



Hertfordshire SEND Partnership

Children and Young Peoples Contribution

Reported Quarterly. Quarter 3 - September to December 2024

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**HEADLINES - Voices of Hertfordshire – Q3 September to December 2024**

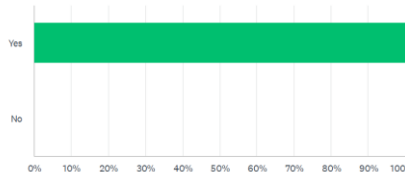

Compiling headline data from HCC SfYP, HCC Participation Team, NHS Trusts, Schools Councils, HCC Social Care, Quality and Assurance Team

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
↑	339	↑	35	↑	21	↑	7
Children attending Voices of Hertfordshire Multi School Council Meetings		Schools in Hertfordshire joining Voices of Hertfordshire School Council Sessions <u>Schools Involved - Multi Schools Council</u>		Different types of diagnosis / disability reached during Voices of Hertfordshire Sessions		Coproduction opportunities Schools groups: Mental Health Services in Schools what service / support should be offered, ADHD medication, transport when in a wheelchair and school buildings. <u>Hertfordshire Minutes - Multi Schools Council</u>	
↑	10	↑	99	↑	4	↑	Reverse mentoring
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. Feedback on <u>Toolbox</u> with NHS trust. Testing HCC Health and Wellbeing survey <u>Adapted version</u> . Mental Health Services in Schools what service / support should be offered		3 experts by experience reverse mentoring 3 directors across the SEND partnership 1. To develop a neurodiversity passport to support reasonable adjustments for young people 2. To improve access to mental health support 3. Lived experience in specialist provision review	
↑	88%	↑	83%	↑	100%	↑	9
Of children and young people attending occupational therapy felt they had made progress in their chosen target area by the end of the sessions.		Rated <u>PALMS</u> Very Good and 17% Good.		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		Young people have joined the ICB youth council 24 – 25 academic year. Meeting on 5 th February 2025 dictates the work plan	
	1					↑	SEND Social Media Takeover
2023 – 2024 ICB youth council report issued <u>The-Youth-Councils-One-Year-Summary-Impact-and-Outcomes-Paper-2023-24.pdf</u>						Expert by experience event #socialmediatakeover2024 51K interactions Key questions raised by young people and parents taken to board December 2024	



Overview of CYP Voice-feedback by service

Service Area	You Said, We Did	Feedback	Next steps								
CYP Therapies	Children requested that they are involved in target setting. In the last quarter children identified individualised targets for themselves at the start of the group and of the children asked, 88% felt they had made progress in their chosen target area at the end of the group. 100% enjoyed the group session.	<p>Q1 Did you like the group sessions?</p> <p>Answered: 4 Skipped: 0</p>  <table><thead><tr><th>ANSWER CHOICES</th><th>RESPONSES</th></tr></thead><tbody><tr><td>Yes</td><td>100.00%</td></tr><tr><td>No</td><td>0.00%</td></tr><tr><td>TOTAL</td><td></td></tr></tbody></table>	ANSWER CHOICES	RESPONSES	Yes	100.00%	No	0.00%	TOTAL		Continue to act on feedback and review
ANSWER CHOICES	RESPONSES										
Yes	100.00%										
No	0.00%										
TOTAL											
PALMS	 <p>You Said, We Did PALMS Q1 2024_25.p</p>	Q1 2024-25 83% Rated PALMS Very Good and 17% Good	Scoping project in progress with Development Leads and Assistant Psychologist's to streamline and improve capturing feedback and theme this. To capture verbal feedback as per service guidance and add to N drive link N:_SECURE\Ops\Children Specialist\PALMS\1. Appointment Feedback (for NHS colleagues only)								



