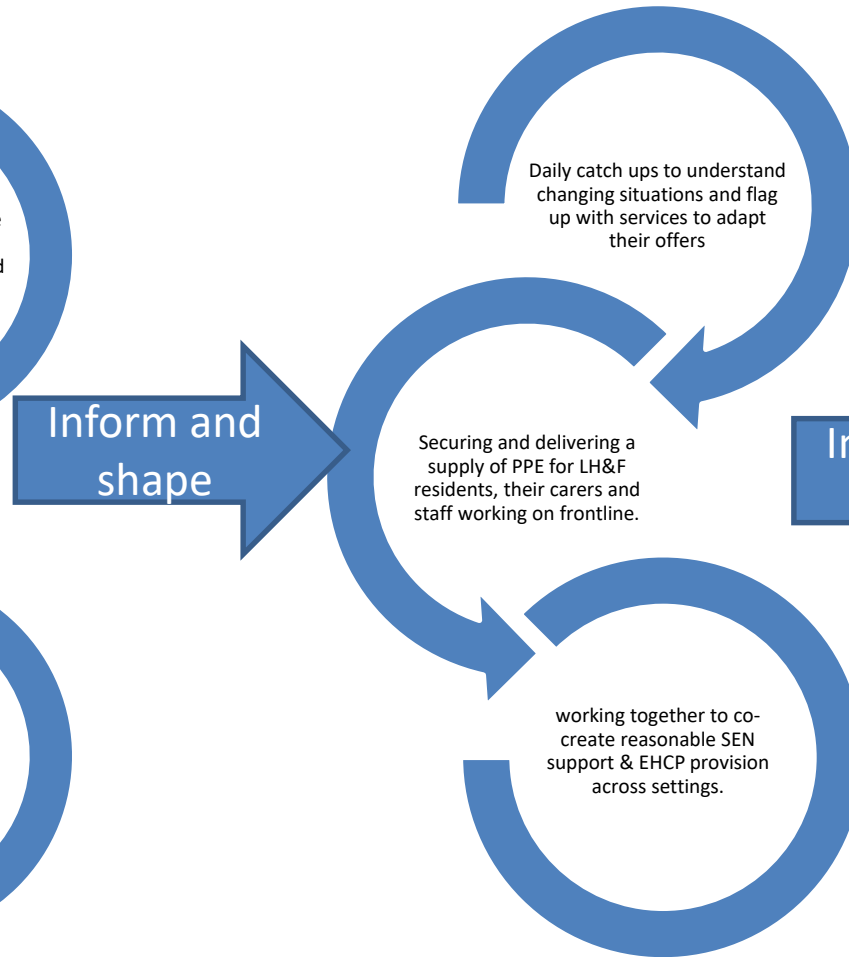
Phase	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6	Phase 7
	Spring Term	Easter hubs	Vulnerable, EHCPs & critical worker offer	May Camp	Phased return	Transition Summer Camps	Further returns
Dates	March – April 3 <sup>rd</sup>	April 6 <sup>th</sup> – April 17 <sup>th</sup>	April 20 <sup>th</sup> – May 22 <sup>nd</sup>	25 <sup>th</sup> May – 29 <sup>th</sup> May	June 1 <sup>st</sup> – July 21 <sup>st</sup>	July 22 <sup>nd</sup> – September 1 <sup>st</sup>	September 2 <sup>nd</sup> onwards

# Working together with parents and carers at individual, service and strategic levels to meet needs and shape the response

