

SENDAC Report – November 2022

Ofsted and CQC reinspection

9 areas of weaknesses identified in the Written Statement of Actions.

Introduction

The Purpose of this report is to highlight whether the SENDAC forum committee feel improvements have been in the 9 areas of significant weaknesses identified by the Written Statement of Actions following on from the Ofsted inspection that took place in March 2019. In addition, whether we feel these improvements have been noticed by and more importantly, positively affected the SEND population in Cumbria.

Contributing factors to consider

It is important to note, there are several Factors that have impacted the Forum being able to give a holistic view as to whether Cumbria SEND services have made improvements in the 9 areas identified as areas of significant weaknesses from the Ofsted inspection that took place in March 2019. Which we will discuss below.

As a forum that was only formed in early – mid 2021, we are very much still in our infancy, it has been difficult to formulate our views on the changes that have been made since the inspection took place in March 2019. Unfortunately, the prior parent forum have not been forthcoming in allowing us to see prior parental feedback that has been collected, this has again increased challenges in assessing whether we feel as a forum changes have been made.

Moreover, as a forum we have felt strongly towards working on our top three parent priorities, that we have established through our Annual parent priority survey (**Evidence 2a**). As a result, although we are on a significant amount of workstreams, the main parent feedback we have collected/ are due to collect has been focused on those priorities which consist of; Education, health and care plans; training for school staff in SEND; the Autism diagnosis pathway and not necessarily the 9 areas of weaknesses.

In addition, another contributing factor as to why this has been a challenge for us to assess is due to the fact a lot of the feedback methods, we have coproduced, such as surveys, we have not been given the results of this feedback directly as a forum,

and therefore, a lot of parental feedback we have directed/ influenced to be collected, we have not had oversight of, resulting in limits as to what we can report on regarding 'progress'.

Another factor to include, is initially as a forum in order to be in a position to collect feedback, we have had to work hard on our internal priorities, such as our policies, procedures, forum structure, development of social media, websites, emails and of course, recruiting volunteers to be part of the forum committee. This has meant we have not been collecting feedback for a significant period of time and our approach initially for feedback collection, was mainly captured in informal conversations with membership, alongside speaking to parents at events.

Taking these factors into account, we have tried so set out below whether we feel there have been improvements as a forum committee in these 9 key areas, we appreciate this not currently accurately reflect the views of all parent carers across Cumbria.

Concern 1 - Lack of a deep understanding of the needs of the SEND population in the local area.

We believe that to some extent this has improved in some areas, particularly from a social care point of view. There was a significant increase in uptake of the short breaks service offer this year in comparison to last year, therefore we feel this should have given some understanding of the need for respite. In addition, we have also seen some adaptations made to the service as a result of this uptake and parental feedback that has been collated for example the change of direct payments and short breaks hours being separated instead of being given together to parents.

We feel contributing to various workstreams (**Evidence: 1b.**) alongside the NHS and CCC, we have been able to aid in allowing professionals to have a deep understanding of the needs of parent carers and young people across Cumbria, many of the workstreams we have been apart of have started with trying to capture the need of parent carers and their children before proceeding to find solutions.

There have also been efforts made to try and capture the understanding of need such as having 'deep dive' surveys and sessions to collect parent carer feedback. As well as Q&A sessions with senior leads in order for them to hear parent feedback directly. [Q&A Facebook](#)

However, although a good idea, the accessibility of some these methods to capture this need, is not always parent carer friendly due to not being coproduced, for example not the best time of day for parents, not advertised in the best way for parents etc, resulting in less need being captured, than there could be.

We do feel that there is still a lack of deep understanding in some specific needs, for example how to support children with mental health problems, children who have needs but are academically on par with their peers, ensuring individualised provisions for children with additional needs.

Overall, we feel improvements have been made in this area, in some needs, however, more improvements need to be made.

Cumbria Wide parent view- We do not feel all parents and carers across Cumbria will have seen a significant improvement in this area as progress or improvements that have been made have not always been fed back to parents in an accessible manor, or even been fed back at all. In addition, some services are still not fit for purpose (**Evidence: 3a, 3b, 3c, 5a**) both of these factors could be perceived as the local area not understanding the need of the SEND population.