Community Paediatrics	Give us more opportunities to feedback on services. QR code link is now available in all places including at reception points with pens and boxes.	<div><div>FFT SCORE</div><div><div>FFT Score</div><div><div>Very Good</div><div>Good</div><div>Neither good n...</div><div>Poor</div></div><div><div><div><div>25%</div><div>75%</div></div><div><div>22%</div><div>11%</div><div>56%</div></div><div><div>25%</div><div>75%</div></div><div><div>25%</div><div>13%</div><div>63%</div></div><div><div>50%</div><div>50%</div></div><div><div>100%</div></div></div><div><div>Apr-24</div><div>May-24</div><div>Jun-24</div><div>Jul-24</div><div>Aug-24</div><div>Sep-24</div></div></div></div><div>Family and friends test community paediatrics CLIPPS report Charlie Cadogan</div></div>	Ongoing Feedback reminder: We are sending QR-code links to feedback on our letters, QR link posters in clinics and waiting rooms, FFT cards in receptions with boxes & pens. Weekly FFT audits being sent to all CYP seen recently. Working to increase number of records with consent to SMS recorded as seen in Dip-Testing.
Special care dental	Give us more opportunities to feedback on services. QR code link is now available.	Sept 2024 Families and friends feedback: 19 responses 100% very good/good	Creation of a collaborative piece of work with Lister GA team to create feedback form 'All About Me' for our paediatric special care dental pts Continued roll out of QR code for CYP feedback Creation of a collaborative piece of work with Lister GA team to create feedback form 'All About Me' for our paediatric special care dental pts
Childrens Eye Service Hertfordshire Community Trust	Aim to include Child and young person voice in notes to show that the young persons view has been considered	Examples of Childs voice recorded in notes: “Likes to touch and play with my toys to help calm/settle” “Child is very sensory and prefers me not to touch their face or wear occluding glasses” “Takes time to warm up- start by playing with toys before assessing vision” “Non-verbal but can say single words such as duck, star enough for kay pictures and communicates Yes or No whether they like doing something or not”	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:



You Said We Did Eye service August septen

"I didn't like the drops last time I am very pleased I don't need them next time"
 "I like rockets" and I will wear a patch with a rocket on"
 He then did wear a patch with a rocket on and walked out of clinic happily with his patch on.



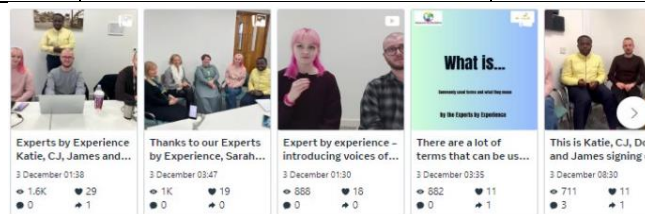
Group	You said, We did	Feedback	Next Steps
Experts by Experience	You said: We do not always get to be included in our annual review and when we do it is not always clear why we are there.	Young people across Hertfordshire and their families often discussed confusion over annual reviews and the involvement of the child / young person. One young person said that whenever they had an annual review they felt like 'my life was being dissected and I was not sure why I was there or if I was being heard.' This sentiment echoed by many more especially when preparing for adulthood.	Change training package for September 2024. Deliver over September and December. 431 school staff attending, 237 NHS staff, 58 social care teams. Next meeting 25.2.25 to check on impact and pupil voice. 2 new surveys ready to go via the education health care coordinators to review annual review involvement of young people. Live from 10 th February 2025. CYP voice from EHCP review statistics new survey included from quarter 4 April 2025 https://surveys.hertfordshire.gov.uk/s/Thisisme-EHCP/
Coproduction Group – Specialist provision and mainstream schools	You said - we want to be involved in key documents related to SEND. Involve us in the quality assurance framework. We have consulted with children and young people in Hertfordshire both in secondary and primary mainstream schools and specialist settings. We have listened to children and young people with varying need to answer two key questions	Feedback used with other stakeholders to produce plan-for-children-and-young-people-priorities-2024-25.pdf in response to outcomes here hertfordshire-priority-action-and-improvement-plan-pdf-995kb.pdf	Continue to use coproduction in key documents, strategies and policy. Next date: 14 th February 2025 EHCNA initial paperwork 3 rd coproduction session. 25.2.25 parent and young person coproduction session focused on support from 0 – 25 together team (social care) for those with physical difficulties as they move to adulthood. Lonsdale school host.



