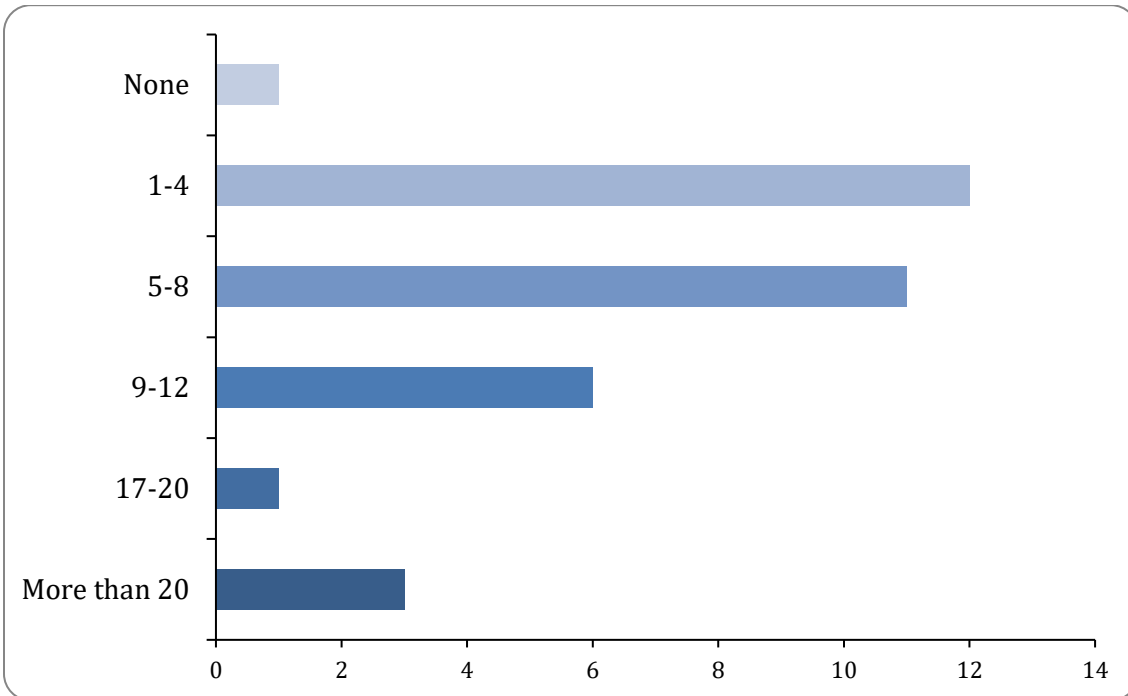


Additional Needs and Disabilities: Member casework

2: In the calendar year 2023, how many parents and/or carers contacted you to seek help for their child with additional needs and disabilities (AND/SEND)?

