

Lots of great things have been suggested from the focus groups and many of these suggestions came from the inspiring young people who took part.



Thank you from Telford and Wrekin and the Genuine Partnerships team!



Jargon Buster

SEND: Special Educational Needs and Disabilities

PODS: 'Parents Opening Doors' Telford and Wrekin Parent Carer Forum

Pandemic: This is the name for the worldwide spread of the coronavirus (COVID-19)

Makaton: A language programme that uses symbols, signs and speech to help people to communicate

Local Offer: Information about what is available in their area for children and young people from 0-25 who have SEND

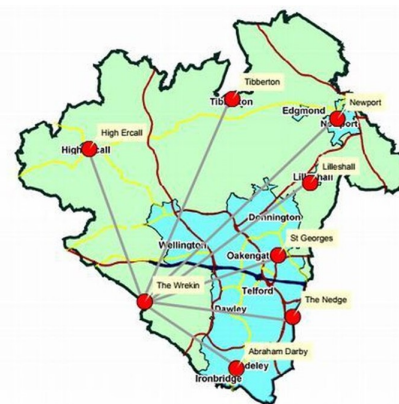
(SEND)IASS: SEND Information, Advice and Support Service



Rotherham Charter



Voices from Telford and Wrekin Local Area



Report Summary for Young People



Telford & Wrekin
COUNCIL



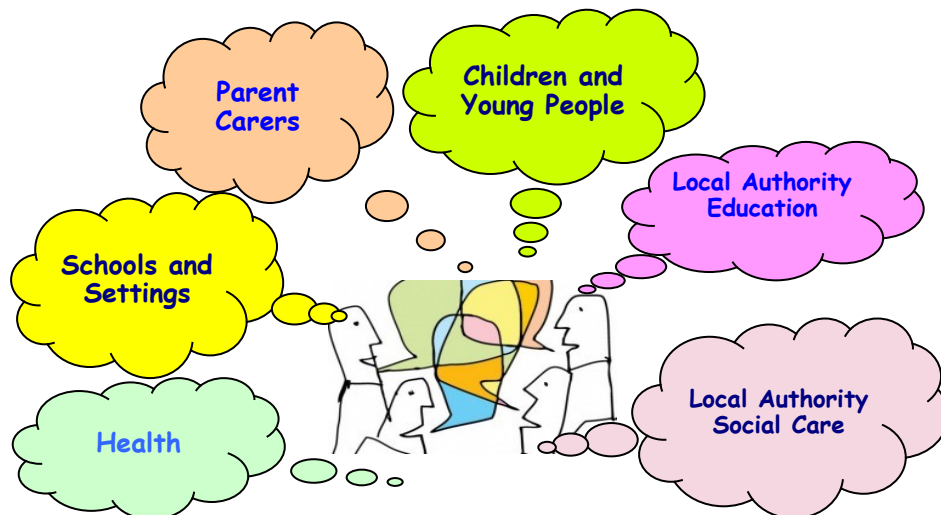
Telford and Wrekin

This leaflet aims to offer you an overview of a report that was completed by the Genuine Partnerships team following a focus group some young people attended. Over a few weeks, we held six different focus groups and some follow-up interviews to ask people 'What is going well for you?' in Telford and Wrekin when it comes to SEND* and 'How could things be better?' We hope people will come together to hear all the different experiences, celebrate what is going well and then plan jointly to make improvements.

When people work equally together this is called 'Co-production'.

We based our questions on Four Cornerstones we have been told build the trust needed for Co-production to happen well (see p.7 for more information).

The focus groups that contributed to the reports were:



*see back page for an explanation

The Four Cornerstones of Co-production

welcome and care

value and include

communicate

work in partnership

There were many great ideas shared at the focus groups and the young people's suggestions were brilliant. A report will now be shared with senior people in the Telford and Wrekin local area who may get in touch about being involved in thinking more about Co-production.

A VOICES day will be planned very soon to share ideas about Co-production. You may be asked how you would like to be part of this event.

