



**WIRRAL
INTELLIGENCE
SERVICE**

SEND Youth Voice Conference: Pilgrim Street Arts Centre

Summary Event Report

February 2019

SEND Youth Voice Conference: Pilgrim Street Arts Centre

For further information please contact:

Author: Sally Tittle - Local Offer Communication Officer - sallytittle@wirral.gov.uk

Wirral Intelligence Service

Email: wirralintelligenceservice@wirral.gov.uk

Background to JSNA – Joint Strategic Needs Assessment

What is a JSNA?

A Joint Strategic Needs Assessment, better known as a JSNA, is intended to be a systematic review of the health and wellbeing needs of the local population, informing local priorities, policies and strategies that in turn informs local commissioning priorities that will improve health and wellbeing outcomes and reduce inequalities throughout the Borough.

Who is involved?

Information from Council, NHS and other partners is collected and collated to inform the JSNA and this reflects the important role that all organisations and sectors have (statutory, voluntary, community and faith) in improving the health and wellbeing of Wirral's residents.

About this document

This JSNA section looks to contain the most relevant information on the topic and provides an overview of those related key aspects

How can you help?

Version Number	Date	Authors
1.0	February 2019	Sally Tittle, Local Offer/Communications Officer

Content overview

Abstract	<p>This report outlines the detail of the SEND Youth Voice Conference held at Pilgrim Street Arts Centre on Friday 25th January 2019. This annual event affords Wirral's SEND Youth Voice group the opportunity to be listened to with a view to professionals learning and leading their services to better support and meet the needs of these young people.</p> <p>Last year's event acted as a catalyst for significant change and, as such, the SEND youth voice group were encouraged to share their views on their most problematic area, namely Safety. Not coincidentally the Under 16 group and the Over 16's both chose Safety as the nominated topic for discussion at this year's event.</p>
-----------------	--

<p>Intended or potential audience</p>	<p>External</p> <ul style="list-style-type: none"> • Members of Wirral’s SEND Youth Voice group • Pupils from Woodchurch High school • Students from Activates • Health Commissioners • Head of Clinical Services • CAMHS and AMHS Managers • Merseyside Police • Catch 22 • Action for Children • DWP • Wirral Chamber of Commerce • SEND Designated Clinical and Medical Officers • Health Visitors • 0-19 Team Health Managers • Inclusion Manager from the HIVE • Wirral Parenting Lead • MENCAP • Autism Together • The Open Door Centre <p>Internal</p> <ul style="list-style-type: none"> • Local Offer Lead • SEND Participation & Engagement Officer • SEND Managers • Co-production Lead • Principal Educational Psychologist • SEND Team • Deputy Director of Children’s Care services • Commissioning services • Local Authority Social Care Managers • Wirral Special Schools Headteachers • Wirral Safeguarding Lead • Children’s Services Managers • Looked After children Managers • Youth Offending Managers • Early Help Team Managers.
<p>Links with other topic areas</p>	<p>https://www.wirralintelligenceservice.org/jsna/children-and-young-people-special-educational-needs-disability/</p>

Wirral JSNA: SEND YOUTH VOICE CONFERENCE: Pilgrim Street Arts Centre

Contents

SEND YOUTH VOICE CONFERENCE 2019	5
Summary Report – January 2019	5
Introduction.....	5
Background to widening public voice through our JSNA	5
The making of our SEND Youth Voice Conference 2019	5
Our objectives, what we set out to achieve	6
The format of the event.....	6
Young People’s feedback (sample)	7
Professional’s feedback (sample)	8
Outcomes	9
Next steps.....	12
Contact details.....	12

Introduction

This report outlines the detail from the annual event held at Pilgrim Street Arts Theatre during the morning of Friday 25th January 2019.

This was an eagerly anticipated opportunity for the SEND Wirral Youth Voice group to have their say on a topic of their choice to an audience of professionals from Health, Education, Social Care, Commissioning services, Merseyside Police, Wirral Chamber of Commerce, Department for Work and Pensions, Voluntary and Charitable organisations.

There were 100 people in attendance.

Background to widening public voice through our JSNA

An integral function of Wirral's Local Offer is to engage with its SEND population and afford them a voice to say what works and what doesn't. Gaps in service provision are identified through proactive participation and engagement. This enables the Local Offer to act as an informing conduit of opinion from a diverse and broad group of users and providers directly into Commissioners via the JSNA.

Local feedback based on actual need rather than historical or perceived need facilitates the shaping of future service provision and, where appropriate, re-allocation of funding.