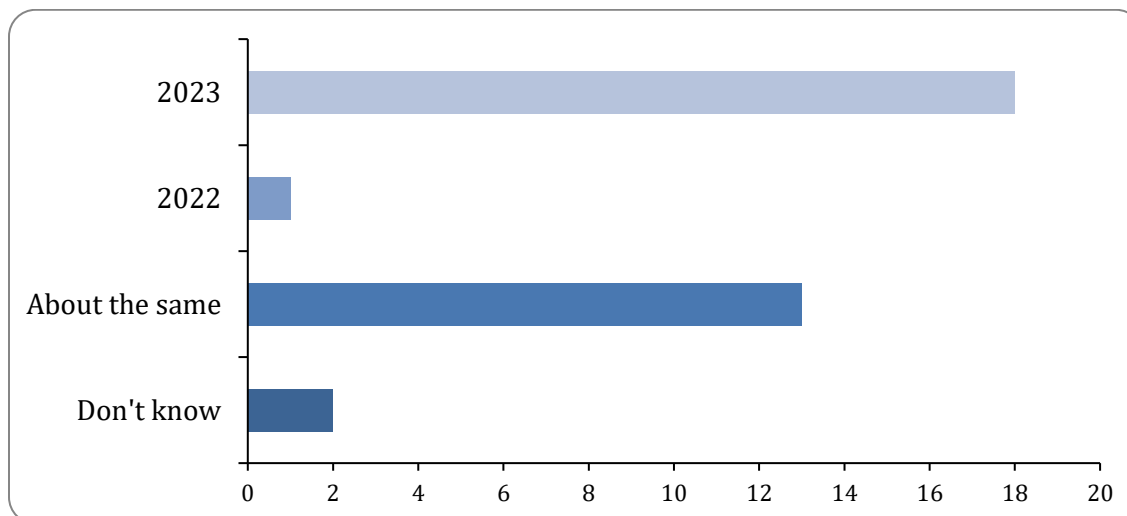
Number of contacts



Option	Total	Percent
None	1	2.94%
1-4	12	35.29%
5-8	11	32.35%
9-12	6	17.65%
13-16	0	0.00%
17-20	1	2.94%
More than 20	3	8.82%
Don't recall, unable to access emails	0	0.00%
Not Answered	0	0.00%

3: In which calendar year - 2023 or 2022 - did more parents/carers make contact with you about a SEND issue?

Increased/decreased contacts



Option	Total	Percent
2023	18	52.94%
2022	1	2.94%
About the same	13	38.24%
Don't know	2	5.88%
Not Answered	0	0.00%

4: Please indicate all the reasons that parents/carers of children and young people with SEND have made contact with you, since January 2023. Select all that apply.

Reasons for contact

Option	Total	Percent
EHCP - delay in issuing plan	25	73.53%
Child out of school because no placement arranged	23	67.65%
Communication with case officer(s)	21	61.76%
Assessment to determine if Education, Health and Care Plan (EHCP) is needed - declined or delayed	21	61.76%
Child not allocated preferred type of school (mainstream/special)	18	52.94%
Home to school travel assistance - delay in communicating/putting in place	18	52.94%
Communication with L-SPA/SEND team	17	50.00%
Communication with school(s)	15	44.12%

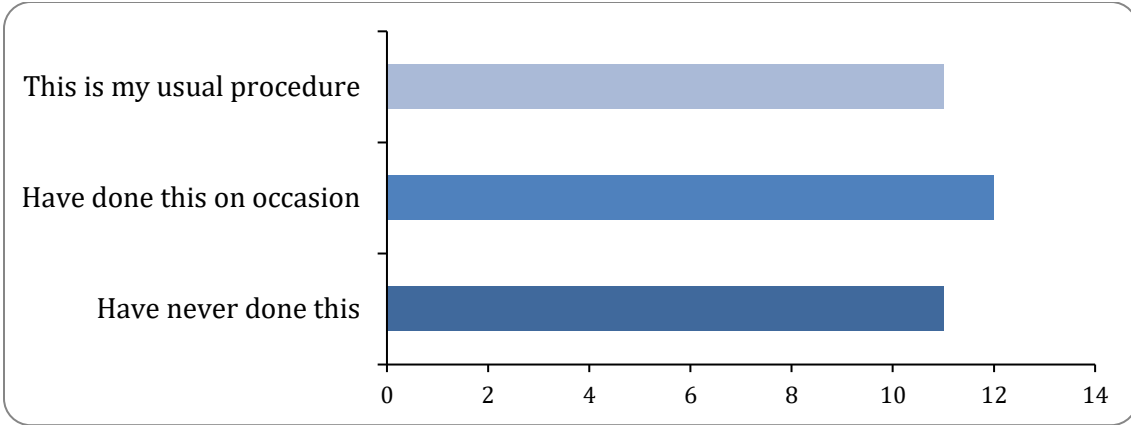
Support outlined in EHCP not being provided to child	14	41.18%
Home to school travel assistance - dissatisfied with arrangement offered	10	29.41%
EHCP - plan declined following assessment	9	26.47%
Not knowing how to go about accessing support for their child	8	23.53%
Unclear wording in EHCP about what support child is entitled to	6	17.65%
None of the above	1	2.94%
Not Answered	0	0.00%

5: Leaving home to school travel assistance aside, what is the most common reason for which parents/carers of children and young people with SEND made contact with you personally, since January 2023?

