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Email: [swindonSENDfamiliesvoice@outlook.com](mailto:swindonSENDfamiliesvoice@outlook.com)  
Our TW/03/20  
Ref:  
Date: 2<sup>nd</sup> March 2020

Dear (blank)

I have been made aware of some issues that you have experienced working with the Education Welfare Service. I would like to thank those parents and carers that have been sharing their feedback with us. The feedback suggests that at times we have not always got it right in the way we have worked with families who are home educating their children.

Where this has been the case, I would like to offer my apologies and assure you we are working hard to improve the way we successfully work together going forward.

I would like to make you aware of some of the service developments we have put in place as a direct response to your feedback:

- A telephone call to parents prior to a home visit where possible.
- To provide information to home educating families of where to access free flu vaccinations and other public health information.
- To share key information which school pupils have access to such as the 'save a friend' initiative.
- To establish drop in sessions to share information and to develop and improve our partnership working.

For your information on the Swindon Local Offer website, we share feedback from parents and carers via our 'You Said, We Did' document accessed here: [You Said, We Did](#). Families can also feedback to us via the Education Welfare Service on [EHE@swindon.gov.uk](mailto:EHE@swindon.gov.uk), telephone number 01793 465050.

In order to increase co-production between service users and the Local Authority, the parent carer forum for the area (Swindon SEND Families Voice) are working with us to help improve, shape and influence the services for those home educating families that have children and young people with Special Educational Needs and Disabilities (SEND).

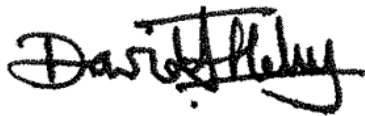
For further information or to provide confidential feedback contact:  
[swindonsendfamiliesvoice@outlook.com](mailto:swindonsendfamiliesvoice@outlook.com). They also have a group on Facebook - <https://www.facebook.com/SwindonSENDfamiliesvoice/>

We are collectively planning drop in sessions where you are welcome to come with your children and meet with the parent carer forum and/or Clare Baily, the Elective Home Education Officer from Swindon Borough Council, to share your experiences, feedback and answer your questions.

Further details, including the times and venues will be made available shortly. I and/or a member of my senior management team will visit this group twice a year to hear your feedback and ideas for further improvements.

I recognise that to move forward in a constructive partnership we need to develop trust and confidence. If you have concerns, I want to know about them, so we can find a way to resolve this together. I look forward to working with you and seeing you at a drop in session in the very near future.

Yours sincerely



David Haley  
Corporate Director – Children’s Services

