

Parent Carer Voice Herefordshire in partnership with Herefordshire Council and Herefordshire and Worcestershire Integrated Care System have enabled parent carers of children and young people with special educational needs and disabilities to have their say and influence change in the delivery of services in Herefordshire. Our 'You Said, We Did' document highlights some of the improvements that have been made as a result of working in a co-productive way.

You can find out more about co-production and how we work together [on our website](#).

You Said	We Did
Services are being developed without engaging with parent carers, families were not consulted, service users are not involved	Associate support from Contact enabled a <a href="#">Coproduction Charter</a> to be created in collaboration with all stakeholders.
Family Conversation is being written by the professionals with no child/young person's input so the child's voice is not being heard within the family conversation	HC restructured the family conversation form and delivered training to SENCOs on how to engage families with this part of the EHCP process
One Page Profile summary at the back of EHCPs lists / summarises the outcomes for the child. Schools are focusing on the one page profile without reading and applying the outcomes and provisions within the EHCP itself.	One page profiles were removed from the EHCP. SENCOs, parent carers and Educational Psychology team worked together to co-produce the new format.
Lack of engagement with local authority – engagement activities are tokenistic and irregular with parent carers an afterthought	SEND Engagement and Market Development Officer role created and person in post from March 2022 which has enabled closer working relationships and a conduit into the council, bringing stakeholders together wherever co-production is necessary
Families of early years age children don't know what support is available to them when they first learn that their child may have SEND	EY SEND Manager and PCV coproducing EY document for families online and printed – January 2023
Parent carers need more involvement with each department – health, education, social care (short breaks) involved with CYP with SEND	Parent Carers strategic partners in the work of the SEND Strategy. SEND subgroups created for each work stream of the SEND Strategy group with inclusion of parent carer in every subgroup
Families don't understand the short breaks information	PCV and Short Breaks team co-produced new, more accessible guidance for families around the short breaks allowance. Process for applying for short breaks has been streamlined. (xx 2022)
Continence – users are only being given a choice of a two piece product or a tab product. This does not meet all CYP needs and was a breach of disability discrimination regulations.	Parent carers successfully had a disclaimer added to the continence policy PR179 which means that should a CYP need a different product and meet criteria for this then they now have a choice
SEND Summit – agenda is not co-produced and was driven by the council. Parent Carers were attendees rather than	New structure for SEND Summit – agenda is coproduced and driven by parent carers in collaboration with HC and health partners
Families want to know what activities, events and services are available to them in Herefordshire without having to go searching on the council website / Talk Community. Families would prefer this information to be published on social media.	The Herefordshire SEND Local Offer Facebook page was launched at the end of October 2022. Local events, activities and services are promoted through the platform.

Parents would like a regular update from all partners about what's happening, relevant SEND news and information	A half-termly newsletter is co-produced by HC, PCV, SENDIASS and Health partners as well as including information about local services and events.
Wiki-me is not working for parents and carers. It's not intuitive and takes too much time to populate the information.	The Wiki-me project ceased due to not meeting service users' needs and low uptake
Former 'Herefordshire Parent Carer Voice' group structure was ineffective for contributing to developments within the council and was a tokenistic attempt at engaging with parent carers of CYP with SEND	New, independent parent carer forum was established and are now integrated into the council's work on SEND
Local Offer hosted on two websites with poor navigation and inaccessible information	Local Offer subgroup – new homepages to improve navigation. Local Offer to be hosted on HC website in early 2023 so that all information is in one place.
Families and professionals aren't aware when services have been coproduced	PCV created a coproduction logo that identifies when documents and services have been coproduced
Health-related behaviours survey (Quality of Life survey) was not accessible for CYP with SEND, special schools were unable to take part, CYP voice not heard within this piece of work	PCV and HC working with special schools to coproduce accessible versions of CYP survey to ensure CYP voice is included. Project underway to be completed in Spring 2023.
Some HAF providers have limited understanding of how to meet CYP with SEND needs, parents aren't confident to leave children with them	Training package delivered with input from NAS, BST, Brookfield, Hoople and HC in Summer and Winter 2022. Training programme will be repeated and topics extended with every round of HAF provision.
Parents do not fully understand the Annual Review process and what they should expect from schools and HC	HC, SENDIASS and PCV coproduced training for parents on the Annual Review process (June/July 2021)
Parent Carers need input in the Health Key Worker project to ensure it meets the YP needs	PCV have been included in interviewing, influencing policy change and monitoring the project.
Parent Carers were unable to attend most meetings as they were held outside of school hours	Most meetings are now held within school hours so that more parent carers can attend. Not all services have been able to offer times that suit parent carers, particularly Health.
SENDIASS did not have a Herefordshire page.	Engagement work with SENDIASS Information Officer on new web page targeted at Herefordshire families
Parent Carers are not included in developments within Social Care at HC	Parent Carers have representation at a strategic level and are being included as a matter of course, not as an afterthought / token
Parent carers were not involved in Community Partnership, CYP with SEND were not being considered in Community Partnership's work	Parent Carers are now involved in the Community Partnership, CYP with SEND are included in the agenda, Healthwatch Schools Forum held SEND specific session for professionals, Parent Carers are represented on all subgroups of the Community Partnership