



## November Update

Suffolk Parent Carer Forum

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# November Update

This month has seen SPCF raise the following issues:

- Transport - Cancellation of contacts, lack of training, meet & greets not conducted, speeding, safeguarding etc. and that Travel Training is not a needs led service as an EHCP is required. No consideration to mental health issues and how this could effect travel.
- Communication - Parents are still reporting that they are not receiving responses to phone calls and emails. Complaints are being held at Stage 1 instead of moving to Stage 2.
- Children missing from education: We have concerns about this cohort and would like to know what is being done to support them. We have also asked for an update to the PEX figures with further details on the support packages for them.
- NDD Pathway - We raised concerns back in Sept with regards to the lack of pathways within the new NDD Pathway. It seemed targeted to ASD or ADHD diagnosis. We had a conversation with the pathway lead and were promised communications to share with parents. We are still awaiting these communications and have had to escalate this.
  - A deep dive has identified a 68% difference in diagnosis between Suffolk & Essex, we have asked for this to be further investigated. We have also asked for an update on the figures for those families who did not move over to the new NDD pathway.

# November Update

We continue to challenge on:

- Annual Reviews, including those who do not have an education/post 16 setting.
- EHCP provision not being provided in some of our schools.
- Some schools having a pre-SEND Support register/list
- Support for those who were placed at LifeSkills in Lowestoft.

We are working on:

- Resolving the misinformation/myths given to families such as: a diagnosis needed to access certain services or assessments. We are working with parent carers to produce a Myth Busting Document/Webpage where all common myths are clarified in order to empower parents to challenge the professionals giving the incorrect information. We currently have 30 myths to bust.

We would like support with:

- Ensuring that 'Suicide First Aid for Staff' training is shared with all schools as only 2 schools have taken up the offer of this funded training offer. This vastly improves the outcomes for our children and young people.

# Experts by Experience

We have had a new parent representative join the team, Claire Smith. She has been buddying since the beginning of the month and has proven to be an amazing asset to the forum already.

We are currently arranging a bespoke training package for our new role of Experts by Experience. These will primarily be what would have referred to as parent carer reps, however, we are looking to add grandparents, foster parent, siblings as well as young people themselves to our Experts by Experience role. We are working with a Contact associate to provide a training package that can be person centred and tailored around the needs of the learner.

We are also improving all our policies to make sure they are as accessible as possible.

We currently have 12 people interested in training with us using this model.

# Focus Groups for Co-Production

We have tried an alternative method to involving parent carers by running focus groups for co-production. We are aware that there are still trust concerns for parent carers where the forum is concerned. Instead of having to enroll as a parent representative, we are asking parent carers to attend as individuals.

We have run two groups like this, the ARFID and LiquidLogic EHCP portal. Both were well attended by parent carers and were able to give quality feedback which has been taken forward by the departments. Both groups will be meeting again in the new year and the parent carers that were involved have expressed interest in continuing with the workstream.

We hope to continue using this method of involving parent carers especially as we saw members of the group subsequently join the membership.

# Data:



## SPCF Membership:

262 - Full Members  
3 - Affiliate Members  
3 - Partner Organisations

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## Website Data:

(1<sup>st</sup> Oct to 31<sup>st</sup> Oct 22)

542 Page Views  
152 Users  
135 New Users

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## Facebook Data:

(1<sup>st</sup> Oct to 31<sup>st</sup> Oct 22)

531 Page Likes  
594 Page Follows  
278 Post Engagements  
4,724 People Reached

# SPCF News

We will be formulating the next SPCF Annual Survey throughout December. This will be released in January and will run through February as it did this year. We are looking to have the results available by the beginning of March.

Our next Open Forum Event will be held in Waveney towards the end of January/beginning of February. We are currently working with venues and parent carer availability to ensure it is as well attended as possible. We will update the board and share the information once a date/venue has been confirmed.

Please be advised that SPCF will close for a forum holiday from: Wednesday 21<sup>st</sup> December 22 to Wednesday 4<sup>th</sup> January 23.

Thank you