

Padlets are a standing agenda item at every meeting of the Leeds SEND and AP Improvement Board. They are a crucial reminder at every Board about what is happening to some individual children, young people and families amongst us in Leeds.

As the independent Chair of the Board, I will be writing a response to each set of Padlets we see. The Padlets I am responding to now were presented by the Leeds Parent Carer Forum at our last Board meeting on 29th April 2026.

Board members were unanimous in accepting the lived experiences of those who had contributed Padlets. We were equally clear that the systemic weaknesses set out in the Padlets were also the experience of many of those who need help from agencies in the Leeds partnership but who have not received the care and support they need.

Our pledge is to work hard to improve the following systemic weaknesses identified in the Padlets and to add these [points into our improvement planning process:

- 1) Never deny a service because a parent has complained
- 2) Never issue a blanket denial about access to an important therapy – each child is unique and their needs are unique
- 3) Build an open and transparent culture with no secrets and ‘no wrong door’
- 4) If you know your child better than a professional, seek a second opinion in line with Martha’s rule and Jess’s rule. We will build this into our operating model going forward so that parents do not feel the only option they have is to complain. This is in line with building an open culture with open access as a core principle
- 5) Respond promptly to all contacts

Finally and as Jess and Maria from the PCF say, please **SHARE YOUR VOICE**
...because.....YOUR VOICE MATTERS