



Feedback Report Summary for Young People

Haringey VOICES Project

This short report aims to offer you an overview of a bigger report that was completed following the VOICES project in Haringey.

The project was about special educational needs and disabilities (SEND) and involved talking to six different key groups as well as a presentation and activities at the Cypriot Community Centre.

There were so many brilliant ideas and the voice of young people was essential. The reports are now being shared with people who make decisions in Haringey, who may be in touch with you and other young people to help put together an Action Plan. This will show how the Recommendations will be put into place.

The reports are organised under the Four Cornerstones of Co-production* and include some suggestions for Next Steps that were important to the people who were involved in Haringey VOICES.

The groups that contributed to the reports were:

- Parent Carers
- Children and Young People
- Schools and Settings
- Health
- Local Authority Education
- Local Authority and Voluntary Care Services

Welcome and care

Value and include

Communicate

Work in partnership

The Four Cornerstones of Co-production

Next steps and jargon buster





Welcome and Care

Young People: "They show you respect. And they're kind. Being calm and relaxed."

Parent Carers: "He had a wonderful mentor there [alternative provision] who just got him, and was so kind and humble and competent, and he worked really well with me, as well, you know, he communicated with me..."

Schools and settings: "Children have got a key person so the parents know that if they want to talk to somebody that's usually the person that they go to"

Health: "...we're really aiming to make the space nice for families as well... We invited parents also to comment on what facilities they would like, what they would like to see here"

What's going well...

- Parent carers describe some very caring people, and schools and settings that are warm and welcoming
- Young people talk about responding best when adults are warm, nurturing caring and flexible, taking the time needed to build relationships
- People who work in Haringey are trying hard to create more welcoming environments and listen better to young people and their families

Could be better...

- The way sanctions are used in some schools can make young people feel powerless and unwelcome
- More support to make friends would be helpful for young people, especially when they move to a different school
- There have been some really difficult experiences in the past that have resulted in a loss of trust and a lot of blame, which can make meetings and environments feel unwelcoming for some people



Value and Include

Young people: "In discussions, I always feel like everyone's listening. The environment's like, you feel comfortable talking. The teachers are nice. The teachers care"

Parent Carers: "...they're an extension of our family and I couldn't do without them, and I just feel very lucky...they've raised the kids but also taught us so much"

LA education: "...we are forming and building those partnerships and relationships on a daily basis"

What's going well...

- Parent carers praise schools and settings that prepare their children and young people for life and support them to have a positive identity, valuing diversity
- Volunteering and being able to have a say helps young people feel empowered and valued, for example through the Markfield project and being an Independent Young Advisor
- Some positive, open and honest relationships are forming

Could be better...

- There is a shared feeling everything can be improved
- For some young people feeling victimised and powerless are everyday experiences. When adults do not listen to young people it makes them feel they do not care
- Some schools and settings need to understand and care more for young people with additional needs. Others offer help that feels beyond their role e.g. for housing issues
- The impact of COVID on young people needs more understanding



Communicate

Young People: “They tell me, ‘You’re doing this today, don’t worry about it.’ It makes me feel happy and heard. I feel heard because sometimes I don’t feel heard.”

Parent Carers: “...he [EHCP caseworker] was consistent, he was transparent, he would tell us if he didn’t know something, he didn’t raise our hopes, he just gave us the facts. That’s sometimes just what you need to know...”

Health: “If a parent rings me, I would try to get back to them that day or the next day”

What’s going well...

- New ways of communicating happened during the pandemic which makes it easier to offer lots of different ways to communicate now
- Feeling people really care, listen to them and follow-up makes a big difference to young people and their parent carers
- When information is available as soon as needs are identified, and people check-in and communicate with them without being asked, it is valued by parent carers

Could be better...

- Finding different ways of communicating with young people
- Parent carers having the information they need about what will happen and who can help when they are first told about their child or young person’s needs or diagnosis
- Making all kinds of communication better for people when English is an additional language.
- Services to have IT systems that work better together



Work in partnership

Young People: “We give ideas and like put the ideas together and make one big idea. And perform that idea, like implement it”

Parent Carers: “We’ve [SEND Power] got representation in all of the strategic sub-groups.”

Schools and settings: “...we would argue that the parents know best about so much of their children”

Social Care: “We have what we call Aspire, which is our Children and Young People in Care, and Care Leavers, Council. What we’re really trying to avoid doing is to be tokenistic in our approach in involving them in policy development.”

What’s going well...

- The SEND Power Steering Group is working hard and is committed to working with others to make positive change
- When young people are involved in collaborative projects and asked to talk to decision-makers
- When Education, Health and Care services work in partnership with each other, schools and settings
- When schools, settings and services ask for feedback from young people and families and make improvements based on what has been said

Could be better...

- Making sure that when young people and parent carers are asked to be involved they are treated like equal partners
- Sometimes ways to give feedback are not user-friendly
- Some schools, settings and services are still not working together in partnership
- Everybody needs to agree on how Haringey understands co-production.



The Four Cornerstones of Co-production

- Welcome and care
- Value and include
- Communicate
- Work in partnership

During the project there were lots of great comments about what was working well and what could be even better in Haringey. Some 'Next Steps' that everybody agreed on were:

- Bringing everybody together to think about what the VOICES reports say about what Haringey is doing well and what needs to be better
- Agreeing:
 - How to communicate and celebrate what is going well
 - What areas for development need to be worked on first
- Coming up with ideas for involving partners better who might be less visible when thinking about SEND and decision-making, for example:
 - Young people
 - Mainstream schools
 - People demonstrating diversity within Haringey and voices that might be less often heard
- Create a joint action plan and come together regularly to review it and come up with suggestions for further actions
 - Work together to establish joint governance and reporting mechanisms involving the LA, Health and the voluntary and community sector (including SEND Power) to ensure accountability for this work



Next Steps

Lots of amazing things have been suggested from the VOICES project. Many of these suggestions came from the inspiring young people who were involved!!

This report COULD NOT have been done without your brilliant contributions;

Thank you from the Genuine Partnerships team!

Jargon Buster

Co-production: Everyone working together as equal partners to achieve shared hopes and dreams

EHCP: Education, Health and Care Plan

Sanction: Punishment or consequence following a behaviour

SEND: Special Educational Needs and Disabilities

SEND Power: The parent carers forum in Haringey

Setting: Somewhere education takes place, like a nursery, school or college