



As it is now 6 months since the revisit, we would like to discuss with the Board members the plans to acknowledge the OFSTED CQC recommendation regarding re-establishing trust with parent/carers and representative groups. There were 371 parent/carer surveys submitted for the revisit and more than 60 parent/carers at the open meeting, as well as submissions from all the main parent carer support groups on behalf of their members.

The statement issued by LBS on 7.9.2020, in response to the BBC Panorama programme 'Fight for an Education', has again not acknowledged many SEND families' current unhappiness in Sutton. It has again been stated that these families are a minority and that the majority are positive about the service that they receive. Many families have felt that they had to respond to this on your FB page to dispute this and it is not how our Steering Group understand the situation to be, based on feedback and engagement. However, it would be helpful for us to meet with a group of families who are positive about their experiences to ensure we have a fully representative understanding of parental trust and confidence in the local area.

The local area need to acknowledge the depth of feeling and the number of SEND families who are struggling to navigate the adversarial system in order to try to have the needs of their child/young person met, so that we can move forward and build the trust and confidence of parent carers.

Please can we discuss at the AADB on 10.9.2020

OFSTED revisit letter

Evidence from satisfaction surveys commissioned by area leaders indicates an improving level of engagement and buy-in from parents. However, this was not echoed in the typical views of those parents and representatives of parents who spoke with us and responded to our survey. Some parents are not convinced that leaders are acting in the best interests of their children. They view the assessment and review process as continuing to be flawed. Leaders of education settings told us that, in their experience, this is not the view of parents as a whole. **There is a need to find a way to reestablish the trust and confidence of parents and parent groups so that constructive working relationships can work in the best interests of children and young people.**

SEND statement re Panorama

"We put the greatest possible importance on listening to parents and carers, especially those who receive SEND provision; we have set up forums, meetings and review opportunities to ensure that the voices of parents and carers are heard. [...] The vast majority of parents and carers of the 1,931 children with EHCPs in Sutton are positive about the service they receive. The Council continues to work with all of them to maintain and improve those services."

