
Better Together

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

You Said, We Did:

Highlights July - September 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...

- Families with early years children require information to access the right support in a timely way.
- Children and young people who are not able to go to the toilet either some or all of time because of their disability should have access to quality continence products and advice.
- Young people (especially teenage girls) are not able to access their school placement.
- Information on secondary transfers on the Local Offer could be improved.

We did...

- We held Early Years parent information events at Community Vision Children and Family Centre (CFC) in Penge and Castlecombe CFC in Mottingham.
- Parents were invited to meet with representatives from the Bromley Healthcare to discuss the new specialist nurse-led [service](#) to support children and young people with bladder and bowel conditions in Bromley, including those with additional needs.
- We have developed the Emotionally Based School Avoidance (EBSA) Toolkit and training resources for education settings. The toolkit provides initial practical resources for schools to:
 - prevent emotionally based school avoidance at whole-school level
 - find out if a pupil’s school avoidance might be emotionally based
 - plan and implement effective interventions for individual pupils
- We produced a [Reasonable Adjustment in Education Settings guide](#). The guide sets out the steps that educational settings should take to remove barriers to learning and other possible disadvantages for pupils with SEND. These adjustments can be applied in both classrooms and in the wider school.
- We have updated the information on the [Local Offer](#) relating to key transitions.

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 gap in support for children and young people whose mental health and wellbeing needs are above the level supported by Bromley Y but are below the threshold to access CAMHS.
- You sometimes face barriers when attempting to access universal or targeted health services for yourself or your children with additional needs.

We did....

- South-East London Integrated Care System (SELICS) are undertaking a review of the Autism diagnostic and support pathway.
- Bromley Council and NHS South-East London ICB (Bromley) are jointly leading a project to undertake a new needs assessment in Bromley. The needs assessment will cover:
 - ✓ Children and young people (0-18) in Bromley with mental health and wellbeing challenges.
 - ✓ Adults (18+) in Bromley with mental health and wellbeing challenges, including older people with dementia.
 - ✓ Adults (18+) with learning disabilities in Bromley.
 - ✓ Children, young people and adults with Autism Spectrum Condition (ASC).

The needs assessment will form part of the Bromley Joint Strategic Needs Assessment (JSNA) and will inform commissioning priorities.

- We held an engagement session with parent carers in partnership with Better Living Partners CIC to better understand the barriers that they face in maintaining their health and to explore ways of supporting parent carers to improve their health and wellbeing.

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...

- EHCNA timeliness and awaiting responses from the Statutory Assessment Team is still an issue.
- We need to improve communication and information for families
- Pressure on school placements is a significant issue
- EHC Plans are not being updated following Annual reviews

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.
- We have commissioned an EHC Plan writing Service to support with drafting, amending and finalising plans.
- The Information, Advice and Support Service (IASS) recruited 5 new volunteers who are undertaking induction training.
- We are keeping the needs for specialist placements and provision under review and through the Council's school places commissioning plan providing analysis of need and develop plans for increasing capacity.
- We are reviewing our Annual Review guidance to strengthen the process that schools and settings follow.

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 to enable you to support young person as they move forward towards adulthood.
- You would like guidance and information regarding supported internships and employment opportunities for young people with SEND.
- You would like your child to be supported to share their thoughts and wishes for the future.

We did...

- We held an information session for parents and carers regarding Supported Internships.
- The Council is taking part in the national [Internships Work Project](#). The project is funded by the Department for Education. It is designed to support more young people with additional needs to have greater choice and control over their future, opening opportunities that prepare them for adult life and independent living.
- The Council has also received UKSPF people and skills funding will be used to extend the work of the Internships Work programme to strengthen other employment pathways and opportunities for young adults with SEND who are economically inactive.
- Members of the SEND Programme team have visited a number of schools and community settings to talk with young people about their hopes for the future and the outcomes that are working towards. This will inform our SEND Outcomes work.
- Discussion and information sharing with young people to shape the Bromley Local Offer Young People's Hub is ongoing.

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...

- The complexity of family situations and English as an additional language can be barriers at accessing the information and support that you require.
- You would welcome a range of opportunities to share your views.
- You value the opportunity to take a break from your caring responsibilities.
- You are worried about online safety for you child with additional needs.

We did...

- We are printing information leaflets for the [Local Offer](#) and [B-Hive](#) websites in the top spoken languages in Bromley.
- We are supporting the development of the Bromley Parent Carer forum. The forum steering members are keen to work in partnership with Council and Health partners to bring the lived experience into strategic planning in solution focused way and are keen to grow its reach.
- We have reviewed the Short Breaks Statement in partnership with children, young people and their families to ensure that it provides information about the Short Breaks activities in Bromley and how to access them.
- Your Voice in Health and Social Care hosted an information session for parent carers with Gamcare on online protection for vulnerable children and young people.