

YOU SAID, WE DID REPORT

Highlights July 2024 – September 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-StrategicPriorities2023-24)

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.
- You welcome timely communications from EHC Co-ordinators.
- Building relationships with those who support you is important.

We did:

- The SEND Partnership are committed to listening to your issues as a parent/ carer of children, teenagers and young adults who have special educational needs or disabilities (SEND) in the borough of Bromley through various focus groups and through the SEND local offer 'have your say' email.
- As part of the Engagement and Communications workstream we have co-produced a communication strategy for SEND to improve communications with our families. This was agreed at the September Governance Board.
- Held a SEND Matters Live event for young People on 1st July which attended had a variety of young people from across Secondary schools and College. During the event young people had an opportunity to discuss and share views on the SEND priorities; heard about the proposed establishment of a Young Persons Forum; the launch of the Young Persons SEND Local Offer Website and shared the proposed SEND outcomes and young people asked their views about them.

Feedback was positive. Students said they found the event informative, helpful, and enjoyed meeting the senior leaders from the SEND Partnership. They also liked the venue.

Quotes from young people:

"Was multi-diverse."

"It was interesting and fun."

"Was really good to meet people from different areas."

- GP practitioners have a facility on their system to signpost parents and carers to the SEND Local Offer. An initiative to direct parents/families to the SEND Local Offer details on some TV screens in the GP surgery waiting areas continues to be developed.

- Participated in New Choices event at Glebe to share with parents and young people what Bromley SEND Partnership can offer. Also, to enlist young people for the SEND Young Persons Forum. Formally show cased the Young Persons SEND Local Offer website.
- Worked with Oakonsult and YVHSC to deliver Phase 2 of '[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 programme 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 the programme."

- 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. 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:

"Thank you for an information chat, was fab!"

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

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

- Work commenced on introducing a communication charter.
- Social media pages developed using Facebook, Instagram and X (formally known as Twitter). A push to raise awareness of these social media pages has commenced following school reopening from their summer holiday.
- The integration of the word 'SEND' in front of 'Local Offer' and streamlining of the SEND Local Offer website, has received positive and noticeable changes from our parent forums.

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

You said:

- Some parent/carers report that waiting times for ASD diagnosis could be improved.
- Parent/carers would like to see greater transparency around effectiveness of SEND funding in early years settings and across all schools and colleges.
- 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:

- Met with parent carers from the Autism All Age Board Subgroup to discuss concerns around the Autism Diagnosis journey.
- The diagnostic pathways for autism assessments and the support available for families whilst on waiting list for assessment has been co-produced with input from autistic population.
- Autism information leaflet has been co-produced with autistic population that will be shared with services, so they better understand autism and signpost to individuals and families to appropriate support whilst waiting diagnosis.
- Parents Carers, Engagement services and LBB SEND professionals met to review the new Descriptors of Needs. This is a shared vocabulary around children and young people (CYP) needs that is understood and used by families, young people, education settings, partner organisations and the Local Authority. This will ensure consistency of provisions and funding across the Graduated Approach Framework.
- Educated Other than at School (EOTAS) and Emotional Based School Avoidance (EBSA) working groups have been set up. The working groups will be time-limited, outcome focussed groups to review decision making, commissioning and quality assurance process for all EOTAS packages for children and young people and the EBSA pathway.

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

You said:

- Parents and carers would like to receive updates from the SEND Service about improvements, key staff changes and plans to increase local provision.
- Some parent/carers report that their child's EHC Plan is not updated in a timely way following an annual review.
- Parent/carers would like Social Workers to have a consistently good understanding of the EHC needs assessment and planning process, the development of shared outcomes and the legal status of an EHC Plan.
- Parents and carers would like greater understanding about how young people with complex needs may be supported to gain employment.

We did:

- Parents were invited to a focus group to explore developing our local SEND provision.
- A small project team has met to start work on reviewing the annual review process.
- We have recruited a Designated Clinical Officer (DSCO). The DSCO acts as a resource to social care teams, improving their understanding of the SEND Local Offer, the EHC needs assessment and planning processes for disabled children, young people, and those with SEN.
- Through the [Good Work Bromley Project](#) funded through the UKSPF (UK Shared Prosperity Fund) continue to work in collaboration with London Southeast College, Bromley Beacon Academy 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:

- How does the SEND Partnership measure, monitor and understand the impact /outcomes schools and services are having for children with SEND?

We did:

- The SEND Partnership hosted a SEND Outcomes workshop in June facilitated by the Council for Disabled Children.

We have coproduced Outcome statements and indicators with members of the SEND Partnership, children and young people with special educational needs and their families.

The Outcomes are what our children and young people and families have told us are important to them.

The indicators will measure:

- How much we have done?
 - How well we have done it?
 - What difference it has made
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- We have used the Outcomes statements to develop our Bromley SEND Promise for Children and Young People with SEND.
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- Organised the next 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.

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.
- Facilitated a train the trainer “Superpowers Workshop” for school staff who work within specialist and mainstream settings. The session was also attended by colleagues from the Sensory Support service, Care Leavers social work team, education effectiveness team and representatives from the Department for Work and Pensions. This workshop launched a project that enables young people with SEND to identify their “Superpowers”.
- The SEND Employment officer is working closely with the Economic Development Team and employers to establish a network within Bromley that supports employing people with SEND.