



CO-PRODUCTION SEND Employability Day

Report

Thursday 3rd May 2018

Background

Bromley Clinical Commissioning Group (CCG) works with the Bromley population and other partners to improve local health. We do this by planning, purchasing and monitoring most local health services (commissioning) so that we can be sure that the health needs of the population are met.

Our aim is to improve health by:-

- Making sure that health services in Bromley are high quality, safe and easily accessible to patients
- Have good working relationships with people who deliver care in Bromley
- Working with our local community to plan and improve services
- Making the most effective use of the money we have been given

The SEND Reforms refers to the 'golden thread' which runs through all our strategies, plans and processes for children and young people which will enable improved outcomes for children and young people with special educational needs and/or disabilities (SEND). The 'golden thread' is about :-

aspirations, needs, outcomes and provision.

This also describes the commissioning process adopted in Bromley where we work to ensure that services are delivered in the right place at the right time and meeting the needs of the population to ensure good outcomes.

Increasingly Bromley CCG is adopting the SEND mantra of 'nothing about me without me' and is developing good co-production models with children and young people which will increasingly influence the commissioning processes and which will drive even better outcomes for that group.

The Employability Day came out of co-production work undertaken to inform Bromley's commissioning intentions for their mental health Transformation Programme and was driven by the local 'Working Together for Employment Group'. This underlines how by working together with a range of partners, i.e. colleges, health providers, clinicians and others, we can inspire our young people with SEND along pathways to employment to achieve to the best of their potential.

In 2017, NHS Bromley CCG invested in a programme to improve emotional wellbeing services for children and young people in Bromley. This was agreed following the publication of outcomes gathered by the [New Economics Foundation \(NEF\)](#). The CCG had commissioned NEF to test out this approach in Bromley to get a better understanding of the needs of young people and the appetite of local organisations to commit to delivering services that would meet these needs. co-produce improved emotional and mental wellbeing services for children and young people (CYP) in Bromley. 15 emotional and wellbeing outcomes which could potentially measure the impact of service experience on CYP were established from the NEF report.

These 15 outcomes have since been tested with over 2000 CYP in Bromley in February 2018. Surveys and focus groups took place in schools and in the community.

A detailed project plan has been developed which sets out the key stages of the coproduction programme. This includes testing a number of outcomes identified by young people. More information on the programme is available on the [CCG's website](#).

As part of the programme delivery it was essential that the CCG engaged with a specific cohort of CYP with SEND needs. The purpose of the event is to engage in meaningful activity with children and young people (CYP) who have special educational needs and/or disabilities and are currently seeking employment. The event will primarily be focused on employment and employability skills as a tool to promote and maintain emotional and mental wellbeing amongst those who struggle most to find work.

Welcome and Introduction

CYP were welcomed to Beckenham Beacon by the CCG's Co-production leads. The event was held boardroom style in a Clinical Commissioning conference room.



Graham Mackenzie, Director of Transformation attended the session to inform the young people of the work the Clinical Commissioning Group does in Bromley.

Tour

Young people were split into two groups; each group visited one service provided by Bromley Healthcare. Collectively the CYP were tasked to write down three questions that could be presented to professionals on the tour.

What is a community service?



How many people work in this service?

How important is it to hire the right people?

Visit 1: Diabetes Team Bromley Healthcare

Visit 2: Community Team Bromley Healthcare

Back in the boardroom, CYP discussed findings and insight into services they visited. One young female stated “if diabetes could be cured then you [CCG] would have more money to spend on other services which help people; so I understand why it is good to have a diabetes clinic”.



their

Additional support for CYP throughout the event was provided by **Information, Advice and Support Service (IASS)**. IASS offers free impartial information, advice and support in confidence for CYP with special educational needs or disabilities age 0 to 25.

Parents and carers of CYP with SEND, along with all Bromley residents (regardless of SEND) are able to access support around transitions from pre-school to primary school and onto secondary school.

