

# Better Together

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

### You Said, We Did: Highlights January-March 2020

## Introduction

Bromley Council, Bromley Parent Voice and NHS Bromley Clinical Commissioning Group 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 enables children and young people, their families and those that provide services to work together to plan or create services which works for everyone.

The format of this report has been reviewed in light of the Ofsted and CQC [Local Area SEND Inspection recommendations](#) which were published on 23 December 2019. We are pleased that Inspectors recognised areas of strength but acknowledge that some families are not confident that their children's needs are identified accurately and in a timely way. We also acknowledge that some families do not feel that they are fully included in decisions about their child and we are working to address this. We accept the Inspectors' recommendations which align to the areas for improvement we had already identified through our SEND action plan. Our SEND Engagement work will continue in partnership with children, young people and their families, with oversight from the SEND Governance Board.

## 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 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 as the Department for Education funded our 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...**

- You would like to be confident that your local Early Years setting, school or college have suitable arrangements in place to meet your child or young person's special educational needs.
- You would like your child or young person to make good progress towards better education and wider outcomes.

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

- We have embedded changes to the new Early Years SEN Advisory Team, ensuring that support is provided across the continuum of provision, which is equitable and proportionate. This means that families, early years providers, reception class teachers, colleagues in education, health, care and voluntary sector services know about and can access a continuum of support provided by the newly developed EY SEN Advisory Team. Evaluations from families and providers indicate that children are making progress towards their identified outcomes.
- We are using both quantitative and qualitative data to identify schools and settings where additional support may be required. For example, we meet with Bromley Parent Voice and the Information Advice Support Service on a monthly basis to identify the issues facing families. This information informs our work.
- We have developed and implemented an inclusion audit/self-assessment tool for schools to evidence how the school is meeting its statutory duties, identify any gaps and help to plan improvement activity.
- We have developed and implemented a tool for schools to measure progress for children and young people on SEN Support which is holistic, extending beyond academic targets.
- We have expanded the graduated approach to include services and thresholds across care and health. This is published on the Local Offer website.

[https://www.bromley.gov.uk/info/8/special\\_educational\\_needs/1362/graduated\\_assessment\\_framework](https://www.bromley.gov.uk/info/8/special_educational_needs/1362/graduated_assessment_framework)

## **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 across Education, Health and Care including Short Breaks.
- It is really important for SEND children and young people with mental health needs to access appropriate supports when they need it.

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

- We have implemented a programme of coordinated training for Teachers and Teaching Assistants across our special schools and Additional Resource Provisions. This ensures that the needs of Children and Young People are understood and met.
- We have improved our multi-agency quality assurance visits to non-maintained and independent schools, with a focus on out of borough placements through an annual cycle of visits. This process includes capturing the views of parent carers.
- We have increased the hourly rate we pay for families using direct payments for their Short Break support. The previous hourly rate of £10.73 will be increased to £12.32 per hour from the 6<sup>th</sup> April 2020. This is to reflect the consistent feedback that families are struggling to recruit workers at the present hourly rate. We have also introduced the use of prepaid cards.
- Through the CAMHS Trailblazer pilot we are developing an early intervention programme of emotional wellbeing support for all children and young people with complex needs. This means that children and young people can access the right mental health and wellbeing support in the places that best work for them, including in school, building resilience, overcoming challenges and self-managing their own mental health.

## **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 want to be able to trust the systems and decision making process across Education, Health and Care.

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

- We have embedded a Quality Assurance and Improvement Framework (QAIF) across education, health and care. The quality and timeliness of EHC Plans is evaluated monthly as part of this framework.
- We have introduced a Needs Assessment panel to ensure EHC Needs Assessment referrals are processed in a timely way.
- Through the EHC Portal parents are able to access decision at a convenient time. We have improved communication and engagement with families during the EHC needs assessment process, so that young people and families feel involved and informed.
- We have introduced Parent EHC Needs Assessment Information session which has been well received by the families who have attended.

## **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 want all services who work with your child or young person with special educational needs or disability to have a good understanding of their needs, SEND principles and processes.
- The local offer is not fit for purpose and parents do not routinely make use of the website; some parents are still not aware of the Local Offer.

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

- A Local Offer parent steering group has been established. As the result of their feedback the site has been reviewed by the content owners and adjustments made and new areas created. These changes have been published. Further family testing will take place.  
[https://www.bromley.gov.uk/info/10122/disabled\\_children\\_and\\_young\\_people](https://www.bromley.gov.uk/info/10122/disabled_children_and_young_people)
- Awareness raising of the Local Offer with families and young people is continuing in a number of ways including through the Bromley Parent Voice Connects project with schools and community settings.
- We are delivering a programme of training workshops to staff across education, health and social care to increase understanding of statutory process across the local area.

## 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 feel well supported to have their voices heard
- The satisfaction that families have with the services they access is subjective as every child and family situation is different.
- As parent carers you would like to be involved in shaping support and services

#### We did...

- Through our Children Engagement group we have coproduced some SEND resources. *My Life, My Review* is a useful tool for practitioners and families when engaging with children and young people with special educational needs (SEND). The resources will enable children and young people with SEND to be involved in discussions and decisions about their individual support.  
[https://www.bromley.gov.uk/info/10122/children\\_and\\_young\\_adults\\_with\\_disabilities\\_and\\_learning\\_needs/1300/better\\_together\\_-\\_share\\_your\\_views/3](https://www.bromley.gov.uk/info/10122/children_and_young_adults_with_disabilities_and_learning_needs/1300/better_together_-_share_your_views/3)
- Together with Bromley Clinical Commissioning Group we jointly commissioned CASPA to engage a number of young adults with Autism and social communication diversities to be trained as young advisors who will work with children and young people in the borough with Autism Spectrum Conditions and their families to get their points of view and listen to their experiences and ideas in order to inform the planning of the services. The findings of the *Amplify your Voice* research are hugely valuable and will enable the voice of children and young people to further feed into future plans for Bromley services for autism.
- The tender process for the Parent Engagement contract is now complete. We are delighted to be working with Your Voice through their Emerging Communities model to widen engagement work.
- We have worked with a group of parent carers to develop some key qualitative indicators. The indicators will be used to demonstrate the journey of improvement and the impact that changes to provision and services have had on families with children and young people with SEND in the London Borough of Bromley.