
Better Together

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

You Said, We Did: Highlights January - March 2022

Introduction

Bromley Council, Southeast London Clinical Commissioning Group (Bromley), Bromley Parent Voice 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.

The Department for Education (DfE) have published the Schools White paper 'Opportunities for All' and SEND Review Green Paper – 'Right Support, Right Place, Right Time'.

You can read more about the SEND Review in full [here](#), or the summary notes [here](#). The DfE are seeking views on the green paper about the changes they

want to make to the special educational needs and disabilities (SEND) and alternative provision (AP) system in England, which will close on **1st July**. We would encourage you to respond to the [national consultation](#) and to work in partnership with us as 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
- Continue to work with Bromley Parent Voice parent carer forum.
- 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...

- Not knowing how to find help and support when struggling in one or more areas of their development can be worrying.
- It is not always clear how and where to get support when concerned about child’s development.
- It is difficult to find information and advice about things that might help.

We did...

- We have introduced information sessions for families whose child is struggling at Nursery, School or College and may be concerned that their child has special educational needs (SEN). The sessions signpost families to who they can talk to get advice and support and introduces the Local Offer.
- Development of the new LB Bromley corporate website is underway with an expected launch of May 22. This website will host the Local Offer.
- We are working to strengthen our system and pathway to better support children and young people’s development in communication, physical skills, and independence through our Integrated Therapies project.
- We are coproducing an approach that makes it easier for children, young people, parents, and schools & settings to access high quality, clear resources, information, advice, and services proportionate to levels of need.

Priority 2 – There is good local specialist provision and support for Children and young people who have SEND

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

You said...

- Waiting times for therapy services are too long.
- Some families have expressed concerns about the support available for children and young people with complex ASD, including Pathological Demand Avoidance (PDA).
- You need access to good local short break services.
- Days out can be difficult for children and adults with complex disabilities and their families due to a lack of Changing Places toilets in the borough.

We did...

- We understand that timely access to specialist support (including therapies) for your child is very important to families. There is real commitment across Bromley to proactively work together to develop resources and services that best meet the needs of our children and young people. This is an important and priority programme of work. Working together within this partnership approach will help children and young people to receive the timeliest support in a way that best meets their need.
- Bromley has recently become a national hub for the [Autism Education Trust](#) (AET). We are rolling out a 3-phase licence across Early Years, Schools and Post 16. The standards and framework that underpin AET are focused on supporting a culture change within education settings, provide knowledge and professional development to its workforce, as well as focussing on providing appropriate support to our Autistic students.
- Agreement has been given to commission for a wider range of short breaks, focussed on holiday periods over a 4-year period. The focus is to provide a range of short breaks provision across the borough that provide for children with SEND.
- Through our work with Need to Change a group of parent carers who are dedicated to raising awareness, and changing things for the better, for children and adults with complex disabilities and their families, the Council has been awarded £220,000 to build new Changing Places facilities in Bromley including at Crystal Palace Park, High Elms Country Park and the Princess Royal University Hospital (PRUH).

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...

- Children, young people and adults with autism need to be able to access the mental health services they need in a timely way.
- More needs to be done to improve the education experience for autistic pupils and employment opportunities for autistic young people and adults.
- More needs to be done to ensure that the health and care needs of autistic children, young people and adults are being met.
- Written contributions for Annual Reviews are not always prepared and/ or distributed in enough time for proper consideration and comment before the meeting and families are not always notified of the decision taken by the Local Authority following the review meeting.
- You are unsure of the Annual Review process.

We did...

- The Bromley all-age Autism partnership board received 52 responses to our survey which has been used to develop the All-age Autism Strategy for Bromley which includes:
 - Increasing awareness and understanding
 - Improving support within education settings
 - Supporting independence and Employment
 - Reducing the health and care inequalities
 - Providing the right support at the right time
- Roll out of the Annual Review training continues to increase a consistency of understanding across education settings, parents, and other professionals of the Annual Review process.
- The Local Authority is now required to provide SEN2 data to the Department for Education (DfE) on timeliness of 4-week notification to parents following annual review meeting.

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 to see a holistic and integrated approach to preparing for adulthood across Education, Health and Social Care.
- You would like to be able to plan earlier for your child's transition to adult services.
- It would be helpful if short break provision could support preparation for adulthood.
- You would like more information on mental capacity and deprivation of liberty for children and young people with SEND.

We did...

- The Council's Transformation Board has agreed in principle to a new 0-25 service and has created a new Head of Service 0-25 post.
- Our next Transition event will take place at the Warren on Monday 25th April 2022. The event seeks to inform young people and parents/carers about options available in Bromley. We are seeking to attract more parents and carers and have commitment from 3 special schools and 2 colleges who will be bringing young people from 14 years of age and older.
- Consultation with young people has taken place with the development of online surveys (Design your life). Feedback from this consultation will directly impact the development of a new Children and Young People's hub on the Local Offer and the new 0 – 25 service.
- We have held a focus group with parents and carers to explore developing our adult short break offer. In addition, consideration will be given as to how some of the newly commissioned children and young people short break schemes can be accessed by young people post 18 via direct payments.
- The Department for Health and Social Care have launched a [public consultation](#) on the draft regulations and draft Code of Practice for the Mental Capacity Act (MCA) and the Liberty Protection Safeguards, which has been delayed due to the pandemic.

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...

- You would like to have the opportunity as a young person to share your views to shape the Local Offer.
- It is not always clear how and where to get support when concerned about child's development.
- Families of African, Caribbean, Asian and Minority Ethnic (ACAME) groups can feel isolated and struggle to access the support that their child needs.

We did...

- Consultation with young people has taken place with the development of online surveys (Design your life). Feedback from this consultation will directly impact the development of a new Children and Young People's hub on the Local Offer and the new 0 – 25 service.
- We have met with representatives from the Bromley Youth Council, Living in Care Council (LINCC) and Darrick Wood Secondary Hearing Base to coproduce a pathway (including a range of resources, information, advice and services) that will make it easier for children and young people to access the therapy support they need in a timely way.
- We are working with Remix Theatre Arts to support young people with to have their voices heard.
- Following World Down Syndrome awareness week in March, we are working with the Bromley Down Syndrome Support Group to develop a Down Syndrome page for the Local Offer.
- On 7th March the Embracing Diversity team held a Bring and Share lunch in central Bromley. The project seeks to reduce isolation and create an opportunity for diversity in SEND by bringing people together with equal opportunity of representation and voices to be heard.
- Our SEND Matters live event was held in the Glades from 23rd – 26th March. The store was visited by over 60 families who were able to access information and ask any questions that they may have.