



OXFORDSHIRE
PARENT CARERS FORUM

A Voice for Parent Carers in Oxfordshire

TOGETHER
EVERYONE
ACHIEVES
MORE

OxPCF Update

Oxfordshire 6 Monthly Stocktake

February 2025

Our feedback

There is **good work** happening within the LAP and officers and staff are generally keen to work with the PCF, resolve concerns, and engage with families to improve outcomes for children with SEND:

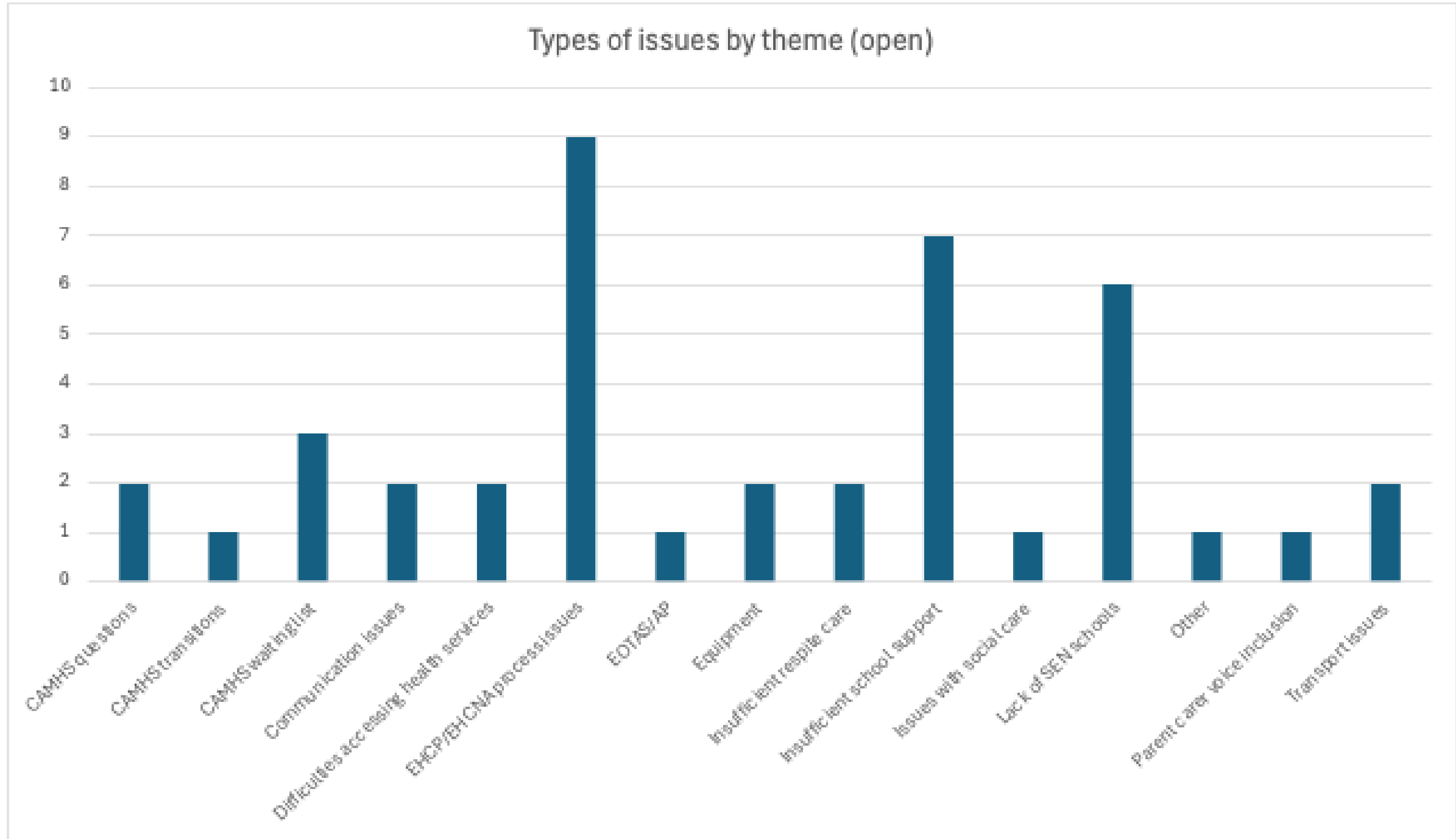
- Some schools are very supportive (especially specialist)
- Some great experiences with individual members of staff
- Support is available in a crisis

However, there is not yet a clear, consistent pattern of improvement across all services and **change is not always being felt on the ground** by families:

- Long waiting times
- Communication gaps between professionals and with parent carers
- Support agreed in EHCP not provided or support only provided at crisis point
- People sometimes don't feel involved in decisions or don't understand the process

There is still sometimes **difficulties in engaging services to co-produce** solutions with families.