Option	Total	Percent
Communication with case officer(s)	7	20.59%
I can't decide on one reason in particular	5	14.71%
EHCP - delay in issuing plan	5	14.71%
Assessment to determine if Education, Health and Care Plan (EHCP) is needed - declined or delayed	4	11.76%
Communication with L-SPA/SEND team	3	8.82%
Support outlined in EHCP not being provided to child	3	8.82%
Child not allocated preferred type of school (mainstream/special)	2	5.88%
Child out of school because no placement arranged	2	5.88%
I wasn't contacted about SEND	2	5.88%
EHCP - plan declined following assessment	1	2.94%
Communication with school(s)	0	0.00%
Unclear wording in EHCP about what support child is entitled to	0	0.00%
Other (as you described in previous question)	0	0.00%
Not Answered	0	0.00%

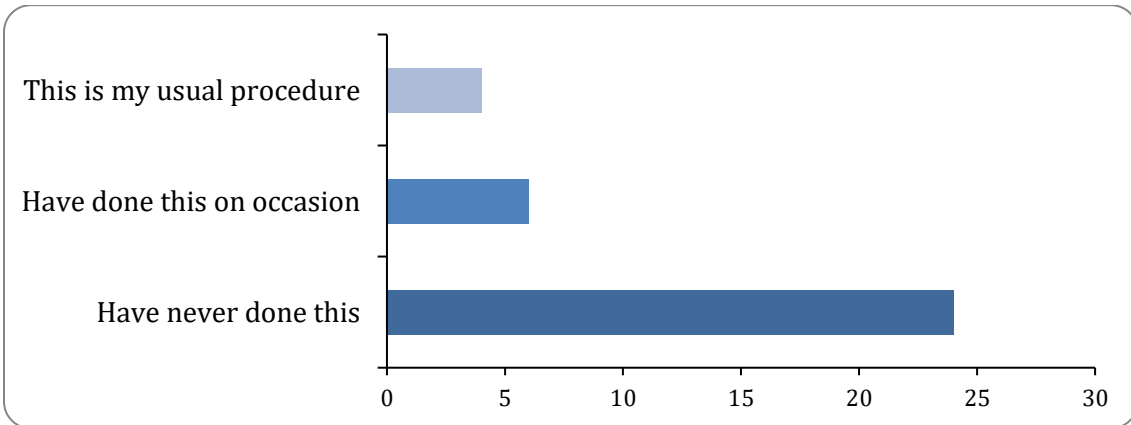
6: If and when a resident contacts you about a SEND issue, how do you follow it up?

Means of communication - Email a named Children, Families, Lifelong Learning (CFLL) officer



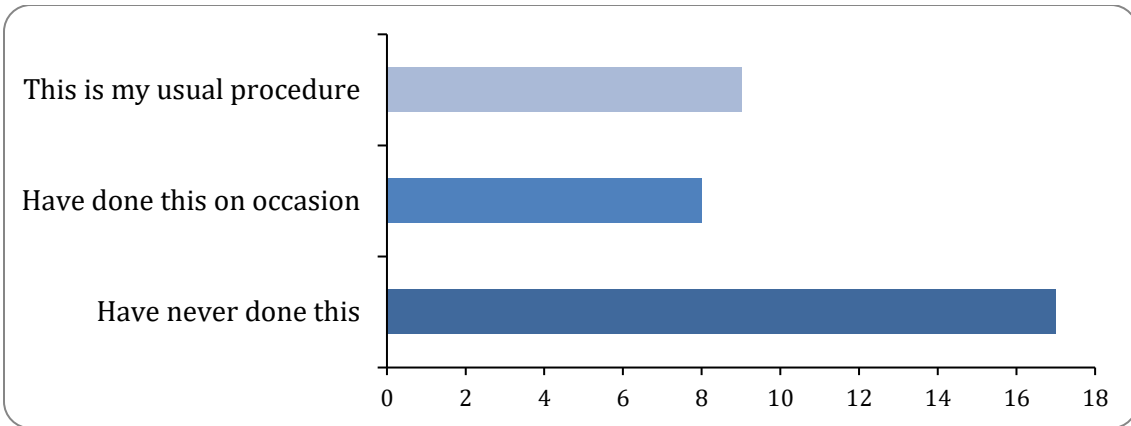
Option	Total	Percent
This is my usual procedure	11	32.35%
Have done this on occasion	12	35.29%
Have never done this	11	32.35%
Not Answered	0	0.00%

Means of communication - Call a CFLL officer (phone/Teams)



