



Hertfordshire SEND Partnership

Children and Young Peoples Contribution

Reported Quarterly. Quarter 4: January – April 2025

Contents

Page 3

Partnership Headline Data

Page 4

Hertfordshire Community Trust

Page 7

HCC Public Health and Just Talk

Page 8

Voices of Hertfordshire


Page 11

Services for Young People



HEADLINES - Voices of Hertfordshire – Q4 January to March 2025											
Compiling headline data from HCC SfYP, HCC Participation Team, NHS Trusts, Schools Councils, HCC Social Care, Quality and Assurance Team Coverage: Coproduction, You Said We did, Family and Friends Tests, Survey Data, Feedback and Policy / Training change as result											
Quarterly Change		Change from baseline	Quarterly Change		Change from baseline	Quarterly Change		Change from baseline	Quarterly Change		Change from baseline
↑	391	↑	↑	43	↑	↑	25	↑	↑	25	↑
Children attending Voices of Hertfordshire Multi School Council Meetings 339 in December 2024 391 in March 2025			35 Schools in Hertfordshire joining Voices of Hertfordshire School Council Sessions December 2024 43 in March 2025 <u>Schools Involved - Multi Schools Council</u>			21 Different types of diagnosis / disability reached during Voices of Hertfordshire Session PRE December 2024 25 in March 2025			In 2024- 2025 we opened up 8 supported intern positions across health and HCC. This was supported by North Herts college. In 2025 – 2026 we aim to have opportunity for 25 supported interns across the Hertfordshire SEND partnership. Schools, Health and HCC teams. Supported by 4 regional colleges.		
----	10	↑	----	99	↑	↑	8	↑	↑	8	↑
New HCC SfYP youth councils, 1 in each district and borough which are fully accessible and focused on SEND issues. <u>SEND youth councils July 2024 news story</u>			Young people with SEND attending the HCC SfYP youth councils <u>Support for young people with SEND</u>			Coproduction opportunities for SfYP groups: University of Hertfordshire research into improving school meals in specialist schools in Hertfordshire. Mental Health Services in Schools what service / support should be offered Work on bullying resources for young people with SEND Contribution to SEND and inclusion strategy			The experts team has been extended from 4 to 8. <u>Welcome to our new Experts by Experience</u>		
↓	93%	↑	↓	80%	↑	↑	100%	↑	----	9	↑
CYP therapies Significant increase in numbers of young people responding to survey in quarter 4 4 young people responded in Quarter 3 - 100% liked group sessions 14 young people responded in Quarter 4 - 92.86% liked group sessions			Rated PALMS Very Good in March 2025 This is 3% less than previous quarter. (Broadly in line)			Community paediatrics sending weekly friends and family tests (FFT) audits to all Children and young people seen. In September 2024 100% were positive up 50% on August 2024, Trend continued in January and February 2025 with 100% rating good or better			Young people have joined the ICB youth council 24 – 25 academic year. Meeting on 5 th February 2025 dictates the work plan		
↑	15%	↑	↓	14585	↑	↑	211	↑	↑	41.5%	↑
HCC Public Health - The numbers of SEND young people completing the mainstream survey has been increasing each year with 15% identifying as SEND in 2023 and 24. (6% in 2020)			HCC Public Health - 14585 young people completing the annual health and wellbeing survey in 2024. Down on 2023, 16300, but up on 2022 (11160) and 2021 (11683).			HCC Public Health - 211 SEND YP people from 14 SEND schools competed a survey, the results will be published later this year. New survey launched 2024 as pilot.			HCC Public Health -In 2024 59% of young people were often or always hopeful about their future. This reduced to 41.5% for SEND pupils. Up on 39.8% in 2023.		

