

# PARENT CARERS TOGETHER



## **Bournemouth Christchurch Poole**

the voice of parent carers of young people with special educational needs and disabilities

## Frequently Asked Questions

This is a compilation of questions that PCT requests to be included in the proposed SEND FAQ Factsheets to be produced by BCP Council. These questions were gathered from a range of parents. We have grouped them into themes.

### Communication

- How can I best reach my caseworker for urgent/non urgent queries?
- What is the expected standard of service to receive an answer to my email query?
- What is the expected standard of service to return my phone call/message?
- Why don't we get told when our case worker leaves/changes?
- Why does my case worker change so often?
- When I am assigned to a new case worker, why don't they get in touch to introduce themselves?
- Why isn't my new case worker briefed properly on the current issues / actions? What should the handover process be?

### Coproduction

- What is the process for coproducing my child's plan?
- At what time in the process should I expect a coproduction meeting to review the draft EHCP?
- Can I request a coproduction meeting when amendments need to be made following an Annual Review?

### EHC Assessment Process

- Can we have a really clear infographic re. EHCNA to EHCP with timeframes? (not a lengthy word document)
- Can I use a private assessor due to waiting times?
- Will the LA include my private EP/OT/other assessment report in my child's EHCP?
- Who will notify me when the EP assessment will be?
- Why is there such a push back from schools to do Needs Assessment Requests for an EHCP?
- Why are school SENCOs telling parents that it is easier and quick to write a parent request than for the school to write a request?
- What should I do if my school doesn't support my request for an EHCP?
- How long should it take to finalise the plan after agreeing the draft?

## EHCP Process

- What are the statutory timelines for EHCP process?
- What are my rights when the LA fails to meet statutory timelines?
- Why is it taking so long to issue a new final plan after an agreement to amend an EHCP? (Parents and carers remain stuck in the cycle of amending drafts and by the time a final is issued the next annual review is only a couple of months away.)
- What are the respective roles of business support and case workers? Why aren't they better coordinated?
- Why are BCP not open to exploring new ways of obtaining educational psychologists for the EHCP process and funding this?
- What is the process for getting new EP input for existing EHCPs that need updating?

## EHCP Funding

- Who keeps an eye on what the money from an EHCP is spent on?
- Is the money from an EHCP supposed to be spent on group interventions or on that child individually?
- Where does the EHCP funding go when a child is out of education because no place has been found that can meet need?
- Who tracks the effectiveness of EHCP funding on the outcomes for the individual child?

## Panel Process

- What's the process for submitting cases to panel? How often does the panel meet?
- When should I hear what the panel decision is?
- Do all cases have to go to panel? What's the process for making a decision without going to panel?
- What happens if none of the schools can meet need?
- What happens if there is no room at the schools that can meet need?
- What is the process for panel's decisions on securing specialist placement?

## Appeals, Mediation and Tribunals

- What is the appeal process?
- When can I appeal my EHCP?
- Is mediation necessary or helpful? Shouldn't I just proceed with the appeal?
- Why is BCP willing to put parents through the stress of preparing for Tribunal only for the LA to back down at the last minute?

## Health Referrals and Diagnoses

- What's the process to get a diagnosis of ASD / ADHD / PDA / FASD?
- Why are paediatrician referrals only accepted from schools? Why can't my GP request a referral?
- How long should I expect to wait so long for an assessment from the Child Development Centre?
- Where can I find support post diagnoses?
- What services should we expect to be involved in an ongoing way?
- How do I access services if my child was diagnosed privately rather than through the NHS?

## School Attendance Difficulties

- What happens if my child CAN NOT attend school?
- What are my options?
- What is the LA's duty to provide an education (AP / timeliness etc)
- What is school's duty?
- If my child has an EHCP and does not attend school what happens to the funds? (Can I request help with private AP?)

## Mental Health

- What is the alternative if my child has been denied help from CAMHS?
- My child cannot attend school due to mental health, I'm scared of being fined what can I do?
- What other mental services are available? (Apart from CAMHS) How can my child be referred to them?

## Preparing for Adulthood

- What happens when my child turns 18? What support continues or changes?
- What is the handover process to adult Social Care services?
- What is the handover process to adult Health services?
- What provision is there for Housing for young people with SEND?
- What is the process for requesting Supported Housing for my SEND child when they need to leave home?

## School Transport

- What is the process to request transport for my SEND child?
- What are the criteria for offering transport for SEND children?
- What are the criteria for requesting a passenger assistant?
- What is the process for allocating an individual taxi vs shared transport?
- What is the process for claiming a mileage allowance in lieu of transport provided by the council?
- How can I appeal a transport decision?

## Short Breaks

- What Short Breaks are available?
- What is the process for accessing Short Breaks?
- What other providers are there who offer social opportunities for children with SEND?

## Support for home-educating children and parents

- What's the process for applying for an EHCP for a child who is home-educated?
- What happens to my EHCP if I decide to withdraw my child from their school?
- What's the process for requesting an EOTAS package?

## Complaint Process

- How do I make a formal complaint?
- What should I do if I'd like to see some action as a result of my complaint? (not just an apology)

### Suggestions for publishing the Factsheets

- If the factsheets will be electronic (which I'm sure they will be), parents would benefit from links to webpages not just the info on the sheets themselves.
- Let's not forget those of us who are quite likely neurodiverse parents of neurodiverse children and struggle with some areas of processing anyway.... Any info created needs to be accessible and up to date.