

BETTER TOGETHER

SEND
matters

Bromley

Delivering the
Bromley
LOCAL
OFFER.

Inform. Involve. Influence.

Engaging children and young people who have special educational needs and/or disabilities, and their parents



Delivering the
ECHS USER VOICE
FRAMEWORK



Bromley Parent Voice
working in partnership to give parents and carers a voice



NHS

Bromley

Clinical Commissioning Group

“Co-production happens when all team members together co-produce decisions, plans, actions and materials as a collective with shared responsibility. This process develops over time, blends a range of expertise and perspectives, is driven by a solution focussed approach from all participants and requires strong leadership. Communication that is transparent and open, relationships that are equitable and respectful help the team overcome complex challenges and continue the process of learning together.”

Findings from Parent Carer Forums in pathfinder areas: a report commissioned by The National Network of Parent Carer Forums and Contact a Family, January 2013

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Introduction

We want to put the voice of our children and young people who have special educational needs and/or disabilities (SEND) and their families at the heart of what we do. Ensuring that they are engaged actively in planning and evaluating the services they need is everyone's business.

We have developed this framework to improve how we ask for, collect and use feedback from our children and young people and their parents or carers.

This document sets out our framework, '**Inform. Involve. Influence.**', to describe ways of working which engage children, young people and their parents and carers in discussions and decisions relating to them, shaping the services they need. This framework has been informed by the engagement principles underpinning the Children and Families Act 2014. It is the product of work undertaken by groups of parents and carers, representatives of children and young people and practitioners across education, health and care services as part of the SEND4Change Review in 2018.

Local context

Bromley Council, Bromley Parent Voice (BPV) and NHS Bromley Clinical Commissioning Group (CCG) are strongly committed to improving the education, health and wellbeing outcomes for children and young people who have SEND.

Our commitment is encapsulated in the Bromley SEND Strategic Vision and Priorities.

Engagement was one of our priorities for 2018-2019 and remains a priority in the extended strategy for 2019-22:

“Engaging children, young people and families in planning, commissioning and evaluating the services they need.”

The shared commitment of each of the statutory agencies stems from our organisational values.

The CCG’s work is shaped by three core values, including to *“listen to local people to maximise and improve our organisation and services”*.

The Council's Education, Care and Health Services values say *“we listen to our users. We understand their experiences. We build effective working relationships with them and their carers. This is at the heart of what we do.”*

“By working together with agency partners, we will ensure that every resident in Bromley needing our support has the right help at the right time to keep them safe and to meet their needs so that they achieve, thrive and reach their full potential.”

Bromley Council Education, Care and Health Services
User Voice Framework, October 2018



Legal context

The SEND Code of Practice: 0 to 25 years (January 2015) provides statutory guidance relating to Part 3 of the Children and Families Act (2014).

The Code says:

- Parents and carers must know what services they can reasonably expect to be provided
- Children, young people and their parents and carers must be fully involved in decisions about their support and what they want to achieve

We are committed to “working in a way which ensures that children, young people and their families feel that they have participated fully in the process and have a sense of co-ownership.”

[Section 4.9 of the SEND Code of Practice: 0 to 25 years]

Who is this framework for?

This engagement framework is for those who:

1.

work with children and young people (0-25 years) who have SEND, across education, health and care services
so that:

a) everyone knows what engaging children and young people who have SEND and their families is about and why it is important

b) everyone can help improve engagement across Bromley services

2.

are responsible for planning services for children and young people who have SEND
so that:

a) everyone can consider how engagement informs and supports the work they do as part of an integrated approach

b) by working together, everyone can help children and young people who have SEND achieve better outcomes

c) everyone can help children and young people who have SEND and their families to shape the services we offer through the Local Offer

Engagement is everyone's business

AUDIENCE

All practitioners working with children and young people

WHAT

Through induction for new starters and regular updates, staff will:

- understand the key messages of the SEND Code of Practice
- know how to find further information on the Local Offer
- see engaging children and young people who have SEND and their parents as 'everyone's business'

OUTCOMES FOR CHILDREN, YOUNG PEOPLE AND PARENTS

Children, young people and parents:

- feel listened to
- trust that practitioners are knowledgeable in their field and understand their SEND responsibilities

AUDIENCE

SEND champions

WHAT

SEND champions in every service and setting will:

- promote the key principles of engagement
- model the 'inform, involve, influence' framework
- disseminate information and effective practice to colleagues
- signpost parents to local advice and support

OUTCOMES FOR CHILDREN, YOUNG PEOPLE AND PARENTS

Children, young people and parents receive support that is:

- planned jointly
- linked to aspirations
- focused on positive outcomes
- reviewed regularly so that progress is monitored
- person-centred

AUDIENCE

SEND leaders

WHAT

Leaders and commissioners across all services for children and young people will:

- engage actively with parents, including Bromley Parent Voice
- ensure the Local Offer is informed by the views of service users
- set expectations for engagement in recruiting and managing staff, including staff development
- test the effectiveness of engagement through quality assurance processes

OUTCOMES FOR CHILDREN, YOUNG PEOPLE AND PARENTS

Children, young people and parents can:

- receive the same information and consistent messages across the local area
- be confident that services are of good quality and what they need
- participate in the development and review of services

Principles

The underpinning principles of the framework have been co-produced with parents and carers to help improve the way we work together.