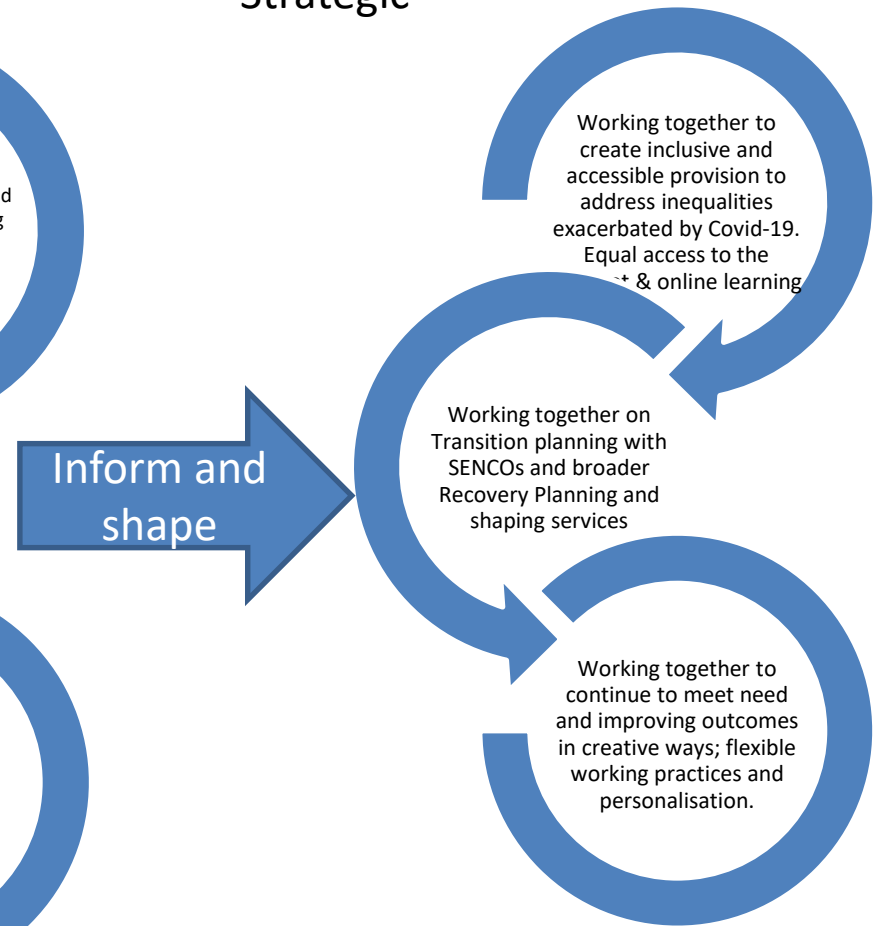
## Individual



## Service



## Strategic



# Contact with families to manage individual situations



- A message to all via all teams and local offer and Parentsactive:  
We are here to help – please give us feedback on our experiences and we will do whatever we can
- Single front door for advice, information, queries and requests at Stephen Wiltshire Centre throughout the crisis the Centre has remained open and there are extended duty line hours.
- Keyworkers and practitioners contact families to plan support together.
- EHC Planning service and Disabled Childrens Team mobilised to work from home and plan provision with settings. Regular contact with families. EHC Planning duty line number and email regularly shared and open to calls from parents and carers
- Teams adapt working practices so services can continue while staff are working from home using different the phone, email, What's App, Teams, Skype, Webinars to understand their unique situation and find solutions that work for them and meet needs; provide on-line learning and on-line assessment as well as face to face

## Responding to issues as they arise through regular coffee mornings for parents & carers to talk directly with professionals on specific topics

Date	Topics
17 April	Session with EHC planning service talk through how the service will operate during current situation and respond to parent queries
30 April	Morning session on Home Learning with the Inspire service to support parents and carers to manage the situation, sign post useful resources, talk through expectations to provide reassurance and respond to any questions
7 May	Coffee with Educational Psychologists to talk through Annual Reviews & Transitions; Anxiety/ Bereavement around loss of education.
15 May	Morning session with Clinicians from the CCG and Health providers to talk through Covid-9 and its impact on disabled children and young people and families.
22 May	Afternoon tea with Cllr Culhane & SEND service
2 June	An evening session with Education and SEND service professionals on m/s schools;
12 June	Morning session on the Temporary legislative changes to EHCNAs & SEND provision with the Head of EHC planning & Interim Head of Local Offer.
16 June	Morning session for parents of young adults including a presentation from The Advocacy Project
8 July	An evening session planned for carers of young people aged 18 and above

