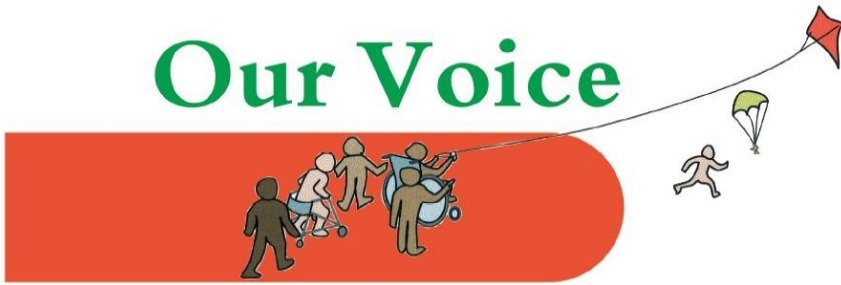


Our Voice



March 2022

Our Voice 'Meet the SEND Heads' Parents' Conference March 2022



This pack contains updates from the different areas involved in the Q&A Panel session on 11th March 2022

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Our Voice

Update from Seema Islam, Chair of Our Voice

Since our last 'Meet the SEND Heads' Parents' Conference in March 21, the pandemic has continued to have a huge and often disproportionate impact on the families of children with SEND, so our support and advocacy have continued to be needed more than ever over the last year.



The Our Voice Management team
(picture from November 2019)

What we do to support families:

- We listen to your concerns and issues through surveys, helpline, events and emails.
- We can therefore represent you when working with the statutory agencies and voluntary sector, to ensure that services are working well to meet the needs of our children and young people, and challenge when changes and improvements are needed.
- We provide regular updates to our members and by social media, alerting parent/carers to relevant changes locally in Enfield, regionally in London and nationally
- We provide informal advice and guidance to parents on a variety of issues and signpost to relevant agencies, services and sources of support and guidance
- We deliver training/workshops on subjects including Positive Behaviour Support, anxiety and mental health, choosing a secondary school, independence skills and more

- We provide opportunities for parents and carers to talk to each other through holding virtual coffee morning/evening sessions and courses like Tree of Life and Healthy Parent Carer, to build their own resilience and support networks.
- As we are part of the National Network of Parent Carer Forums working with the Department of Education, we regularly input into national policy and strategies
- The conditions of our grant from DfE prevent us from lobbying and taking part in campaign activity, but we can use our knowledge and experience to support local and national campaigns.

Key achievements over the last year

- Attended over 180 Education, Health and Social Care meetings representing the parent/carer voice and gave feedback on a wide range of different documents and processes.
- 20 Webinars and videoconferences on topics from choosing a primary school to protecting vulnerable children and young people from exploitation. Topics based on feedback from survey in March 21.
- Ran 2 'Cuppa and chat' sessions during the school holidays, giving parents a chance to catch up with each other in a supportive environment.
- Introduced our 'Tree of Life' and 'Healthy Parent Carer' courses giving small groups of parents an opportunity for extended discussions to support their own health and wellbeing, in order to help them carry out their extra caring duties.
- 5 Zoom parties for children and one online pantomime
- Our first face-to-face events for families since December 2019 - two Trackplay events for children (one jointly with ENAS) and a Trampolining party
- Our survey on parents' experiences visiting secondary schools was completed by more than 30 parents, and we've made sure our members have the opportunity to participate in a wide variety of other surveys and consultations on a local and national basis.
- Attended 3 North-East London meetings and 6 London meetings, giving feedback to the Social Care Review, the DWP Health and Disability Green paper consultation and DfE representatives.

- Successful in a joint bid with LA to be one of nine pilot areas in London for the NHS funded "Autism in Schools Project"
- Working with the Educational Psychology Service in supporting schools in Enfield to become Trauma Informed
- With the LA, we organised the 'meet the providers' videoconference, giving parent/carers a chance to hear directly from holiday playscheme providers.

What difference has this made?

