

Appendix B – Consultation with Parents

Method

The Quality Improvement Manager for ASN & Wellbeing and the ASN Outreach Complex Needs Service teacher hosted a parental consultation session. Despite going through a variety of different sources to attract interest, number of parents engaging was lower than hoped (4).

What would ultimate success look like for Service?	What would enable this to happen?
Varies from child to child – personalised outcomes	Multi-agency meetings in place
Reviews are regular	Regular and flexible – 6 weekly?
Key workers – consistency around child	Timetable staff – who's who ?
Open communication between school and families	See Saw
Short term shared goals.	Being clear on who 'leads' each goal but making sure that everyone is on board so shared Trust
Meetings that are focussed on the issues of the day	Dealing with immediate issues – Trust Staff who know our children
Children achievements are understood and celebrated in a meaningful way for the child. Identify with child what success looks like	Diverse culture is embraced and celebrated
Children to not be labelled as difficult	Dealing with the issues causing challenges
Children to be seen and heard	
Children in the new service feel they belong and feel safe	Allowing children to be
Child to feel that they belong to their mainstream home school, and they feel safe there	Trust
Not to be 'put home'	Problem solving together. Risk assessment which has been written by all including family
Empower parents to have a voice	Goals for families Consider generational trauma
Access to interpreters to support parents understanding when ESL needs	
Being transparent	No blame, trust what is said
No need to 'fight' to get heard	Being respected and listened to
What would failure look like	What needs to be put in place to ensure this doesn't happen?

Too scared to go in	Trust
People getting hurt	Risk assessment which has been written by all including family
Being lied to	Transparency

Top 3

- Personal growth for each pupil – experiencing success
- Provide resources and training for staff/service/parents
- Recognition of success and ‘feeling’ it

Must have:

- Consistency
- Structure – familiarity

What Values are at the root of the above?:

- Community – togetherness & belonging
- Honesty
- Safe
- Happy
- Valued for being themselves
- Cared for

General Comments from Parents separate to the above:

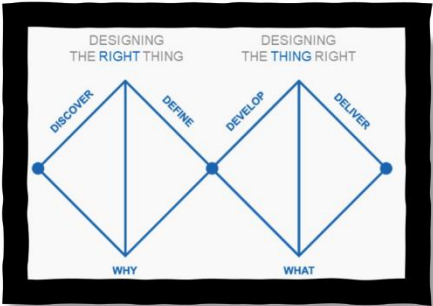
- Observe children getting picked up after a very short time in school e.g. 1 hr - need to extend the children’s time in school through better problem solving together.
- Lot of behavioural impact – need to reduce this
- Need to increase honesty across schools – need more transparency
- Parents will benefit from support – they have their own unmet needs – help them via sign posting to get their needs met too. e.g. lighthouse in Tillydrone

Exemplar slides used:



"We design service journeys around people"
(The Scottish Approach to Service Design)





"Begin with the end in mind"
(Covey)

What would the ultimate Service **success/s** look like?

What would the worst Service **failures** look like?

What do we need to put in place to **enable** this to happen?

What do we need to put in place to **ensure** this doesn't happen?

The new Service will support CASN learners, their families and their schools gain the knowledge, skills, confidence and trust to sustain inclusive mainstream school placements; enabling children to participate and achieve in their learning journey - fully seen, fully heard and fully understood.

Thinking - Polarisation

"Begin with the end in mind"
(Covey)

What would the ultimate Service **success/s** look like?

What would the worst Service **failures** look like?

What do we need to put in place to **enable** this to happen?

What do we need to put in place to **ensure** this doesn't happen?

Where are the similarities and differences?
What connects or reinforces statements?
Can we gather into themes – match similar and blend?
What are the underlying themes?

Thinking - Polarisation

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What would the worst Service **failures** look like?

What do we need to put in place to **enable** this to happen?

What do we need to put in place to **ensure** this doesn't happen?

What is most important?
Can we prioritise into a Diamond 9?

Thinking - Polarisation