



WARWICKSHIRE
PARENT CARER VOICE

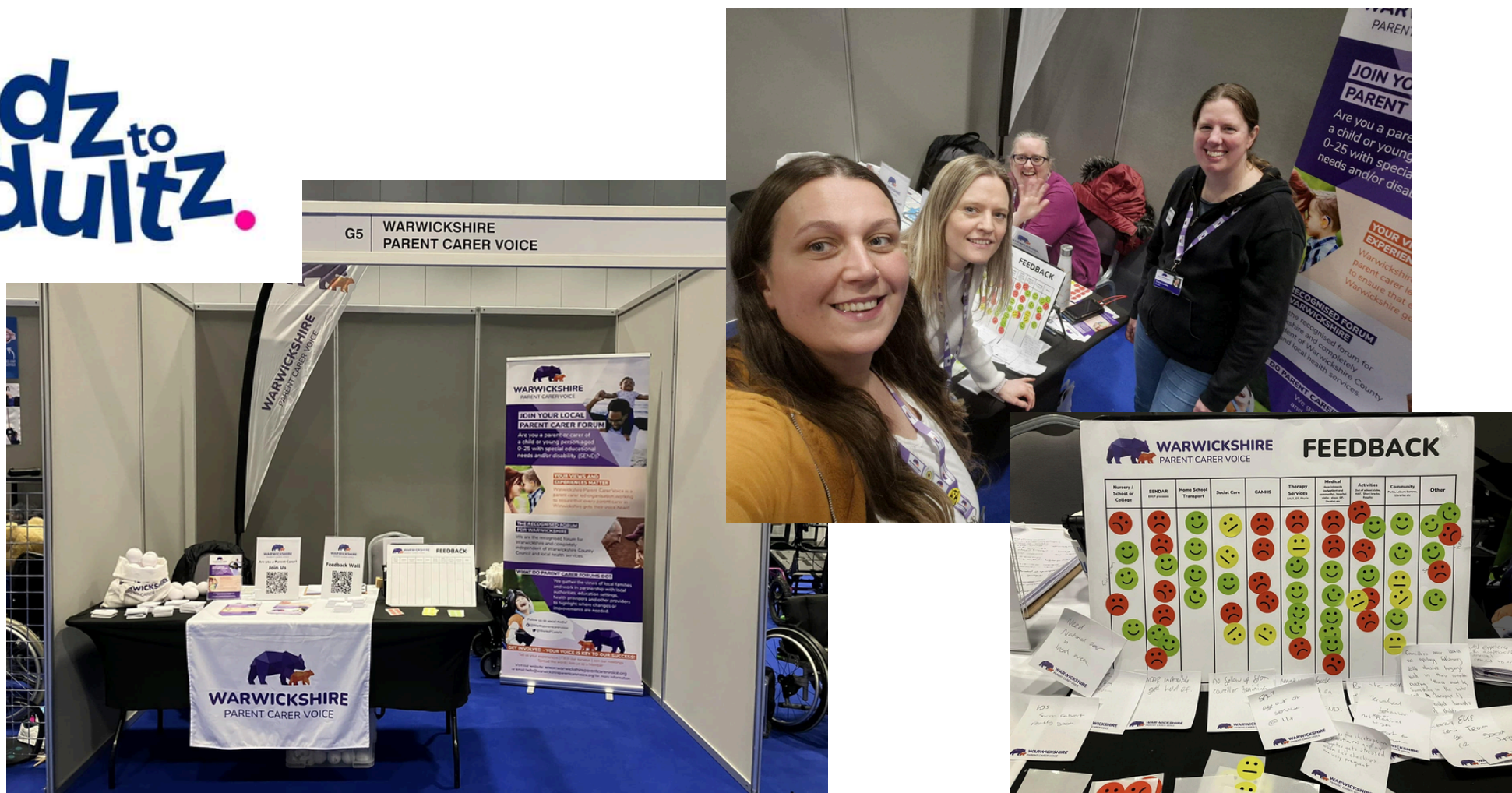
SEND & Inclusion Partnership Board

May 2025

Q4 (January-March 2025) Activities

We held 'Coffee & Chat' sessions around the county, attended school coffee mornings (in our PINS schools and at Welcombe Hills), attended other parent support groups and had a stand at the Kidz to Adultz Exhibition