IASS offer meetings in a local Children & Family Centre or in central Bromley to discuss difficulties; a helpline and email support and advice with Post 16 options.

The **DEPARTMENT OF WORK AND PENSIONS (DWP)** from Bromley Job Centre attended the event. Two members of their team spent the day supporting the CYP with activities and engaging them in meaningful discussions.

Co-production Focus Group

Peer to peer wellbeing activity

CYP were presented with the 15 emotional and wellbeing outcomes which came from the NEF report and has been tested with over 2000 young people in Bromley. In pairs, highlight any of the terms that they did not understand. CYP were encouraged to confer with their partners and share examples and experiences of each outcome. Some young people were able to support their partner in understanding new words; based specifically on their ability to identify where the outcome exists in their live and how it poses a positive impact on emotional wellbeing.

**“‘Autonomy’ is when you do things yourself.
Like today I came here by myself.”**

CYP were then asked to re-write the outcomes in their own **words**.

Bromley CYP Outcomes Framework for Mental Health Services		
External Factors	Good Functioning	Personal Resources
Supportive friends and peers Having support from people your age	Relatedness peers and adults Understanding others	Empathy Sharing the same feeling with another person
Confidential services Privacy	Autonomy Do things for myself	Self-esteem Believe in yourself
Community belonging Fitting in with others	Choice Having options	Patience Accepting the process
Close family To look after each other	Emotional intelligence Understand your emotions	Accepting emotions Positive thinking
Wellbeing focused schools Schools that care about students health	Community connectedness Knowing people in the community	Directing emotions Using your emotions to help you

Co-design activity

CYP were given pipe cleaners and asked to individually create a model which represents one of the outcomes they considered to be most important to them.

Community connectedness, Supportive family and friend, and Wellbeing focused schools were some of the outcomes chosen by the young people.

“I did not know what ‘self-esteem’ meant before, I have never heard the word before, but I know how important it is to be confident in yourself”

BHC Interactive Employability Presentation

Bromley Healthcare



Careers Presentation for
Co-Production SEND Employability Event 3rd May 2018
Lindsay Pyne, Community Clinical Educator for Therapies

Bromley Healthcare
better together



Bromley Healthcare provides a wide range of community health care services to people of all ages in Bromley.

Lindsay Pyne (Clinical Educator for Therapies) and Peter Reeve (Assistant Director - Business Development and Communications) attended the Employability Event on 3rd May to deliver a ‘Careers in Healthcare’

session. A presentation was given, starting with who Bromley Healthcare is and the range of community healthcare services provided to the residents of Bromley, Bexley, Croydon and Lewisham. The wide variety of careers within healthcare were presented, including clinical eg. Doctor, Nurse, Healthcare Assistant, Nursery Nurse, Physiotherapist and non-clinical eg. Gardener, Housekeeper, Administration Assistant, Kitchen Assistant. An interactive activity of pairs then followed where the young people were divided into two groups and asked to match the role descriptor to the picture of the worker, this proved enjoyable for all! The session ended with a discussion around which roles in healthcare each of the young people might be interested in for the future, these ranged from gardening to administration to kitchen assistant.

Presentations

As well as supporting the Co-production focus groups, some of our partners presented employability skills to the CYP.

DWP

The CCG arranged what I can only describe as a fun, interesting and informative day for the CYP group to engage in. I felt that the whole aim of the Employability Day to be one that was aspirational as well as informative was not only a fine objective to want to attain but also one that was not only attained but exceeded. From the first tour we went on with the young people, visiting the Bromley Healthcare Services teams, I could tell just how independent, intrigued and engaged the CYP were. Their level of interest could be gauged by some of the very pertinent, well thought out and challenging questions they presented to the Community Teams,

It was an absolute pleasure to take part in the Co-Production Focus Group exercise and not only get to discuss topics unfamiliar to the students such as emotional intelligence but also to help them achieve the manifestations of what they held up as most important by building representations of such things as empathy and self-esteem out of pipe cleaners. There were some really poignant and imaginative offerings.

