
Better Together

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

You Said, We Did: Highlights April - June 2023

Introduction

Bromley Council, Southeast London Integrated Care 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 your views to help us to plan local support and services.

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
- 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 – 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...

- I am worried my child is not getting the help they need in school.
- Does my child need an EHCP?

We did...

- We produced a parent guide to Ordinarily Available Provision in schools including the Graduated Approach Framework; a guide to the support offered in mainstream schools for children and young people with SEND and the criteria for Education and Health Care Plans.
- Parent carers invited to attend an evening information session to discuss Ordinarily Available Provision and the support offered to children/young people with SEND in a mainstream school.
- Parent carer information session held at the Phoenix Centre to inform the review of Ordinarily Available Provision and Graduated Approach Framework.
- Revision of funding support available to schools to support children with SEND requiring additional support above the school's notional budget. The Pupil Resource Agreement (PRA funding) has been replaced by a new funding resource for schools, the Funded Inclusion Plan (FIP).

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...

- You are worried about the support your children with SEND will receive when moving from nursery to Reception class.
- How will my child be supported in school?

We did....

- We held an early year's transition event where professionals could meet to share information about children with SEND across Bromley settings.
- Information sessions via coffee mornings and drop-in meetings with early years professionals including those from health and education.

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...

- Delays in obtaining professional advice creates challenges in meeting the legislative timescales of the EHC Needs Assessment process.

We did –

- Timeliness in professional advice continues to be tracked on a weekly basis and reported through the SEN Assurance process, overseen by the Director of Children, Education and Families and Director of Education.
- The Council and ICB have agreed further additional resource to maintain additional capacity to support advice timeliness in Speech and Language (SaLT) and Occupational Therapy (OT).
- The Local Authority has identified significant additional resource to commission an external agency to provide Educational Psychology professional advice.
- Continued support for parent carers via the monthly EHCNA Information sessions.

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 like more information and support moving forward toward Complex Communications Diagnostic Service.
- You would like guidance and information regarding Supported Internships and Employment Opportunities for young people with SEND.
- What can young people access in Bromley to support training and employability?

We did...

- The Complex Needs Team organised information sessions for parents and carers of school aged children (5 -19) who are on the diagnostic pathway for an Autism assessment. (Children, young people will have had their first paediatric appointment and have been referred onto the Complex Communications Diagnostic Service).
- Parent Carer evening information session regarding Supported Internships.
- LA officers from SEND, Education and Families team visited and held a discussion with young people at Marjorie McClure. This enabled the young people to share their thoughts and wishes for employability in the future.
- Discussion and information sharing with young people to shape the Bromley Local Offer Young People's Hub.
- Parent and young adult representatives attend SEND Employment Forum
- Young people's Autism group shared positive feedback regarding Supported Internships and employability schemes:

"I am working (at the LBB), Bromley Mencap's job match scheme helped me to do this"

"I had a bad time since leaving school with volunteering. I think the Supported Internship sounds good!"

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...

- As young people living in Bromley you would like to be able to access information on the Local Offer which is of interest to you.
- Young People's Autism group felt they were very lucky to be able to access Bromley Well and CASPA. Bromley Mencap are very supportive. Some of the young people expressed they felt that GPs were not as accessible or helpful as they would like.
- Parent Carers with English as an Additional Language unable to access support and information for their children presenting with additional needs
- You shared your views via a survey regarding Short Breaks. The LA recognise the value and benefit for families of having opportunities to access these resources.

We did...

- The Local Offer Development Officer collaborated with young people with SEND across local Bromley secondary schools to collate their thoughts and ideas regarding opportunities and support offered for young people with SEND in Bromley.
- Langley Boys Sunil Centre engaged in a session discussing their lived experience in Bromley. This was filmed and presented to the SEND Governance board. In addition, their views will support some of the content for the Young People's Local Offer Hub.
- Young Peoples Autism groups comments shared at BAAB.
- Embracing Diversity Group seeking to expand to support a greater number of parents. Information leaflets to be translated to enable greater accessibility and inclusivity for parent carers.
- During the year we commissioned a range of providers to offer short break activities to our children and young people. These breaks are designed to give your children and young people an enjoyable break in a safe environment, while allowing you to take a short break from your caring role.
- We wanted to hear your thoughts about the Short Breaks activities. The Bromley Children and Families Voluntary Sector collated feedback via Microsoft Forms.

"Don't not change a thing extremely helpful to both parents and children and they cater for their needs too"

"My son enjoys his days here immensely. He loves the staff and the other children that come here. He enjoys the activities and has never complained once" "Thank you for all you do"

"The Short Breaks project gives us some brief respite. Giving our children a safe and fun environment to express themselves"