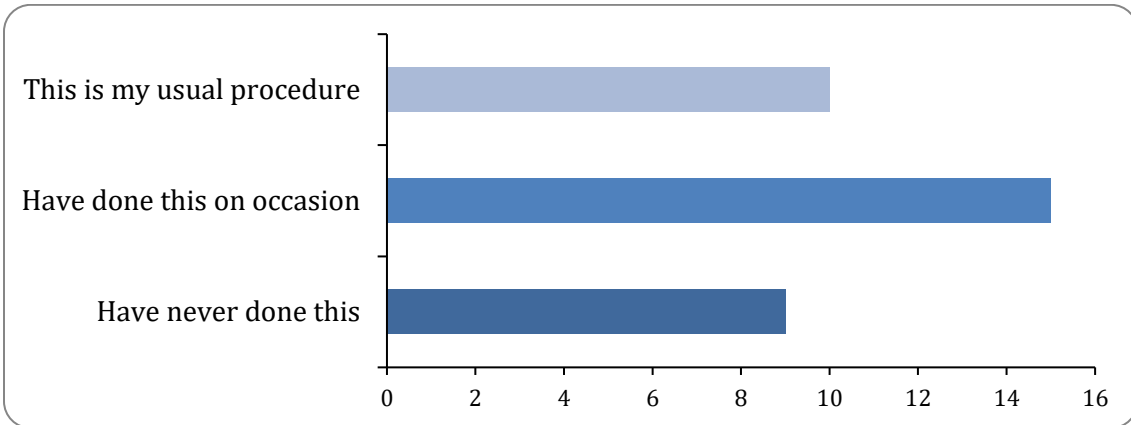
Option	Total	Percent
This is my usual procedure	4	11.76%
Have done this on occasion	6	17.65%
Have never done this	24	70.59%
Not Answered	0	0.00%

Means of communication - Email *Dedicated inbox for Member queries relating to CFLL*



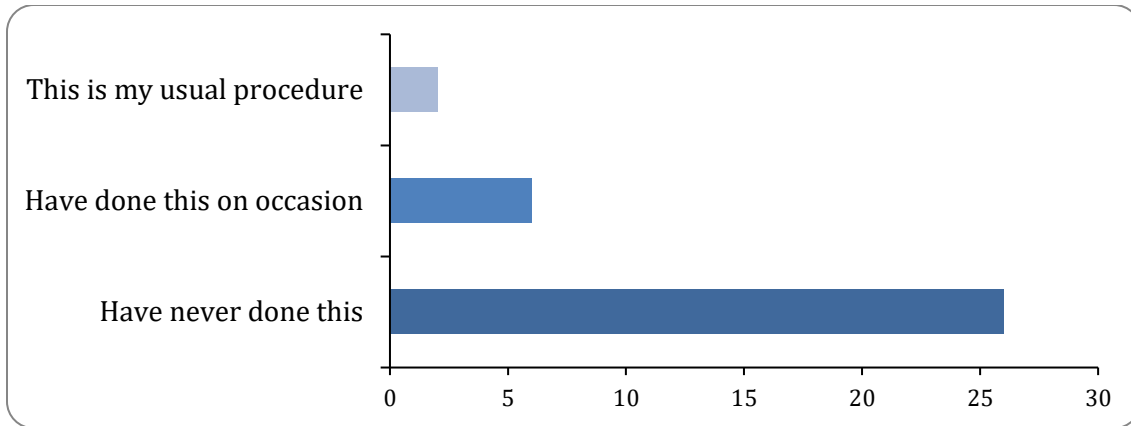
Option	Total	Percent
This is my usual procedure	9	26.47%
Have done this on occasion	8	23.53%
Have never done this	17	50.00%
Not Answered	0	0.00%

Means of communication - Email the CFLL Cabinet Member



Option	Total	Percent
This is my usual procedure	10	29.41%
Have done this on occasion	15	44.12%
Have never done this	9	26.47%
Not Answered	0	0.00%