What we are going to do as a forum:

- We will ensure that consistent qualitative data is being collected on a variety of needs from parent carers and young people across Cumbria in order to highlight to appropriate professionals and present during the SEND improvement board meetings.
- We will continue our involvement in the Autism in Schools Project, raising awareness for school staff and professionals of certain priority needs in their specific schools, and monitor the progress of this, as we aim to build relationships between parents and professionals.
- We will do more training for professionals on coproduction enabling them to be advised of the best methods to capture the needs of the SEND population and ensure coproduction is embedded earlier to support this, to ensure parents and young people are able to feedback needs in the most accessible manner for them.

Concern 2- Lack of a clear understanding among leaders across the partnership of the strengths and weaknesses in their respective areas of responsibility.

We feel this area has improved. As a forum we have highlighted key strengths and weaknesses in a significant amount of services, to a lot of professionals in various meetings and workstreams. For example the developing of the 'autism hub' which is a new information page that is currently being designed in coproduction with SENDAC, as a result of parent carer feedback that the support for families with children on the autism diagnosis pathway is not satisfactory and the lack of advice and information they have been given on what the autism process will involve. Another example is the sensory processing steering group which involves all statutory partners and is being developed due to the significant gap in sensory processing support, which has been highlighted through both parent and professional feedback. There has also been a new page on the local offer to support sensory needs due to identified weaknesses in the provision available. [Children's Occupational Therapy Service | Cumbria's Family Information Directory](#)

Moreover, we were involved in an autism pathway mapping event that brought together parent carers, SENDAC, NHS professionals in various different professions, as well as, professionals from Cumbria county council to map out from everyone's perspective what they feel is currently happening before, during and after the Autism diagnosis process and what parents feel should be happening. This highlighted a lot of strengths and weaknesses to various professionals in their areas of responsibility.

Furthermore, during the SEND improvement board meetings, a performance dashboard is regularly reviewed. This dashboard has been created in order to highlight the strengths, weaknesses and overall performance in key areas.

On contrary although, there are improvements in this area, more improvements do need to be made. It is evident that although there is insight to some extent of the strengths and weaknesses in their respective area, as a whole, this is usually mainly informed through statistical information and audits. The lack of understanding of strengths and weaknesses from an end users perspective (parent carers and children with SEND) in some area's we don't believe is clearly understood. We believe statistical information that has been collected in order to highlight areas of weakness and strengths, does not thoroughly cover the views, opinions and more qualitative data from the SEND population and their families, which we believe should be a key area professionals should be informed of, in order for them to truly establish the strengths and weaknesses of their performance and service.

As a forum we don't feel parents and carers will have seen a major improvement in this area, due to the fact that although a lot of strengths and weaknesses have been highlighted, there is still a lot of dissatisfaction with some services that have been delivered (**Evidence: 3a,3b,3c,5a**), this may result in parent carers feeling as though professionals do not have a true understanding of what their strengths and weaknesses are.

What we are going to do as a forum:

- We are going to ensure we are well informed of where statistical data has been collected and what the success criteria is for each area of success and provide challenge if the success criteria is found to be inappropriate.
- We will make sure we are consistently informed of the areas of weakness that have been identified through parent feedback in addition to the performance dashboard presented at the SEND improvement board, in order to allow parents and carers to have a view on what solutions they would like to be made towards the weaknesses identified, earlier on.
- We will ensure to inform and remind professionals of examples of why things have and haven't gone well in the past to ensure the same mistakes are not repeated in different contexts and to embed consistent thinking of strengths and weaknesses that have been seen in prior work and services.

Concern 3- Limited joint working, including the planning and commissioning of services to meet the needs of those with SEND, between education, health and care.

Overall, we feel there have been improvements in this area, however, there is still more work to do. There is definitely a clear improvement in the effort towards improving this area for example, the EHCP portal that has been developed. This has enabled school staff to access the content of their students EHCP's including when it is in draft stage. Alongside professionals in both CCC and NHS, we are in the middle of creating an autism referral online system, which consists of parents being able to access a dashboard that contains information on how their referral is progressing. This allows parents and professionals to see which professionals have contributed advice and information towards the assessment, when this is being carried out through a multidisciplinary approach.

In addition, SENDAC attend/have attended a variety of regular working groups and task group meetings (**Evidence: 1b**) where there is evident joint working between health, education and parents, this includes the planning and development of services to meet the needs of families with SEND. This has enabled professionals and families to work together and capture each perspective from both a factual and opinion view point. E.g Statistical information and advice about funding limitations as well as, clinical and parent perspective on the wants and needs of certain services.