## Service level - Senior leaders keeping in touch regularly with Parentsactive through phone calls and teams meetings

	<b>Parentsactive &amp; SEND service working together sessions</b>
April and May	Parentsactive; HF Mencap & SENDIASS and other VCO on direct payments & carer issues e.g. employing. Parentsactive; HF Mencap & SENDIASS & SEND service focused session on DFE guidance on temporary legislative changes - to jointly understand, priority groups & coproduce plans for H&F.
3 June	SEND Service Catch up with Parentsactive follow up on mainstream schools issues
5 June	Transitions planning for SENCO forum.
Monthly	Local offer workstream
26 June	Short-breaks

**Service level - Senior leaders keeping in touch regularly with Parentsactive through phone calls and teams meetings**



	<b>Parentsactive &amp; SEND service working together sessions</b>
<p>1 April; 30 April; 11 may; 13 may; 19 may; 27 may; 9 June; 17 June 2020</p>	<p><b>Parentsactive, SEND service &amp; CCG catch ups to understand immediate issues and to work together on ways to resolve</b></p>
<p>Daily in phases 1 &amp; 2. Then 2/3 times a week in Phases 4 &amp;5</p>	<p><b>Catch up sessions between Parentsactive and Interim head of local offer for:</b>                      Hear new issues and work through / co-produce ways to respond to individual families immediate needs                      Co-production – planning ways forward, local offer response pages; joint response                      Adopt suitable platforms for co-production                      Provide information and sign post to services; flag up issues up with relevant colleagues.                      Navigate through different systems and shape the services to make things more manageable.</p>

# Your feedback matters - **shaping our response to Covid-19.**



Key issues from parents and carers Phase 1 23 March – 3 April	How your feedback is shaping our response
<ul style="list-style-type: none"><li>• Health &amp; care queries for families with disabled children</li><li>• Schools, support packages &amp; provision in EHCPs.</li><li>• Supplies - food, continence products etc</li><li>• Isolation/ virtual platforms / remote contacts</li><li>• Education and Home-learning</li><li>• Practical queries about coronavirus symptoms; shielding &amp; self-isolating letters</li><li>• Free school meals</li><li>• Food bank</li><li>• FAQs flowing in: queries about coronavirus symptoms; wanting reassurance from authorities; young people's employment prospects</li></ul>	<ul style="list-style-type: none"><li>• Local offer Covid-19. response pages coproduced with parents &amp; services to respond to the issues as they come up.</li><li>• Extended hours on Stephen Wiltshire Centre duty line to offer advice &amp; guidance – a place to talk things through.</li><li>• Response to FAQs coproduced between LA, CCG &amp; Parentsactive</li><li>• Parentsactive feedback is taken to management forums and used to shape the arrangements in schools &amp; services</li><li>• Individual issues are followed up with relevant teams and action taken to address concerns</li><li>• Strong message for parents and carers to contact us – we need feedback, we will do whatever we can and continue to adapt to support families, maintain safety and meet needs</li></ul>



# Your feedback matters - shaping our response to Covid 19.

Key issues from parents and carers Phase 2 April 6 <sup>th</sup> – April 17 <sup>th</sup>	How your feedback is shaping our response
<ul style="list-style-type: none"><li>• All parents had some concerns and are struggling with what will happen next.</li><li>• Emotional support for parents</li><li>• Therapies</li><li>• Home learning – access to laptops/ workload</li><li>• Concerns about support for disabled parents</li><li>• School issues</li><li>• Secondary transfers; Personal budgets &amp; DP; Provision in EHCPs; How to request an EHCNA</li><li>• Park closures – feeling that children with SEND need the space</li><li>• Summer holiday plans</li></ul>	<ul style="list-style-type: none"><li>• Resources for emotional support added to local offer.</li><li>• EPS training for schools</li><li>• <b>17 April 2020 - Coffee morning</b> Session with EHC planning service talk through how the service will operate during current situation and respond to parent queries</li><li>• Planning for Secondary transfers; Personal budgets &amp; DP; Provision in EHCPs</li><li>• EHCNAs; Summer holiday plans</li><li>• Parks re-opened</li><li>• Re-emphasising to parents and carers that their feedback matters - to contact duty line at SWC or EHC planning or allocated keyworker if parents and carers have any requests, concerns or want to talk things through</li></ul>