- Parents and carers have had opportunities to learn about the issues that impact them and their families and have been able to raise questions directly with the LA and Health.
- Our events have enabled families to connect with each other in an inclusive and supportive environment.
- Regularly giving our feedback at a wide range of meetings with the LA and Health has ensured that the views of parent/carers are not forgotten when planning strategies and services.
- Our survey on secondary school transfer experiences was the basis for discussions with the Local Authority and will help to inform work to make mainstream schools more inclusive and welcoming.
- We influenced the introduction of a new SEND Youth Club for ages 11- 25.
- Our ongoing work with the Local Authority has helped to improve information about playschemes and inclusive leisure activities available.
- Encouraged the development of additional leisure and playscheme provision such as adding SEND specific sessions to the Summer Uni programme and influencing Walkers Children's club to add a quiet session at their Sensory Room.
- Parents help line supported by Educational Psychologists extended to continue throughout the year

Join our mailing list for regular updates on what's happening locally, events and other relevant information.

Contact us on 0751 6662315 or info@ourvoiceenfield.org.uk,

visit us: www.ourvoiceenfield.org.uk

or follow us on Facebook www.facebook.com/ourvoiceenfield/

or Twitter [Twitter@EnfieldOurVoice](https://twitter.com/EnfieldOurVoice).

SEN Services

Update from Barbara Thurogood, Head of SEN Services



Barbara Thurogood

Since December 2021, the Sen service re-organised its teams so that going forward we could better meet the needs of our children, young people and their families:

- LAC & Vulnerable Team
- Statutory Assessment Team
- Pre-14 Annual Review Team
- Post 14 Annual Review Team

This will support the service to be more pro-active in looking after our most vulnerable families and also making sure that we can be more proactive in our Annual Review process and making sure that we consider how useful and impactful is the EHCP.

Our parents have been telling us that they did not fully understand the transition from post compulsory education to college and therefore we felt as a service we should have a post 14 Annual Review Team, whose focus will be to support young people and their families in transitioning into adulthood.

Key Documents

As an SEN partnership we have been working on the LA's:

- SEND strategy
- Self-Evaluation Framework
- Ordinary Available Provision.

The SEND strategy is a document that sets out our priorities for the next 4 years, and we look at what we want to achieve in that time. We are consulting on this, and you will get the opportunity to have your say.

Self- Evaluation Framework is our review of ourselves. We reflect on our strengths and weaknesses and then set out an Action Plan on the areas that we want to work on. We work across the SEN partnership to develop this including Our Voice, Schools, Health and Social Care.

Ordinary Available Provision is a document for schools and there will also be a version for parents, it sets out what should be available to all children in school before a EHC statutory needs assessment is applied for.

The Local Authority has also invested £1m of schools funding from the Designated Schools Grant, to support children at early intervention, that is children who may have some challenges around communication or in their learning. Funding has meant that we have developed ECASS which is Enfield's Communication Advisory Support Services. This service will support individual children and schools to

recognise and support children who need a differentiated communication programme to help them develop.

The LA has also increased funding to EASA, Enfield's Advisory Service for Autism, to provide further support to children who may have Autism. Again, this support is for schools and individual children.

Expanding Schools

Enfield has seen a huge growth in request for EHCP's more than in other boroughs. To make sure we have enough places for our children and young people we have developed Designated Units in schools and our first Unit is at De-Bohun and support children with Autism. We have also increased our Additional Resourced provision with a new ARP at Firs Farm Primary School from September 2021. Raynham Primary School will be opening a new ARP in April 2022 and St Ignatius College will be opening a Speech and Language Resource Base from September 2022.

Brimsdown Primary School and Lavender Primary School will also have Designated Units for children with Autism.

Statutory Timelines

We have managed to make sure that we produce 65% of our EHCPs on time. The national average is currently 62%. Our goal is to achieve 95% of our EHCP's on time. We have each month been producing between 75 and 80% of our EHCPs on time but due to some backlog from previous years this has meant our cumulative figure is 65%.

However, the Quality of our plans has improved alongside this. Our SEN co-ordinators now produce 75% of their first draft plans without errors. We aim to get this to all plans produced to a high standard at first draft.

New SEN Service Manager – Zulkifl Ahmed

I am delighted to have joined Enfield as the new manager of the SEN Service it has only been a few weeks since I took my position, but I am thoroughly enjoying working with the families in the borough. I have spent the majority of my career working in Special Educational Needs within Local Authorities and the private sector and look forward to using my many years of experience to better the futures of the children and young of Enfield.



Zulkifl Ahmed

There has been a lot of excellent work done prior to me starting in the borough by the team and I look forward to working closely with them to further improve the service that we offer families and in turn improve outcomes for the children and young people of people.



