
Better Together

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

You Said, We Did: Highlights January -March 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 coproduction 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.

During the past three months, our response to the Covid 19 pandemic has continued to be a key focus of our engagement work. As children and young people returned to school or college on 8th March 2021, we have turned our attention to the Covid recovery. We have been listening to and engaging with our children, young people and their families to understand what the return to school has been like. What are the key challenges facing children and young people with SEND now and what will the challenges be in the weeks and months ahead? We are using this feedback to inform the planning and delivery of support and services.

We know that the demands on families with children and young people with special educational needs and disabilities (SEND) have been greater and more sustained than ever before. We want to thank you for continuing to share your views and experiences with us.

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...

- Some families of pre-school children are struggling to find the information that will help them to be well informed and enable them to enhance the opportunities for their child.
- Families have been affected by the pandemic in different ways.
- Many young people with SEND are not aware of the Local Offer in Bromley. It would be good to have an area on the Local Offer just for them.
- For some young people communicating and understanding is hard. Please provide information in an accessible way.

We did...

- We recognise that the pandemic has had an impact on the early identification and intervention for pre-school children. In March we held a virtual Information Session for Parents/Carers of children birth to five with Special Educational Needs and Disabilities. Parents told us *“I really found the zoom call last week very helpful. It was good find out so many different services available what I had no idea of and was good to hear other parents experiences and stories as so stressful for parents when waiting for diagnosis.”*
- We continue to provide up to date information to families on the Council’s Covid 19 response via the Local Offer and via the SEND Matters newsletter. This includes providing information about the Bromley COVID Winter Grant.
https://www.bromley.gov.uk/info/10122/disabled_children_and_young_people
- We are asking young people who have SEND their views about the Local Offer and what they would like us to include in a new “hub” especially for Children and Young People.
- We are reviewing the Local Offer to ensure that we use clearer descriptions, Easy Read and more images to make information easier to find and understand.

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 to access good local provision and high quality support in their local school.
- 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 have expressed concerns that the way that therapies are commissioned across the local area is difficult to understand and navigate.
- Some children and young people have benefitted from learning in the home environment during the Pandemic.

We did...

- The SEND Training Collaborative offers high quality, evidence-based SEND training and development opportunities for Bromley Schools and Early Years settings. This is to ensure that *'Every teacher/practitioner is a teacher of Special Educational Needs and Disability'*.
- The Inclusion, Support and Advisory Team (ISAT) will be further developing and extending their services from April 2021, with a focus on expanding the workforce development offer to schools. The key aim is to raise in-school professional awareness, confidence, knowledge and basic competencies relating to Specific Learning Difficulties.
- The LB Bromley and SEL CCG (Bromley) are undertaking a Speech and Language Therapy Review which will look at delivering a whole systems approach to provide a service offer that is Universal, Targeted and Specialist.
- An Occupational Therapy Service Review is also underway. The aim is to simplify the system.
- We have developed a Parent Guide for Elective Home Education Parent Guide for Children and Young People with and EHC Plan so that families can make an informed decision about whether or not Home Education is right for their child and family.

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...

- You would like more information and support regarding key transitions.
- The Annual review process is not working as it should; often the child, young person's and/or parents' views not requested or recorded.
- You are worried about the behaviour of your child and have concerns that they may be at risk exploitation.

We did...

- We are working to improve the information held on the Local Offer regarding key transitions. We acknowledge that it is really important to provide the right information at the right time with the child/young person at the centre of what we do.

https://www.bromley.gov.uk/downloads/file/6335/send_my_life_my_review_booklet

https://www.bromley.gov.uk/downloads/file/6336/send_my_life_my_review_pupil_contribution_form

- We have set up a 'task and finish' project group (consisting of representatives from across Education, health and social care and parent groups) focusing on improving the Annual Review process within the Bromley Local Area.
- We are working with the Bromley Children and Families Voluntary Sector Forum who are developing a parent carer network for the parent/carers of children and young people aged 11 – 24 (including those with SEND) who are at risk of going missing, exploitation, gang affiliation or running county lines. The Network is seeking to train up to 15 parent/carers champions and supporting 50 parents across the borough.

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 would value more information regarding Mental Capacity, Wills and Trusts.
- You are concerned about employment and training opportunities for young people with SEND.

We did...

- In partnership with local solicitors and notaries, Clarkson Wright and Jakes, our engagement partner, Your Voice Health and Social Care (YVHSC) arranged a free webinar for parents and carers of children and young people with special educational needs and disabilities (SEND) who live in Bromley. *'Making Decisions for your Loved One'* covered topics including the Court of Protection, Applying for Deputyship; Financial Affairs and Health and Welfare, Appointee ship and Lasting Powers of Attorney.
- 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.

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...

- You would like your children or young person to have a voice and to be heard.
- All the lockdowns have been very stressful and exhausting for families. You have found it very difficult to manage learning or working from home. It's mentally, physically and emotionally exhausting.

We did...

- We have delivered training to parent representatives and volunteers through Your Voice in Health and Social Care who LB Bromley and SEL CCG (Bromley) have commissioned to support our parent engagement work.
- Bromley Parent Voice has surveyed their members regarding survey on the experiences of SEND families during the third lockdown. This feedback will help us to work together to look at how we support the lost learning, as well as other repercussions from the Pandemic.
- We have coproduced some Emotional Wellbeing and Mental Health resources for parent carers.

https://www.bromley.gov.uk/info/200156/send_health_support/1519/send_emotional_wellbeing_and_mental_health

- Through our Measuring Impact and Annual Review projects we are developing a way to measure capture parental feedback that can be used to support parent carers to share their views.