



**MANCHESTER
CITY COUNCIL**

Manchester's Special Educational Needs and Disabilities and Alternative Provision event

Tuesday 17th September 2024

**Change Programme Partnership
Workshop Feedback**





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Feedback was collected from....

SENCO's

Health
partners

Parent/ Carer
groups

Parents &
Carers

Young
People

Social Workers



This is what you told us...

Having an opportunity for families to represent themselves or have a space on referrals to ensure their voice/lived experiences are heard/reflected

Webinars with interpreters – different community languages, Urdu, Arabic mainly

Provide clear flow chart for parents on EHCP process

Having to explain yourself to professionals e.g Dentist, Opticians

Mainstream school – Improve training for teachers, better understanding on how to support SEND students

LA to deliver EHCP review on time

Providing workshops and direct support for parents

Keep parents in the loop about what's happening and how long it will take

Include alternative options for SEND and not just have SEND as a bolt on. For example, rather than a sport day with SEN option or fund day with SEN option – have a sports day or fun day that is more adapted to SEND needs

My child didn't go on any school trip even having an EHCP

Letting professionals know what their duties are and what service they provide. Everyone should have a clear picture of what they are doing and can access

How can parents get involved in support groups?

Don't make assumptions that parents understand

Transport to improve please – TFGM, Special Transport, School Buses to be on time to better support our children to and from school

Overwhelming information out there

Attendance - To maintain a consistent approach in terms of a child not wanting to attend

More options than just GCSE's for SEND children in mainstream education

What's working well?

- Local Offer Team
- Drop ins
- Community cohesion work
- Linking in with Voluntary and community Sector Organisation's
- Parent support groups
- Neurodiversity in Education
- Local Offer has really improved
- Travel support
- Coproduction
- Access to support
- Parent/Carers groups
- Manchester PCF
- Heath- initial process, templates consistent
- Working with agencies
- Local Offer and services available
- Coffee mornings
- Champions
- Facebook pages
- Some mainstream schools identifying children with disabilities better
- Parent voice and input is valued
- Advice and guidance
- Good teams taking responsibility
- Bespoke parental support avenues around EHCP, SEND
- SEND community
- Virtual schools are visible
- Early intervention – Family Hubs etc
- Families feel listened and feedback is acknowledged
- MPCF caring network
- When EHCP in place it can work well
- Support Groups
- Parent led services
- Training opportunities for parents and staff
- Beginning to see a joined-up approach through documentation i.e inclusion strategy toolkit
- Parent networks reducing isolation
- The identification of a consistent approach for all areas
- Voice that parents have in Manchester
- SPACE
- These kind of events

What's not working well?

- EHCP Process and Annual Review process needs to be reviewed
- Lack of specialist school placements
- Waiting times for services
- Transport – home to school
- Schools not following the EHCP
- Consistency – every parent receiving the same level of support – how?
- Don't meet needs of YP with SEND
- EHCP Plans – Making sure things are kept updated
- Before and after school activities access for CYPs with SEND
- Pathway needs to be simpler for parents
- MLCO sometimes don't get a copy of the draft EHC plan and often not invited to review meetings
- Travelling to school should be local but some children travelling for 2 hours
- Reaching Carers/Young people who are not easily reached through digital communication
- No one stop shop, it does not feel joined up
- Everyone seems to want a report from someone else
- Curriculum changes for those with barriers to learning not learning difficulties
- Travel training limited
- EHCP coordinator changes, over and over, Lack of communication
- Bus drivers argue with staff and YP
- Bee network not friendly
- YP at risk on public transport
- EHCP – SEND in mainstream schools – not consistent across the city
- All school provisions different
- Not enough clear info for families about funding
- Timescales for EHCPs re too long
- Having a social worker to support child with SEND can help – but it varies due to consistency
- Changes in staff - loss of knowledge
- Lack of specialist social workers – Lack of comms between families
- Plans are not always updated as needs change
- The fight to get support to meet needs can be overwhelming
- Ratios of teachers to students
- Training and skill set of teachers in mainstream
- Feeling blamed
- The resources of OT and SALT and Parent support officers
- Only 2 foster carers in Manchester that can support SEND children

What are the barriers?