The making of our SEND Youth Voice Conference 2019

As a Local Authority, Wirral is working hard to engage and support the SEND young people in its care. The significant SEND Reforms borne out of the Children and Families Act 2014 called for a simpler and more joined up system of support across the triad of Education, Health and Social Care. The Act also extended the upper age range from birth up to 25 years of age to give families greater choice in decisions and ensure needs are properly met.

Wirral appointed a full time Local Offer lead to progress a commitment to participation and engagement with families and young people and to act as a conduit for feedback re services and highlighted gaps in local provision.

The Local Offer lead works closely with the SEND Youth Voice group and the highly dedicated staff at Pilgrim Street led by Seline Wakerley. Through the Arts (dance, drama, photography, singing) the skilled professionals help the young SEND people to feel comfortable to express their views, share their experiences and focus on the areas impacting detrimentally on them and other SEND young people in Wirral.

They rank the issues in order of priority and the topic finding itself at the top of the list is the nominated theme for the SEND Youth Voice Conference.

This year's theme as voted for by both the under 19's and over 19's group was Safety. Sub topics of Independence, Relationships, Safeguarding and Exploitation were defined. The young people and the Local Offer lead devised a guest list appropriate to the topic chosen.

The Local Offer lead sent individual invites to 116 well placed professionals requesting their attendance on behalf of the young people. Invites were sent out well in advance of the event to maximise attendance and furnished those invited with a background to the group and this year's theme.

The event programme was devised and rehearsed in the week's leading up to the Conference and the Local Offer lead co-ordinated replies, communications and the event planning.

Our objectives, what we set out to achieve

- As a platform for the voice of Wirral's SEND young people to be heard.
- Young SEND people to feel listened to and actively involved in future provision in Wirral.
- A full theatre of influential attendees to show the young people that their voice matters.
- Attendees to become better informed of the difficulties encountered by the young people.
- A joined-up services approach to taking steps to resolve the issues raised.
- Showcase the event as a successful catalyst for change.
- Improved co-production in Wirral.
- Involvement of the wider community to support our SEND Young people.
- Improvements to the current state of play.
- Pooling of resource, expertise, contacts and creative thinking to drive change.
- Forged links with Merseyside Police and Disability Hate/Mate crime officers.
- Increased awareness of the Local Offer.
- Recruitment of Local Offer champions across the different services in attendance.

The format of the event

- Attendees arrived at Pilgrim Street Arts Centre at 9am to register and network.
- Health and Safety briefing
- Welcome by the SEND Youth Voice group.
- Outline of the morning event by Local Offer Lead Sally Tittle.
- Dance performance entitled 'The sound of our silence'.
- Young people's feedback on the improvements they've seen since last year's event and the many projects they have been involved with as a result.

- Local Offer lead feedback on the significant progress made in the areas highlighted at the previous year's SEND Youth Voice Conference.
- Attendees divided into 4 groups with even representation from all services/organisations. Each group had two facilitators to capture the discussion and enable voices to be heard.
- Drama performance on Independence.
- Workshop 1 – Exploring the issues around SEND and Independence.
 - Drama Performance on Relationships.
- Workshop 2 – Exploring the issues around SEND and Relationships.
 - Refreshment/comfort break.
- Drama Performance on Safeguarding.
 - Workshop 3 – Exploring the issues around SEND and Safeguarding.
- Drama performance on Exploitation.
 - Workshop 4 – Exploring the issues around SEND and exploitation.
- By listening, we learn, by learning we lead – Local Offer lead request for reflection and pledges to drive the changes needed. Attendees completed Pledge forms before leaving at 12.30pm.
- Immediately after the event the young people completed individual evaluation forms.
- As a group the young people mind mapped their thoughts on the event to capture the strength of feeling as it happened.

Young People's feedback (sample)

All young people participating were asked to complete an event evaluation which was prepared in Easy Read format.

What did you like most about this event?

- *“Seeing do many professionals in one room engaging with the SEND Youth Voice group and listened to what they had to say.”*
- *“I enjoyed talking to other people and the dance.”*
- *“How vocal everyone was, how many people attended and how friendly they were.”*
- *“The amount of people from all different workplaces trying to help the best way they could.”*

Was there anything you didn't like?

- *“Lots of noise made it difficult to hear.”*
- *“Some professionals left early, and some didn't pledge which disappointed me”*
- *“Not everyone could see each other; think we need a bigger space with all these people turning up!”*
- *“Surprised how many professionals had little or no knowledge of SEND issues, particularly mate crime.”*

What do you hope will come from the event?

- *"I hope people will come back next year!"*
- *"I hope that the professionals will help get things better in the Wirral."*
- *"More opportunities, more employment. More people pro-actively supporting making changes for the better."*
- *"I hope the professionals will stick to what they say and follow up on their pledges."*
- *"Help people with disabilities with transport"*

Did you feel listened to?