Overview of CYP Voice-feedback by service

Service Area	You Said, We Did	Feedback	Next steps
CYP Therapies	<p>We want more opportunities to tell you what we want in therapy.</p> <p>It is important to follow case studies so we can understand the lived experience stories behind the statistics.</p>	<p>Significant increase in numbers of young people responding to survey in quarter 4 4 young people responded in Quarter 3 - 100% liked group sessions 14 young people responded in Quarter 4 - 92.86% liked group sessions For the first time an example of an EHCP case study involving how young peoples voice was included and detailed how it was gathered. This gives vital information about individual experience of services.</p> <p><i>EHCP Ax April 25</i></p> <p><i>I was able to share some of his views about his communication skills. This was completed using 'Talking Mats' with visual symbols to help Isaac's thinking. He placed the visual symbols in either easy, ok or tricky column. He made the following selections and comments:</i></p> 	<p>Continue to increase numbers undertaking the group therapy survey to gain full response to impact of service from experience point of view.</p> <p>Continue to give details of impact on individuals to support outcomes for those with lived experience.</p>
PALMS	<p>In quarter 3 service stated their aim was to - capture verbal feedback as per service guidance</p>	<p>Friends and families test Q1 2024-25 83% Rated PALMS Very Good and 17% Good Q4 2024-25 80% Rated Palms good or better (broadly in line)</p> <p>Example given of J aged 7, where verbal feedback gained from parents and young person alongside detailed plan of support. Following therapies J is now attending school full time. Onward plan for group work to support sleep.</p>	<p>Continue to increase numbers undertaking the group therapy survey to gain full response to impact of service from experience point of view.</p> <p>Continue to give details of impact on individuals to support outcomes for those with lived experience.</p>
Step 2	<p>Coproduction session undertaken with children and young people in January 2025 They said:</p> <ul style="list-style-type: none"> The language for the younger group needed to be simplified It would be helpful to have specific activities in the workbook 	<p>Actions based on feedback:</p> <ul style="list-style-type: none"> We simplified the language in the younger group We amended the workbooks, which now have specific numbered activities to follow as the group progresses We have developed an alternative to the waiting well group which is a webinar to support neurodivergent young people and their families We are planning to run a face-to-face group over the summer 	<p>To monitor changes made as a result of coproduction and check changes made have had desired impact.</p>



	<p>which are easy to follow as part of the group.</p> <ul style="list-style-type: none"> • That the group may be less helpful for children who are Neurodivergent • We would like an in-person group 	Families and friends test for the quarter details 100% good or better feedback for 3 / 4 months. With 85% good or better in February.	
MHST Mental Health support in schools	Parents said it was difficult to practice coping strategies after school as CYP was tired and wanted to relax.	<p>Clinician practiced coping strategies with the CYP at school, allowing CYP to engage more in the activities and support learning.</p> <p>Service is now collecting case studies for children and young people to understand lived experience of those using service. Extract from one study:</p> <p><i>'At the beginning of our journey myself, my son and the whole family were in turmoil, completely lost and didn't know what to do or where to go for the right support, I was afraid for my sons future and knew that if we didn't get the right support he was going to lose his school place at the age of 5 years old. It's a been a tough long journey but after maybe 8 weeks I started to see hope. Behaviours were changing and my son was becoming more settled and happier in himself at school and also at home. At present my son is doing so well and has been for the last 3 months.'</i></p>	<p>To set up Families and Friend Test survey for families utilising this service.</p> <p>To continue to collect You said we did feedback – to increase amount of feedback from young people as well as good data collected from parents and schools.</p>
CWP Childrens wellbeing practitioner	Parent raised a concern with a practitioner about the use of the word 'depression' on the RCADS questionnaire and when discussing the RCADS results with her 13-year-old daughter.	Use of the RCADS was explained and the parent was advised that although the RCADS use the word 'depression' it is not diagnostic, and we typically refer to the difficulties as low mood. Feedback was given to the practitioner involved and lessons learnt were shared with the team in relation to checking a young person's understanding of what has been discussed and ensuring the RCADS are clearly explained.	Continue to gather feedback and individual case studies on the preferred template.
Community Paediatric team	We need to know more about the lived experience of young people attending the service.	Community paediatrics sending weekly friends and family tests (FFT) audits to all Children and young people seen. In September 2024 100% were positive up 50% on August 2024, Trend continued in January and February 2025 with 100% rating good or better. Service have begun creating case studies to ensure have lived experience outcomes logged.	Continue to monitor trends and how complaints have created positive change in service.
Autism Clinic	Young people and families said the survey to send feedback was not accessible.	<ul style="list-style-type: none"> • 12 surveys were received between Jan 1st and March 31st 2025 • During this time, the survey has been simplified and more icons added to attempt to make it more accessible <p>Families and friends test for this quarter remains at 100% good or better.</p>	<ul style="list-style-type: none"> • Survey for young people attending assessment has been rolled out – no respondents so far – continue to support the team to ask young people to provide their views
Special care dental	<p>Give us more opportunities to feedback on services.</p> <p>Continued roll out of QR code for CYP feedback</p>	<p>Sept 2024 Families and friends feedback: 19 responses 100% very good/good</p> <p>March 2025 Families and friends feedback:</p>	Dental nurse currently working on a presentation demonstrating the importance of understanding