Coproduction Group ADHD focus group working in line with Neurodiversity team and Integrated services for learning	You said - ADHD is the same diagnosis but it affects us all differently. Ask us how it affects us. Children and young people in Hertfordshire with a diagnosis of ADHD were consulted over March, April, and May 2024. We wished to make this as accessible as possible and so reached out to schools and to individual families via the local offer and parents forums. In total we received 124 responses. 33% (or 41 children) are not currently in education, training or employment. 77% (or 83) of those responding are in school, college or work. The data taken was from young people aged 7 to 24.	This is essential to our work in developing the ADHD training to ensure that it reflects the views, needs and preferred support for children and young people with ADHD in Hertfordshire. Sharon Coubray Specialism Lead for Neurodiversity • Children's Services it is clear you managed to elicit some very clear practical strategies that can be useful to support CYP with ADHD. Whilst I appreciate that these need to reflect the particular needs of the individual, having the views of the CYP through the information you have generated will be invaluable in that respect'. Patricia Walker ISL Area Team Manager • Children's Services	Monitor training delivered in Autumn 2024 and Spring term 2025 and analyse the impact when using CYP voice directly.
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.	Have launched (1) Voices of Hertfordshire - YouTube and Voices of Hertfordshire (@voicesofhertfordshire) • Instagram photos and videos Next step to ensure this is promoted and monitored to ensure reliable and signposting to key services across Hertfordshire SEND partnership.
Voices of Hertfordshire Groups SENDCO Local Offer Feedback Group	You Said: We welcome the new This is Me forms but the PDF is difficult to navigate and if using a computer have to print, fill in, scan and return. Is it possible to have this in a word version with consent and guidance all on one document?	Coproduced new document with multi partnership and relaunched. www.hertfordshire.gov.uk/thisisme	Monitor use at panel as below. As of 28.1.25 the areas not utilising the forms have been invited for training via DSPLs and SENCo updates for Jan set to include reminder. <div> <div>Panel Date</div> <div>17/12/2024</div> </div> <div> <div>EH&B</div> <div>14</div> </div> <div> <div>NH&S</div> <div>4</div> </div> <div> <div>StAD</div> <div>0</div> </div> <div> <div>W3R&H</div> <div>0</div> </div>



			<div> <div>10/12/2024</div> <div>11</div> <div>13</div> <div>0</div> <div>4</div> </div> <div> <div>26/11/2024</div> <div>8</div> <div>10</div> <div>0</div> <div>1</div> </div> <div> <div>12/11/2024</div> <div>15</div> <div>13</div> <div>5</div> <div>4</div> </div> <div> <div>29/10/2024</div> <div>16</div> <div>8</div> <div>1</div> <div>1</div> </div> <div> <div>15/10/2024</div> <div>6</div> <div>5</div> <div>1</div> <div>2</div> </div>
			<div>Recording of the This is Me form as recorded at Panel hearings 01 Jan 2025</div>
Multi agency SEND takeover 2024	<p>Experts by experience tell us they need to connect with other young people and children with SEND. To do this they arranged a multi agency SEND takeover of all key channels, #SENDtakeover2024</p> <p>Instagram: @VoicesofHertfordshire @Hertscc @hccsfyp @justtalkherts @herts_cypt @hct_schoolnursing,</p> <p>Facebook: @hertscountycouncil @HertfordshireSENDLocalOffer, @HCTCYPT</p>	<p>Experts by Experience hosted a SEND takeover day on HCC's social media channels on 3 December 2024</p> <p>Media coverage</p> <p>There were two articles in Rayo and Greatest Hits Radio</p> <p>Sentiment</p> <p>Both articles were positive.</p> <p>News blog – 57 views This is Me - amplifying young people's voices with SEND social media takeover day</p> <p>SfYP News</p>	<div>SEND Takeover Facebook Content Overview: 3 December 2024</div> <div> <div>Content overview</div> <div>Breakdown: Organic/ads</div> <div> <div>All</div> <div>Reels</div> <div>Videos</div> <div>Live</div> <div>Posts</div> <div>Stories</div> </div> <div> <div>Views</div> <div>51K</div> <div>↑ 79.2%</div> </div> <div> <div>Reach</div> <div>17.6K</div> <div>↓ 3.2%</div> </div> <div> <div>3-second views</div> <div>1.7K</div> <div>↑ 30.1%</div> </div> <div> <div>1-minute views</div> <div>157</div> <div>↑ 582.6%</div> </div> <div> <div>Content interactions</div> <div>339</div> <div>↑ 413.6%</div> </div> <div> <div>Watch #1</div> <div>17h</div> <div>2x</div> </div> <div> <div>Views breakdown</div> <div>3 Dec 2024 - 3 Dec 2024</div> <div>Total</div> <div>50,978</div> <div>↑ 79.2%</div> <div>From organic</div> <div>82%</div> <div>↑ 41.4%</div> <div>From ads</div> <div>18%</div> <div>↓ 57.1%</div> </div> </div>