Here are some recommendations made in the report:

- ⇒ Build on the many good things already happening in Telford and Wrekin when it comes to co-production
- ⇒ Spend some time making relationships even stronger and building trust
- ⇒ Work together from the start to agree what co-production means so that everybody tries to put it into practice
- ⇒ Involve IASS* and PODS to help make sure that young people and parent carers always feel like equal partners

*see back page for an explanation

WORK IN PARTNERSHIP

YOUNG PEOPLE: *The other children [in School Parliament] can tell us something and we would talk about it*

PARENT CARERS: *"We've got our Community Participation Team Officer, so they supported us with that from day one, with any help that we needed"*

SOCIAL CARE: *"I think it's important that across the whole system we form a shared understanding of co-production and what that means at all levels"*

What's going well...

Young people value when they hold positions of authority at school and have a say in decisions which affect everyone

Help is given when people have ideas they want to develop to help themselves and support others

People across Telford and Wrekin show commitment to co-production and agreeing what it means



People work together well and this has been especially true during the COVID 19 pandemic

Could be better...

It is important for everybody to agree what co-production means so that everybody works in the same way

If more young people and parent carers felt listened to and believed, there would be greater trust

Young people and parent carers could feel more like equal partners when some things are discussed



WELCOME AND CARE

YOUNG PEOPLE: *Wheelchair accessibility is important, they have improved it recently... which makes you feel welcomed and cared for*

PARENT CARERS: *"...[PODS*] wrapped their arms round me"*

EDUCATION *"...it's felt very warm...people really do want to offer that support and make you feel welcome and secure in your job"*

What's going well...

Telford and Wrekin has a very caring culture

PODS is valued by everybody because of the warm welcome and support offered

Young people say it helps when they feel safe, when adults talk to them in ways that show they care and they like having friends as this helps them feel part of a community



Could be better...

Parent carers can feel so tired of trying to work out different systems they sometimes give up when the support needed is not offered

Young people want their needs to be recognised, they do not always feel that they fit in

Some schools and settings are not as welcoming as others



VALUE AND INCLUDE

PARENT CARERS: "...he's back to being the little genius that he is, his educational levels are so high now, he's really, really in a good place"

SCHOOLS and SETTINGS: "Panels are a really good way of working...you always feel supported and happy with the advice we've been given"

HEALTH: "We [Speech and Language Therapy Service] have trained hundreds and hundreds of people in early stages of Makaton* so that's been really good for parents who wouldn't normally have been able to access it"

What's going well...

Young people say that they feel respected when their ideas are valued and acted upon. Some young people like being part of events and going to clubs as it helps them feel more confident

Lots of people have worked really hard to make sure young people and families have still been supported during the COVID 19 pandemic*

People are trying to work well together to help make sure everybody feels included

Sign of the Week



friend

Could be better...

Young people would like there to be more clubs they can go to and they would like to have more independence

There is more work to do to support young people and their families in getting ready for adulthood

More training is needed because some people do not seem to have a good enough understanding of certain needs young people have and the support they, and their families, will require

Preparing for
Adulthood



*see back page for an explanation

COMMUNICATE

YOUNG PEOPLE: Respect is very important to me

PARENT CARERS: "...he's always been involved in, 'This is what we're going to do'..."

SOCIAL CARE: "We have weekly communications from Directors, and newsletters, so we've got a mark of the quality of communication that comes right from the top"

What's going well...

Young people say that talking to them in a respectful way is important

Some schools and colleges have taken the time to get to know young people and their families and are trusted to communicate well



New ways of communicating using technology has helped bring people together during COVID

People across the area are good at sharing information in an open and honest way



Could be better...

Young people would like to be more involved and listened to in decisions that affect them

Parent carers say that sometimes life can feel really hard but there is not enough information about how to get the support needed

Not all families and young people have the technology to use the local offer* or some of the new ways of communicating



*see back page for an explanation