

Update on Involvement and Engagement



**achieving
for children**

Ongoing engagement - feeding into improvements

Listening to the views of children and young people with SEND and their parents/carers:

- EHC Needs assessment process
- Annual Review process
- Phase Transfer process
- Meetings or communication with SEND team



How does this feed into improvements?

- Weekly QA activity - understand lessons learned
- Review feedback every quarter and decide actions to make improvements

EHCP Guide




- Developed to help children and young people understand what an EHCP is
- Support children and young people in sharing in the decision making and sharing their views
- Shared with the young people 'Easy Info' group for feedback and comments

Education, Health and Care Plans (EHCPs)



	Education What help you will get with learning. For example, you may have a teaching assistant in some lessons.
	Health What support you get to stay well. For example, you may take medications to stay healthy.
	Care What social care support you need. For example, you may have a social worker who sorts out extra support to help you at home.

You can have an Education, Health and Care Plan if you...

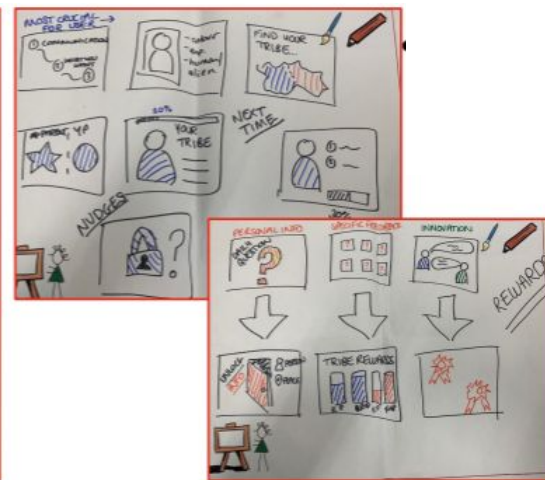
	Age between 0 - 25 years old.
	Have special educational needs or a disability.
	In school, college or training and need extra help.

Innovation workshop

Aim: explore how digital solutions could better support interaction and engagement with children, young people who have SEND and their parents/carers.

Involved in the workshop were:

- 3 young people
- 1 young adult
- 1 parent



Chatbot development



Aim: to help children, young people and parents/carers navigate the Achieving for Children website, including the Local Offer.

We want to develop a Chatbot that is based on the feedback and needs of children, young people and parents/carers.

How are we going to do this?

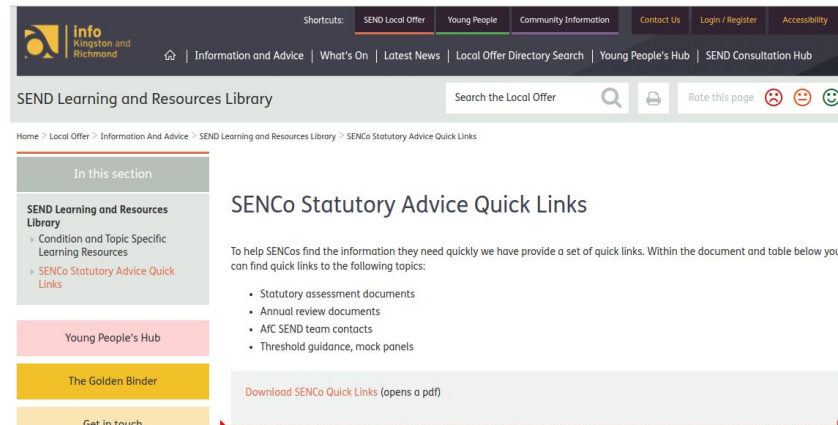
- Engage with young people with SEND - focus group session
- Engage with parents/carers - through the Parent Panel, Parent Consortium and Parent Carer Forum

SENCo Feedback

Listened to the views of SENCos and have taken action to support SENCos with the statutory assessment process.

Examples of actions:

- Developed a SENCo page on Local Offer website
- Specific training being planned to look specifically at outcomes



The screenshot shows the 'SEND Learning and Resources Library' website. The header includes the 'info Kingston and Richmond' logo and navigation links for 'Shortcuts', 'SEND Local Offer', 'Young People', 'Community Information', 'Contact Us', 'Login / Register', and 'Accessibility'. Below the header is a search bar and a 'Rate this page' section with three smiley face icons. The main content area features a breadcrumb trail: 'Home > Local Offer > Information And Advice > SEND Learning and Resources Library > SENCo Statutory Advice Quick Links'. On the left, there is a sidebar with 'In this section' containing links to 'SEND Learning and Resources Library', 'Condition and Topic Specific Learning Resources', and 'SENCo Statutory Advice Quick Links'. The main heading is 'SENCo Statutory Advice Quick Links'. Below this, a text block states: 'To help SENCos find the information they need quickly we have provide a set of quick links. Within the document and table below you can find quick links to the following topics:'. A bulleted list follows: 'Statutory assessment documents', 'Annual review documents', 'AFC SEND team contacts', and 'Threshold guidance, mock panels'. At the bottom, there is a button labeled 'Download SENCo Quick Links (opens a pdf)'.

Therapies Review

Consulted with partners and parents:

- Drop-in session at Phyz (12 parents/carers)
- Online consultation (parents/carers)

In January we will share the review with children, young people and parents/carers, this will involve working together to:

- Set KPIs for the contract (for the providers)
- Co-design the service specification
- Agree the outcome measures

Other examples of co-production

- Recruits Crew - young people
- Digital group - young people
- Easy Info group - young people
- Occupational Therapy Activities Guide - review by young people
- Phase transfer and SEN support focus groups - children and young people
- ASD strategy (does the lived experience match our service evaluation?)
- Annual Review documentation update
- Richmond upon Thames Inclusive Sport and Exercise Consultation 2019 (finding out about participation in sporting activities)
- Transitions Navigator