

SEND Programme Board – 29th September 2020

Developing a Joint Feedback Approach across SPCN, SENDIASS and the Engagement Hub to gather the views of Children, Young People and Families

Recommendation

That the SEND Programme Board agree to support the design and development of a co-produced framework for gathering feedback from children, young people and families across SPCN, SENDIASS and the Engagement Hub.

Summary

- SPCN, SENDIASS and the Engagement Hub currently report separately on the views of children, young people and families regarding education, health and care services for children and young people with SEND
- In July 2020 SEND Programme Board agreed this could be explored further and an outline paper brought back to the September Board
- This paper sets out proposed next steps, which includes how it would link to self-assessment, SEND Strategy programme of work and the outcomes framework.

Background

SPCN have been producing their annual Parent Carer Satisfaction survey on the experiences of families across education, health and care services since 2016. This survey contains baseline questions where progress can be monitored year on year, questions which focus on particular topics that need to be explored and qualitative and quantitative data. SEND Programme Board has input into this each year. In addition, ongoing feedback is gathered throughout the year from contact with families which allow specific issues or areas of concern to be highlighted. Families also have the opportunity to share feedback on specific services as part of redesign work. SPCN has demonstrated increasing levels of feedback from families, particularly in respect of the annual survey with over 1,100 families responding in 2019. SPCN have continued to provide current feedback to partners throughout the pandemic. Feedback is gathered through surveys, telephone contacts, emails and social media channels.

SENDIASS collect ongoing data, through their contact with families, on experiences across education, health and care services and are able to provide themes, areas of good practice as well as concerns. They have developed their analysis of this data in recent years to be able to provide more specific detail. Feedback is gathered through surveys, telephone contacts, emails and social media channels.

The Engagement Hub collect ongoing data through their direct work with children and young people via the SEND Network, work in schools, through specific groups and the work of the Health Ambassador. Feedback is gathered through surveys, telephone contacts, emails and social media channels.

This means that feedback is gathered through a range of means which can make it time-consuming and difficult to analyse as well as the data being kept in different places depending on its' source e.g. SPCN social media feedback is collated into themes but all of the data is not transferred to an excel

database which is how the annual surveys are stored. This also makes it difficult to analyse trends and emerging themes. Data is not currently shared between SPCN, SENDIASS and the Engagement Hub beyond some of the trends and themes the respective organisations see from the data. This results in missed opportunities to target support and information where it is needed the most.

What needs to happen

- Develop a joint approach to collecting feedback across SPCN, SENDIASS and the Engagement Hub through work with the SEND System to co-produce the questions to enable meaningful qualitative and quantitative data to be gathered which will further support the existing KPIs. To be developed by November 2020.

1. Parents, children and young people to get the right support at the right time and feel that they are listened to and in control

- One of the questions could be about what support they need at that time. This is an approach SPCN have used in their support survey as well as the current experiences of education, health and care services during lockdown and the return to school. As a result it enables SPCN to contact families and provide them with signposting, support and information on the areas they have identified they need more support in.

4. Education health and care needs assessments are completed within statutory timescales.

- We would be able to gather the views of families who have recently had a finalised EHCP about their experiences of the process to compare with the quantitative data.

11. Emotional wellbeing and mental health services to have a positive impact for children and young people with SEND

- We would be able to analyse feedback from children, young people and families specifically about emotional wellbeing and mental health services using a rating scale about whether the services have had a positive impact for children and young people with SEND.

- Develop the feedback process that is easy to use and can be embedded onto organisational websites e.g. SPCN, SENDIASS, The Source etc., so that children, young people and families have a consistent approach to giving their feedback. This will enable real-time reporting of the views and experiences of children, young people and families across the SEND System and to SEND Programme Board. It will also enable a wider number of children, young people and families to have the opportunity to provide feedback as it will be easier to share a single feedback form per organisation. To be embedded on websites by the end of November 2020.

- Develop regular data analysis meetings across SPCN, SENDIASS and the Engagement Hub to identify trends and themes as well as compare the views of children and young people with parents and carers. Initial meeting to discuss this in October 2020 and then bi-monthly meetings initially with the understanding these will be increased to monthly depending on the levels of data gathered.

- To use the data collected to develop a joint approach to information, advice, guidance, training and targeted support to children, young people and families across Suffolk. This will prevent the duplication of training and also enable families to have the opportunity to be supported and empowered in the areas they have identified they need it in.
- That this work needs to be incorporated into the development of the SEND Strategy and Self-Assessment work.
- That this work forms part of the outcome measures framework to ensure they are aligned.
- A proposal is developed for funding from the SEND Reform Grant to support this work. (SPCN has already received funding for the development of the feedback form and to incorporate it into their website from the SEND Reform Grant).
- The board agree the proposals stated above and that work on this can commence. agree for a more detailed paper the timeline for the work. With a view that a new strategy will be in place early in 2021. This will ensure we can keep momentum and deliver a new strategy.