Types of issues on our feedback tracker

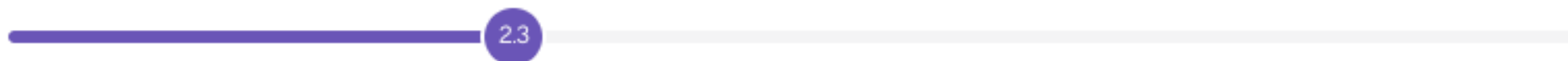


What parents have told us: Confidence in accessing information and support

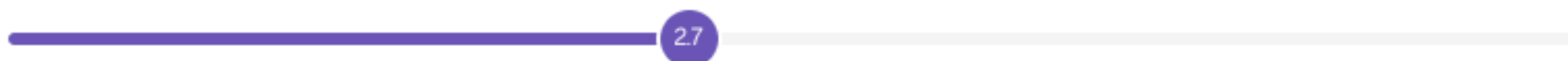
How confident are you in accessing information and support for your child's needs in the following areas? (1 = Not confident, 5 = Very confident)

8 106

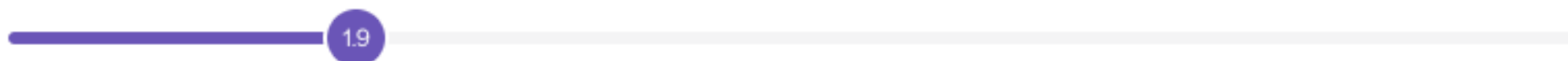
> Education



> Health



> Social Care



“There is no one to guide parents regarding the multiple systems (health / education / social) they have to navigate. There needs to be much better and easier access to information across all sectors”

“Support for a young adult has been horrendous! Nobody replies to emails! Access to services are few and far between!”

“Most people I contact whether it's education or health wise are friendly. In the JR hospital the nurses have been outstanding”

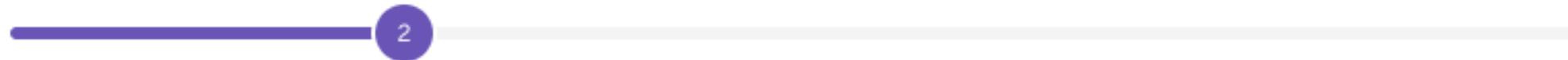
“SENDIASS have been an amazing source of support. In 5 years, we have successfully used them 3 times to provide advice and support and achieve a positive outcome for failings in our child's education”

What parents have told us: Do different services work well together?

Do different services (education, health, social care) communicate and work well together to support your child?

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> Education



> Health



> Social Care



“There has been no direct communication between CAMHS, school and GP and we, as parents, are frequently told different and conflicting information by each party”

“They absolutely do not speak to each other whatsoever. There is no joined up working and they ignore that a child may have multiple needs across departments”

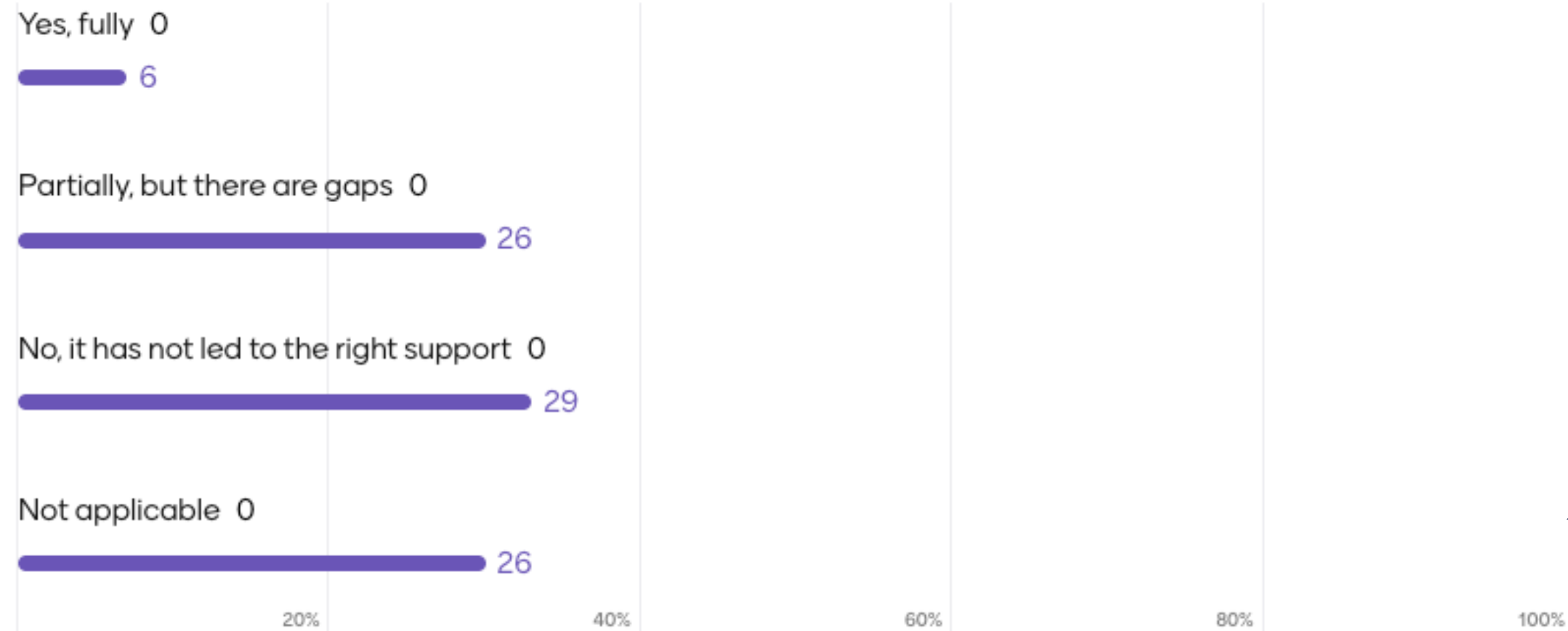
“My child’s schools (primary and secondary) work well with the different agencies and provisions to address my child’s EHCP needs”

