**HEALTH**

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| **You Said** (*when, through what route and by whom the suggestion was made)* | **We Did** (what the change was and when it was implemented) | **Evidence of Impact/ Feedback** |
| Autism waiting times are too long – raised by parents through patient complaints and via parent forums | Barts Health has visited other clinical teams to learn from good practice.  Barts Health has now employed more staff so that more children and young people are reviewed.  TH CCG has agreed an improvement plan to be implemented from November 2019. | TH CCG will monitor improvements in waiting times on a monthly basis. |
| CAMHS Parent Participation Group requested that ‘we’ train GPs to refer children and young people to ASDAS or CAMHS for ASD assessments | Within the ASD Strategic Group has been collaboratively working with Tower Hamlets GP and CCG Clinical Lead for Children and Young People to improve understanding and increase awareness by sharing examples of CAMHS response to inappropriate referrals, clarification of criteria and ongoing meetings to review progress | Progress will be reviewed regularly and reported to parents groups |
| Transition to adult health services is difficult for my child – raised by parents with range of health professionals | Barts Health Trust now have a Transition team. They are focusing on delivering the “Ready Steady Go Programme”. The Ready Steady Go programme is a number of resources designed to deliver high-quality transition for young people and families. | Feedback is being collected from families and young people. |
| I would like more respite options for my child – raised by parents with nursing staff and via parent forums | TH CCG is currently reviewing the current respite framework so that families have more choice on how to use their respite through personalised budgets. | TH CCG will lead a pilot for families to have more respite options. |
| I want one therapeutic plan for my young child that fits with our daily life – raised by parents with therapies staff | Work is underway to ensure single plan across all therapies | New template will be shared with parents groups and available on Local Offer |
| I don’t understand what a Section 23 notification is – raised by parents at a parent forum | Local Area is developing a short leaflet to provide parents and practitioners guidance on what a Section 23 notification is | One Minute Guide to be available shortly and will be on Local Offer |
| Dietetics feedback. Parents requested that need for tube feeding was reviewed to assist children in leading ‘ordinary lives’ | In the last 18 months, Barts Health has had additional specialised staff to review children to stop tube feeds completely or improve their feeding regimes. This has made a significant difference to families, children and young people. | 57 children/young people have had their tube feed stopped. Feedback from families has been collected and is very positive |
| Parents and young people expressed wish to receive treatment at home rather than in hospital | By the end of this year, Barts Health will start delivering clinical care to a number of children and young people in their homes instead of admitting them to hospital. | Feedback from families, children and young people will be collected. |
| Parents who attend CAMHS parent participation group were keen for more parents to be aware of the monthly meetings | The group is now promoted on Local Offer and SENDIASS staff have been encouraging parents to attend. Parent Ambassadors have been promoting through outreach events.  We also encouraged all CAMHS staff to ensure parents were made aware of the group and put on TH CAMHS website page | Numbers attending have increased |
| Young people would like to increase numbers attending their monthly participation meetings | Young people were consulted on how to promote group and in coproduction leaflet has been designed and widely circulated with reward of pizza and £10 for those attending  Leaflet is now on Local Offer and highlighted in news on the week of meetings | We are monitoring response from October in increasing participation |
| Parents reported that they were unable to self refer as reception were not putting them through to duty worker | This was fed back to Senior Management Group this then was discussed with staff in Reception and with Senior Admin staff and made it clear that all calls should be put through duty. | Monitoring to see if increase in self referrals |

**EARLY YEARS**

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| **You Said** (*when, through what route and by whom the suggestion was made)* | **We Did** (what the change was and when it was implemented) | **Evidence of Impact/ Feedback** |
| A survey of parents with children with additional needs attending early years settings was undertaken in July 2019. A parent commented that they would have liked earlier involvement from the Area Inclusion Coordinator. | We reminded early years settings in our regular Inclusion updates of the importance of offering our service at the earliest opportunity and reinforced this in our visits to settings. | Inclusion Team leaflet outlining services offered updated, distributed to settings and available on local offer. |
| Inclusion Coordinators said that they needed clarification and support to complete the new EHC needs assessment request form. | We provided individual support and advice to Inclusion Coordinators and organised two inclusion support sessions to develop skills and confidence in completing the form. This included the organisation of a session jointly delivered with the EPS. | Increased confidence and skill of Inclusion Coordinators to complete EHC needs assessment forms independently. |
| Early years practitioners said they would like training on supporting children with social-communication needs and Autism. | We jointly developed and delivered training for practitioners on supporting children with social-communication needs and Autism with Phoenix Outreach Service. | 100% positive evaluations of training by practitioners. Examples of comments “I gained a lot of strategies and exercises which I can apply to my setting”, “ I have a much better understanding of Autism”, “I learned things I can apply in my practice”, “ “Good ideas- definitely will be taking back and trying out in setting”. |
| Inclusion Coordinators in early years settings requested written guidance to support their development of inclusion practice. | Guidance for Inclusion Coordinators in early years settings developed following the implementation of the SEND code of practice 2015 following consultation with settings and updated in 2018. The guidance was published and distributed to settings and is available through the Early Years and Childcare website. | Positive response to guidance from early years setting shared with Inclusion Team in visits and termly support group. |