However, improvements do need to be made, we have had verbal feedback from parents that they are always having to retell their 'story'/ child's journey to multiple professionals. This can include traumatic stories, that should not need to be repeated multiple times. There should be joint working where all professionals are informed of or have access to the child's history, to ensure these traumatic experiences do not have to be relived.

There is also lots of feedback that some professionals are not aware of who they should contact to refer a child/young person to another appropriate service e.g. SALT may not know where to refer a child in order for them to receive a wheelchair or adapted pram, suggesting limited joint working and lack of a communication network between the different professionals.

We have also received verbal feedback from school staff and parents about school staff not being informed or aware of how to refer a child for certain entitlements such as an EHCP or refer them to certain services such as Wheelchair services, or for an autism diagnosis assessment.

Although there are short breaks parent advisory groups that have been reintroduced recently, there is no input from health in these meetings, advising the providers on what adjustments/considerations need to be made from a clinical perspective, which we feel would should really be happening.

There is a lack of joint working when it comes to social care, this feedback has mainly been in regards to the EHCP process, professionals from social care are regularly absent from important EHCP meetings, in addition families have told us there is a significant lack of advice from social care during the EHCP assessment. EHCP coordinators often state they are not allowed to/ it is not up to them to refer a child for a social care assessment and some state they do not know how to do this.

There is also limited joint working with parents in the day to day care of their child, as there is often no identified person to do this, there is no 'care coordinator' or any single professional that is identified and responsible for coordinating the care the child receives in a lot of circumstances.

Children are sometimes discharged from certain services, which other professionals do not agree with, this shows no holistic advice has been sought from all professionals involved with that child's care. Moreover, some professionals will refer a child to a service as they feel it is an appropriate referral, however, the service will not accept the referral either due to not agreeing the child needs to be seen by that service, or due to the original professional not putting in enough information about the referral. We believe this shows a lack of joint working and understanding of different services from professionals, this is not always a misunderstanding between different area's i.e. Education and health but can also be a misunderstanding from the same sector e.g. two different health services.

What we are going to do as a forum:

- We are going to continue to ensure we provide challenge when appropriate services and professionals are not in attendance in certain workstreams.
- We are going to continue to highlight the gap in having a shared understanding between professionals when it comes to referrals for assessments and services.
- In the outcomes and experiences task group [Outcomes and Experience Group | Cumbria's Family Information Directory](#) SENDC are leading on we are going to collect feedback from school staff on their understanding of referrals for assessments and services. This feedback will be presented to appropriate professionals and the SEND improvement board in order to find a shared solution.

Concern 4- Lack of trust and faith in the local area's work from too many parents and carers. -

We as a forum do not believe this area has improved as a whole. There are some professionals who we have full trust and faith in to ensure services will be improved,

however, there are some professionals who we believe overall are not able to improve services. Significant changes will need to be improved in order to get it right and despite parent carer input some services still do not deliver a good service. There are issues with communication from across the board, this is something that must be improved to ensure trust and faith in the local area's work is established. Without all sectors being on the same page, and having the same goals and same understanding in health, social and education it is not possible to say there is trust and faith because what one person says will happen, will be getting delivered by another person, who may not have full oversight of what the needs are of the service, in result, coproduction work could be lost resulting in a service that is not fit for purpose and does not meet the needs of the SEND population.

We have coproduced a 'you said, we're listening' page on the local offer website, [You said, we're listening | Cumbria's Family Information Directory](#) this has enabled families to access what improvements are being made in hope to regain trust from parents and faith that improvements are being made and SEND services are moving in the right direction.

As a forum committee, we feel we have a good working relationship with a lot of professionals from across the board. We do feel as a general rule equal in those meetings, valued and respected and everything we have asked from senior leads has been delivered.

However, there have been times where the evident lack of joint communication has caused coproduced worked to be lost, and in result, a service that does not meet the needs of families.

Overall, we do believe many professionals are working hard to regain trust from parents and carers in Cumbria. Senior leads and various NHS professionals have had much more 'contact' with parents, through Q&A sessions, creating videos for social media platforms, attending and hosting events with parents and overall being much more visible. During Q&A sessions parent concerns have been raised and followed by senior leads on a individual level. Professionals have been much more visible overall, which we believe will contribute towards building trust and faith with the SEND population.

