

**INQUIRY ACTION PLAN**  
**NOTIFICATION OF COMPLETED ACTION**

|                                   |   |
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| <b>Strategic Lead Officer</b>     | Lesley Munro  |
| <b>Recommendation</b>             | 7   |
| <b>Outcome number and summary</b> | 10. Parents of children with communication challenges and staff are engaged in meaningful dialogue about their children's welfare and learning in order to allow children to reach their full potential and ensure safeguarding. <ul style="list-style-type: none"> <li>Ensuring we have maximum opportunities for parents of children with communication challenges to have their voices heard.</li> </ul>   |
| <b>Action</b>                     | It was agreed at Scottish Borders Council on 25 <sup>th</sup> August that actions a), b) and c) be progressed concurrently. <ul style="list-style-type: none"> <li>a) Design and undertake a stakeholder audit exercise to measure to which the existing tools and processes enable effective communications between schools and parents</li> <li>b) Scope a full review of all communication methods used across Scottish Borders Complex Needs Provision, following on from the analysis of the audit in a)</li> <li>c) Bring together key stakeholders (including parent representatives) to co-design future communication requirements, and disseminate information across all Complex Needs Provisions</li> </ul> |
| <b>Deadline within Plan</b>       | September 2022, extended to December 2022   |

**1. MEASURES TAKEN**

**Detail here the specific actions taken to meet the identified outcome.**

An initial audit exercise identified that there are a range of mechanisms and approaches to daily communication in complex needs provisions. A focus group of parents was asked for their views on the approaches and effectiveness of the practices in place and to identify any gaps in existing provisions.

There is effective use of Day Books, where reporting on the day is written diary style between staff and parents, allowing for important feedback on wellbeing and emotional needs to be shared. It was highlighted by parents that this tool however does not always effectively allow for learning to be reported on.

Showbie has been implemented across most provisions and are proving to be very effective in providing feedback on learning achieved and learning activities covered. This platform allows photographic and recorded evidence to be shared in a learning portfolio and allows class groups to be set up to share relevant information. Reports from parents highlight that this is proving to be a very welcome resource. It is intended that all provisions will utilise Showbie in the current academic year.

The value of the stakeholder group has extended beyond the focus on communications and this group will continue to meet regularly with the lead officers for Inclusion and Additional Support Needs to offer advice and expertise in key areas such as transitions as well as communications.

It is recognised that highly effective, 2 way communication is a vital element in the partnership with parents of children with complex needs and therefore although this report demonstrates progress against the key actions identified, it is intended to continue to review the approaches and effectiveness of communications as an ongoing priority.

### 1B. ASSOCIATED DOCUMENTS

Note here any documents attached as being relevant to this action

Guidance notes on communication with parents are being disseminated to all schools.

### 2. BENCHMARKING

Explain what steps have been taken to measure the actions taken against best practice.

All approaches continue to be measured with parents through the stakeholder group to ensure effectiveness. National quality standards used to evaluate effectiveness in provisions include a focus on communication.

### 3. EXTERNAL AGENCY INVOLVEMENT

Where the Action Plan identifies a third party dependency, explain here the involvement and approval of any such party.

### 4. ONGOING MONITORING ARRANGEMENTS

Where relevant, what steps have been put in place to ensure ongoing review of this action?

The continuation of the stakeholder group will provide ongoing monitoring and development of strategies to improve communication.

### 5. HOW DOES THE ACTION MEET THE OUTCOME?

Explain briefly how the steps taken will achieve the desired objective?

Key stakeholders are engaged in the design, implementation and evaluation of a cycle of continuous improvement of communication strategies, taking particular account of the specific needs of those young people who find direct verbal communication challenging.

#### Approval by Review Group

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| Date:  |  |
| Comments/amendments:                                       |  |
| Was the action completed within the Action plan timeframe? |  |

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| Signature of Chair: |  |
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**Approval by Council:**

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|----------------------|--|
| Date:                |  |
| Comments/amendments: |  |
| Signature of Chair:  |  |