“Only when there were safeguarding issues (absconding and self harm) did school and CAMHS work well together. Educational settings need to listen to parents/CAMHS before children reach crisis”

What parents have told us: Does an EHCP lead to child receiving right help and support?

If your child has an EHCP, has it led to them receiving the right help and support across education, health, and social care?

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“The EP report was thorough and means that the EHCP does as well as it can to meet needs. The school have been flexible on provision and listened to our wishes too”

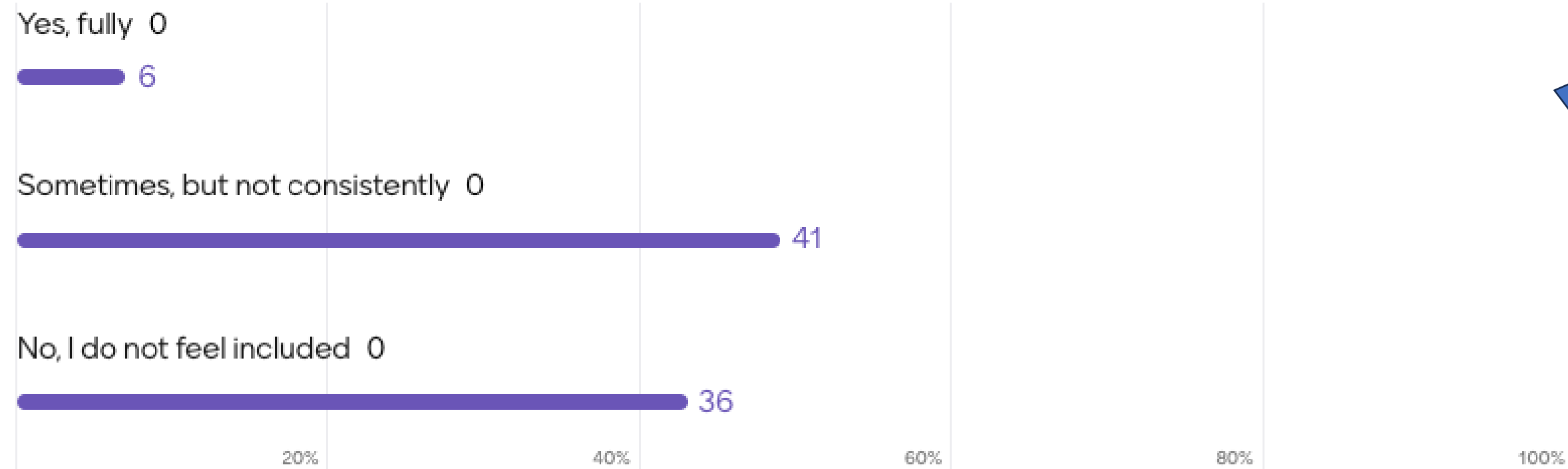
“My son’s EHCP now reflects his needs, but getting the provision put in place that he needs is virtually impossible”

“School’s adaption was non-existent once funding was received - inability to think outside the box and actually provide anything suitable”

“Worked well in getting my son some one-to-one support but his TA supports multiple other children due to school financial difficulties”

What parents have told us: Do you feel empowered and included in decision-making?

Do you feel empowered and included in decision making about your child's SEND provision across all services?



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“The schools have been really inclusive of parental views all throughout the school year and also at the EHCP review. As parents we feel included in decisions relating to our child”

“School just decides things and lets me know and then I have to argue with them! They reduce provision with no discussion”

“Lack of transparency with panel, no confidence that the SEN officer will properly represent the case and no opportunity to represent ourselves”

“Case mapping meeting good. Secondary school not including me in meetings not helpful”