- Waiting lists
- Constant changes
- Feeling unsupported
- Not being listened to
- Delays with statutory processes such as EHCP reviews
- Transport issues
- Local Offer – needs to be clear and accessed in east steps
- Lack of clarity around the EHCP process
- Anxiety in parents not wanting to leave their children
- People not knowing what to do – especially when facing difficulties that upset them a lot
- Do we need to make sure Autism in Schools ran well before Neurodiversity in School?
- Turning to public sector rather than LA
- Schools under resourced
- Parents not aware to turn for information
- Teachers not knowing how to support children
- Waiting times
- Parents don't know the system
- It's all too late, by the time needs are identified children and families are suffering
- Big issue with transport to and from school
- Limited resources in school to deliver appropriate support and interventions
- System is complex to navigate
- Huge increase in high need pupils into school
- LA do not have the capacity to keep EHCPs relevant following reviews
- Access to services, SALT and OT
- Number of special school places
- Anxiety in parents leaving their children
- Post diagnostic support
- Post-16 transition
- Post-16 options
- Digital barriers – a lot of information is online
- Transport – Big Issue!!
- Class sizes in mainstream are too much
- EHCP does not fully fund provision
- No school places – school in Disley has been consulted – we live in Chorlton, up to 4 hours travel time with traffic
- Lots of admin for parents
- No clear sign posting

What information do you want to know?

- Parent – SEND Plan for Child
- Better pathways and information for parents with YP SEND plan
- Information on parent support groups for families
- Advertise Local Offer more to link parents to champions/networks/support
- More information on extra support at home for families
- School/Email/Social Media/Posters/Languages
- Less information about the template and how it's delivered and more about how it's done in a consistent way – sometime people don't even read the EHCP
- Different offers depending on where you live – Network support information
- Structure – map of how things relate to each other
- Right information Right Time
- Information on the 3-tier system of AP
- Impact on parent/Children/Young People - day to day
- What extra support is available for those outside of early years
- What extra support will there be for NEET or without a school placement
- Will funding change and how?
- Will waiting lists improve?
- More information on implementation of the social model of disability and the neuro profiling tool
- Abbreviations
- Terminology
- EAL feedback is acknowledged
- Application for concessionary travel
- Provide simple clear information
- Clear pathway for parents/teachers etc
- Upcoming strategies in the pipeline
- New legislation that has been agreed/approved
- New help available how to tap in asap
- New changes
- MLCO – how are we getting information about the CPP
- Where to get advice and support
- Can we volunteer to work with the programme?
- When will changes impact my school
- What will the changes look like
- Don't assume parents know what's available
- Where to get advice and support

How do we keep you up to date?

Things we already do

- Via Schools
- Local Offer Newsletter
- Space Group
- Parent Champions
- Facebook groups
- Family hubs
- Co-production
- Talking to each other
- Transparency
- Emails and newsletters
- Sharing outside of other networks
- Teaching Tuesday for Social Workers
- Link to .gov website
- Local Offer Newsletter
- Consider role of schools and SENCO
- Keep it simple – plain English/Accessible
- Reach the right audience with the right information
- Hubs are a good place for sharing information and updates

Things we don't currently do or could do better

- Events like the event today
- Volume of information can be overwhelming
- Other forms like TEAMS
- School's create SEN newsletter
- Attend some of the groups to deliver information
- Including and inviting staff to events and training
- We need to be going out to where families are if they are not coming to us
- How do you make sure everyone is informed and families and schools that are less engaged kept informed
- Consider how to drive engagement and input in hubs e.g. today's quiz
- Translation for families where English is not their first language
- Beyond social media e.g. Facebook

Thematic Analysis part 1

The change programme partnership communications group then took the feedback from the workshop and grouped these into themes.

We started out with 16 themes...



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1. Attendance

2. Communication

3. Up to date information on
the offer from services

4. Support (Peer-Peer)

5. Transport

6. Inclusion & Ordinarily
Available Provision

7. Tell It Once

8. Parent Voice

Themes

9. Curriculum

10. Statutory functions of Local Authority,
Integrated Care Board and Schools/Settings

11. Don't make assumptions

12. Sufficiency of provision

13. Preparing for Adulthood

14. Workforce & Training (including parents &
carers)

15. Volunteering – Parents/Carers &
Workforce

16. Parental trust & confidence in services

Working Together

Communication

Statutory
Functions

Family
Confidence &
Trust

Effective
Inclusive Systems



Thematic Analysis part 2

The 16 themes have now been
grouped into 5 key themes...

Themes

Working Together

Workforce & Training
(including
parents/carers)

Volunteering –
Parents/Carers &
Workforce

Communication

Communication

Up to date
information on the
offer from services

Tell It Once

Don't make
assumptions

Statutory Functions

Attendance

Transport

Curriculum

Statutory functions of
Local Authority,
Integrated Care Board
and Schools/Settings

Sufficiency of provision

Family Confidence & Trust

Support (Peer-Peer)

Parent Voice

Parental trust &
confidence in
services

Effective Inclusive Systems

Inclusion & Ordinarily
Available Provision

Preparing for
Adulthood

Where to next...

- The Change Programme communications team will meet to; provide a response to the feedback identified in the workshop and an update on the change programme proposals for year 2
- Whilst we wait to be advised by the Department of Education on the direction of the change programme in year 2, work will continue on the testing already in place. You can find updates on the change programme in Manchester [here](#).
- We have committed to holding another event for families in the summer term and a Children's and Young Peoples event early in the new year