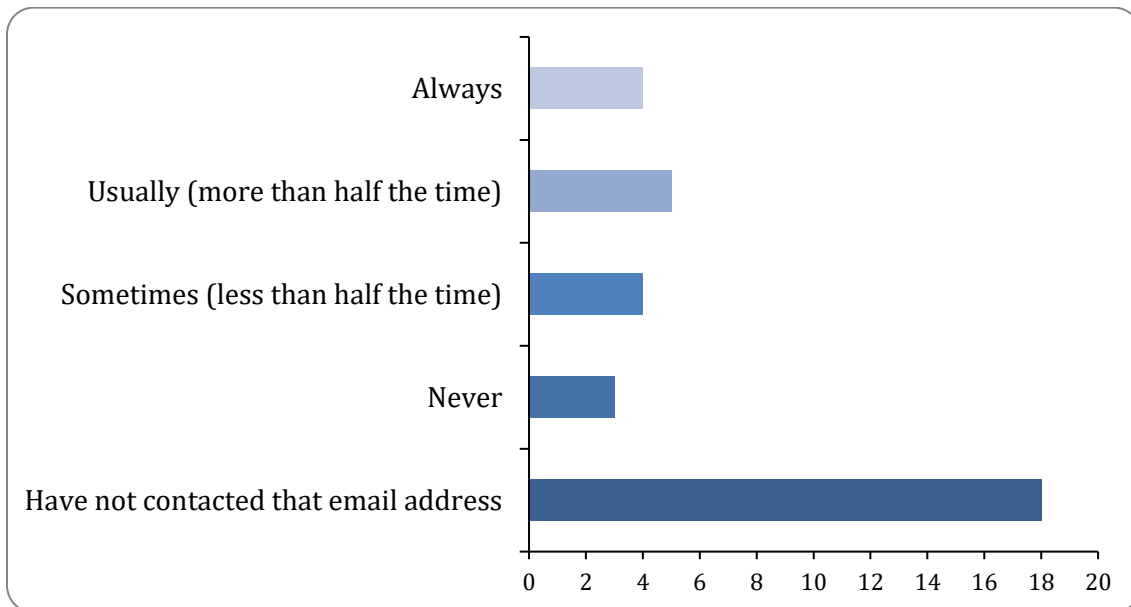
Means of communication - Call the CFLL Cabinet Member (phone/Teams)



Option	Total	Percent
This is my usual procedure	2	5.88%
Have done this on occasion	6	17.65%
Have never done this	26	76.47%
Not Answered	0	0.00%

7: When you email *Dedicated inbox for Member queries relating to CFLL*, how often do you receive a (personalised, rather than acknowledgement/holding) response within 10 working days?

Response time



Option	Total	Percent
Always	4	11.76%

Usually (more than half the time)	5	14.71%
Sometimes (less than half the time)	4	11.76%
Never	3	8.82%
Have not contacted that email address	18	52.94%
Not Answered	0	0.00%

**8: How would you rate the helpfulness of the responses you receive when emailing
Dedicated inbox for Member queries relating to CFLL?**

Quality of response

Option	Total	Percent
Generally very helpful	5	31.25%
Generally reasonably helpful	5	31.25%
Generally not helpful	3	18.75%
Level of responses varies enormously	3	18.75%

Reasons given:

Generally very helpful

- Helpful with response
- Initially getting a response was taking longer than 10 days and when received was rather brief. The situation has now significantly improved in terms of both response time and quality/detail of the response.
- It is what it is
- I usually write a case study and thereby try to give as much relevant information as possible.
- The response to my emails has always been within 5 days which in my opinion is very good

Generally reasonably helpful

- Try to assess the situation quite quickly
- I've only used the email address once. I got an initial response within 10 days and was hopeful that the follow up would be prompt, but it took quite a long time and I gave up and used another route for the information.
- I think I'd be happier if ECHPs were just completed on time but I'm conscious this is because the team is under resourced
- They give an update and a possible way forward

Generally not helpful

- Well it seems just to be a logging system.

- Whilst my requests have been very low I have never received anything to do with a solution.
- Usually just a response that request has been received.....but no action taken by them

Level of responses varies enormously

- Have to go back seeking further clarification or sometimes escalate actions that haven't happened as per response.
- experience (but limited, thankfully)
- Have not used for all enquiries. Not clear how useful this is and why *email address for all Member queries* is not used instead.

Not used email address

- Was unaware of it
- Found the answer somewhere else
- I usually contact a relevant County Council officer who is dealing with the case or the Executive Director.
- If a resident contacts me with a request for support they will have details of their social worker. I ask the resident to email me permission to speak to the social worker (or line manager) on their behalf and a sentence giving the Social Worker/Officers to engage with me. I use a non-accusatory approach - it is not my role to seek to impose my views on that of the professionals - but I do need to understand why a decision is made or delayed, but also to ensure that a decision is fully explained to the parent/carer or reviewed in the light of my intervention.
- Always gone to an officer
- whatever resource is put into this, and other emails that some departments have invented should go into a beefed up *email address for all Member queries*
- I put everything I received through the members *email address for all Member queries* portal
- I have used this email address as copied in, but not only to this email address