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# **Better Together**

## Engaging children and young people with SEND, and their parents and carers

### **You Said, We Did:**

### Highlights April -June 2021

## **Introduction**

Bromley Council, South East London Clinical Commissioning Group (Bromley), Bromley Parent Voice and Your Voice Health and Social Care are strongly committed to improving education, health and well-being outcomes for children and young people with special educational needs and / or disabilities.

We recognise that effective engagement and co-production rest 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 is a way of working that enables children and young people, their families and those that provide services to work together to plan or create services which work for everyone.

## Our priorities

The report is shaped around our five strategic priorities:

### Priority 1

**The right provision at the right time is available for children and young people who have SEND, accessing universal and targeted services.**

### Priority 2

**There is good local specialist provision and support for Children and young people who have SEND.**

### Priority 3

**We have Consistent, Transparent, Timely and Co-ordinated services across Education, Health and Care.**

### Priority 4

**We are delivering effective coordination of SEND Services 0-25.**

### Priority 5

**We are effectively engaging Children, Young People and their families.**

There is a strong commitment across Education, Health and Social Care to work closely with parents and carers to ensure that individual needs are met and that children and young people make good progress and achieve good outcomes. This commitment is encapsulated in the Bromley SEND Strategic Vision and Priorities and the extended strategy for 2019-22.

### **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 in Bromley (including our commissioned services), supported by SEND champions in services.

- Contract with Your Voice Health and Social Care to widen our engagement reach and to:
  - facilitate information exchange
  - contribute to shaping our developing vision and priorities for SEND
- Continue to work with Bromley Parent Voice parent carer forum.
- Report in accessible formats through the use of children, young people and family friendly storyboards.

## **Priority 1 – The right provision at the right time is available for children and young people who have SEND, accessing universal and targeted services**

### **Our promise: You will be able to influence ‘Bromley the place’**

#### **You said...**

- Families of disabled children and young people who require specialist toileting facilities are struggling to access the local community and enjoy the same opportunities as their peers.
- Some families have expressed concerns that children and young people with a specific learning difficulties including dyslexia may find it difficult to access the support that they need in school.
- Some families told us that when visiting their GP for a Learning Disability Annual Health Check for their children, their GP had been asking parents what their thoughts are regarding resuscitation in the event of being admitted to hospital with a serious (acute) health condition. You said that this had been upsetting and distressing for you and your family.

#### **We did...**

- We are working with Bromley Need2Change to improve outcomes for people with disabilities who require specialist toileting facilities, through the availability of more (registered) Changing Places facilities in the borough.
- We have recently established a Specific Learning Difficulties (SpLD) strategy group. The strategy group is addressing several important issues including a more comprehensive Continued Professional Development (CPD) offer for all Bromley mainstream schools, starting from Autumn Term 2021. The aim is develop professional confidence and competencies (SENCOs, teachers and TAs) and improve parental confidence and understanding in what schools can and should do as part of ‘ordinarily available’ SEN provision and the graduated approach to Specific Learning Difficulties.
- A message was sent out urgently to inform GPs that this question was not necessary for children who do not have a life-threatening condition and should not be asked this. We investigated this further and found some practices were using a new template to record the Learning Disability Health check. The new template provides the opportunity to record the patient’s thoughts on resuscitation (known as their Do Not Resuscitate

status). The software company responsible for this template have been contacted and they have agreed to reword the template so that it is clear to GPs that this question is not a mandatory question. This issue will also be included in any future training sessions for GP surgeries.

## **Priority 2 – There is good local specialist provision and support for Children and young people who have SEND**

### **Our Promise: We will build our own skills and improve our learning**

#### **You said...**

- You would like your child or young person's EHC Needs assessment to be completed in a timely way and be of good quality.
- Children and young people with Down Syndrome are not reaching their potential.
- Some families have expressed concerns that the way that therapies are commissioned across the local area is difficult to understand and navigate.
- Some families are not sure how to apply for specialist home equipment and major adaptations to meet the needs of children and young people who have disabilities.

#### **We did...**

- Improvement on statutory timelines for EHC needs assessments and annual reviews continue to be a focus for us across the local area working in collaboration with our partners and families. The latest [SEN2 Data](#) published by the Department for Education showed 62% of our new plans are completed within the 20 week period. This is above the national average.
- We are working with the Bromley Down Syndrome Parent Group to develop a training offer training to schools and early years settings through the SEND Training Collaborative. This term staff across the SEN Advisory teams access training through [Inclusively Down](#).
- The Children's Social Care Occupational Therapy team have developed a new referral process and pathway. Full details of the referral pathway, along with the latest updates on the delivery of home equipment and adaptation service are available on the Local Offer [website](#).
- The LB Bromley and SEL CCG (Bromley) have accepted all the recommendations made in the Speech and Language Therapy Review report undertaken by Better Communications Limited. During the summer

children, young people and their parents/carers will be given the opportunity to shape and design the joint Speech, Language and Communication Needs (SLCN) strategy and therapy offer through coproduction.