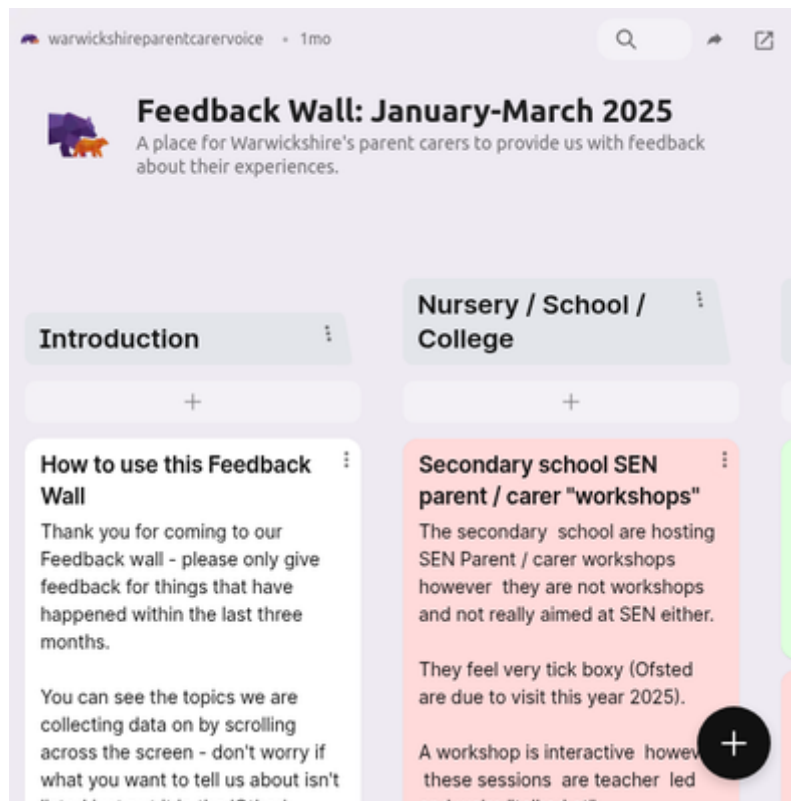
Kidz to Adultz.