**LOCAL OFFER**

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| **You Said** (*when, through what route and by whom the suggestion was made)* | **We Did** (what the change was and when it was implemented) | **Evidence of Impact/ Feedback** |
| Consultation with over 400 parents and young people when setting up website. Families said they wanted information for all family not just those with SEND | We ensured wide range of information for all families including childcare, leisure and events was available not just SEND specific | Feedback from outreach has confirmed parents are happy with this approach |
| Parents and young people wanted site to be more easily navigated and accessible for all | We committed funding to improve site with work commencing in November 2019 | Local Offer stakeholder group will assess once work completed |
| Our Time YP Forum and other YP consulted with at outreach events said they wanted a separate Young Peoples Zone on the Local Offer | Work has begun on developing this with young people involved in look, design and content |  |
| You said you wanted more Brain Injury Charities that work with children, families and adults with SEN | We added more of these charities on LO and added to our twitter account (@thlocaloffer) | These pages have been viewed by 100+ users |
| You said you wanted the feedback page to be in a prominent position as it was not easy to find | This is now on the front page | There has been increase in feedback indicating growing satisfaction with the website |
| You said you didn’t know about the Local Offer | We are continuing to raise awareness through outreach, updated promotional material, Twitter Account | In last 6 months we have attended 27 events reaching approximately 1,500 people |
| You said you wanted to be more involved in Local Offer and disseminating information to parents/carers | We continue to support the development of the Parent Ambassadors Programme through training and actively recruiting more parents | There are now 22 Parent Ambassadors who have distributed publicity widely across the borough and spoken at 20 events to parents and professionals |
| You said that Young People wanted to be included in reviewing the information that is on the Local Offer, regarding information that is suitable for them | We currently have Young People Ambassadors who regularly check the information | Ongoing |
| You said that information was not easily accessible and that you wanted more links to information | This has been reviewed and information is now easier to find. Links to information have been checked and updated where needed to update broken links | We will continue to monitor and review the information and links |
| You said you wanted more videos | More videos have been sourced and uploaded | Continue to upload relevant videos |
| You said that you wanted more visuals | We have developed the Local Offer with added visuals | We will continue to monitor the visuals |
| You said you wanted more news articles | News items are updated daily | We will continue to search relevant news articles and upload.  Feedback from parents is very positive |

**HOLIDAY CHILDCARE SCHEME**

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| **You Said** (*when, through what route and by whom the suggestion was made)* | **We Did** (what the change was and when it was implemented) | **Evidence of Impact/ Feedback** |
| Children on a 1:1 (adult to child) ratio want to go on local trips | We provided support and adjustments to allow children to attend local trips and fun days | Feedback from children highlights positive impact of the experience Staff recorded child’s voice on key worker report |
| Children/Young People on a 1:1 ratio at the schemes wanted to spend more time in the main scheme area and less time in the SEND chill out room | We provided staff to support the children / Young People to integrate in the main scheme. We provided support and guidance to staff on inclusion. Staff prepared activities to be inclusive | Children and Young People with SEND spent less time in the chill out room and more time in the main room  We will continue to provide additional support and look at increasing the inclusive activities |
| You said that more communication is needed about the scheme | We have introduced scheme newsletters which provide a summary of schemes. The Summer Scheme 2019 newsletter is available on the website. The information is also listed on the Local Offer | Ongoing feedback will be utilised to evidence impact |
| You said that you wanted the young people in teen space on more trips | A new pilot initiative has taken place in the teen space. Holiday Childcare Scheme have partnered with Limehouse Youth Hub to support a transition project for children at age of 13 so they have another service to access. Young People met with youth workers and have become familiar with the Youth Centre and have taken part in activities | Feedback from children’s questionnaire during Summer Scheme 2019 highlighted how much they enjoyed the visits to Limehouse Youth hub. Ongoing feedback will be utilised to evidence impact |