Joint Service for disabled children

Update from Sue Roberts

Play and Leisure Activities

In March 2021 the JSDC developed an on-line “play and leisure survey” which was circulated widely through existing networks including Our Voice, ENAS, short break providers and Special Schools. The survey sought to find out what play and leisure activities children and young people were currently accessing and what new activities they would like to access. There was a fantastic response. 337 parents took part - this equates to about 10% of the SEND population.

In response to the survey findings the JSDC looked at commissioning additional playscheme and activities. These are described below:

- Climbing Wall
Working in partnership with the Youth Service

- Youth Clubs and Social Activities

The Youth Service and JSDC have established a SEND specific Youth Club at the Bell Lane Youth Centre.

- Summer University

The Youth Service and the JSDC are continuing to work together to ensure there are opportunities for young people with SEND to access inclusive activities. In addition, we arranged some SEND specific sessions as part of the programme. Across the whole the Summer Uni over 70 children and young people with SEND were able to access the activities.

- Play Schemes

- 47% of those surveyed wanted access to Playschemes. In response the Joint Service for Disabled Children commissioned 3 additional play scheme providers for the Summer of 2021.
- Our Voice and the JSDC organised a “Meet the Provider” event to increase parental confidence in the provision available to support them after school and during the holidays and another is planned for June.

- Cycling

- 30% of parents and 9% of children and young people highlighted cycling as an activity that they would like to participate in. As a result, a 4 week

Cycling Fun session funded by the Joint Service for Disabled Children was commissioned in partnership with Enfield Healthy Streets and Bike Works. 40 children and young people with SEND were able to get an opportunity to try out cycling. The feedback was excellent.

- Given the popularity of the sessions we will continue to explore options and ideas to see how this might continue.

- Swimming Survey

We are about to launch a survey, co-produced with Our Voice and Fusion leisure, to better understand the barriers experienced by parents, children, and young people in accessing swimming sessions in the Borough's leisure Centres so that we can work together to improve opportunities to this very popular activity.

Co-production

Improving awareness and inclusivity of mainstream providers of afterschool and holiday clubs

- Our Voice will be undertaking a piece of work in partnership with the JSDC to conduct an audit of afterschool and holiday clubs in the Borough, to ascertain how they are able to support children and young people with SEND. The aim of the project is to identify barriers and work with providers to support inclusive play and leisure opportunities.
- This information will be included in the Local offer to encourage and promote inclusivity.

Development of the Disability Register

Parents were involved in agreeing the type of information will be part of the Local Authorities statutory requirement to hold a Disability Register.

Preparing for Adulthood and Moving On

The Local Authority has worked with the parent-led Carer 2 Carer organisation to develop materials and events to support parents/carers who are transitioning from childhood to adulthood. They are a key partner in delivering face-to-face and on-line events. More recently a small task force has been set up to develop the transition materials further, and Our Voice are now also part of this group.

Redesign of Education, Health and Care Plan template and other supporting documentation

As members of the EHCP documentation development work stream, Our Voice were able to co-produce the new design EHCP and other document templates that are used by the SEN Team.

Glossary of Terms

Our Voice designed and wrote the SEND Glossary of Terms that is available on the Local Offer.

Health & Wellbeing Training

Our Voice were awarded funding from the Covid recovery fund to progress a parent led Healthy Parent Programme. Two members of the Our Voice Committee have been trained to deliver the training.

Annual Health Checks and Hospital Passports

Parents have been part of the team planning the Annual health Check pilot project.

The project, in partnership with Waverley school, aims to promote the take up of Annual Health Checks and improve the experience for young people.

Participation and Engagement of Children and Young People with SEND

We want to ensure that children and young people with SEND can also influence local policy and practice development, and that their voices are embedded within strategic participation locally.

We are working to ensure that engagement with children and young people with SEND in Enfield is a multi-faceted effort achieved through collaboration between the Council, schools, and local youth groups, as well as parent/carers.

We want to consult with children and young people in the groups that already exist. These spaces provide the ideal setting to carry out consultation and engagement activities, in spaces that children and young people are comfortable, and by working with adults that they know and trust and who understand the most effective communication methods to enable them to contribute their views.

