

## Response Markfield SENDIASS survey of parents in Haringey of children with Special Educational Needs & Disabilities May 2020

Dear Parents, Carers, Children and Young People,

Thank you for helping us to improve the service we deliver to you. Below are the responses related to your views about the Markfield SENDIASS services'. If you would like a follow up conversation please contact us and we will arrange that with you.

You can either email [familyadmin@markfield.org.uk](mailto:familyadmin@markfield.org.uk) or ring the **Helpline 020 8802 2611** - we are open Mondays 9.30 – 1.00pm, Wednesdays 3.30pm – 7.00pm and Thursdays 2.30 – 6.00pm

We have relayed the feedback received regarding the SEND service to the local authority.

Parents' Comments	SENDIASS Response
<p>1) Courses if you are able to actually get on them are very helpful in educating yourself to support your child.</p>	<p>We will continue to put on three courses per term. If you find that you can't access the course, we will put you on a waiting list.</p> <p>If there are no waiting list spaces you will be prioritised next time round.</p> <p>If you have been missed out or if you would like support to access the courses please contact us and let us know. We are also looking at expanding the number of courses – if there is a particular course you would like to see, let us know.</p>
<p>2) Markfield family day is excellent as it's only three pounds as a donation and you get to meet other parents and carers with their children to play in a safe space and there is food and refreshments also. It breaks the barriers of exclusion and isolation too.</p>	<p>Thank you – the Family club is a popular service we will re-run the club as soon as we can. We look forward to seeing you there.</p>

3) Poor advice. Very obvious Markfield are supported/funded by Haringey so obviously not impartial.

4) Be a voice for us. Parents get fobbed off and too emotional.

5) We've been ok without support over the last 3 years, until lockdown.

6) I was told to go private by your organisation to get my youngest child diagnosed. That's really v poor advice. I need help with her EHC plan. The EP Hasn't done the report so the school are refusing to apply. I always found your service to be very pro mainstream. Even when it was clear my child needed to be in a more specialist school

We are sorry that you feel you received poor advice. The SENDIASS manager is able to speak with any service user if there are service areas that you are dissatisfied with. You can contact the Loraine by emailing [familyadmin@markfield.org.uk](mailto:familyadmin@markfield.org.uk) and she will get in touch with you.

The service is funded by Haringey and is also impartial. There is strict national guidance regarding impartiality which the service must adhere to and impartiality is not connected to the funding. Here is the impartiality guidance and Minimum Standards that all SENDIASS service must follow and is in place at Markfield SENDIASS <https://councilfordisabledchildren.org.uk/sites/default/files/field/attachment/Minimum%20Standards.pdf>

The SENDIASS report to Haringey each quarter includes the anonymous voice of parents. You can contact the SENDIASS manager Loraine by emailing [familyadmin@markfield.org.uk](mailto:familyadmin@markfield.org.uk) to discuss other ways in which you would like your voice heard

The SENDIASS service is term time and all year for anyone who would like support

SENDIASS does not advocate that parents obtain private assessment reports, although SENDIASS is aware that some parents do commission private reports and prefer to do so. But, there is no requirement for an assessment of need to be supported by a diagnostic report.

SENDIASS will not advice on the name or type of school, we apologise if this was the interpretation we gave. Do ring the helpline if you need support with an EHC plan.

- 7) More advisors are needed with tribunal experience ( & preparing for same).
  
- 8) Because I needed help with getting a plan put in place sen lied ,and then mark fields helped me So thanks I'm still having problems as the don't let me know Anything
  
- 9) better answerphone messages, more staff to answer phone, parent support outside of school hours, evening, and weekend classes/courses/sessions would be fantastic for working parents. I am in desperate need of help but can never come to any groups.
  
- 10) I did make contact some time ago but no one got back to me so i haven't bothered again.
  
- 11) Can I be honest I find them a bit confusing. I tried a drop in but I didn't know how it worked, what's it actually there for, there wasn't a staff member there most of the time and none of the other parents really spoke to me even though I tried to join in, which was really quite Isolating and has really put me off. The lady that showed me round was really nice and It was lovely that someone from markfield did call, but unless I'm prepare d I tend to panic and say everything is fine.

All advisors are trained to provide Tribunal advice, which includes preparation for Tribunal. The training can take a little while to complete and therefore not all Advisers are currently trained to this level. Resources are limited and we are always trying to expand the resources by recruiting more volunteers. We assess each request for Tribunal support

Please re-call the Helpline if you still need information, advice and support.

Please contact the SENDIASS manager Loraine by emailing [familyadmin@markfield.org.uk](mailto:familyadmin@markfield.org.uk) to discuss how we can improve the answerphone message. We are looking in to providing some advise sessions for parents in the evening. Support continues through the helpline two evenings a week. We are looking at some weekend services that we can put in place.

Our apologies, we do make every effort to return all calls. At our end some time the contact no' is not left, and sometimes when we re-call the phone is out of service.

Thank you- this feedback has been given to the staff and volunteers who run the Friday parent drop-in. Additionally, if you are able to - please let us know when you arrive that you would like some additional support to ensure that you do not panic – we only want you to feel comfortable and supported.

12) Keep track of children and young people as they leave school

13) Not since he left school - but the training sessions and counselling were so helpful.

14) for support advice and information

15) I didn't know that Markfield was open.

16) Keep providing as much support as sendias does and offer more courses

17) We meet at Co-production. I speak. You look aghast. They are evil. As the judge said: them and us - they do "sides".

Thank you – SENDIASS is an Information, Advice and Support service only and whilst we have access to information that parents consent to giving us, we do not have access to any general information of this kind, this information is only accessible to and with the local authority and therefore we can not track school lavers

Thank you – if your young adult has and Educational Health Care Plan we can support up to the age of 25 years, do ring the Helpline.

Thank you

In line with Covid – 19 the building is closed. The SENDIASS service is in operation and we are using telephone, email and virtual meeting spaces, mainly zoom to deliver the service. The playground has been open via a booking system for one family at a time.

Thank you- we will look at trying at increasing the number of courses, they are currently three per term

Co-production is led by the local authority and they are currently reviewing the process due to parent dissatisfaction. In relation to the SENDIASS service we have a steering group, if you are interested in joining and would like to hear more do contact the SENDIASS manager Loraine by emailing [familyadmin@markfield.org.uk](mailto:familyadmin@markfield.org.uk)

18) Follow up better. Be more connected with parents who use the service. More how Solice work, open cases and work with families to get more efficient results.

19) More help with school issues. Haringey Send are not helpful at all.

20) I love seeing all of you on Saturdays!

We are an Information, Advice and Support service cases are closed when the advice work has concluded. Rather than open cases and longer term work we are dependent on parents re-contacting us through the Helpline for further advice and support as required.

Whilst this way of working is not ideal for everyone it is designed to meet the aim that we provide Information, Advice and Support to as many service users as possible. Case working would mean that we were advising only a few families.

Please ring the Helpline for Information, Advice and Support with School issues.

Thank you – we enjoy seeing everyone too!