Q4 (January-March 2025) Feedback

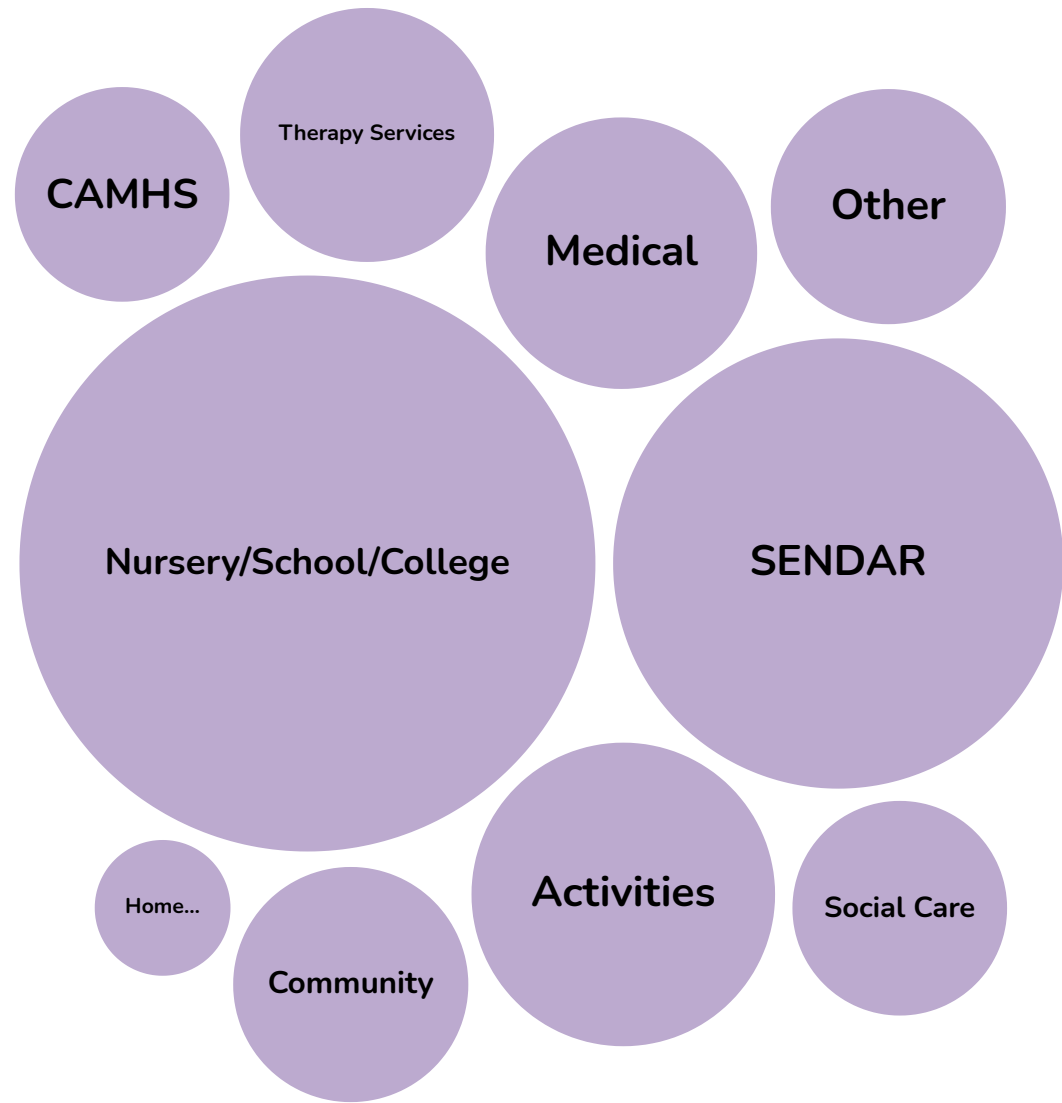
In February 2025 we launched a new way of gathering feedback replacing our online form with a 'Feedback Wall' which means that we can be more transparent about the feedback that we have received.

This can be viewed here <https://padlet.com/warwickshireparentcarervoice/janmar2025>