- *"Yes, I was listened to and my views accepted."*
- *"Yes, I did, and they asked me questions so they could understand a bit better."*
- *"100% yes!"*
- *"Yes, I felt listened to, but I had to shout over others to be heard at times."*

Any other comments?

- *"It was so nice that people didn't judge me!"*
- *"Thank you! More people attended, more people listened and actively supported us."*
- *"I loved the day, thank you Sally and CYDT for this opportunity."*
- *"Thank you to everyone who came, I liked talking about me. I hope you can help me."*

Professional's feedback (sample)

On the day attendees willingly gave their feedback and since the event many have emailed their thoughts.

- *"What a brilliant turn out to a brilliant event!"*
- *"Please congratulate all those involved, especially the young people. I'm sure you know you can count on my full support in any way that I can give it!"*
- *"An enjoyable and insightful morning"*
- *"An excellent event, I have shared with my staff and pledged".*
- *"I just wanted to say how wonderful the conference was last week, the young people were amazing and the discussions I was part of were really positive, as was the commitment to make a difference.*
- *"Really enjoyed last Friday and though the turn out and diversity of the audience was exceptional!"*
- *"Just wanted to say thank you for yet again another fantastic conference.*
- *You must be so proud of your young people! Keep going, you have achieved some amazing work!"*
- *"I just wanted to say a massive thank you for the invite and huge congratulations for today's event. It is staggering to see the progress made in 12 months and as a Chamber we are happy to have played our part in supporting the SEND initiative where possible. To see so many organisations attending today's event was if I'm honest heart-warming and this is a credit to the work you have put in."*
- *"Thank you for showing us the way forward! You're right we can all make a difference if we work together."*

Outcomes

- **As a platform for the voice of Wirral's SEND young people to be heard.**

Achieved.

Young people were afforded the time and scope to share their views and concerns. They did this in their 'safe place' and were instrumental in the guest list.

- **Young SEND people to feel listened to and actively involved in future provision in Wirral.**

Achieved.

As evidenced in the evaluation comments, the young people felt listened to and comfortable that no-one was judging their input with regard to how things might look in the future.

- **A full theatre of influential attendees to show the young people that their voice matters.**

Achieved.

There were 86 attendees from a range of services, including the legislative requisites of Education, Health and Social Care. This equated to a 74% take up from invite.

Service	No of attendees
Education	24
Others	20
Health	19
Social Care	17
Merseyside Police	4
Councillors	2
Total	86

- **Attendees to become better informed of the difficulties encountered by the young people.** **Achieved.**

Attendees left with a clear understanding of the difficulties facing this vulnerable cohort. Feedback suggested that many attendees had previously not understood how difficult independent travel, the exploitation of Wirral SEND youngsters given the scale of voluntary work being carried out as opposed to paid work and the damage inflicted by mate/hate crime.

- **A joined-up services approach to taking steps to resolve the issues raised.**

Work in Progress

Networking across the services was evident throughout the morning and follow up meetings were arranged to progress next steps. Many pledges made are joint service driven. Professionals in the room maximised the opportunity of having key players in the room at the same time.

- **Showcase the event as a successful catalyst for change.** **Achieved.**

The significant progress made as a direct result of the pledges made at last year's Conference and subsequent project management were outlined to the 100 strong audience.

Headlines included:

- *2 of the SEND Youth Voice group were awarded NW Participation awards for co-hosting last year's event.*
- *The Department for Work and Pensions (DWP) and the Chamber of Commerce delivered on their pledge to open up the employment opportunities for Wirral SEND young people. They invited the SEND Youth Voice group along to a Disability Confident Employer recruitment event. The young people confidently met with*
- *Employers outlined the barriers to employment and sold their considerable strengths.*
- *Numbers of Wirral Disability Confident employers rose from 66 to 88.*
- *DWP and the Local Offer lead organised a trial Employment event whereby 18 local professionals met with the SEND Youth Voice group and networked to provide aspirational career goals. New leads were offered with follow up support for the entire group. DWP have further pledged to provide professional CV's for the entire group.*
- *The Chamber of Commerce have agreed to support one of the youth voice group hoping to realise his ambition to open up a dance school for disabled young people on the Wirral on completion of his degree. Business planning, financial support and first year mentoring have been offered.*
- *Another young person was offered the opportunity to pursue a full-time paid role utilising her 8 GCSE's and Level 3 Childcare qualification. A CV was prepared for her and following an impressive interview was offered a trial period of a month. On successful completion of the trial, the young person is now an established contracted full-time member of staff.*
- *DWP have assisted the young people and their families with Access to work applications to enable them to travel independently and safely to their places of work.*
- *The University of Chester invited the SEND Youth Voice group to perform and meet with first year student nurses to inform them of the adjustments they would like health professionals to make when caring for someone with a learning disability. The nurses' feedback their gratitude for helping them offer better healthcare and improved relationships with their patients.*
- *News of last year's event reached the Council for Disabled Children and they have used the event as an example of best practice to other Local Authorities to better engage and shape service provision to meet local needs.*