	We need to understand lived experience through case studies: 12 yr old patient with severe dental anxiety, generalised anxiety, ASD and Sensory Processing Disorder could not tolerate main dentist and referred for dental treatment within Hertfordshire Special Care Dental Service (HSCDS)	41 responses 100% very good / good <i>Case study outcome: "From the moment we went into the clinic I was treated with such care and kindness..... for the first time ever, I really felt someone completely understood I and they were so patient and considerate of him and his needs.....They explained everything in detail of what they'd be doing, what things might taste and feel like, how he might feel, what the machines were, showing each one and the noises that they might make, howlong each part might take, listened to his worries and concerns and didn't rush through anything. All these things are hugely important to J..... All the staff there are completely amazing, and can't speak highly enough of them"</i>	'Why Asking about Likes and Dislikes Matters' Continue to monitor complaints and compliments to develop supporting work as seen above with likes and dislikes. Continue to gather case studies to share good practice and increase referrals to special dental care.
Childrens Eye Service Hertfordshire Community Trust	It was great that my son had a joint appointment seeing orthoptist and optometrist for refraction I don't like eye drops Continue to share survey with families.	We are making more joint appointments available to minimise number of visits to help support children who are anxious about appointments. Once your child is over 6 years they are unlikely to need the drops Up until then likely to be once a year. 7 x responses on families and friends test – 100% good or better March 2025.	Continue to record child and young person voice and add note to show how this has been considered in work. Continue to produce you said we did documents to share with patients.

HCC Public Health [Dashboard](#)

Group	You said, We did	Feedback	Next Steps
Be Happy BEEs Outcome	In 2023 55% of young people were often or always hopeful about their future. 39.8% was the measure for young people with SEND.	Proactive work to address this gap through SYFP SEND youth councils and Just talk campaigns HCC Public Health -In 2024 59% of young people were often or always hopeful about their future. This reduced to 41.5% for SEND pupils. In 2024 the measure although increasing for young people with SEND had not reduced the gap between SEND and Non SEND.	To include these as outcomes measure for focus on by the partnership and assurance board and all those responsible for monitoring the HCC SEND and Inclusion Strategy 2025. To review the outcomes from the SEND survey in Q1 of 25 - 26
Be Happy BEEs Outcome	In 2023 58% of young people were happy or very happy, this reduced to 43% for young people with SEND	Proactive work to address this gap through SYFP SEND youth councils and Just talk campaigns HCC Public Health -In 2024 60.7% were happy or very happy. This reduced to 44.8% for SEND pupils.	



		In 2024 the measure although increasing for young people with SEND had not reduced the gap between SEND and Non SEND.	
Be Ambitious BEEs outcome	In 2023 67.3% of young people wished to stay in education, this reduced to 56.3% for young people with SEND	Proactive work to address this gap through SYFP SEND youth councils and Just talk campaigns HCC Public Health -In 2024 70.1% wished to continue in education. This reduced to 57.3% for SEND pupils. In 2024 the measure although increasing for young people with SEND had not reduced the gap between SEND and Non SEND.	
Be Ambitious BEEs outcome	In 2023 66.1% of young people wished to get a job, this reduced marginally to 65.5% for young people with SEND	Proactive work to address this gap through SYFP SEND youth councils and Just talk campaigns HCC Public Health -In 2024 64.8% wished to continue to get a job. This reduced marginally to 63.9% for SEND pupils. Continue careers support for both groups equally	
Be Healthy BEEs outcome	Data from health services tells us young people with additional needs are less likely to attend dental appointments.	Proactive work to address this gap through specialist dental service see above section HCC Public Health -In 2024 (not measured in 2023) 91.8% stated they had visited a dentist in the last year. This reduced marginally to 87.9% for SEND pupils. Continue to monitor this for most complex children through health data.	
Be Safe BEEs outcome	In 2023 50.4% of young people said they had never experienced bullying. This reduced to 29.9% for young people with SEND	Proactive work to address this gap through SYFP SEND youth councils and Just talk campaigns HCC Public Health -In 2024 53.7% stated they had never experienced bullying. This reduced 31.4% for SEND pupils. In 2024 the measure although increasing for young people with SEND had not reduced the gap between SEND and Non SEND.	
Be Included BEEs outcome	In 2023 26.4% of pupils believe their views were listened to in school. This reduced to 18.9% for SEND pupils.	Proactive work to address this gap through SYFP SEND youth councils and Just talk campaigns HCC Public Health -In 2024 32.3% of pupils felt their views were listened to in school. This reduced to 21.4% for SEND pupils. In 2024 the measure although increasing for young people with and without SEND had not reduced the gap between SEND and Non SEND.	
Be Resilient BEEs outcome	In 2023 63.9% of pupils said they were confident in finding information to support their mental health. This reduced to 56.8% for SEND pupils	Proactive work to address this gap through SYFP SEND youth councils and Just talk campaigns HCC Public Health -In 2024 65.8% of pupils felt confident in finding support for their mental health. This reduced to 58.5% for SEND pupils.	

