

The Reading Road to Success

The Reading Road to Success is a set of standards to ensure effective partnerships between Reading Borough Council SEND service and parent carers and young people with Special Educational Needs and/or Disabilities.

The SEND Services and those commissioned and funded by the Council will work towards these standards.

The Reading Road was created with parent carers and Reading Borough Council SEND service. These standards work alongside the statutory Special Educational Needs and/or Disability Code of Practice 2015.

Reading Borough Council and funded service providers will:

- Listen to you and your family and keep the views of the child, young person and family at the centre of what we do.
- Ensure services are accessible.
- Provide clear timescales for responding to written correspondence or telephone calls. The service aims to respond to phone calls within 2 working days and emails within 5 working days.
- Work with you to identify what you need as soon as possible.
- Communicate clearly and openly so that you have the information you need.
- Be honest about what we can provide and by when, telling you how long things will take at the start, being clear as to the process and any statutory timescales.
- Ensure our staff are well trained and base their work on best practice.
- Provide personalised support that meets your unique needs.
- Use SMART outcomes – Specific, Measurable, Achievable, Realistic and Timed.
- Seek regular feedback from parent carer groups, IASS for SEND and the Berkshire Carers' Hub.
- Take prompt action when families express concerns about our services.
- Take the learning from complaints and compliments and use them to improve our services.
- Work with other organisations to give you the best outcome.

- Sign post families to other services who may be able to help if we can't assist without making any promises.
- Acknowledge and understand the impact of their child's SEND on a family when trying to help meet the family's needs.

Young people and families are asked to:

- Work with service providers and tell us what assistance you need.
- Tell us about changes and/or new information about you as soon as you can.
- Provide feedback about your experiences with services.
- Be open, honest and transparent with us.
- Acknowledge and understand that SEND services are trying to help you, and work with us to make best use of the resources available to us.

Anticipated Outcomes:

- Parent carers and young people are actively involved with Reading Borough Council in ensuring services are fit for purpose
- By listening to families, service providers will understand the families' needs and provide the support required
- Everyone involved in planning and decision making has a shared understanding of what needs to be done, and by when.
- Reading Borough Council will communicate in a timely manner with families communicating information such as changes of people and/ or services and/ or processes.
- Families are involved as early as possible to plan and review support to meet their needs.
- Support provided is flexible and reflects the identified needs of families.
- Copies of plans are in plain English, or your own language where required.
- Any plan is reviewed at least once per year.
- A Key Person will be offered to families when needed. The Key Person will work with families to help co-ordinate the different services available to you and your family.
- Reading Borough Council SEND service improves practice based on experience and feedback.

The Local Offer/Reading Services Guide

- The Local Offer will provide families with clear information on services and support which are available in Reading and nearby. This information will be kept up to date and checked to make sure it is correct.
- Families will be made aware of what is happening in Reading in a variety of ways; through the Local Offer/Reading Services Guide website, in the DISC newsletter, by email or by families phoning the Family Information Service.
- There is a "You Said, We Did" feedback section on the Local Offer that details changes made as a result of parent carer and young people's ideas.
- Feedback and actions taken as a consequence of feedback will be collated in an annual feedback report which will be published on the Local Offer.

Responsibilities

Reading Borough Council SEND service managers will ensure staff are aware and meet the standards outlined within this document.

Reading Families Forum will make parent carers aware of this document and support meeting the standards through constructive feedback.

Monitoring the Reading Road

Reading Borough Council SEND Service will meet once a term with the Reading Families Forum to monitor the implementation of these standards and provide open dialogue as to how services can be enhanced within limited budgets.

Young people and service providers will support the implementation of these standards through feedback.

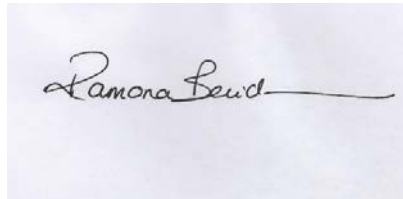
Classification: UNCLASSIFIED

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Signed:

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