We are developing 'Participation Squads' to act as focus groups that the Joint Service and other Council officers can work with to carry out surveys and other forms of engagement. Members of the Participation Squads may come together at times to work on specific projects.

A competition was held for young people to suggest a name for the groups and the winning entry was **ALL ABOUT US**

We are currently extending the Play and Leisure survey so we have a better response from children and young people about activities they would like to access. The JSDC will act as the "co-ordinator" of projects that need

involvement of Children and Young People. In future such projects could include easy read transition information, views on the EHCP processes, transport, and community safety.

It will be important to demonstrate to the young people that their input has effected change.

We are working in partnership with the Youth Service to encourage young people aged 16 - 19 with SEND to sign up to the Young Leaders programme and to work on the design of the Summer Uni booklet. The JSDC will be looking to work with the young leaders to become "Young Inspectors" and test out some of the play and leisure activities from a young person's perspective.

We are also working towards training and involving young people with SEND in the recruitment process for appointing those working with children and young people.

Retirement:

After working for over 40 years in Enfield, I am retiring in March. I am proud to have worked in Enfield, which has always been a forward-thinking Borough, which has been at the forefront of service innovation for disabled children and their families for many years.

In Enfield, supporting children and young people with SEND is our priority, we want Enfield to be a place where children and young people with SEND are at the heart of the community, where they can access education, develop friendships, develop skills for adulthood and play an active role in community life.

I would like to thank parents and especially the Our Voice committee members, for their support and challenge over the years as they continue to drive the SEND agenda and ensure that the voice of parents informs strategic developments in Enfield.

Mirjan Dharmo has been appointed as the Head of Service and will be joining Enfield on 20th April.



Integrated Disability Service

Update from Charlene Thomas, Service Manager, ILDS

We have continued to deliver vital services throughout these very challenging times

Our achievements

- Completed more than 2,700 welfare calls to ensure needs continue to be met and any issues or concerns addressed.
- Produced fortnightly newsletters, aimed at those where accessing information via the web is difficult as well as providing advice and information in accessible formats. These are sent to over 200 vulnerable adults.
- Prioritised urgent reviews
- respond to increased safeguarding cases, managing risky and challenging individuals to ensure individuals are safe and supported.
- When days services and colleges closed due to outbreaks the team responded quickly and found alternative care, working jointly with brokerage to enable families to still work and prevent family breakdown.
- Conducted virtual health appointments and clinic sessions plus essential face to face visits.
- Experienced significant increase in referrals for psychiatry, psychology and into our Duty Desk as a direct result of the Pandemic
- Recruited an additional nurse for our service to support duty.
- Placed significant emphasis on improving health and increasing healthy life expectancy for the people with learning disabilities, including prioritising Annual Health Checks in Enfield.
- The increased mortality in the pandemic, combined with restrictions preventing attendance at funerals, raised specific issues for people with learning disabilities. A partnership with One-to-One Enfield and EILDS delivered a 'Remembering Our Friends' event in September 2021.

Pandemic response

The Learning Disabilities community in Enfield suffered hugely because of Covid 19. Our mortality rate increased dramatically which caused concern and anxieties. As a response, we established a Covid-19 Learning Disabilities discrete test site in July 2020. This has been, and continues to be, a huge success, hugely welcomed by parents and carers, service users and providers and supported the robust and cautious return to opening day services in September 2020.

Reviews have continued to take place. The impact on our ILDS Duty has been quite significant; we estimate around 50% additional work is coming in specifically related to day service closures alone. This has placed strain on other parts of our service but being able to respond has been incredibly valuable to individuals and families in crisis.

We continue with our general case work: BIA assessments, MCA assessments, Moving On and Care Act assessments whilst sourcing alternative placements and supporting people to move home, with hospital discharge and safeguarding service users from harm.

Daycare

It has been a huge undertaking over the past 20 months to keep day services going under the pressure of social distancing, infection control measures and frequent closures. We have taken quite strict steps to ensure service user safety is at the centre of all our decision making. We are on the brink of all our day centres to allow for pre-Covid attendance capacity to return and for further infection control measures to be reduced. We have been meeting with our day service providers fortnightly for over a year to provide valuable advice and to provide Public Health updates and to answer any questions.