We believe parent carers will say there are no improvements in this area. Improvements have been slow in some areas and may not be visible to parent carers in Cumbria. In addition, parents are rarely presented with any feedback on improvements that have been made, or told about what the feedback they have given is contributing towards (**Evidence: 6a**). Lots of good work that has happened is sometimes uploaded onto to the local offer, however, with this not being accessible to a lot of parents due to not being told about the local offer and it being hard to navigate, changes may have not been seen (**Evidence: 6a**).

What we are going to do as a forum:

- We are going to continue to coproduce methods in order to rebuild this trust for example our proposal of having live events on Facebook with senior leads, that are recorded, this is going to show parents what senior leads have committed to and are currently delivering. As well as introduction video's a senior leads talking about who they are, their job role etc to post across social media platforms.
- We have also asked CCC and NHS professionals to start regularly feeding back their improvements to parents and carry out 'feedback' sessions on what their feedback contributions have gone towards and the overall feedback results.
- SENDAC are committing to regular 'talk to us' sessions where we always sign post parents to what their feedback is contributing towards and which workstream. We have also committed to hosting feedback sessions after each talk to us session to let parents know what the overall feedback has been, what we're going to do with/what we have done with it and our aim for that specific area, to rebuild trust and faith that improvements will be made and their feedback is going towards these, not just being collected and forgotten. [Talk to us Facebook](#)

Concern 5 - Limited involvement of children, young people and their families in the co-production of the services, resource and support that they need.

We believe this area has improved significantly however, there is still a lot of improvement needed. There has been a clear effort to increase the involvement of the SEND population and their families, this is especially evident through the involvement of SENDAC.

SENDAC are on a variety of workstreams led by both health and the local authority (**Evidence 1b.**), on many of these workstreams we have been embedded from the start, however, we have not been involved on the decision to create workstreams or the discussions regarding which workstreams need created. It is clear some professionals understand the value of input from families and therefore, create the opportunities to include them.

However, coproduction does need embedded earlier than it is being, being realistic with the capacity of parent carers and SENDAC volunteers, we do still feel there should be more opportunities to involve us all at an earlier stage. A good example of this is SENDAC and parent carers had no involvement in the development of the CIP, we were given a draft to make comments on which we did, we were not happy with the vague description of how parents and carers were

going to be included (**Evidence: 2b.**) however, this was voiced and in response, the outcomes and experiences group was created.

SENDAC lead on this group and have oversight of the aims and objectives of each of the four task groups that have been developed as part of the continuous improvement plan. SENDACs aim on the outcomes and experiences group is to collect real life qualitative data from parent carers and their children and compare this against data that has been gathered from professionals. We will then present this feedback to the individual task groups and the SEND improvement board, if it is identified improvements needs to be made, we hope SENDAC and our partners can work together to find shared solutions.

There seems to be limited involvement of some commissioning of services from parent carers and in result, some of these services can have negative results, for example the short breaks service and transport service (**Evidence: 3a,3b,3c, 5a**). SENDAC nor other parent carers have been involved in the commissioning of these or when involvement has been sought coproduction work has been forgotten. We were initially involved in interview panel for the autism pathway navigator role in the north, however, we were not involved from the start to mutually decide what questions would be asked, in addition we only received a couple of days notice for a full time day of interviewing. There has been feedback from SENDAC representatives that it does sometimes feel parent carer involvement is being used as a checkbox, however, this is the exception, not the overall view.

The involvement that SENDAC and other parent carers do have, although sometimes they may be initially asked for their opinion via surveys, sessions etc, the overall feedback is not then presented to parent carers or identified why this feedback is being collected and the hoped outcome- this has led to survey fatigue and decreasing involvement and motivation to contribute towards improvements.

However, recently there has been the creation of the 'you said we're listening' page on the local offer which has been created due to SENDAC and parents voicing they are not seeing what their feedback is contributing to. with changes being an evolving thing over a period time, it would be good for parents to have a place where they can see what has been done in result of their feedback.

There has been a digital EHCP portal created, which has allowed parents, carers and young people to be provide input into their EHCP, and also have a digital copy of their draft and finalised EHCP all in one place. This seems to have increased involvement of parents and young people contributions towards their EHCP's, however, we have had feedback from parents that nobody had told them about the online portal, nor a tutorial on how to use it, making it inaccessible for some. This was more so evident with people whose child already had a finalised EHCP.

