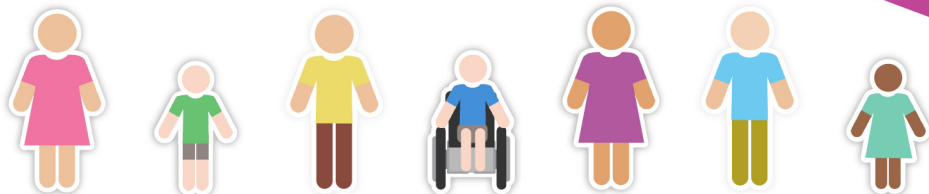


FEEDBACK



What families told us about SEND system and services as part of parent/carer survey in 2024.

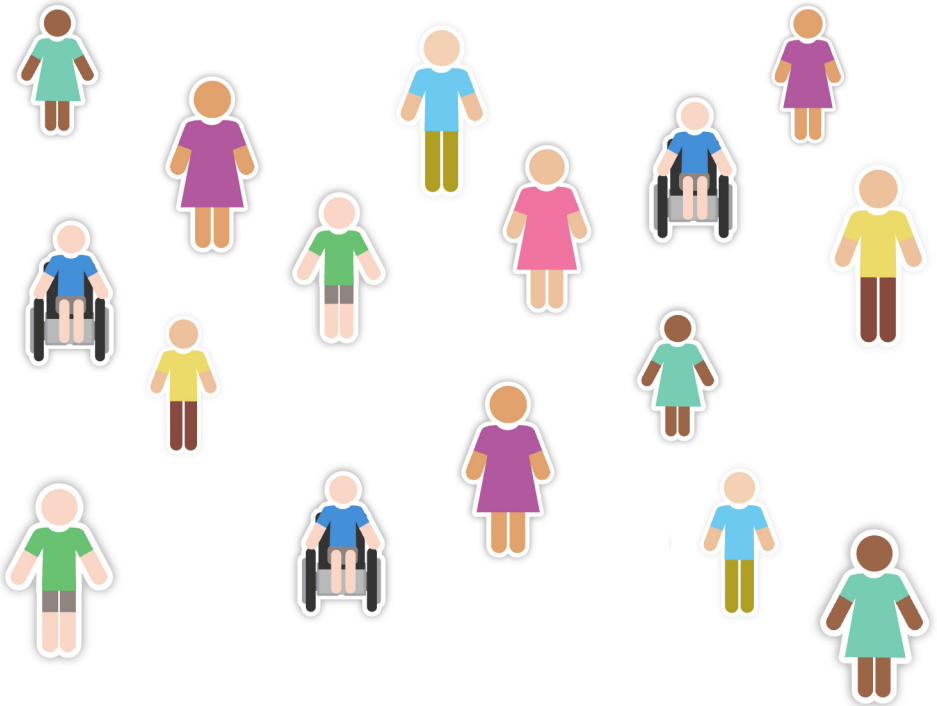
Parents and Carers said:

“There should be more training for school staff on Foetal Alcohol Spectrum Disorder (FASD), ASD, Mental health, OCD and Sensory.”

What we have done/are doing:

- ✓ Awareness training on FASD will be available for Sefton Local Authority staff (including education) from September 2024, with plans to further roll out to health colleagues from October 2024.
- ✓ Alder Hey and the Local Authority are working with education to upskill staff on ASD.

- ✓ From September 2024, all schools will receive a whole school approach support by the Mental Health Support Team. This will also include Learning Disability/ASD expertise.
- ✓ A new Service Manager for Inclusion has recently been appointed in the Local Authority and they will be reviewing the offer of support given by the Inclusion Service to schools. This will include looking at the training and support offered to SENCOs and other members of staff within schools.
- ✓ Sensory training is available to education staff through the Sensory OT team. ASD team have developed training too. In September the Sefton Parent Carer Forum also organised a Sensory Wellbeing Online Support session for SEND families.



FEEDBACK











What families told us about SEND system and services as part of parent/carer survey in 2024.

Parents and Carers said:

“There needs to be improved communication and contact. We want to be listened to and know where to get support.”

What we have done/are doing:

- ✓ The SEND Team has a 72-hour response time for any communication. Parents and carers also have an initial phone call with their assigned Casework Officer who will talk them through the process and timescales.
- ✓ The two new teams, Sefton Children’s Help and Advice Team (CHAT) and Sefton Family Advice and Support Team (FAST) were launched in May 2024. There is a new phone number for professionals and the public to ring if they have a concern about a child or need some advice on support. CHAT: 0151 934 4013. FAST: 0151 934 4545.

