

SENAR Update – Parents & Carers

10/02/2022

Progress to Date



We are exploring introducing a duty rota which means that parents and carers will always be able to contact a team manager, senior case worker or caseworker from their area team, whilst we build a fully sustainable service

We have realigned the business support teams to mirror the service and they now function in 4 area teams: North, South, East & West.

The business support teams are being provided with phones so that they can also be a point of contact.

We aim to provide this information by the end of March 2022 when the service is more stable.

Impact/Green Shoots



We are looking at developing a new EHCP needs assessment process which we hope will make the process more robust.

We are looking for parent/carer volunteers to support our teams with the development of this process in co-production so that we get it right for everyone.

If you would like to be part of this group can you please contact senar@birmingham.gov.uk and clearly label your email as Assessment Pilot Volunteer.

Common Issues & Queries



Communication with the service remains one of the main issues for parents and carers; so whilst we look at the providing individual contact numbers for officers and implement the changes please do continue to contact Parent Link service for support.

Our parent link service helpline on **0121 303 8461** or email parentlinkservice@birmingham.gov.uk. Alternatively you can email the central SENAR team who will direct your query to the appropriate officer at senar@birmingham.gov.uk

Next Steps



To develop a pilot group of parents/carers, health partners, social care colleagues, schools/education settings and SENAR staff looking at the EHC Needs Assessment process to create a more comprehensive and compliant process in line with the SEND Code of Practice 2015.

To continue to work on the introduction of the NEXUS system including the parent portal. We will be in touch with you shortly to ask for parent volunteers to develop and test the system.

We are working on providing individual contact numbers for officers to support young people and families.

We aim to provide this information by the end of March 2022.