



**Bromley Parent
Carer Forum**



YOU SAID, WE DID REPORT

Highlights April 2024 – June 2024

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

INTRODUCTION

Bromley Council, SEL Integrated Commissioning System (Bromley), Your Voice Health and Social Care and Bromley Parent Carer Forum 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 are invited to share views in a range of ways. Your feedback helps us to plan local support and services.

Our approach centres around [four principles](#) which will result in continuous improvement across all our SEND services:

- Shaping our casework
- Shaping our systems
- Shaping our place
- Corporate Intelligence

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: [SEND StrategicPriorities2023-24 \(bromley.gov.uk\)](https://www.bromley.gov.uk/SEND-Strategic-Priorities-2023-24)

We contract with [Your Voice and Social Care](https://www.yvhsc.co.uk) (YVHSC) to widen our engagement with parent and carers and work in partnership with the [Bromley Parent Carer Forum \(bromleypcf.co.uk\)](https://www.bromleypcf.co.uk) which funded by the Department for Education.

Why are we doing this?

- We want all children and young people with SEND in Bromley and their families to feel valued, empowered and included in their communities.
- We want to continually improve our support and practice.
- We are doing well for many of our children and young people with SEND but we can do more to make our services more inclusive.
- We must address demand pressures for which Bromley is an outlier. The number of children and young people with EHC plans is rapidly increasing in Bromley, significantly faster than nationally.
- We want to make sure that multi-agency decision making ensures we have the best possible arrangements in place across the SEND Partnership to make the right plans for our children and young people.
- This includes working openly and collaboratively with children, young people, and their families to support and guide them through their education and care pathways to achieve strong outcomes and become independent adults.
- We need to make the best use of the resources to make a difference. As costs and demand are continuing exponential increase, we need to develop more local and inclusive provision, supporting more children and young people at universal and targeted level and reducing the dependence on specialist provision.

This report is also available in accessible formats using children, young people and family friendly storyboards on the Bromley SEND Local Offer website [SEND engagement highlight reports – London Borough of Bromley](#)

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

You said:

- Parent/carers would welcome the right information at the right time to help them navigate the SEND system.
- What are the Local Authority's plans to improve communication with parents?
- How can we work together to streamline communication processes to address concerns promptly?

We did:

- As part of the Engagement and Communications workstream we have co-produced a draft communication strategy for SEND to improve communications with our families. This will be presented to the September Governance Board for approval.
- Held a SEND Matters Live event for parent carers on 18th April. Senior Leaders across the SEND Partnership (Education, Health & Care) presented the SEND strategic priorities and had a Q & A session with parent and carers. Parents/Carers shared some insightful thoughts and questions. Feedback from the event:
 - 69% agreed with the SEND Partnership Strategic Priorities
 - 78% of parent carers said they found the event helpful

Quotes from parent carers:

"At SEND events, I gain empowerment, resources, expertise, and insights, fostering collaboration and holistic support for my child's needs."

"SEND events foster collaboration, share expertise, coordinate resources."

Parent, Carer views and suggestions to further improve SEND services:

"Nothing additional other than more effective communications" (note; a communication charter is currently being co-produced and will seek to further improve communication).

The presentation slides and Q & As can be found here: [Local Area SEND Inspection Feedback Session \(bromley.gov.uk\)](https://www.bromley.gov.uk/LocalAreaSENDInspectionFeedbackSession)

[SEND Matters Live SEND Partnership response to questions raised May 2024 \(bromley.gov.uk\)](https://www.bromley.gov.uk/SENDMattersLive)

- The Children Young People Parent Carer SEND Lead attended parent/carer coffee mornings at CASPA Tots with the Early Years Inclusion Lead to hear lived experiences and offer SEND information and support. These opportunities support parents and carers to access to information at the earliest point.
- Information has been shared with GP practitioners so they can signpost parents and carers to the SEND Local Offer. An initiative is also being developed to put the SEND Local Offer details on some TV screens in the GP surgery waiting areas.
- Added 'SEND' to the term Local Offer and developed a new Bromley SEND Local Offer logo to provide a clearer explanation of the SEND Local Offer. The logo was surveyed through various forums for parent carer views e.g., SEND Network Champions and Bromley Parent Carer Forum. The logo received positive feedback and is being used on all marketing materials.
- Working in partnership with Oakonsult and YVHSC to deliver ['Project ME'](#) for parent carers from Black, Asian and Minority Ethnic communities. The workshops are designed to inform and empower parent carers living in Bromley who may experience isolation and stigma.