They have told us how we can **work better together** to **make life better together** for children and young people who have SEND:

Respect

Please respect me as an equal and work in a mutually respectful way

Inform

I am an expert for my child or young person, you are an expert in what you do, please give me the information, advice and support I need

Honesty

Please be open and honest with me. Do things when you say you will or tell me when you can't and why.

Work together

Please work with us and with other agencies to help us get the support we need as efficiently as possible. Time is precious for all of us.

Share

Please share effective practice with us and others so that we can all have the same positive experience. Please allow us to share with you too. Please draw upon our shared experience.

Parenting

We know how to parent but it can be really hard. Please give us the support we need, when we need it so that our families can be resilient and live our lives to the full.

Solution focused

Please talk with us and listen to our views, wishes and feelings. There is always a solution, we just need to work together to find it.

Working better together

will improve the experiences of service users,
increase parents' confidence and build resilient
children, young people and families.



Inform. Involve. Influence.

Our framework is based on informing and involving children and young people who have SEND and their families to influence services.

This is a six stage process:



Stage 1: Inform

We will ensure that children and young people who have SEND and their parents are fully informed. This helps them provide information and allows them to make informed decisions.



Stage 2: Ask

We will create opportunities for children and young people who have SEND and their families to give their views. This might mean being proactive in asking and being creative in helping them respond.



Stage 3: Listen

When we ask for feedback, we will listen actively. This means listening to what is working well and where things could be improved too.



Stage 4: Learn

When we listen actively to feedback, we will use this to share what is working well and learn from each other.



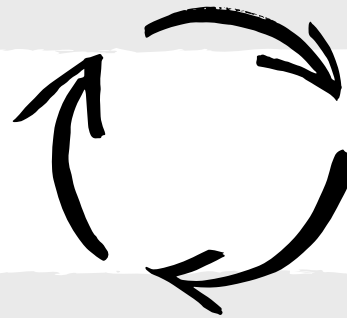
Stage 5: Improve

Once we embrace what we have heard and learn from the feedback, we will focus on finding solutions and improving what we do together.



Stage 6: Respond

We will feedback to the children, young people and parents who gave their views. This will demonstrate impact and will encourage service users to share their views again in the future.



Our promises

to children and young people who have SEND

This framework commits the Council and the CCG to the following promises about the way we work:

- You will be able to influence how we support you
- You will be able to influence and shape the Local Offer of services
- You will be able to influence Bromley, the place
- We will engage with your support networks
- We will learn and build our own skills

This means that we will:

- Engage with you in decisions relating to your education, support and care so that you can shape decisions to improve your personal experiences and life outcomes.
- Provide opportunities for you to share your views and hopes for the future.
- Listen to your feedback about your experiences to date and your aspirations for the future to influence improvements to our systems and services.
- Keeping working to improve the clarity and accessibility of information.
- Promote access to Information, Advice and Support (IASS), local advocates and our complaints and compliments processes.
- Embed a culture of engagement and co-production across the network of services for children and young people in Bromley (including our commissioned services), supported by SEND champions in services.
- Contract with Bromley Parent Voice to -
 - provide our parent carer forum to facilitate information exchange
 - contribute to shaping our developing vision and priorities for SEND
- Report in accessible formats on 'You said, we will, we did'.

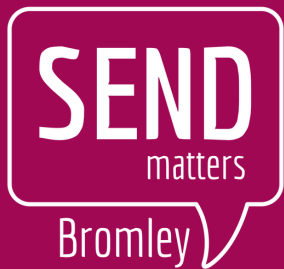
Impact

Effective engagement and co-production rests on an organisational culture which values the voice of service users and fosters systems which give service users ways to share their thoughts and experiences.

This engagement framework seeks to support such a culture across the network of services for children and young people in Bromley.

We will know that services and support are improving when we can see evidence of:

- Increased satisfaction with the experiences of children and young people because they and their parents are able to influence how we support them;
- Increased parental confidence in local services because children, young people and their parents are able to influence our processes and services to improve them for everyone;
- Improving educational, health and well-being outcomes for individual children and young people within resilient families;
- Resilient communities where children and young people who have SEND can grow up alongside their peers, able to live, learn and work in their local community.



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