 Voices of Hertfordshire			
Group	You said, We did	Feedback	Next Steps
Experts by Experience	The work of the experts by experience has impacted on so much positive change in the 2024 – 25 year but there is not enough diversity within the team. Can we extend the group to include those with a variety of condition, diagnosis, disability.	Yes: The experts team has been extended from 4 to 8. Welcome to our new Experts by Experience	Induction 21.5.25 and work plan to be created June 2025
Supported interns (SfYP and VoH together)	I can not get good quality internship or apprenticeship opportunities because of my disability what can we do about this? Can there be an opportunity near me?	In 2024- 2025 we opened up 8 supported intern positions across health and HCC. This was supported by North Herts college. In 2025 – 2026 we aim to have opportunity for 25 supported interns across the Hertfordshire SEND partnership. Schools, Health and HCC teams. Supported by 4 regional colleges. As of April 2025 13 places had been offered by HCC, 2 by schools, 10 by health.	Interviews in June 2025. Meet the teams July 2025. Start for 25 interns 3 rd September 2025.
Coproduction Group – Specialist provision and mainstream schools	You said – As young people with physical disability it is more difficult for us to prepare for adulthood. We want to find out more about access to the 0 – 25 together service and how they can support us in housing, training, work, driving etc.	Initial coproduction meeting focused on young peoples views whilst working with parents and professionals to identify four key areas for improvement: Coproduction event https://youtu.be/UplzXhY2WRk?si=X6UxFFxAaDQ57i1p	Second event 8 th May to include 0- 25 together service, NHS colleagues, and schools representatives and create work plan for change with young people.
Coproduction Group Mental health appointments	Data says 50% of young people with additional need are less likely to attend a mental health appointment than those without. Dr Alison Cowan and partners posed the question why is this?	377 young people from mainstream, specialist, primary and secondary schools met to discuss this question. 42 different diagnosis types. Feedback given to Dr Cowan April 2025.	To arrange for young people to visit the mental health areas and check environments. Film for other young people and create QR code so that young people invited to appointments can feel more comfortable with who they are seeing and where they are going. June 2025.



	Young people gave a range of responses which may be viewed here: Instagram		
Experts by Experience and Schools councils	You said: we do not look at the local offer or face book. We need social media and information on our channels. Instagram and You Tube	All young people surveyed in agreement (339 young people aged 7 – 19) preferred you tube to website. This continued in Q4 with a collaboration with @reddalekproductions who is a Hertfordshire young person with SEND and EHCP who has a successful you tube challenge. On a monthly basis this collaboration will ensure that algorithms and other key areas are set to ensure as many young people as possible access to the you tube channel and benefit from the signposting to services.	Have reviewed (1) Voices of Hertfordshire - YouTube and Voices of Hertfordshire (@voicesofhertfordshire) • Instagram photos and videos with an expert with lived experience of SEND, algorithms checked and follower and usage data will be reviewed in May 2025.

ICB Youth Council

Focus	You Said We Did	Feedback	Next Steps
Neurodiversity Passport ICB youth council and Voices of Hertfordshire (Continuing from last quarter as work had just started)	Hundreds of young people across Herts and Essex are suspected to have ADHD / Autism or other type of neurodiversity. It may be that the school has suggested a young person visits the GP or the parents may have taken them. Either way there is often then a referral to a paediatrician for diagnosis which can take upwards of 2 years to be assessed and diagnosed. In the interim schools, families and young people are often left 'in limbo' unsure where to turn for support, what reasonable adjustments they may ask for without diagnosis and where they can access services. This often leads to incorrect referrals to services which can not help leading to frustration and upset for the young person and their families.	To have a 'neuro passport' this is a document which could be available on the local offer, through school, through GP, through local charities when a young person is first placed on a waiting list for diagnosis. This passport will help the young person to advocate for themselves, their families to support them and will be a one stop shop for where they can go to for support. It will also aid them when they go to health, school, college appointments. Working with Dominic Harvey – expert by experience, Voices of Hertfordshire, Multi schools council Essex and SfYP across Herts and Essex Met with Dom December 2024	Give feedback to Dom and ICB directors from the following questions: <ol style="list-style-type: none"> 1. Is this a useful product? 2. Where would young people like to access it from? 3. What would they like to see included? 4. From the following sites what would they like to see included: Neurodiversity Service Directory Neurodiversity Support 5. Special Educational Needs and Disabilities Hertfordshire Directory is this link useful to be included? 6. Anything else we should include?



