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## **Better Together**

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

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

### Highlights October - December 2022

#### **Introduction**

Bromley Council, SEL Integrated Commissioning Board (Bromley) 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.

Collecting views of our children and young people with SEND and their families is important but ensuring that these views are listened to and acted upon is at the heart of what we do in Bromley. We want to inform parent carers and young people about how their views and opinions have influenced change. This *You Said, We Did* report gives examples of the difference their feedback has made to Education, Health and Care services across Bromley.

Parent carers were invited to share their views in a range of ways. Your feedback helps us to plan local support and services.

## Our priorities

The report is shaped around our five strategic priorities:

### Priority 1

**Embed effective engagement with parents, children and young people and all partners as central to the delivery of better outcomes**

### Priority 2

**Children and young people receive early support through universal and targeted provision, reducing reliance on specialist provision**

### Priority 3

**Increase local capacity across Education, Health and Social care for children and young people with more complex needs**

### Priority 4

**Ensure robust multi-agency decision making processes are embedded across the SEND Partnership enabling sustainable, timely integrated support for children and young people with more complex needs and their families**

### Priority 5

**Enable all our children and young people to transfer successfully to the next stage of their education or into employment, and to transfer to an independent adult life in their local community**

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 2022-23.

### **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.

***You Said, We Did: Embedding our User Voice Framework - SEND – Quarter 3, 2022***

- 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
- Establish a new parent carer forum funded by the Department for Education
- Report in accessible formats using children, young people, and family friendly storyboards.

## **Priority 1 – Embed effective engagement with parents, children and young people and all partners as central to the delivery of better outcomes**

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

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

- Services should take every opportunity to get feedback from parents to inform practice and improve support.
- Parents/carers would like a tab on the BHC website to clinical letters and a way for parents to share feedback on their experiences. How can be this be improved?
- The recognition that support groups should be inclusive to all Bromley residents. Discussions regarding encouraging parents from the Crays and Penge areas to attend and ways to support and facilitate this. CYP voice; listening to CYP and their parents, working in partnership with them.
- You would welcome the opportunity to be part of the new Parent Carer Forum.

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

- BHC therapy clinical letters and Community Paediatrician letters to include link to BHC site for leaving feedback.
- Feedback will be reviewed regularly and any acted upon.
- Development of a new parent carer forum working alongside NNPCF and Contact. Initial meeting was held in January with all parties and a small parent advisory group. This is a new and exciting venture which we are hoping will grow into a strong and supportive network of parents who can work in partnership with the Council, SEL ICB (Bromley) to deliver better outcomes for children and young people with Special Educational Needs and Disabilities and their families living in Bromley.
- An Autism parent meeting has been arranged in January at Manor Oak Primary with invitations extended to local primary schools and pre-schools in the St Mary Cray area.
- Development of a young people's network to feed into the BAAB. Meetings have been arranged in January with the support of CASPA to initiate contacts in Bromley.

## Priority 2 – Children and young people receive early support through universal and targeted provision, reducing reliance on specialist

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

#### You said...

- When visiting the Bromley Healthcare (BHC) website in relation to Speech and Language therapy, Physiotherapy or Occupational therapy, referral waiting times are not clear. This should be updated with dates showing how long the waiting time are.
- Parents would find it helpful to have information and activities to do with their child while waiting to see a specialist or therapist.
- There are a growing number of children and young people (CYP) not attending an education setting due to their social, emotional, and mental
- health needs (SEMH) particularly, CYP with Autism.

Commented [MK1]: I would move EBSA under Priority 2

#### We did...

- Meeting held with parents to share the Bromley Healthcare (BHC) website and gather feedback on the provision on offer. The Bromley Healthcare website is currently being updated. This will incorporate feedback from our engagement event.
- A clear calendar of waiting times which is accessible to parents/carers
- Locations of where to access support in the meantime and how to access support
- BHC to post universal, targeted and specialist (UTS) on webpages and explain levels of need.
- BHC to post resources on website to use and demonstrate how to use them.
- Information on how to escalate for further help and support.
- Signpost to other services more clearly such as ICAN
- Introduction of B-Hive website for parents to support their CYP with strategies and advice whilst awaiting professional appointments
- Following the previous engagement event with families, their lived experiences will help us to develop our position statement and support for Emotional School Based Avoidance (EBSA). A further meeting with parents is being arranged to discuss EBSA and share a toolkit to support children, young people, and their parent carers.