- 
 The Team Around the School is a new initiative being piloted across 5 clusters of schools. The objective is to have a new multi-agency approach to supporting families at the earliest opportunity. The team is made up of a number of professionals who will come together to support families – these are Early Help Worker, Social Worker, School Nurse, Inclusion Consultant and a Mental Health Support Worker.
- 
 There is a Graduated Approach toolkit for parents and carers with information on advice and support. We will be working with parents and carers to develop the Toolkit further.
- 
 We have run online sessions, in an evening about the Graduated Approach and more sessions will be planned.
- 
 We are planning sessions for parents and carers to support them with choosing their school for transition. One of these will be an evening session.
- 
 In September we ran 6 focus groups for parents and carers on their experiences of receiving SEND information and communications. We will also be running sessions with children and young people. The feedback will be used to help make improvements and develop a SEND Newsletter and SEND Communications Strategy.
- 
 Mersey Care's 0 - 19 service is developing a health form for Year 9 children with SEND so they can feedback views on health and wellbeing.
- 
 We have developed a Mental Health Snapshot that shows which gives information about all the services available and where families can get support.
- 
 We recognise that children and young people with Special Educational Needs and Disabilities (SEND) and their families' voices are important, so we have developed a Co-production Charter that shows our commitment of working together.
- 
 The Sefton Parent Carer Forum organise the Local Offer Live event for parents and carers and young people, which has over 100 information tables about services and support from education, health, social care, and the voluntary sector.

FEEDBACK









What families told us about SEND system and services as part of parent/carer survey in 2024.

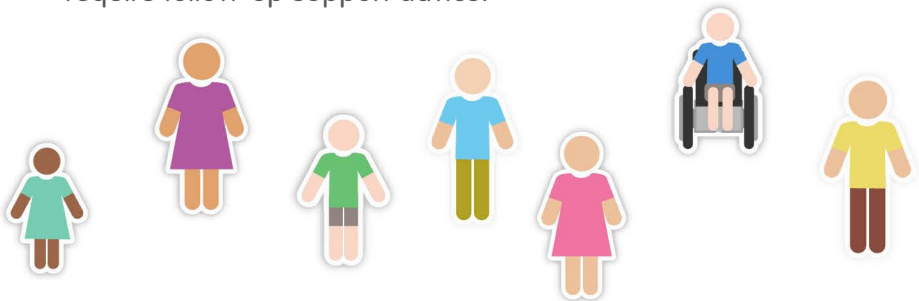
Parents and Carers said:

“The waiting times are too long: hospital and clinic appointments, ASD pathway and the EHCP process. Discharge happens too quickly.”

What we have done/are doing:

- ✓ There are now more EHCP Caseworkers employed in the SEND team.
- ✓ A Speech and Language Locum therapist is in post. All referrals receive written advice whilst waiting. Clinically urgent referrals are seen within two weeks. The specialist service has a support/ advice line for schools and parents and a pre-referral toolkit being developed for schools.

- 
 A review of the 18 + ASD service is taking place with additional recruitment being carried out. Young people on the waiting list receive an information pack. There is a neurodiverse open access community support service available to all families regardless of diagnosis; available to those on the waiting list - delivered by Advanced Solutions community network.
- 
 An enhanced ASD offer will be piloted from October 2024, to those new on the ASD waiting list.
- 
 At Alder Hey, the current waiting times for new Paediatrician appointments have continued to improve. This has taken place by streamlining clinical job plans and maximising clinical capacity available. The service has fully recruited to all their clinical posts. The service is now focused on offering timely follow up appointments.
- 
 At Mersey and West Lancashire Hospitals (previously Southport & Ormskirk hospitals), there has been a review of the waiting times. No patients are waiting more than 52 weeks for treatment. They are looking at involving different staff, such as specialist nurses where possible.
- 
 At CAMHS a service improvement plan has been put into place. There is now a pilot transport project to support children and young people to attend appointments. A low intensity pathway has been in place since January 2024. Those on the waiting list receive a letter and a leaflet, detailing support.
- 
 To avoid further referrals and waits, several health services offer patient-initiated follow-up for those have been discharged but require follow-up support advice.



FEEDBACK



What families told us about SEND system and services as part of parent/carer survey in 2024.

Parents and Carers said:

“There are delays with the EHCP assessment, there should be more information about the assessment process, the quality of the plans could be better, and parents and carers are not listened to.”