**SPORT and LEISURE**

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| **You Said** (*when, through what route and by whom the suggestion was made)* | **We Did** (what the change was and when it was implemented) | **Evidence of Impact/ Feedback** |
| Parents/Carers said there weren’t enough playgrounds suitable for children with SEND and their siblings | We consulted with parents, children and young people and worked in coproduction on the design.  View the new [design for the park](https://www.towerhamlets.gov.uk/Documents/Leisure-and-culture/Parks-and-open-spaces/Bartlett_Park/LBTH_Screen_Display_REV_F_October_Start.pdf).  ‘We had expected the Inclusive Playground to be open by Summer 2019, we are not now expecting it to be open until late 2019.  We will not open the playground for public use until we are fully satisfied with the standard of installation of the play equipment’. |  |
| Parents and young people said they wanted more opportunities to take part in sporting activities | We increased number of opportunities for children and young people with SEND to play variety of different sports | www.towerhamlets.gov.uk/lgn/leisure\_  and\_culture/sport\_andphysical\_activity  /Our\_programmes/disability\_sports.aspx |
| Parents and young people said they wanted more information about where to find sporting activities | We reviewed the information on Local Offer and added over 20 more accessible sporting opportunities | We will monitor uptake of places |
| Parents and young people said they wanted more information about inclusive arts and leisure events | We reviewed the information on Local Offer and added more accessible events |  |

**Education Health and Care Plans**

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| **You Said** (*when, through what route and by whom the suggestion was made)* | **We Did** (what the change was and when it was implemented) | **Evidence of Impact/ Feedback** |
| Parents/Carers reported that EHCps were not complying with 20 week timescale | We employed more staff and provided more training for SEND section caseworkers.  We issued guidance for all staff involved in preparing reports for EHC Needs | Majority of new plans now issued within 20 weeks |
| EHC plans that were converted from statements were not good enough | We are working with schools colleges to ensure the conversion plans are reviewed and rewritten in Coproduction at Annual Reviews |  |
| You said some plans were out dated and didn’t reflect stage child/YP was at and progress made | We are funding project to update all Year 5 and Year 9 plans to ensure they are fit for purpose for next stage of education. This will be done in partnership with settings, parents, children and young people at Annual Review and facilitated by 2 Co-Production Officers based at Tower Hamlets SEND IASS |  |
| You said EHC plans weren’t reviewed at Annual Reviews and you weren’t sure of the purpose of the reviews | We have issued guidance to settings about how to conduct Annual Reviews and SEND IASS have produced leaflet as guide for parents.  Workshops will be offered termly for parents/carers and young people on how Annual Reviews should be conducted in line with SEND Code of Practice 2015 |  |
| You said you didn’t really understand EHC plan process | Termly workshops will be available for parents/carers and young people on EHC plans |  |

**SEND Information Advice and Support Service (PAC & YPAC)**

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| **You Said** (*when, through what route and by whom the suggestion was made)* | **We Did** (what the change was and when it was implemented) | **Evidence of Impact/ Feedback** |
| Parents said they wanted more information about ADHD | In collaboration with CAMHS we run Post Diagnosis Workshop and SEND IASS then follow up with specialist parenting programme (twice a year) | 100% positive feedback |
| You said wanted better access to services for working parents and young people | We started weekly evening Drop In | 27 parents and 28 young people came to evening Drop In |
| Parents feedback from annual Transition Event (secondary transfer) in 2018 said that some parents would like to start looking earlier at secondary options | This year we invited both Year 4 and Year 5 parents/carers | 31 parents of Year 4 children attended the day |
| Young people said they would prefer meetings of Our Time Forum to be early evening rather than Saturday | Forum now meets monthly late afternoon/early evening | Attendance has increased |
| Young people said they wanted to influence decision makers and share what they want | We ran an ASDAN Leadership conference to increase confidence and public speaking | 2 young people now are representatives on strategic boards and are also developing YP Ambassador programme |
| Parents said they wanted to educate the community and promote inclusion. Support other parents with children with SEND, educate and inform and break down barriers to participation | We developed SEND Ambassador Programme providing training and support for Ambassadors and publicity materials | 19 outreach events in 6 months and recognition by the Mayor and Lead Officer for Childrens Services including conferences, school events and other community outreach |

**GOVERNANCE**

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| **You Said** (*when, through what route and by whom the suggestion was made)* | **We Did** (what the change was and when it was implemented) | **Evidence of Impact/ Feedback** |
| You wanted to understand how systems work and to have voice at strategic level | Parents and Young People are now represented at strategic level – SEND Improvement Board, SEND Working Party, STAG (special transport advisory group).  Parents who attend are briefed on how these groups operate and their aim before attending and are supported before, during and after each meeting by SENDIASS Manager |  |
| You said you wanted to know more about how decisions are made and how the Council operates | Termly meetings with parents are held with Director of Education, Head of SEND, Health and Social Care as well as Lead Member for Childrens Services | Very positive feedback from parents |
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