Commented [MK2]: Move to Priority 2

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- The Local Authority is offering free training to all schools and governing bodies on EBSA. In addition, this training is available to professionals such as Education Welfare Officers (EWO) and the Early Intervention and Support Team.

Commented [MK3]: Move to Priority 2

#### **B-Hive website parent/carer feedback**

*I thought it was great! It did take a bit of time to find how to signpost on to therapy.*

*I think it is a positive and useful website. Easy to read*

*This should be shared as widely as possible, advertising on the digital boards in the Glades.*

*If it was visible in the high street, I would feel more confident about asking about it.*

## Priority 3 – Increase local capacity across Education, Health and Social care for children and young people with more complex needs.

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

Commented [MK4]: I think this would sit better under Priority 1

#### You Said...

- Your experience of supporting your child as they prepare for adult life has been stressful and difficult.
- You are worried that there are not enough specialist places available in Bromley.
- You would like to see more employment opportunities for young people when they leave education.

#### We Did...

- We are looking at ways that we can provide more information and support to young people and families as they transition to adult services.
- Riverside Special School opened a satellite site at the Phoenix Centre in September to offer an additional 16 special school places. This will be a short-term satellite site while the Council finds a suitable long-term site for the school that can manage ongoing demand.
- We have received funding from the Department for Education to increase the number of Supported Internship opportunities for young people with SEND as part of the [Internships Work](#) programme.

## **Priority 4 – Ensure robust multi-agency decision making processes are embedded across the SEND Partnership enabling sustainable, timely integrated support for children and young people with more complex needs and their families**

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

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

- The timelines of the EHC needs Assessment must improve. Often the process goes over the twenty-week time frame. As a parent going through the EHCP process it was very confusing and difficult to navigate.
- There needs to be better training for all staff involved in the EHC needs assessment process as well as, in schools both mainstream and special when working with families.
- You would like the Local Authority to provide good support for all children with special educational needs and disabilities in Bromley. Children on the SEN register without an EHCP also need support.

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

- The Local Authority recognises there has been a 33% rise in applications for EHC needs assessments. This is having an impact on the Local Authorities ability to issue plans within the 20 weeks statutory timescale We are working on a whole system approach to address this.
- Training is available for all school staff to ensure parents and carers are supported through the SEND Training Collaborative. Opportunities for training and information is shared on a regular basis. In addition, colleagues can engage in a number of different networks to share information and best practice.
- Development of EHCP Eligibility Guidance for schools and parents to access the right support at the right time in line with DFE (Department for Education) guidelines and SEND (Special Educational Needs and Disabilities) Code of Practice prior to applying for assessment.

## **Priority 5 – Enable all our children and young people to transfer successfully to the next stage of their education or into employment, and to transfer to an independent adult life in their local community**

**Our promise:** You will be able to influence our processes and systems

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

- You would like further information as to how to complete Section A of the EHC Plan and how to support getting the best feedback from our child/young person.
- Advice on how to ensure the information shared in Part A supports good outcomes for the child/young person. Sharing the slides and information from the sessions is extremely helpful.
- You would welcome information to support outcomes discussion at annual review meetings in particular, key transitions.
- Many information sessions are held during the day and not accessible for all parents.

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

- Continued sharing of slides and additional information from EHC needs assessment and Annual Review information sessions.
- Further information shared with parents to ensure child/young person's voice is heard including strategies to support those who are non-verbal, have speech language and communication difficulties and or social communication difficulties.
- More information sessions to be held online in the evening.
- IASS Support services contact details shared.

### **EHC needs assessment Information sessions**

*Thanks very much for the session today, really helpful.*

*Thank you for today, much appreciated*

### **Annual Review Information Sessions**

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*Thanks so much, I appreciate the strain and pressure the system is under and that you are doing all you can under the circumstances. Thank you so much for still being here!!!*

*Thank you for taking the time, it is so nice to feel informed about something!*