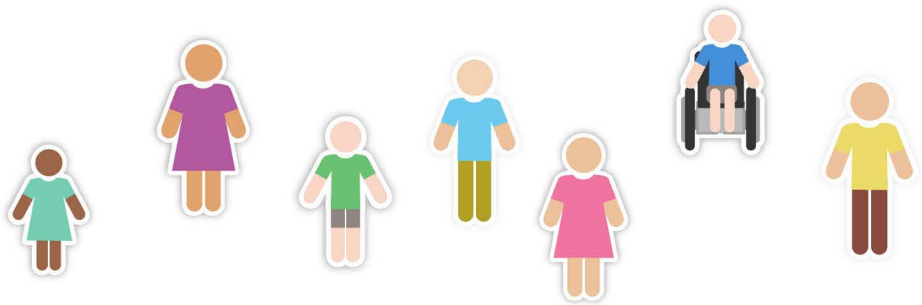
What we have done/are doing:

- ✓ Weekly meetings with Senior Casework Officer to prioritise cases. Recruitment of SEND Casework officers has taken place and it is now a full team.
- ✓ There is a multiagency EHCP quality assurance group. The Sefton Parent Carer Forum attends these and has given feedback on the EHCP Quality Assurance Toolkit.
- ✓ There are workshops with Casework teams to share good practice. The Designated Clinical Officer quality assures all plans before draft issue.

- ✔ There is a health quality assurance panel at Alder Hey, attended by a Designated Clinical Officer. Each health provider has a quality assurance process before advice leave their organisation.
- ✔ A SEND Coproduction Charter has been developed in partnership across the system, which outlines how organisations and services should work with and involve children and young people and parents and carers. Training on the Co-production Charter is being developed and this will be delivered from November 2024.
- ✔ A communications strategy is being developed. A SEND newsletter is also being developed and feedback from the SEND Communications focus groups held in September, will help to design this.
- ✔ There are regular opportunities for parents and carers and children and young people to share their experiences. These include the weekly Schools/Colleges Get Talking meetings, the termly Local Offer Parent/Carer meeting, attending the Sefton Parent Carer Forum coffee mornings and events.
- ✔ A video about what an EHCP has been designed by Sefton Council and the Sefton Parent Carer Forum.

View Sefton's Local Offer:

www.sefton.gov.uk/schools-learning/local-offer-for-children-with-sen-or-disabilities



Sefton Council  seftondirectory.com/localoffer



FEEDBACK



What families told us about SEND system and services as part of parent/carer survey in 2024.

Parents and Carers said:

“We don’t know what has changed as a result of what we have said in the survey.”

What we have done/are doing:

- ✔ We have put together these You Said We Did flyers and some posters for this survey and previous surveys, and we are developing a SEND Newsletter that will include some information about the changes that are happening. We will be updating the [News Page](#) on the Sefton Local Offer and promoting it better to parents and carers.

FEEDBACK



What families told us about SEND system and services as part of parent/carer survey in 2024.

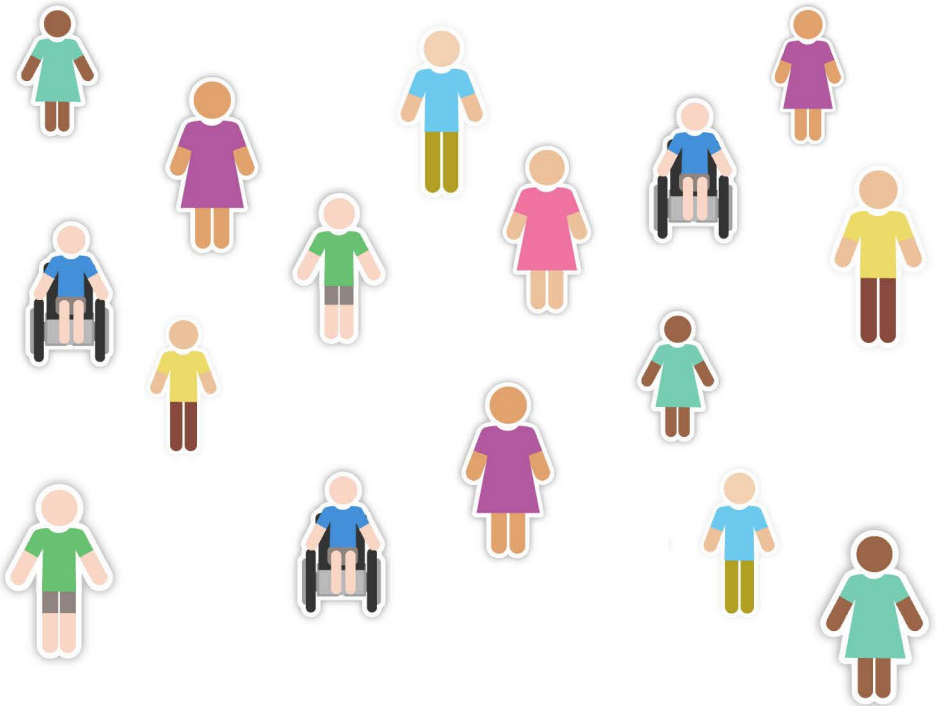
Parents and Carers said:

“We have had some problems with the post-16 pathway.”