## Priority 3 – We have Consistent, Transparent, Timely and Co-ordinated services across Education, Health and Care.

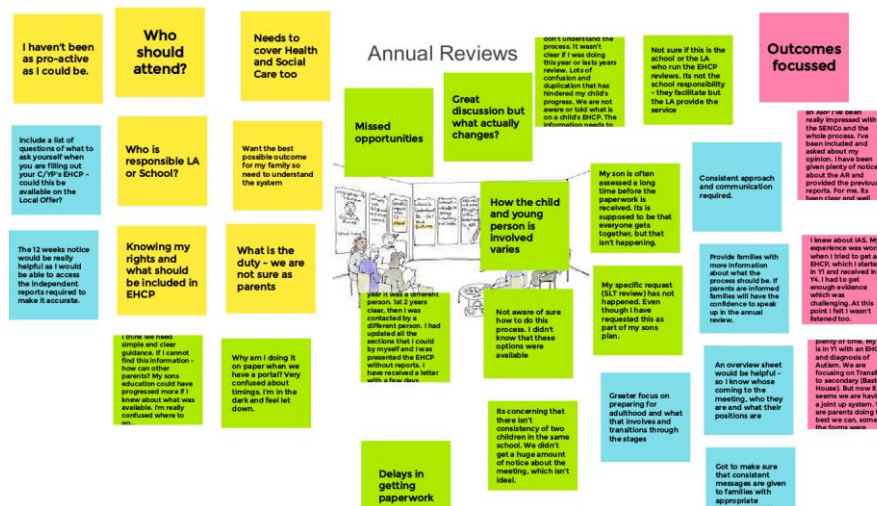
### Our Promise: You will be able to influence our processes and systems

#### You said...

- Starting school, moving to secondary school or college can be a worrying time for children and young people with SEND and their families.
- The Annual review process is not working as it should; often the child, young person's and/or parents' views are not requested or recorded.

#### We did...

- We know that due to the Pandemic, planning the next steps for children and young people with special educational needs and disabilities (SEND) has not been straight forward. In partnership with Your Voice in Health and Social Care we have held some parent information sessions on starting school and moving to secondary school.
- We held a parent focus group to help us to improve the Annual Review process within the Bromley Local Area. Your views are helping to shape a new process for annual reviews in Bromley.



## **Priority 4 – We are delivering effective coordination of SEND Services 0-25**

**Our Promise:** You will be able to influence how we support you.

### **You said...**

- You are concerned about employment and training opportunities for young people with SEND.
- You are worried about the future for your young person as they approach adulthood.

### **We did...**

- Through the work of the Bromley All Age Autism Partnership we are helping young people with autism in education to transition to adulthood, training and work. We have enhanced Bromley's offer for non-eligible support needs (e.g. employment, mental health and wellbeing) for young people and adults who are not eligible for statutory support. This support is being delivered by Bromley Well.
- We have worked with London South East London College (Bromley campus) to deliver a supported internship programme for young people with autism in partnership with Bromley Council and Kings College Hospital NHS Foundation at The Princess Royal Hospital Bromley. Successful applicants will have the opportunity to try a wide range of roles within the departments of the hospital and will also spend a day per week in the classroom developing their knowledge relating to employability skills.
- We have established the 0-25 Transformation Project. The key focus of the project is to improve the present transitional arrangements in place between children and adult services; review and develop the information and advice provided for young people and their parents/carers from year 9 (14 years of age) jointly from Children Education and Families, Adult Services and Health services; support young people and parent/carers in making informed decisions and develop local services.

## **Priority 5 – We are effectively engaging Children, Young People and their families**

### **Our promise: We will involve and engage with your support network**

#### **You said...**

- Some families feel that they are fully listened to and are not fully involved in decisions about their child.

#### **We did...**

- We acknowledge that some families do not feel that they are fully listened to and are fully involved in decisions about their child. We are working hard to address this. For example, in partnership with The Glades shopping centre, the Bromley All-Age Autism Partnership (BAAP) recently brought a “learning space” to help to expand the conversation and understanding of Autism in Bromley. This project was a collaboration between the Council, The Glades and our partners from CASPA Bromley, South East London Clinical Commissioning Group, Bromley Mencap, parents/carers and young people and adults who have Autism.
- We have delivered training to parent representatives, trustees and volunteers of Bromley Parent Voice and Your Voice in Health and Social Care.
- Through our Measuring Impact and Annual Review projects we are developing a way to capture parental feedback that can be used to support parent carers to share their views.