In addition, all partners including SENDAC have created a Facebook page [Sendac - Cumbria Parent Carer Forum | Facebook](#) which is updated regularly with quality content, Cumbria's speech and language therapy Facebook page has brilliant resources

and consistent therapy idea's [Cumbria Children's Speech and Language Therapy | Facebook](#). The Local offer Facebook page regularly shares surveys and lets children and families know what it going on around Cumbria for SEND families [Cumbria SEND Local Offer | Facebook](#).

SENDAC and Cumbria SEND partnership have created newsletters , that are posted out to parents and carers updating members on current workstreams, feedback opportunities, events that may be taking place in the local area and updates on relevant information such as LGR.

The local offer has been redesigned and coproduced, it is evident the page has improved significantly, the quality of the content has also improved. However, we feel that lots of parents do not actually know what the local offer is, therefore, do not go onto this. In addition, information that is on there is not always easy to find and the overall website is still hard to navigate (**Evidence: 6a**)

Moreover, we have had parental feedback that their involvement of the support their child receives and the resources they are provided with is limited. Many parents have stated that they have self-referred to certain services but have been declined, or have asked for certain support they believe their child needs but they have been told that service is not offered unless a certain diagnosis has actually been received.

What we are going to do as a forum:

- We are going to ensure there is a consistent 'feed in-feed out' approach of parental feedback in all workstreams we are involved in. In addition to making sure we always have oversight of feedback results that have been collected as a result of coproduction
- We are going to create a page on our website [Home - SENDAC- SEND Alliance Cumbria](#) that has specific videos and content about all workstreams we attend and what they involve. We will sign post parents to this during all of our talk to us sessions, this will ensure parent and carers are more likely to get involved with feedback contributions, as well as, possibly wanting to volunteer to be involved in certain workstreams.
- We are hosting regular talk to us sessions, these are ensuring we are consistently collecting feedback on a variety of topics, this feedback will always be presented to appropriate professionals and from then we will ensure a shared solution to the improvements is made.
- We are going to make sure more accessible methods of coproduction and feedback collection opportunities are presented to parent carers via the NHS and CCC enabling a wider reach of feedback opportunities.
- We are going to continue to ensure we work alongside CCC and NHS to come up with better ways to show improvements such as social media and engaging videos alongside text.

Concern 6- weaknesses in the approach to supporting the emotional health and well-being of children and young people with SEND, particularly those with ASD who face challenges in relation to their social, emotional and mental health

We do not feel as a forum we have had enough Parental feedback to comment on the 'improvement' in this area, or enough oversight as a forum. Although we have evidenced feedback we do have currently (**Evidence 6a.**)

However, one project we are involved in is the Autism in schools project, this project is aimed to support Autistic children and young people, and their families, through helping build positive relationships with parents and school staff as it was identified that there was a significant amount of autistic children being admitted to mental health beds. On analysis of the reason why this was happening, the main reason was due to lack of support in schools, school exclusions and relationship breakdown between SEND families and educational settings. . We are working with schools and parent carers bringing them together to discuss the support and knowledge the schools and teachers have for children who are autistic, as well as, those children with other SEND needs. We have set up mini parent carer groups in 6 schools across Cumbria, these groups are informal talk sessions with one or two of our SENDAC Parent Reps and Parents of children who have special educational needs and disabilities in those schools. This will enable us to identify how school are supporting children's needs, what their relationship is like with the school/school staff and how this can be improved. This will be monitored throughout the year with a baseline survey, that will be then compared against the same survey at the end of the year to see if any improvements have been made and whether relationships have improved.

However, an important part of the offer for the Autism in Schools Project was supposed to be mental health support through CAHMS, however, CAHMS did not have the capacity to support this in Cumbria. `

There has also been a mental health crisis button developed on the local offer website, which has been created as a result of parental feedback regarding lack of support when children are in crisis and in emergency situations. This services enables families to contact the support line 24/7 7 days a week.

What we are going to do as a forum:

- We are going to continue our involvement with the autism in schools project and have discussions relating to the involvement of CAHMS and how we can support in other ways.
- We will ensure we collect parental feedback and establish a Cumbria wide view of mental health support available and the needs of families in Cumbria. We will present this to appropriate professionals and ensure we work towards a shared solution working continuously with parents across Cumbria

Concern 7 - inconsistent application of the local area's strategy for identifying, assessing and meeting the needs of children and young people at the SEN support stage.