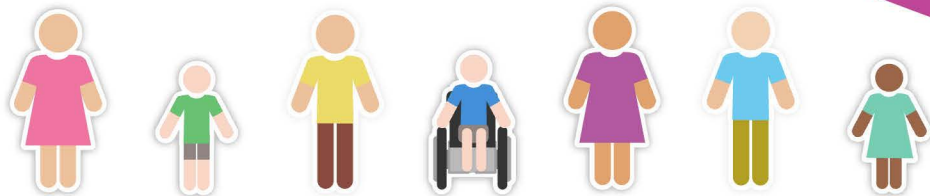
What we have done/are doing:

- ✓ There is a multi-agency Preparation for Adulthood group that meets on a termly basis to ensure Sefton maintains a collaborative approach to addressing the 4 themes – Community, Health, Independent Living and Employment. Members of the Sefton Parent Carer Forum work with representatives from Social Care, Education and Health to share information regarding the support offered to young people and their families. The Group has overseen the development of the [Preparing for Adulthood Guide](#) and has helped organise events to capture the young person’s voice and promote the Sefton Supported Internship programme.

- ✔ A Preparation for Adulthood conference took place in October 2024. This event provided an opportunity for parents and carers and young people to find out more about supported internships, employment opportunities and the Local Offer.
- ✔ All schools have an allocated Early Years Foundation Stage, ASD and SEND Inclusion Consultant and provide training to school staff.



FEEDBACK




What families told us about SEND system and services as part of parent/carer survey in 2024.

Parents and Carers said:

“The school my child goes to is not the right school.”

What we have done/are doing:

-  The graduated approach is being further developed through the Delivering Better Value Programme to include Health and Social Care and to provide an increased number of options in the SEND support offer.

FEEDBACK



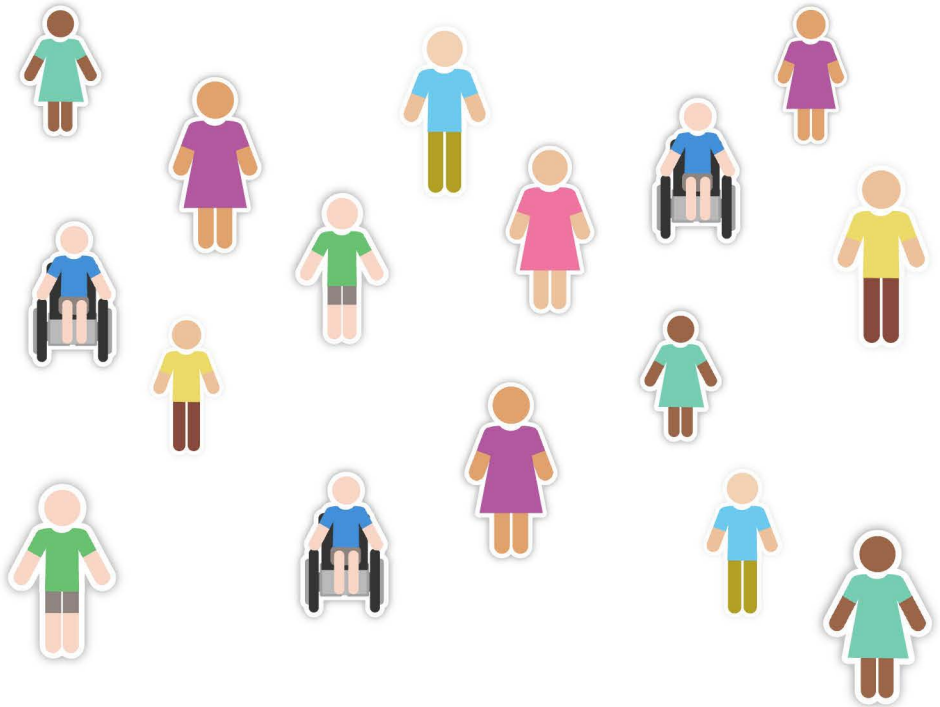
What families told us about SEND system and services as part of parent/carer survey in 2024.

Parents and Carers said:

“Staff are not trained in school and there are waiting times for health appointments.”

