# **The Special Educational Needs Assessment and Review Service (SENAR) Communication Pledge**

*Building on the principles outlined in the* [*Working Together*](https://www.localofferbirmingham.co.uk/wp-content/uploads/2025/01/Working-Together-to-improve-Engagement-Participation-Final.pdf) *and* [*Co-production Framework*](https://www.localofferbirmingham.co.uk/wp-content/uploads/2023/11/SEND-Co-production-Framework-Charter_Long_-9.pdf)*, this communication pledge has been developed with SEND partners, education settings and the Birmingham Parent Carer Forum.*

*This pledge will be reviewed on an annual basis.*

**The core values are:**

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| Transparency | Respect | Trust | Inclusion |
| Collaboration | Empathy | Consistency | Adaptability |

**SENAR Commitments:**

We pledge to:

* **Be honest:** Keep our promises, be truthful, and avoid taking on more than we can handle.
* **Communicate clearly:** Call young people/ parent carers (if they prefer) as well as emailing them to make sure decisions are fully understood.
* **Be open:** Share all the information, set clear expectations, and explain decisions and reasons.
* **Show understanding**: Listen, offer support, and make sure everyone feels heard and valued.
* **Build trust:** Create good relationships by being polite and caring.
* **Use simple language:** Avoid jargon or complicated words; keep it easy to understand.
* **Share updates**: Let young people, parent carers, education settings and key partners know about staff changes that may affect them/ their child or setting.
* **Invite feedback:** Encourage ideas and suggestions to help improve practice and processes.

**Young Person, Parent Carer and Partner Commitments:**

We ask young people, parent carers and partners to:

* **Communicate respectfully:** Use a polite and courteous tone in all our interactions to maintain positive working relationships.
* **Acknowledge response timelines:** Understand the timelines outlined below.
* **Understand our role:** SENAR coordinates support for children and young people with Special Educational Needs and Disabilities (SEND). They oversee Education, Health, and Care Plans (EHCPs), liaise with families and professionals, ensure compliance with SEND legislation, and act as a contact for young people and parent carers. Their role ensures children and young people with SEND receive the support needed to thrive in education and life.
* **Share your feedback:** Help us grow by using the feedback links in email signatures and the Local Offer to share experiences, highlighting successes and areas for improvement.

Top of Form

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| **Emails** | All incoming emails to the SENAR Service, including to individual officers, will receive an automated response informing the sender of timescales for response. They will also be directed to a [FAQ](https://www.localofferbirmingham.co.uk/frequently-asked-questions_/) page on the Local Offer where they may be able to find the answer to their query themselves.  All incoming email enquiries into SENAR@birmingham.gov.uk will be responded to 5 five working days.    All incoming email enquiries to individual staff members will be responded to within 5 working days.    In the case of staff absence, all incoming email enquiries to individual staff members will receive an automatic out-of-office reply, redirecting you to an alternative contact. |
| **Phone calls** | All incoming telephone enquiries to individual staff members, where a voicemail message is left, will be acknowledged within 5 working days.    In the case of staff absence, all incoming telephone enquiries to individual staff members will receive an automatic voicemail reply, redirecting you to an alternative contact. |
| **Complaints, comments and compliments** | You are able to submit a complaint via an online form, available on the Council’s website; [Complaints | Birmingham City Council](https://www.birmingham.gov.uk/info/50191/complaints)  If you would like to share a compliment or more general feedback to SENAR, you can use the following link on the Local Offer. [Comments and Compliments - Local Offer Birmingham](https://www.localofferbirmingham.co.uk/education-health-and-care-plan/comments-and-compliments/) |