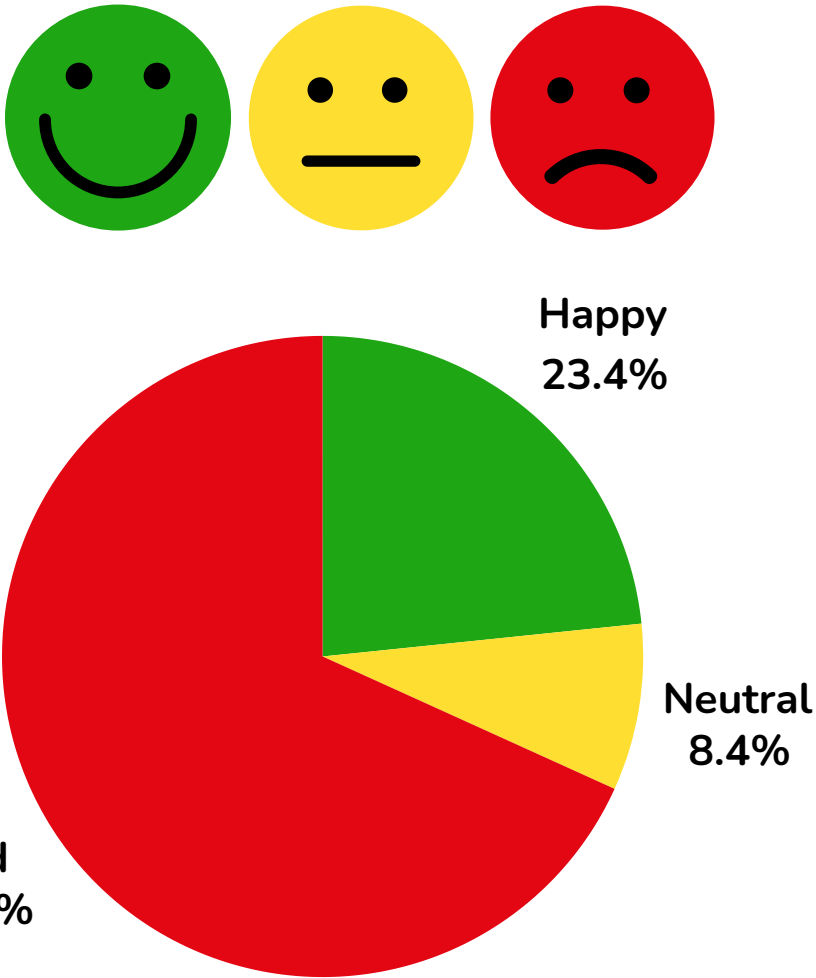


Feedback - Overall

Themes:



Ratings:



Feedback - Well Done

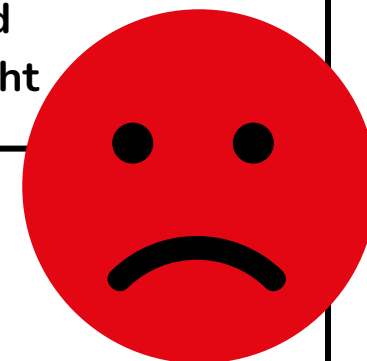
As well as hearing about what's not going well it is good to be able to see where families are receiving the support that they need. We will celebrate examples of good practice and use this feedback to create 'top tips'.

EHCNA The parental request for an ECNA was agreed without having to go to mediation or tribunal	Home Education The EHE team have provided good support	Evergreen School Evergreen school are great	Great communication Great welcome email from new post-16 provision - fingers crossed that level of communication continues	EHCNA The parental request for an ECNA was agreed without having to go to mediation or tribunal	SENDAR SENDAR have been really helpful supporting provision	Great taxi My son has a taxi home from school, we have had the same driver and escort for the last 2.5 years and I can't fault them. Very respectful and courteous to the whole family and always have a smile on their face. I trust them to look after my son on his way back from school. They always let me know if they are going to be late or if there is anything to report from the journey back.
Rugby Smiles Dentist Recently visited with son. Very friendly and didn't rush. They acknowledged his needs and listened to us well. Smooth consultation for all.	Private SALT We've been using a private SALT therapist for our non-verbal son and she's been so good and understanding. If you can afford it I'd really recommend Susannah Burden.	Transport response I had a response approving a travel request within 24 hours from the travel team. Amazing turnaround and much appreciated. Hopefully getting the things in place will be swift and smooth too.	Special care dentist Fantastic team at the orchard centre. When my son struggled to go in they saw him in the car park for a couple visits. We then progressed to going into the building then into the dentist room door open and now in the room for closed. All the dentists we have seen have been very patient, they don't make him sit down and let him look at and play with all the equipment before doing anything. They can look at his teeth anywhere in the room and sometimes without him even knowing they are looking (once the dentist crawled around the floor while my son "roared" and she just looked into his mouth from the floor. We are seen regularly to keep up the positive associations. Amazing team!	Support as a parent carer My non disabled child had surgery this week. I explained at the pre op that I am a parent carer and needed to minimise the time I was away from home. They were great and got my daughter in first of the day and made sure there was no delay in physio coming to see her so we could be discharged on time to collect my other children from school. Great job university hospital coventry	Saw an Occupational Therapist team and was really impressed that they spent over 2 hours assessing my son in a kind, considerate way.	
Belgrade Theatre Most incredible staff who go above and beyond to ensure children can thrive whatever their needs. Have been an absolute lifeline to us over the last 4 years.	Northampton college go above and beyond. Huge about for Northampton college. Have been incredible with supporting my son unsettled after transferring from a tiny specialist school. He is now thriving in mainstream on a level 3 course and off to Berlin on a residential in June.	Evolve Evolve Theatre Academy very inclusive and accommodating for all children and their needs / requirements if interested in this activity. Singing, dancing, performing and shows etc.		IMPACT This group gives my child a reason to leave the house and helps them to connect with other young people like them and helps them feel valued.		HAF The days out scheme for kids with an EHCP is great, I appreciate it's really hard to make HAF clubs for kids with additional needs so this at least gives these kids something to do in the holidays. The few times I've had issues with HAF colin has always been super responsive and understanding.
Parks Tanworth in Arden Parish Council teamed up with local families and children to redesign a new play park at Earlswood Leisure Park. They have included more swings and a ground level mini trampoline among the sensory activities and a communication board for the non verbal and those who have difficulty communicating. Really impressed with how they included children and families from design upwards.	Gateway Cafe Really kind and helpful staff who were happy to let my son choose just what he wanted in his sandwich and great at bringing food and drink over when we got settled.	Southam Library We went for a family visit and the librarians were awesome at letting my son explore and find his favourite books.	C.P hairdressers Tredington Really lovely friendly hairdressers who offer silent appointments at quiet times, online booking and covered mirrors and any other adjustments you need to be able to get your hair done.	HAF SEND Family Activities HAF family events brill - booked on again for Easter	Library Library service have been really good (Bedworth)	IDS [Edited to remove practitioner name] really good and supportive
SENDIAS SENDIAS have been really helpful						



