

## **Louise Feedback of the Evaluation Meeting for the Written Statement of Action-27<sup>th</sup> September 2021**

In attendance: Graham Pirt (Facilitator), Claire Webb (Programme Manager), Simon McKenzie, Sarah Langdale (Commissioning), Kelly Twitchen (Virtual School), Chloe Morley (CCG), Rina Mistry (Early Help Performance Manager BCP), Kerry Dewsnap (Asst Principal & Senco, BCP School), Dan McEvoy (DCF), Amanda Wathen (SWAN UK) and me.

Graham shared the draft WSoA he has started to populate as a discussion starter. He explained this is not set in stone and outcomes he has identified may be changed as a result of this work.

Questions around how feedback is gathered from parent, carers and children and young people.

We spoke about using a variety of sources; feedback mechanisms already in schools via coffee mornings (possibility for someone from LA/CCG to attend?), also using the Parent Champion who will be organising coffee morning in schools and in the community to find out what parental views are of services. Events such as Time to Talk. Use of surveys, but acknowledge that parents are survey out, and often left with the feeling of 'why bother, the info doesn't go anywhere'. Ways to gather anonymised feedback. How do we gather feedback from children and young people, including siblings and young carers. Hybrid model of face to face and virtual coffee mornings.

Need to recognise that surveys can only capture numerical data, we need face to face events to capture the lived experience.

Good communication is important, especially if asking parents to share information, need to articulate the reasons for a survey. Also needs follow up, acknowledge responses and give updates, even if the update is negative.

We spoke about planning being proactive rather than reactive - there will be a lot of cross-over between the workstreams need to have a central register to hold the information coming from these workstreams.

What processes are in place that can be used - Claire mentioned a Quality Assurance Framework that didn't progress anywhere.

Actions:

identify ideas from external good practice - other LAs, forums and other organisations (SWAN & DCF)

gather input from wider groups of parent carers and children & young people

problem solve to fill any gaps

identify ways we'll know if actions have had the impact they should