Here are a few participant's quotes:

"The program has helped me mentally, emotionally and I have gained the confidence to plan and fulfil my role as a carer."

"This course has really helped me because I have learnt about a lot of things I did not know before. Things like how to care of myself and maintain my general wellbeing and how to take care of my finances. I am very thankful for this Program."

- Discussions continue with SEND professionals to understand what guidance is already provided to parent and carers who have had their application for an EHC Plan declined following a needs assessment request and what further support families would welcome as part of the graduated offer.
- Had a SEND Programme stand at the Autism CASPA event signposting parents/carers to services and signing them up to the Bromley All Age Autism (BAAB) database.
- Continued to deliver monthly EHC needs assessments requests information sessions during this period with Education and Health partners also participating. These sessions have been excluded to include evenings during school holidays. The uptake of attendees is increasing.

Parent carer feedback on sessions:

"Very helpful session – thank you for your time."

"Thank you for your time, it has been very useful."

- Monthly Engagement Matters Group meetings involving parents/carers and a range of professionals where concerns by parents/carers and children, young people are raised and solutions sought. RAG rated report shows progress.
- SEND Matters Live Event organised on 1st July for young people to meet with Bromley senior leaders to share what is important to them, keeping it outcomes focussed. More news will be shared on next edition of You Said, We Did.
- We continue to engage with a wide range of parent carers through a range of activities and events e.g., Delivered a SEND service information session for parents/carers of autistic children organised by Successful Mums.

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

You said:

- What specific resources and support systems are in place within mainstream schools to ensure my child's individual educational needs are being met effectively?
- For individuals who would like to attend a mainstream school setting, how do you support them and the schools?
- When a child is out of school through no fault of their own, how does health and education work together to support the child's mental health?

We did:

- The [Bromley Education Matters website](#) is the single point of access for information and resources for all education providers in Bromley.
- The [SEN Advisory Service](#) provide support and advice about children and young people aged 0 to 25 years for early years settings, schools and families.
- We audit SEND Information reports that schools are required to publish on their websites.
- Our monthly Engagement Matters reference group brings together representatives from the parent/carer community and the voluntary sector. The aim is to identify current issues that families are experiencing to improve support available to them
- Where our parent engagement and voluntary sector partners are made aware of concerns about the graduated offer within a particular school or setting, this

information is shared with the single point of contact within the SEND Advisory and Inclusion Support Advisory teams for that school or setting who are able to offer support.

- Met with parents to discuss the Autism diagnosis experience. Feedback will be used to inform the review of the diagnostic pathways for autism assessments and the support available for families whilst on waiting list for assessment which is offered through the Autism Family Support service.
- Continued engagement with autistic community and asked for contributions to a diagnostic report template to reflect feedback and additions, wording and signposting on the new pathway.

PRIORITY 3 – Increase local capacity across Education, Health and Social Care for children and young people with more complex needs

You said:

- You would like more employment opportunities and support for your young people.
- What are Bromley plans to ensure that all EHC plans are updated and finalised within the statutory timeframe?
- How do you ensure that you have sufficient specialist placements for those children who need one?
- Are the short breaks services through the children's disability team at Bromley, available to all children and young people with complex needs?

We did:

- The needs for specialist placements and provision are kept under review. The Council's school places commissioning plan provides analysis of need and develop plans for increasing capacity.
- Monthly virtual EHC needs assessments information workshops held with the purpose of informing parents/carers of the needs assessment process and provide opportunities to ask questions.
- A small project team is working on the backlog of annual reviews focusing on incomplete reviews. The project team have provided recommendations to improve the annual review process, and these are being addressed through an action plan.

- Through the Internships Work programme, the SEND Service has worked closely with our SEND Programme team to review the planning that takes place from Year 9 for children and young people with EHCPs. This has resulted in Annual Review training for schools in setting outcomes linked to preparing for adulthood so that PFA Outcomes are considered at all age phases.
- Through the [Good Work Bromley Project](#) funded through the UKSPF (UK Shared Prosperity Fund) we are working in collaboration with London Southeast College, Bromley Beacon Academy, CASPA and Bromley Mencap to support young people to gain employment.
- We continue to develop our local Supported Internship offer and are working with colleagues in our Human Resource team to develop a Supported Internship programme in the Council, to be launched in September 2025.