We as a forum do not believe we have enough oversight to comment on the 'improvement' aspect of this area.

However, we are aware of some new developments that have been created such as the SEND toolkit which is aimed at all educational providers and settings supporting children/ young people aged 0 to 25 years. This has been developed in order to support how educational settings can identify children and young people with different types and levels of need, along with information on appropriate steps and strategies.

There is also the delivery of training with the Autism Education Trust, including support and access to resources. Which is currently being rolled out for staff in schools across Cumbria. which we feel is a positive step towards consistency.

Moreover, the development of the SENCO network and SENCO newsletter has enabled guidance, information and resources being shared across multiple schools.

The feedback we have received in relation to SEN support shows there is inconsistency, this inconsistency is usually due to the variation between support offered in schools, the staff training, the programmes they have followed, the knowledge on how to access support and understanding of how/where to refer children/young people to services.

There is also an inconsistency in support methods across schools in Cumbria, due to parents having to pay for private reports and assessments to understand their child's needs, as a result of long waiting lists, this has led to various professionals in schools being advised different strategies and guidance to support needs.

What we are going to do as a forum:

- We have already suggested the possibility of a TA network to CCC, we feel this would be a really good opportunity for TA's to have consistent guidance, support and information. We will continue to help develop this network and ensure appropriate professionals have input into this. This will ensure that strategies and guidance that is not shared by SENCO's through the SENCO network, is reaching more school staff.
- We will ensure to always identify the location of parents and carers and their child's educational setting type in our feedback collections so we as a forum have oversight of the variation in this area, enabling us to challenge when improvements need to be made.

Concern 8 - weaknesses in the local area's systems for ensuring a smooth transition between children and adult services and preparing children and young people for adulthood

We do not feel we have enough oversight as a forum to comment on this area.

However, we created a poll on our private Facebook group recently regarding what information members would like to see on our website. One of the top area's they stated they would like information on was post 16 support and information.

Moreover in a recent Talk to us session, as well as a recent event we attended with parents alongside the children's learning disability team, it was highlighted by parents that they were not aware what would happen to their children after their EHCP had stopped (child's current ages varied from 9-14) or what support was on offer, it was stated 'does all support just stop, we don't get told this information are they just left, what about when we die' as a result we feel this area is a concern and the fact that parents are not told this information as late as 14 years old shows parents are not informed of their choices or what is going to happen which we feel should be a key part of the process.

What we are going to do as a forum:

- We are going to continue to find out about and add post 16 support information onto our website to share with parent carers across Cumbria. In addition, we attended a post 16 event at Mayfield school in June 2022, we will ensure to attend more of these on behalf of parents who cannot attend to find out more information on this.
- In January and February 2023, we are going to be collecting feedback on this area as part of the outcomes and experiences group SENDAC are leading on. This will give us insight into whether improvements do need to be made in this area, if the transition is a smooth process and how parent carers and young people feel about the transition as a whole.

Concern 9- inequities that exist in access to, and performance of, services between different geographical areas within Cumbria.

We do not feel we have enough oversight as a forum to comment on this area.

However, we do know there are some inconsistencies due to speaking to SENDAC forum committee members in the past (within the last year), who have voiced the differences between the services available to them and their children in south lakes and barrow, in comparison to the Carlisle, Allerdale and Copeland Areas. The topics that have mainly come up regarding this is sensory processing support, short breaks service offer, inequities are definitely still there we believe as a forum but this has not been something we have had enough verbal or written feedback on to comment to really speak as a Cumbria wide voice.

What we are going to do as a forum:

- We will ensure we always embed identifying the location of parents carers and young people in all of our feedback opportunities such as, surveys and during events so we have an oversight of the different services available in different areas and the performance of these.
- We are possibly going to introduce parent outreach volunteers that are set up in each area of Cumbria (north, east, south and west) to ensure we have a much better oversight of what is happening across Cumbria and the variation in services.
- We are going to ensure the amount of feedback in person events we host are equal across all districts in Cumbria and will continue to host online sessions/surveys for those who cannot attend events so the opportunity of feedback opportunity is equal across Cumbria.
- We are also carrying out a recruitment campaign in January/February to ensure the SENDAC forum committee have more parent reps in the Eden, Copeland, South lakes and Barrow areas, to have additional confidence in being informed of different service offers and performance of services in each area.