

Parents and carers feedback on WSOA August 2019	
General comments on the WSOA	Local Area response/comments/actions
Parents want to see a more comprehensive and aspirational approach to SEND provision generally	We agree that a shared strategy for the entirety of SEND services is needed. We would stress that the WSOA does not limit us and we recognise it does not cover everything that needs to be done to improve services. It is what we must deliver, in response to the inspection, but we agree our improvement journey must be comprehensive and aspirational.
Public website/sharepoint to be set up so parents can access all relevant documentation	This is now available via the Local Offer website . We will continue to upload information on a regular basis
Suggestion for new vision: Cumbria is a good, safe place to grow up and all children and young people will be supported to achieve their best possible educational and other outcomes.	Developing a vision for SEND services may well be part of the future development of a shared strategy. These are good suggestions and we would want to work with parents/carers to develop this further. Currently we have an agreed vision for all children and young people in Cumbria through our Children's Trust Board, and it is this we have currently reflected, which is very similar in tone to the one suggested.
Do we have capacity to meet identified need?	The SEND Improvement Programme must be delivered within existing resources, whatever we do has to be done within our current budgets. But we are sure there are things we can do differently, and do better, that will enable us to meet identified needs. There is no escaping that this is a challenge however.
How good is our data?	We recognise that our data is not as good as it should be. It is a key action in the WSOA to improve this and ensure we have comprehensive and accurate data on SEND in Cumbria. This work will be led by Working Group 1.
How wide is our net on consultation and coproduction?	We want the net to be as wide as possible. One of the first actions planned is to conduct a survey of <i>all</i> parents/carers of children with an EHCP or receiving SEN Support. Through that we will be asking parents/carers how they want to get involved. We will also be engaging with all the existing SEND groups in the county. We expect the approach to evolve and develop over time. We recognise that we do not have a strong track record in this area and we want this to improve.
Are coproduction principles established?	Not yet. This is something we want to do with parents/carers and is part of the WSOA, action 3.6.
Are working groups making reference to the relevant sections of the code of practice? This covers eg: Commissioning, partnership working, understanding need etc.	All working groups will be asked to refer back to the relevant sections of the code of practice.
Are we using a glossary of terms?	There are various glossaries available online, including via our own Local Offer. We will link to these in our communications and update them in discussion with parents/carers. Our WSOA includes a glossary.

Are we learning from SENDIS tribunals and appeals and dispute resolution cases?	Learning from tribunals can be considered by the SEND Quality Assurance group that will be part of the Improvement Programme.
Has LA considered using the Carers organisations instead of parent carer forum which is considered to be too influenced by LA?	The Cumbria Parent Carer Forum is a statutory body, which is already in existence, and which where our conversation with the parent/carer constituency takes place. Clearly, this is not the only mechanism that we have for engagement, nor should it be. However, it remains the best place for our engagement and co-production activity to be situated, and it will be through strengthening the existing network, rather than the creation of a different team, that we will be ultimately successful in restoring faith and trust.
WG1 Understanding of local need	
<ul style="list-style-type: none"> • You suggested some specific wording changes which we've made • You asked about how we were going to embed the 'tell it once approach' – this is something that is being explored and we will come back to you with more detail about this • You asked about the disabled children's register and whether this was up to date – this is a voluntary register that relies on parents registering • You asked about how we were going to undertake service user feedback – this is something that we will be defining over coming months in partnership with all those involved including parents and carers – we can say that we are planning a large scale survey to be launched later this year and repeated annually, but we will also to ensure feedback is gathered through face to face mechanisms as well, such as drop-ins and themed engagement sessions across the county and we welcome ideas on other ways to do this • You highlighted that more work was needed to improve our performance measures including measures of success – we agree, and this is a priority area of work that this working group will be leading. 	
WG2 Commissioning and access to provision	
<ul style="list-style-type: none"> • You said some of the detail was too vague – we've worked to tighten up the detail in the latest version and hope you can see the difference • You asked about the joint service specification for OT and SALT - this is something where wider engagement is being proposed • You highlighted that an improved range/offer of short breaks was needed – this is something that you will see detailed as an area for action under working group 4 (4.6) in our WSoA • You asked about the accessibility of the local offer. This is a priority area in our WSoA for Working Group 3, and you will see this detailed under point 3.9 	
WG 3 Engagement and Coproduction	

- You asked how we would establish trust and faith with parents and carers over such a large area, including 2 health trusts. We accept this is a challenge, but we are committed to doing this. We think we can do this by building better relationships and demonstrating understanding, engaging, working together, listening and feeding back – this feeds through the commitment of all working groups to engagement and co-production. We need your input and advice as parents and carers, to tell us what is working well and areas where we need to improve – both in relation to our services but also how we are engaging with you.
- You raised some concerns about how the existing Cumbria Parent Carer Forum is functioning. You will see in our WSoA that strengthening the forum is a key priority area for action. The Cumbria Parent Carer Forum is a statutory body, which is already in existence, and it is where our conversation with the parent/carer constituency takes place. Clearly, this is not the only mechanism that we have for engagement, nor should it be. However, it remains the best place for our engagement and co-production activity to be situated, and it will be through strengthening the existing network, rather than the creation of a different team, that we will be ultimately successful in restoring faith and trust.
- You highlighted that some of the timescales for action were too long, or were missing, this has now been addressed.
- You flagged that the local offer feedback system required some development – this will be picked up under the action 3.9 in the WSoA

WG 4 Transition

- You highlighted some issues with the wording, this has been developed further to make the actions clearer.
- You asked about the Transition Fairs and under 4.3 you will see this is covered as an action, and they will not just be in one area of the county.
- You raised the need for clear information in relation to various issues, that we will address as part of the roadmap detailed in 4.2 of the WSoA
- You highlighted that more meaningful supported volunteer activities were needed for young people with complex needs, you will see this is addressed in 4.7 of the WSoA
- You also raised some specific points that our working group will consider in more detail

WG 5 Emotional Health and Wellbeing

- You said that EHWB is linked to everything else and there needs to be a culture change that recognises this. We agree that EHWB is linked to everything else in the WSoA. All our working groups are inter-related and will work closely with each other to ensure a joined up approach to addressing the priority areas.
- You also raised some very specific points that our working group will consider in more detail

WG6 SEN Support in Schools

- You flagged the importance of the SEND Code of Practice. We will ask all working groups at their next meeting to review the relevant sections of the Code of Practice as a reminder of the statutory framework

- You highlighted the need for school staff to have training around how they record absence. This section of the WSoA details how this will be progressed.
- You highlighted the importance of schools making reasonable adjustments and examples of this being shared on the local offer. You can see how the WSoA covers this under 6.4 and we will as group look at sharing good practice examples more widely.
- You asked how parents could report concerns about reasonable adjustments – in this situation if parents are not happy with the response from an individual school or setting, they can contact Cumbria SEND Information, Advice and Support service for impartial information, advice and support <https://localoffer.cumbria.gov.uk/kb5/cumbria/fsd/advice.page?id=aGLvSQZp5IA>
- You highlighted that the short break offer was too narrow. You will see through the WSOA that short breaks are referenced as an area for action, through working group 4 and 2, for example 4.6