We're modernising our approach to day services delivery to ensure that the positive changes introduced during the lockdown, such as utilising technology, are here to stay. We have started Virtual Offer (VO) day service sessions online which we are hoping to fully launch in April 2022. This allows service users to still receive day services but from the comfort of their own homes. We remain very committed to face-to-face day services but have developed the VO as another day service option and not as a replacement for face-to-face services.

We are also developing a 360 virtual tour for all our day services, and these will be completed by March 2022. This will allow those going through Transition who are in a school out of borough, families unable to visit the different centres due to other priorities and those service users who struggle to visit new places because of their anxieties the opportunity to have a virtual tour of all our Learning Disabilities Day Centres in Enfield.

Transition

We have several Moving On Events throughout the year and a dedicated Care to Carer contact for those in transition so Carers can discuss any queries, anxieties. We continue to have a robust transition pathway in place to support parents/cares and young people through transition and forty-five young people have transitioned to adult services during the pandemic. We have also developed and agreed a pathway for referrals at 16 from CAMHS and it's working well, and we have a reduced number in receiving late referrals for young people in transition.

Employment

There are range of different opportunities that are available to help service users into employment. In the service we have a team Equals who assist service users on their path to work. They are helping with finding vocational training, looking and applying for jobs, interviews, and supporting them and employers once they have a job. We remain the top in London for supporting our client group to gain employment and are 4th nationally.

Learning Disability Vaccine Hub

The identified the mortality rate of people with learning disabilities in the first wave of the pandemic was 6.3 times higher than the whole population, and that younger people were more significantly affected. The roll out of the vaccination programme in early 2021 was welcomed. We set up a vaccination hub at the Park Avenue Day service every Friday and provide the opportunity for people to drop in as well as book an appointment. We also offer tours of the building and time to talk about what they would like in place to support them to have the vaccine.

A new project has been launched to support those with a learning disability to access the Covid vaccine. A nurse is leading the project in conjunction with the team from the Carlton House Surgery vaccination team. The aim of the project is to enable all those who have not had their vaccines to access the reasonable adjustments required to support them to access the vaccine. In addition to this we are developing training for GP's practice nurses and district nurses to help them identify what reasonable adjustments are required and how to support someone who has been assessed as lacking capacity to consent to the vaccine.



Children, Young People and Families Community Health Update

Update from Helen Tanyan

Who we are:

Enfield community Services is part of Barnet Enfield Haringey and Camden & Islington Mental Health Trust. The Children and Family service in Enfield includes Community Paediatricians, Dietetics, Physiotherapy, Occupational Therapy, Speech and Language Therapy, Special school Nursing, Clinical Psychology for children under 6 years of age, Children's Continuing Care Nursing, Specialist Play and Bereavement and Children's Immunisation.

Health teams also work as part of integrated multi agency service provision such as the Council integrated teams: Early Years Social Inclusion team /Looked After Children/Youth Offending /Enfield Behaviour Support Service (SWERRL)/Enfield Advisory Service for Autism /Enfield Communication and Support service ECASS/ The Children Centres Offer.

The health therapies and nursing teams are located within special education provision working to promote and optimise functional skills, independence and learning alongside key adults within the class and school setting. Paediatricians and Dieticians also provide school-based sessions working with the support teams and the family to maximise progress and ensure children can manage their condition effectively.

The services work with children and young people up to the age of 18 years or 19 years if in a special Education provision however we work flexibly to ensure the young person is ready and the transition to adulthood is progressed smoothly. We recognise that transition into adult services is an important part of a young person's care pathway and work with young people, their families and other services to facilitate a safe, smooth, co-ordinated, person-centred transition from children's services to adult services rather than be dictated by age.

Clinical Leads and integrated care group managers can provide advice and information for families and settings if the query cannot be answered via the Trust webpage, Advice line or by contacting the school or setting link Health staff or the named health staff for the child or young person.

Detailed Information about the different clinical teams and how we can support can be accessed on the Trust website [https://www.beh-](https://www.beh-mht.nhs.uk/services/community-health-children-and-young-people-services/1806)

[mht.nhs.uk/services/community-health-children-and-young-people-services/1806](https://www.beh-mht.nhs.uk/services/community-health-children-and-young-people-services/1806)

including the Single Point of Access referral form or the Council Local offer web

page www.enfield.gov.uk/SEND Contact Telephone: CYP Integrated Care

Administration **0208 702 3160/6741** The service operates Monday to Friday, throughout the year, with core operational hours of 9am-5pm.