Our own presentation of interview skills and preparing for the world of work was so well received. Not only did the CYP actively engage they offered opinion and personal insight on the subject. I can see where so many of the young people already have positive outcomes.

The provision and care they have received up to this point bares testimony to the hard work MIND, Bromley Mencap, NHS and CCG are putting in. The idea of working together as providers, clinicians, and so on in partnership is not new but when it works like this to achieve these aims it is fantastic.

As a team we were proud to have helped the CCG with this employability day and left feeling in awe of the young people and slightly inadequate in comparison to what they are achieving and will go on to exceed.

Bromley and Lewisham Mind

“It was a pleasure to present at Employability Day. It was a very busy session but I found participants to be interested, welcoming and enthused, and heard the key messages that, it is your right to aspire to the best job situation for you and that there is no shame in making use of all the support you can find to either remain in or find work.” - Bromley and Lewisham Mind

Bromley Mencap

Being a partner of this event was a great and much needed experience for the Supported Internship students studying at London and South East Colleges (LSEC), Bromley. Bromley Mencap supports LSEC Bromley to source and secure paid employment for their Supported Internship students. Our Employment Advisors explained in their presentation how we can support potential employees and their employers by delivering disability awareness training, providing job coaches and organising funding such as Access to Work, a government funded scheme, which supports disabled people getting into, and sustaining employment.

Thank you to the CCG for this opportunity and we hope every Supported Intern can benefit from an event like this in the future. Joint working with these strong partners will help create more future employment opportunities for our young people.

Bromley Y

Bromley Y is the single point of access for the emotional wellbeing of young people under the age of 18 in Bromley. Bromley Y hosts the Community Wellbeing Service which is a single point of access service for children and young people's emotional and mental wellbeing in the borough. Children and Young People are referred in, their difficulties are screened and it is then decided how best we can support the young person and their family. This could be through therapeutic support at Bromley Y Wellbeing or signposting to a more appropriate local service.

Bromley CCG Safeguarding

"The Safeguarding Team was excited and keen to have the opportunity to work with the young people from Bromley Mencap as part of the SEND event. The brief was to give an idea of how safeguarding children works from the CCG perspective. One of the most challenging areas of work in the field of safeguarding children is making a judgement on whether a situation is likely to cause significant harm or not to a child or young person. I thought it would be interesting for them to take part in a judgement exercise featuring real situations which may result in a child suffering from child abuse or neglect. I was also mindful that with a full day of talks an activity which had them up and moving around the room may be welcomed.

I decided to read out three statements e.g. an 8 year old boy being left at home on his own into the evening, after returning from school until his parent returns home and also a 14 year old girl regularly going to nightclubs and getting drunk. She has a boyfriend who is much older than her who regularly sleeps over at her home. At each

end of the room was flipchart paper one had the statement 'Extremely Concerned' and on the other side of the room, 'Not Concerned At All'. After reading out the statement the group had to decide where to stand at either end or anywhere in between depending on how concerned they were. The activity generated a lot of really interesting discussions, which were often more insightful than some of the staff groups I have used this exercise with! The group appeared to enjoy the activity and I got some 'fist pumps' at the end! It was a rewarding experience and I hope it gave the group food for thought which led to further discussions back at Bromley Mencap."

-Sadie McClue (Head Nurse/Designated Nurse Safeguarding Children)

Co-production Feedback Activity

Kay Moore, Children, Young Person and Parent SEND Lead from Bromley council attended the event to speak to CYP about the current local offer in Bromley. Young people were not only asked about how they found the event day but would they want more opportunities to get involved in decision making in regards to SEND.

"As children, young people and parent SEND Lead for LB Bromley, I was delighted to attend the young people takeover day at Bromley CCG 3rd May.

The day was a good opportunity to listen to the views of young people around their wellbeing and preparing for work. It was also an example of partnership working across the Local Area with guest speakers from both the statutory and voluntary sectors.