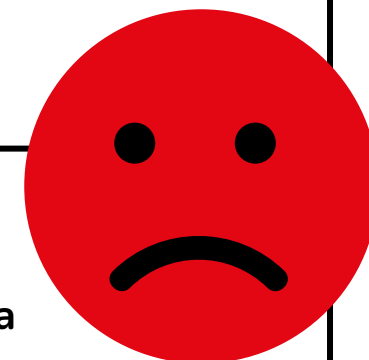
Feedback Themes & Next Steps

<p>Nursery / School / College</p> <ul style="list-style-type: none"> • Graduated approach • Staff turnover • Knowledge / experience of SENCO • Not providing / delays in providing support • Not allowing reasonable adjustments 	<p>Continue to promote Schools' Inclusion Charter</p> <p>Continue to work with schools (PINS)</p> <p>Continue to improve information on the Local Offer</p> <p>Make our "<u>GREAT Groups - Progressing Parent Participation in your School</u>" training available to all schools</p>
<p>SENDAR</p> <ul style="list-style-type: none"> • Timescales • Communication 	<p>Work with SENDAR on 20 week redesign</p> <p>Publish the SENDAR Communication Charter</p>
<p>Social Care</p> <ul style="list-style-type: none"> • Changes to Parent Carer Support 	<p>Work with Children with Disabilities team to ensure parent carers feel supported</p> <p>Carry out survey to gain more insight</p>
<p>CAMHS</p> <ul style="list-style-type: none"> • Similar to <u>Children and Young People's Mental Health and Wellbeing Report (2024)</u>. 	<p>Continue to work on the recommissioning of Warwickshire CAMHS</p>



Feedback Themes & Next Steps

<p>Therapy Services (SALT, OT, Physio)</p> <ul style="list-style-type: none"> • Secondary school SALT Provision • Access to OT 	<p>Understand what the service offer is and ensure that this is accurately reflected on the Local Offer. Work with services / commissioners to ensure that the service meets what families need</p>
<p>Medical</p> <ul style="list-style-type: none"> • Young people's access to services • Services understanding of additional needs 	<p>Understand where to take this feedback - how it can be used to make a difference.</p>
<p>Activities (Clubs, HAF, Short breaks, respite)</p> <ul style="list-style-type: none"> • Cuts to Rouncil Lane • Access to clubs for children with physical disabilities • HAF provision (personal care) • Inclusion of children with Epilepsy 	<p>Continue to work with Short Breaks and HAF team to improve offer for all children and young people. Work with health service to improve community understanding of Epilepsy</p>
<p>Other</p>	<p>Provided feedback to various services Asked about recognition of dyslexia</p>



2025/2026 Priorities

- Coproduction of the work of the SEND Strategy and ensuring it is delivered
- Work with schools to improve inclusion (including PINS project)
- Support for Parent Carers
- Development of the Local Offer and 'Information Sheets' for families
- Representation of Warwickshire families in Strategic Meetings
- Raise the profile of WPCV and what we do with services
- Preparation for the Area SEND Inspection
- Continue to develop WPCV
 - Continue to increase membership
 - Continue to increase the range of parent carer feedback
 - Warwickshire-wide
 - Pan-disability
 - Aged 0-25