What happens after a referral:

Referrals are triaged by the service within 5 working days or at the Child development service intake multi-disciplinary meeting to assess need and impact. Families and the referring professional will be advised of the next steps following triage. Following acceptance of a referral we aim to offer a first assessment within 13 weeks and 18 weeks for Consultant Paediatricians unless the referral is part of an Education, Health and Care needs assessment process where assessment is within 6 weeks of referral. Most families will be offered an initial consultation via telephone or video call after the referral has been accepted. Following this, if required, a face-to-face assessment may be arranged in a clinic, within their educational setting or at home.

Features of Intervention:

For younger children we provide parent and child-led play-based intervention, incorporating interests. Older children and young people are encouraged to participate in goal setting and provide their views to inform the preparing for adulthood outcomes.

Where a need has been identified, families will receive written intervention programmes and have a named contact for their child's care. We aim to provide written programmes within 4 weeks of needs being assessed and goals being set.

Individualised advice and support to meet the child or young person's need that may include individual or group therapy sessions led by the staff team over an agreed time period. We work towards individuals, their families and key adults being able to self-manage.

Regular goal setting and progress reviews in collaboration with the child or young person, parents/ carers and education staff.

Training and support when specialist interventions are recommended.

Support for children and young people before/during/after transition between educational settings or Key Stages.

Where interventions are indicated in a child or young person's EHCP, this will be delivered by the service in the educational setting according to the specified provision. Therapists /Nurses and wider health professionals contribute to annual reviews for children and young people with provision specified in their EHCP.

The Health Advice and Consultation clinics provide advice and support after a child or young person has been discharged. Parents and carers can book into the clinics to clarify queries /intervention strategies or re-access to the service if there are further concerns

Working with Families

Parents/carers are encouraged to either attend their child's appointments or arrange for a feedback session with the therapist/clinician following a school visit to enable joint goal setting. It is expected that families will work alongside the team to continue their child's or young person's support at home. Written programmes and reports are shared with families, as well as other professionals supporting the child or young person. We aim to provide written reports in advance of any meetings where a child or young person's needs and/or progress are being discussed. Families will be provided with the name of the person delivering their child's care and details of how to contact them. All draft reports are made available for comments/contributions to families prior to issuing the final version.

Recognition of cultural diversity is important, and we work closely with families to support communication and understanding of their child's needs, strengths and care. We work with interpreters for families for whom English is not their first

language or families who are British Sign Language Users. We also include education and other health care professionals, family support workers, social workers and extended family members to ensure wider engagement with services for all families where appropriate.

Highlights of work delivered in 2021-22

- The service is now arranged in care groups rather than professional teams so needs are assessed and interventions are delivered more coherently with the clinical team working together across the different professions to deliver support in an integrated way. This will mean families will access the professionals at the same time in a joined-up manner. The benefits include getting the right support in one place, so families are clear about what to expect from whom and when.
- Based on parental feedback we have incorporated access to digital -telephone and face to face appointments. The choice is offered to families based on parental /young person preference. The blended model has worked well based on evaluation of parental feedback. Parental choice is key to decision making bearing in mind that where face to face is required for safe and effective clinical practice, this will be the option the clinician will offer.
- Our productivity and activity (appointments) have met the agreed trajectory set by North Central London clinical commissioning group. So far, we have exceeded our activity target by 17% with 39,948 appointments attended. The number of referrals into the service has increased by approximately 20% since the pandemic.
- We collate and analyse parent /schools and young people feedback on our provision. The feedback forms are collated anonymously and reported by the Trust Governance Directorate at the Division's monthly Quality scrutiny. We have a high level of satisfaction at over 90% with 100% on the Friends and Family Test. Any comments or requests are listened to and actively implemented as part of service improvement. You Said We Did Posters are regularly updated in public areas.
- We are working in partnership with parents /carers and the providers across health and local authority to review and remodel the support pathway for children and young people with neuro diverse profiles. The workstreams aim to deliver a simpler and more unified care journey from early concerns to accessing high quality interventions before and after diagnosis.