ICB Youth Council

Focus	You Said We Did	Feedback	Next Steps
Neurodiversity Passport ICB youth council and Voices of Hertfordshire	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.	<p>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.</p> <p>Working with Dominic Harvey – expert by experience, Voices of Hertfordshire, Multi schools council Essex and SfYP across Herts and Essex</p> <p>Met with Dom December 2024</p>	<p>Give feedback to Dom and ICB directors from the following questions:</p> <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 and SEND projects	We want to be able to take part in events just like our peers in school. But there are issues to doing so. Why can't things like the Duke of Edinburgh award be inclusive?	SfYP liaised with the Duke of Edinburgh team and reviewed access issues.	SfYP to offer SEND accessible opportunities to DfE from January 2025 DofE news story Nov 2024
SfYP and HCC Public Health partnership	The children's health and wellbeing survey is really important but there is not an adapted version? Why not? It means I can not take part if I have access needs or I am home educated or educated out of county.	This year, there is also a pilot version of the survey, adapted especially for young people aged 11-25 who attend Hertfordshire's special educational needs and disabilities (SEND) schools and further education SEND establishments, or have SEND and are home educated. Young people from youth councils inputted into the access needs such as needing sign language, questions in a certain order and for it not to be as long as the main survey. It also needed to be clear what questions must be answered and what adults will find out about me if I take part.	Following feedback from the young people and also other stakeholders the adapted version launched for the first time in 2024. Young People's Health & Wellbeing Survey (SEND) There was also an introductory video created to support young people who needed access information: https://youtu.be/YI2nod43jus?si=zH-4g5QYilLcu3Lg Results main survey April 2025 Results SEND survey June 2025
SfYP youth councils (SEND)	We want to be able to give our views to people that matter and can make changes.	Link leaders from across the SEND partnership linked to each SfYP SEND youth council. Will attend once per term to review the young peoples work plan and to feed back	Example leader feedback Autumn 2024: <i>'That young people don't need to be told to embrace differences, be inclusive and be kind – this seemed to be the default. It struck me that it</i>



		to SEND partnership on a quarterly basis. Via this document.	<p><i>is they that need to highlight this to adults rather than the other way around.'</i> Sam Rostrom Head of Improvement and transformation Hemel Hempstead SfYP SEND Youth Council</p> <p><i>'The focus on mainstream school and inclusion, none of these young people wanted a special school they wanted considerations and accommodations. Also, this was somewhere that was positive and solution focused'</i> Sally Glossop County Lead Integrated Services, Ware SfYP SEND youth council.</p>
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Developments for quarter 4:

-  To include feedback from Experts by experience and SfYP work plans
-  To ensure space for HCC public health team for Just talk and health and wellbeing outcomes
-  To link directly to a short web link with all details for all SEND partners across Hertfordshire hosted on local offer
-  To develop the NHS elements to include key departments in hospitals.