What we have done/are doing:

- ✓ There is Trauma Informed training to support staff.
- ✓ CAMHS have a dedicated children in care pathway and other health services triage and prioritise young people that are high risk.
- ✓ A psychological support service for care experienced young people is in development, so that care experienced young people can access low level mental health support sooner.
- ✓ There is a Cheshire & Merseyside pathway for priority referrals to high street dentists for cared for children, who don't have a regular dentist or where they can't access an appointment with their regular dentist.

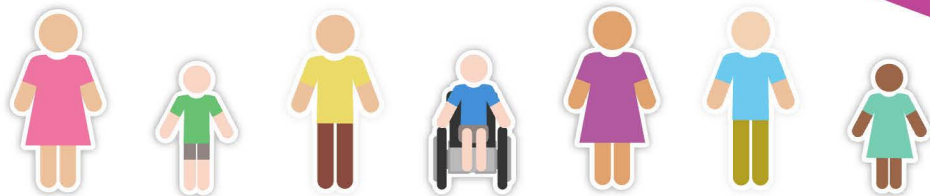


Sefton Council  seftondirectory.com/localoffer



SEFTON
SEND
PARTNERSHIP

FEEDBACK



What families told us about SEND system and services as part of parent/carer survey in March 2022.

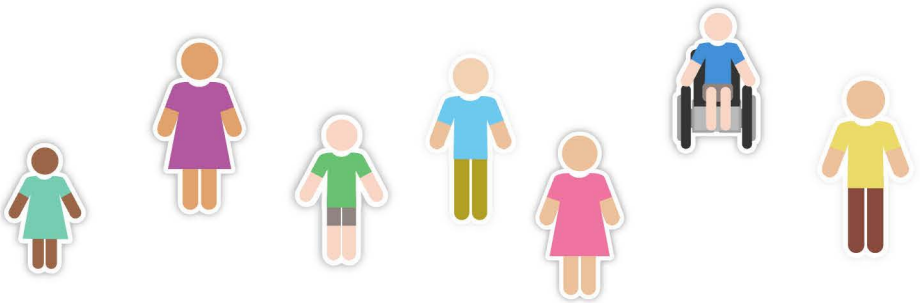
Parents and Carers said:

“People who make decisions are not involving young people and families to understand experiences and considering needs.”

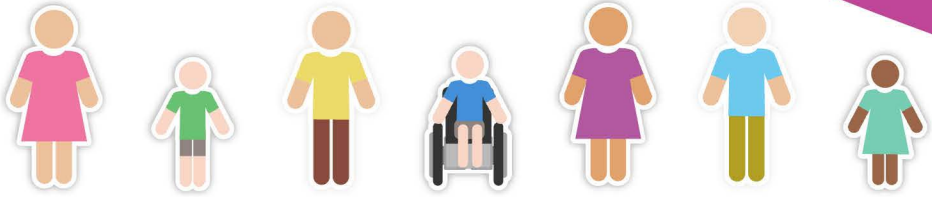
What we have done/are doing:

- ✓ The Sefton Parent Carer Forum are involved and have input across a range of meetings and strategies. One example is in the tender process and contract monitoring for the SENDIASS Service.
- ✓ The SEND Co-production Charter that has been developed will say why it is important to involve families and young people and give feedback. The training on this will help to embed it in organisations.

- ✓ An Advocacy pilot is being funded by Cheshire & Merseyside Integrated Commissioning Board which is being delivered by Sefton CVS Buddy Up Service - to support SEND Children and young people to have their voices heard in the management of their support/care.
- ✓ Young People and Schools Get Talking Groups involved in the Short Breaks review. Decision makers attend Sefton Parent Carer Forum coffee mornings to engage with families who have lived experience.
- ✓ Decision-makers attended some of the SEND Focus Groups on Communications that took place in September 2024, to hear first-hand people's experiences and ideas.
- ✓ All SEND Continuous Improvement Board meetings start with the voice of children and young people and families. These case studies help the partners to understand what some of the challenges are and help us to learn and share best practice.



FEEDBACK



What families told us about SEND system and Services as part of parent/carer survey in 2024.

Parents and Carers said:

“We like Aiming High sessions, but the activities are not suitable for complex needs or older teenagers or younger children.”

What we have done/are doing:

- ✔ There is a youth club at Netherton Activity Centre on a Thursday for very complex needs.
- ✔ Aiming High offer youth clubs in the evening at Aintree, Crosby, and Southport during term time.
- ✔ Enrichment activities – Aiming High developed a second summer programme leaflet for 14–19-year-olds which are more independent.



A short breaks review is taking place to inform the future service development of Sefton's short breaks services for children, young people and their families.