- **Clinical Psychologists /Dieticians** with Therapies colleagues are delivering two multi-disciplinary groups 'Mindful Mealtimes' & 'Beyond Behaviour'. 'Mindful Mealtimes' focuses solely on selective eating and feeding difficulties. Excellent feedback from pilot sessions received stating the session were very informative, learnt new strategies and enjoyed meeting other parents who have similar stories.
- On discussion with families, **Dieticians** were told many preferred telephone or video appointments, particularly as many children with complex needs have multiple appointments. Working with other services such as health visitors, schools and hospitals to obtain anthropometric measurements has enabled the offer of non-face to face appointments. Dieticians also worked with schools to arrange dietetic clinics within the schools where children can be assessed face to face, but parents can attend via telephone or video remotely. These changes have been welcomed by families.
- **Early Years Therapies** is continuing to offer triage sessions for children and families. Families are then transitioned into the relevant care pathway: social communication, complex needs, language, speech sounds. Care pathways consist of both virtual parent workshops and face to face appointments. Virtual workshops for nursery staff are now included as part of the care pathway which have been very successful and well attended. The team works closely with children centres to offer 'Stay & Play' sessions for children under 2 years old and continue to run TalkActivity sessions for children with delayed language skills. New Initiatives: **Let's Play** – programme for children under 2yo with social communication difficulties, in partnership with children centre staff. **Beyond Behaviour** - programme aimed at parents of children aged under 6 years who have behavioural needs that significantly impact on their daily lives but do not have a diagnosis, run by multidisciplinary team of clinical psychology, SLT and occupational therapy. Clinical Psychology lead the first session on understanding behaviour and building a secure attachment. Session two is Psychology and Occupational Therapy looking at understanding sensory needs. Final session looks at building communication with proactive and reactive strategies led by Psychology and Speech and Language Therapy.
- **Education Speech and Language** team continues to deliver the **Developmental Language Disorder Pathway (DLD)**. Eleanor Leiser the Clinical Lead for Developmental Language Disorder has now either delivered or has dates booked for 60 schools (including two secondary schools) to deliver whole-school training. After this training, schools can access clinical lead discussion to develop targeted strategies and access the assessment pathway where appropriate. Exciting new developments in the pathway include a new parent support group/training which is currently in development. We are hoping that more secondary schools will take up the training as DLD is a lifelong

disability. **Colourful Communication** Colour Change Update: Historically the Speech and Language Service has used different colours to those used in Colourful Semantics programmes and resources widely available. Please watch the short video available on the following link to explain the changes we are making: <https://youtu.be/s0a5oR0N6SE>

- Our **Occupational Therapy** Team is one of the only OT children's services in the UK to deliver targeted leisure groups with local community providers as part of their post -therapy provision. We have four established Leisure groups: Running club with Lee Valley Athletics, Swim club with Active Enfield, Bike club with Cycle Confident and Football club with Enfield Town FC. These groups were created based on the children's attending OT's identified needs and Occupational Goals interventions as articulated by children/young people. The parental and child feedback for all groups is always extremely positive and the children develop skills and confidence from their attendance. Recent child and parental feedback from OT Running Club at Lee Valley Athletic "I liked that my son loves it, it gives him happiness and confidence", "Running Club helped me to get faster" "Running club is great"
- Consent to vaccinations has been digitalised in the last year so we now use e-Consents for all school age vaccinations in the borough. We have been able to deliver additional flu years to all primary and secondary schools in the borough in addition to the national immunisations programme for children as well as the delivery of Covid vaccinations to 12-15-year-olds in Sept 2021 to date. We plan to mobilise a behavioural science team in 2022 to target difficult to reach families and address vaccine inequality in the borough.
- The physiotherapy team has designed an evidence based Early intervention pathway, to provide input to babies who are identified as 'at risk' of developing Cerebral Palsy. Early intervention is aimed at utilising the neuro plasticity window to develop the brain's potential to promote other areas to take over from those that have been impacted. The physios work closely with the local hospitals – North mid, Barnet Royal free, and with tertiary hospitals GOSH and UCLH to input to families as soon as babies are discharged. Remodelling case transfer processes means families do not experience delays. We felt this was important, as we understand the emotional and practical pressures parents are under after discharge and the need to step in at the right time.

Feedback We are keen to hear about your experience of our service. If you have already accessed the service and would like to provide feedback you can do so by contacting us directly on the telephone number above. We value the thoughts and views of families, children and young people.