HCC Services for Young People SEND groups

Group	You Said, We did	Feedback	Next Steps
SfYP youth councils	St Albans young people wanted to help improve the school meal offer for young people in special schools, the environment, the food for those who have swallowing issues and for those who are not oral feeders.	The group have worked with the University of Hertfordshire and Essex to give insight into school meals for young people with SEND. The group met with the research team, and they discussed what their experience of school meals was and how they could be improved from their point of view.	University of Hertfordshire and Essex and the NOURISH team to extend pilot including young peoples views in Jan 2026. (Dependant on central funding)
SfYP youth councils	<p>Broxbourne young people discussed and identified a gap in the availability of visual mental health resources for those with SEND in schools, colleges, and Young Peoples Centre's.</p> <p>Also raised concerns over transport</p>	<p>Mental health – YP discussed and identified a gap in the availability of visual mental health resources for those with SEND in schools, colleges, and Young Peoples Centre's. YP designed a digital poster with various support organisations and resources to be sent to schools, colleges, and Young Peoples Centre's. Young people gained a better understanding of mental health challenges for SEND YP. Discussions about various support networks helped YP identify accessible resources for themselves and their peers.</p> <p>Public transport – Young people shared their experiences of unreliable public transport in the local area. The 310 bus is the only bus to HRC leading YP with no other alternative when the bus does not turn up or is late. This impacts on reliability for college, work, and other commitments. YP felt valued and empowered and felt that their concerns were taken seriously by the Youth Council.</p>	<p>The youth mayor gave feedback to the SEND Youth Council that her commitment was to contact Arriva Buses and raise the issues with the local transport authorities.</p> <p>Next term YP have asked to meet with their local Hate Crime Officer.</p>
SfYP youth councils	EAST HERTS and Welwyn Hatfield HCC's Public Health team worked with the Youth Council to gather feedback on the format and questions before the launch of the first SEND Health and Well-being survey. YP fed back that they felt that the AI voices on the introductory video were insensitive	YP felt their opinions were listened to and completed a voiceover for the video.	To be involved with the marketing of the SEND health and wellbeing survey 2025 – 2026 where children missing in education and those at out of county settings will be invited to contribute.



	and were able to produce their own voice over for the video.		
SfYP youth councils	<p>North Herts and Stevenage</p> <p>The Young People's Health and Wellbeing Survey highlighted that young people with SEND are more likely to experience bullying. Using lived experience youth council wants to develop accessible resources for young people with SEND about bullying.</p>	<p>Defining our own definition of bullying. YP explored and discussed government definition of bullying. YP began to write their own definition of bullying. Different types of bullying- YP explored the different types of bullying, physical, mental/ emotional, and cyber. The group shared different examples from real life situations.</p> <p>Characteristics of a Bully- YP drew what they thought a bully looked like and what a victim of bullying looked like. YP discussed their drawings and found common links. Bullying Vs banter- YP discussed different situations and determined if it was bullying or banter. YP reflected on personal situations. Effects of Bullying - Are Bullies victims too? YP looked at the long term and short-term effects of bullying. Designing bullying presentation, Each YP had different roles to support this for example- videos, feedback form, sorting the information learnt during part 1 of the term. YP decided roles for each other and the presentation, YP recorded themselves sharing their experiences of bullying for the presentation. YP continued to develop the presentation and add quotes from people who were unable to deliver the presentation live.</p>	<p>External Visit- Presentation/ showcase YP work/ voice- view YP feedback/ impact from presentation. Reflected on the term and decided the next term theme.</p> <p>Share work with their link leader.</p>

Developments for quarter 1 2025 - 2026:



To align the dashboard with the published SEND and inclusion strategy fully.



To develop the NHS elements to include key departments in hospitals.