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.

You said:

- What does the Bromley SEND partnership feel that they should be doing better and what timescale do they envisage implementing these changes in?
- Do the local authority SEND/health/social care partnerships, know who the children with potential or identified SEND needs are, and are you working together as a single system?
- How does the SEND board link with SEL Integrated Care System (ICS), YVHSC, Bromley Parent Carer Forum, other partnership boards and scrutiny? Is this visible to the senior leadership? How are they engaged, joined up?

We did:

- The SEND Partnership are committed to listening to your issues as a parent/carers of children, teenagers and young adults who have special educational needs or disabilities (SEND) in the borough of Bromley.
- As a partnership we are all working to improve individual outcomes for children and young people and ensure this leads to positive experiences of the services and support they receive.
- On Monday 17th June, the Council for Disabled Children was commissioned by the Department for Education (DfE), through the RISE Programme, to

deliver a workshop in Bromley bringing local partners including parent carers representatives together to review, agree and finalise a joint SEND Outcomes Framework. This framework will ensure that the SEND Partnership is focussed on how to support children and young people to have a good life.

- Through our Quality Assurance and Practice Improvement work we have undertaken a multi-agency audit of EHC plans for Early Years. This identified a significant improvement in the quality of the plans. We are seeking to make further improvements to the EHC needs assessment and Annual Review processes.
- We have increased the input of children and young people into the new young people SEND Local Offer website, young-sendmatters.co.uk. A specific children and young people's section has been developed and launched which includes resources and contributions from local children and young people including information and resources of mental health and wellbeing. The official launch to young people planned for 1st July at the SEND Matters Live for young people.
- Hosted SEND Network Champion event which is open to all professionals working with children and young people with SEND in the borough and parent carers. Please email SENDMatters@bromley.gov.uk if you would like to join this network.

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.

You said:

- Parent/carers would like greater understanding about how Further Education Colleges can meet the needs of young people with complex needs and associated medical conditions.
- Parent/carers would like to see strengthened post 16 outcomes, building on consistent Year 9 reviews and Preparation for Adulthood.
- Response times for inquiries or concerns raised by parents regarding key transitions should be improved.
- What is the Council doing to increase Employment opportunities for young people with SEND?
- How does the London Borough of Bromley support parents with SEN children whose child wishes to live independently?

- Please provide details of the social enterprise initiatives that the London Borough of Bromley have initiated for the SEN Community.

We did:

- Held a successful “Dragon’s Den” which all schools were invited to participate in. The entrants were “judged” by members of the council, including the Director of Education, Head of SEN and members of the Economic Development Team and the Education Effectiveness Team. All entries received an award (e.g., Tech Wizard Award, Community Impact Award) and the overall winner will receive their award at the SEND Celebrations in November.
- Attended a “Superpowers Workshop” at Marjorie McClure school. This workshop launched a project that enables young people with SEND to identify their “Superpowers”. This has been identified as a key tool in supporting our YP in their PFA pathways. The creator of this project has since attended our SEND Employment Forum and we are in the process of organising a “Train the Trainer” event to launch this to as many settings as possible (all Bromley settings will be invited to this free event).
- The SEND Employment officer has established the Supported Internship offer within Bromley Council – this will be starting in September 2025. The officer has also worked alongside Bromley Mencap, CASPA and Bromley Beacon to work on the employment offer, funded through the UK Shared Prosperity Fund. They have also been working closely with the Economic Development Team and employers to establish a network within Bromley that supports employing people with SEND.
- An Employer event is being planned for February 2025, where employers can come and learn about recruiting people with SEND and reasonable adjustments that can be made to support these young people.
- A SEND Employment padlet has been created and shared on the SEND Matters Newsletter and is regularly being updated. [SEND Employment \(padlet.com\)](#)
- The Parent Carer, Children & Young People Lead, working with YVHSC and the SEND Advisory Team delivered an evening Year 5 transition information session with parents/carers to share the process for getting ready for secondary school, and how to have a good quality review.