

PODS (Parent Carer Forum) Covid Survey Response – You Said, We Did	
December 2022	
Feedback from the PODS Annual Survey 2022 has been collated and responded to by NHS Shropshire, Telford & Wrekin (ICS) and the Local Authority (Telford & Wrekin Council).	
You Said	We Did
<b>Health Services</b>	
The issues around diagnosis and access to assessment services remain a significant barrier to families and will come as no surprise to hear comments. Some families are involved in various different services which all have an impact on their lives and trying to manage and co-ordinate various appointments:	<p>We (NHS Shropshire, Telford &amp; Wrekin (ICB) are grateful to PODS for producing the report, which gives us an opportunity to understand the lived experience for CYP with SEND and their families.</p> <p>We acknowledge that the report sets out a number of areas for development for health. These are areas which we are working hard to improve in co-production with local parents, carers and CYP.</p> <p>We particularly note the challenges relating to ASD, to improve this we are moving forward with plans to develop a system wide ASD working group to co-ordinate discussions regarding waiting times, referral criteria and support services on offer.</p>
BeeU Delays, and the experiences speak for themselves, parents want to be trusted that they know their children best, and this is undermined by professionals and extended waiting times	
Concerns around transition and moving into adulthood have been an issue for some of our families	
Wider emotional health needs of families that also needs support	
<b>Education Services</b>	
Some families still need support around education	<p>We have recently developed Telford &amp; Wrekin SEND Working Together Charter alongside POD's parent carer forum. As part of the this charter we are encouraging sign up from schools to the Charter and asking them to undertake a Self-Evaluation of their co-production practices to lead to improvements in their practice.</p> <p>Support is provided to schools through SEND support services, these services provide advice, information and support for schools to support children and young people.</p> <p>More information about SEND services can be found on the SEND Local Offer. <a href="http://www.telford.gov.uk">www.telford.gov.uk</a></p> <p>Drop In Sessions for parents to ask for advice and support are being arranged to start in the New Year, launching with an Annual Review Workshop in January 2023.</p> <p>The Preparing for Adulthood Team have been providing drop in support at Southwater working with Future Focus on a weekly basis.</p>
And again better links with professionals	We are always endeavouring to improve the communication from the SEND Team to parent carers and family carers. We ensure that we encourage schools to

	<p>communicate with our teams to receive advice and support. The Telford &amp; Wrekin SEND Working Together Charter support the work that we do with all partners and families and ensures that co-production takes place with families at all appropriate levels.</p> <p>The SEND Services hold a regular communication meeting with PODS &amp; IASS, these meetings share key feedback and themes from parents and provide updates and information through a 'You Said, We Did' format. Services from across Health and the Local Authority attend the meetings as required to listen to the lived experience of families.</p>
<p><b>Social Care Services</b></p>	
<p>Challenges in accessing social care provision or assessment is frustrating and where families have been told by national organisations, but local policies determine differently</p>	<p>A Short Breaks Statement has been drafted that defines support which can be accessed dependant on level of need. Short Breaks is now categorised as Universal / Universal plus, targeted support and specialist support.</p> <p>The eligibility criteria for accessing Children with Disabilities Teams is in the process of being revised to be more transparent and clearly define needs which meet the threshold for Social Care involvement and access to Specialist service provision. The criteria will also provide clarity on eligibility to access targeted support that will not require a social care child and family assessment.</p> <p>The targeted support offer is being developed further in line with the consultation responses we have received from local families. In addition to this we are working with local organisations to make their activities or services inclusive for all members of the community.</p>
<p>We have had requests around more information for adults, for children who are physically disabled and for wider siblings and ensuring the right information is available at the right time. Families are struggling with information, accessing information and need help with guidance around forms and are calling for a triage sort of system to support them with this, an easy to understand guide of what to expect and when and a more co-ordinated approach when dealing with more professionals</p>	<p>The local offer is being updated on a regular basis.</p> <p>An 'A to Z' directory is being developed to provide information on all services in one place. This ranges from charity organisations which can provide grants for disabled children and young people, discounts including utility bills and transport, support networks and local services.</p> <p>An activity booklet has been produced to list all universal activities that are accessible for children and young people with additional needs.</p> <p>We have developed a 'we're coming to see you' document which outlines what questions are likely to be asked on your initial visit and the information we may require.</p>

	<p>The Council for Voluntary Services offers support for young carers. A monthly newsletter will be launched in the new year. Social Care attend parent carer forums to exchange information and gather feedback.</p>
<p><b>Short Breaks Provision</b></p>	
<p>There is a call for more holiday provision covering activities, PA support, Respite and parent carers reporting significant issues around recruitment and retention</p>	<p>A Playscheme offer will continue to be commissioned. There is difficulty in recruitment and retention of Short Breaks support workers nationally for children. We are working closely with providers to increase capacity for overnight Short Breaks and community support. We are working with adult social care providers to expand their service to young people which will provide more capacity but also support a planned transition for young people into adult services.</p>
<p><b>Parental Concerns</b></p>	
<p>Throughout this report, the stressors are evident that families are facing struggles</p>	<p>We acknowledge that the recent years have been a challenging time for families, the local area SEND partnership has listened to feedback from parents and carers through regular communication meetings with PODS and IASS. Key themes are reported back to the relevant teams in education, health and social care.</p> <p>The <a href="#">Mental Health &amp; Wellbeing</a> page on the Local Offer provides signposting to commissioned, voluntary and community services that are available to support families in Telford &amp; Wrekin.</p>