## Your feedback matters - **shaping our response to Covid 19.**

Key issues from parents/carers Phase 3 April 20-May 22	What did we do?
<ul style="list-style-type: none"> <li>• Travel ; School funding communication with schools ; SEN support</li> <li>• health matters, GP system.</li> <li>• PPE, messages from health consultants; Shielding letters/ NICE frailty scores;</li> <li>• Systems for testing keyworkers</li> <li>• Hospital passports.</li> <li>• Parents would like more guidance from schools and info. about risk assessments &amp; EHCNAs. Queries about managing learning needs e.g. autism, ADHD, LD, phonics</li> <li>• Varied offers from schools – some too much work and some too little</li> <li>• 17/18-year olds and Future employment prospects for SEND</li> <li>• What happens when lockdown lifts?</li> </ul>	<ul style="list-style-type: none"> <li>• 6 May Parentsactive; HF Mencap &amp; SENDIASS &amp; SEND service session on DFE guidance on temporary legislative changes;</li> <li>• Talked through risk assessment processes; critical incident guidance; support services</li> <li>• County lines – advice from the Met for parents &amp; carers</li> <li>• 7 May - Coffee with educational psychologists to talk through Annual reviews &amp; Transitions; Anxiety/ Bereavement around loss of education.</li> <li>• Resources uploaded to address issues as they arise e.g. home learning; direct payments ; FAQs; support at university; transition; updated health information &amp; contacts</li> <li>• 15 May coffee morning with clinicians from CCG &amp; Health provider services to talk through coronavirus symptoms; shielding; therapies and clinical risks.</li> <li>• Feedback through schools forums to support greater personalisation and consistency in the school offer.</li> </ul>

## Your feedback matters - **shaping our response to Covid 19.**

Key issues from parents and carers Phase 5 June –July 21	What did we do?
<ul style="list-style-type: none"> <li>• SEN support</li> <li>• Contact with schools</li> <li>• Provisions in EHC Plans not complied with</li> <li>• Schools providing more of a day care model</li> <li>• Will there be catch up of lessons next academic year, particularly maths and English</li> <li>• How will LSA hours be allocated?</li> <li>• Will the charity which provides voluntary LSA’s be tapped on and will volunteers be used?</li> <li>• When will laptops be given out?</li> <li>• Schools are giving too much work and are expecting a lot, what can be done about this?</li> <li>• Transitions involves a lot of professionals working in silos, can it be joined up?</li> <li>• How will the Transitions summer school model work?</li> <li>• Support for carers</li> <li>• Testing &amp; tracing</li> </ul>	<ul style="list-style-type: none"> <li>• New resources on local offer: to address health and well-being concerns; Black Lives Matter guide for parents and carers; Coproduced bite-sized comms</li> <li>• 3 June SEND Service Catch up with Parentsactive to follow up on mainstream schools issues</li> <li>• 5 June Joint session with Parentsactive to plan the primary/ secondary Senco forum; Transition summer camps; Support to individual CYP including EHCP, EHCA, SEN Support; Support to schools, SENCOs and teachers; Communication strategy</li> <li>• 15 June – SENCO forum with Parentsactive –using issues raised by parents and carers issues to start planning the transition back to school</li> <li>• 17 June LA, CG &amp; PA catch up: plans for inclusive and accessible transition camps and how to access them; feedback to headteachers on workload issues; virtual teams around the school; access to IT equipment .</li> </ul>