It is important that Bromley is committed to ensuring that children and young people and families are listened to and involved in the decisions which affect their lives. The feedback from the day will be used to inform the Preparing for Adulthood pathways across the London Borough of Bromley."Kay Moore

Nazmin Mansuria, Senior Commissioning Manager for Bromley CCG closed the event by presenting them with certificate and asking CYP to say one word to describe their day: insightful, amazing, great, good and enlightening.

Insightful
ENLIGHTENING
Amazing
Great

Outcomes and what's next?

All information and feedback provided by the young people will be used to inform the Co-production programme.

We are now entering a process in the co-production programme called **co-design**. We are seeking to talk with young people, Drs, nurses, teachers, families, social workers and other partners so that together we can design better services for you and your friends. This will mean bringing together young people and other organisations to work together and design what kind of support and services work best.

Young people from the SEND event have been invited to join the Youth Forum which will help to ensure the voices of CYP are heard.

CYP Feedback- In Their Own Words:

1. We met different staff members from different areas of the NHS. It was interesting finding out about the different areas of the organisation.
2. We were given information about services we might need to use at some point, eg MIND.
3. We loved the pizza and you were very generous and ordered enough for all of us and all the staff.
4. We were made to feel very welcome not only as young adults but as people with a learning disability and we felt as if you really wanted us to be there and to hear what we have to say. It was encouraging to be invited to be part of a forum in the future.
5. We felt very proud of the NHS and all the people working there. All the people we met were very kind and considerate.
6. We were surprised about how many people work for the community team and the range of services they offer.
7. We learnt about the different types of jobs there are in the NHS and that there are 358 different job roles. They gave us information about how to apply for different job roles. They told us that attitude and personality are as important as skills. We feel more confident about applying for roles in the NHS.
8. We learnt that Bromley Mencap's jobmatch service can help us find and retain work. Sally and Jill explained how they could help us and gave some examples of the work they have done so far with other candidates.
9. Jill told us about how job coaches would work with people.
10. We were told to do problem solving about different situations and sometimes the NHS have difficult decisions to make. Sometimes these decisions are unpopular.
11. We found out that even though the NHS gets a lot of funding, there is not enough to go around everyone and people have to make decisions about where it is spend. Different services have to be prioritised.
12. We met the people from the Department of Work and Pensions. It was interesting finding out about preparing for an interview. As well as confirming some of the information we have already learnt at college we found out new

information about how to get a job. We found out about the different people in the DWP who can help us.

Programme

1	<p>Welcome and Introduction (Hot Drinks) <i>Our approach to engagement in the CCG. Why co-production for children's wellbeing?</i></p> <p><i>SEND Agenda in Bromley & Commissioning</i></p>	9.30am	<p>Juliana Ansah, Coproduction Manager</p> <p>Graham Mackenzie Director of Transformation</p>
2.	<p>Tour</p> <p>10.15am <i>Diabetes Team</i></p> <p>10.30am <i>Community Team</i></p> <p>10.45am <i>CCG Presentations</i></p>	10am-11am	<p><i>Two groups of CYP will each visit one team</i></p>
3.	<p>Co-production Focus Group <i>Co-design activity</i> <i>Peer to peer wellbeing activity</i></p>	11am-12pm	Juliana Ansah
	<p>Lunch 12pm-12.45pm</p>		
4.	<p>BHC Interactive Employability Presentation (45mins)</p>	12.45pm-1.30pm	Bromley Healthcare
	<p>Break 1.30pm-2pm</p>		
5.	<p>Presentations Presentations will need to be done twice, as the group will be split in two</p>	2pm- 3.20m	<p>DWP Mencap Bromley Y Mind CCG Safeguarding</p>
6.	<p>Co-production Feedback Activity (40mins) <i>Engagement Feedback</i> <i>Wrap up event</i></p>	3.20pm- 4pm	<p>Juliana Ansah</p> <p>Mathew Barton Information Advice and Support Services</p> <p>Kay Moore Children, Young Person and Parent SEND Lead</p>