- **Improved co-production in Wirral. Work in Progress.**

Wirral is already underway with a Co-production project led by Julie Hudson in line with the Rotherham Voices group. The fundamental basis for the success of this Conference was a qualitative as well as quantitative audience. The even spread of service representation including outside agencies and charities is paving the way for co-production being inherent in all future ventures.

- **Involvement of the wider community to support our SEND Young people.**

- **Work in Progress.**

Charities and public services made up 28% of the audience. Local cinemas were approached for complimentary vouchers to reward the young people for taking part.

The Light Cinema employs one of the SEND Youth Voice group, (in a volunteer capacity) were happy to support and donated several passes. Tesco were approached to donate refreshments and their Community champion agreed to support the event providing quantities

of fruit, biscuits, crisps and cakes. The Wirral Chamber of Commerce have provided some financial and business leads for this group and have signalled their wish to continue supporting our SEND initiatives.

- **Improvements to the current state of play. **Work in Progress.****

These will be measured at next year's Conference. Some adventurous and challenging pledges made so early signs are encouraging, and the young people are hopeful. Pledges continue to be made by those attendees who went back to their organisation to consider how best they can offer support.

- **Pooling of resource, expertise, contacts and creative thinking to drive change. **Work in Progress.****

Prompted by the drama performances and headline statistics the discussions across the 4 workshop groups were engaging and constructive. Brain storming, considered suggestions, named contacts, influential key stakeholders for future involvement and offers of specific support were evidenced.

- **Forge links with Merseyside Police and Disability Hate/Mate crime officers. **Achieved.****

Given the umbrella theme of 'Safety' attendees were invited from Merseyside Police, Youth Offending services, LACES, Catch 22, the Open-Door Centre, and Safeguarding managers for Health trusts and the Local Authority. Named personnel are now aware of the issues facing the SEND young people and have indicated they are fully on board offering on-going support in the form of Education, Awareness training, auditing the presentation of information available and escalating the raised issues within their organisations.

- **Increased awareness of the Local Offer. **Work in Progress.****

The event helped to raise awareness of Wirral's Local Offer by reminding attendees that the Local Offer needs buy in from all services to keep the information current and regular content reviews are necessary. The attendees learnt of the collaborative projects the SEND youth voice group have undertaken facilitated by the Local Offer lead and how the Local Offer is the conduit for feedback to Commissioners. The Local Offer's social media activity was boosted when world renowned SEND Ambassador Dr. Carrie Grant made supportive comments about the Conference and expressed an admiration for the commitment to Wirral's efforts to bring about change.

- **Recruitment of Local Offer champions across the different services in attendance. **Work in Progress.****

Attendees were asked to consider volunteering as SEND Local Offer Champions for their organisation. Specialists from within the various services liaising directly with the Local Offer Communications Officer will significantly improve the frequency and flow of information being posted on the Local Offer website and social media feeds. The website will be enriched and in turn benefit those accessing the site for help and signposting.

Pleasingly, 28 attendees signed up equating to a third of the professionals in attendance. 9 from Health, 5 from Education, 7 from Social Care and 7 from a spread of organisations.

Next steps

The Local Offer lead, as before, will project manage the pledges received and liaise with those involved to maximise the desired outcomes being delivered.

The SEND Youth Voice group are made aware of the range of pledges made and involved in the planning and delivery where appropriate.

As outcomes are improved, the SEND Youth Voice group continues to grow in numbers thus broadening the representation of a diversity of needs.

Commissioners are informed via the JSNA of the problematic areas needing addressing.

Contact details

For further details please contact:

- Sally Tittle, Communication Officer, Local Offer Wirral – sallytittle@wirral.gov.uk
- Seline Wakerley, Dance, Engagement & Participation Lead - selinewakerley@wirral.gov.uk
- John Highton, JSNA Programme Lead at johnhighton@wirral.gov.uk

To subscribe to Wirral Intelligence Service Bulletin then please [complete this form](#)

To give us feedback

- Let us know your views or if you need to find out more about a particular topic or subject then please [send us an email](#)