Suzy Francis

Educational Psychology Service and EASA

**Update from Suzy Francis, Enfield
Educational Psychology Service &
Schools Emotional Wellbeing Service**



Emma Gore Langton

EPS Update

Dr Emma Gore Langton has taken up the role of Deputy Principal Educational Psychologist and Service Manager. Emma really valued working so closely with Jackie, Khilna and Seema in her role as Senior Lead EP for Social, Emotional and Mental Health, and is looking forward to joining the Our Voice Conference and meeting more parents in March in her new role.

This term we are really focusing on our contribution towards children's Education, Health and Care needs assessments. Working closely with our colleagues in the SEN Service, we are quality assuring every advice to make sure that our recommended outcomes and provision contain all the information needed to help children make progress.

As the pandemic goes on, we know that children's mental health and wellbeing is a top concern for families. The EP Service and our partners have begun to offer Enfield Trauma Informed Practice in Schools (E-TIPS) to schools, with the goal of making sure that children's needs are always understood in the context of their experiences ('all behaviours make sense!'). We are lucky to have Our Voice's Seema as an E-TIPS Champion, representing the experiences of families with children with SEND.

We are proud to be training our fourth cohort of Emotional Literacy Support Assistants (ELSAs). These are teaching assistants and learning support assistants in our Enfield schools, who are training to offer individual and small group interventions to support children's social and emotional needs. We now have 52 ELSAs working in 29 schools across Enfield.

We continue to offer our popular telephone support line for parents and carers. Every parent and carer is very welcome to request a call with an Educational Psychologist to talk about any aspect of their child's learning or development, including home-based concerns. You can request a call [via this link](#) or by calling 0208 379 2000.

EASA Update

Under the leadership of Dr Rachel Walker, Enfield's Advisory Service for Autism has seen significant changes over the past year. Enfield Council provided additional funding as part of a 'spend to save' initiative to improve understanding and acceptance of autism and to implement appropriate support strategies in education settings, with families and with autism children and young people, so that needs can be met early on and children and young people have a better chance of success in Enfield settings.

The EASA Team has worked in partnership with the Autism Education Trust to develop a new EASA Vision and Strategy that aligns with the National Autism Strategy and supports the developing Enfield All Age Autism Strategy. From September 2021, EASA began to welcome new colleagues to the team, particularly a wider group of Educational Psychologists, and Assistant EP, new Advisory Teaching Assistants and two Advisory Teachers from the Early Intervention Support Service (JSDC). EASA has divided the team into Age-phase Teams to focus on development of the offer and services for Early Years, School Age, and the Post-16 Sector. It has been a period of adjustment for everyone, getting to know each other's skills and strengths and how everyone can work together to provide a comprehensive service.



Early Intervention Support Service

Update from Miriam McDonagh, Manager, Early Intervention Support Service

The Early Intervention Support Service (EISS) is part of the Joint Service for Disabled Children (JSDC). We are a team of specialist teachers, early years practitioners and keyworkers that collectively deliver early education and family support services to 0-3 age group within the JSDC. We work with the families of babies and young pre-school children where the child has been identified as having significant developmental needs and/or disabilities prior to their entry into a funded placement in an educational setting at age 2 or 3.

The service has two teams who work collaboratively:

- **Early Support:** A key-working service for families of children with very complex needs
- **Pre-School Support Team:** An early education and family support service

We work with children with;

- social communication needs, often prior to, and following a diagnosis of autism
- Down syndrome, other genetic syndromes, babies born extremely prematurely with medical needs and children without a diagnosis who are significantly globally delayed and under medical investigation.
- profound and multiple disabilities

Following an individual family assessment, intervention takes place through a variety of contacts; at our specialist early learning groups, home visits, face-to-face meetings at other venues, telephone, video calls and virtual online meetings.

Achievements this year

We have;

- continued to deliver services to all families on caseload throughout the pandemic, adapting the interventions to be able to support families and children. This included running online live participation groups for children with complex needs and an infant massage course for parents of babies with complex needs.
- now returned to face to face working and can work flexibly to offer families intervention in a blended way to best meet family needs
- recruited three new Specialist Early Years Practitioners to the team
- provided intervention for almost 200 children during the year
- successfully supported 59 parents to apply for Disability Living Allowance on behalf of their child, impacting positively on family finances and in some cases acting as a qualifying benefit for 15 hours Terrific Two's funded placement
- provided 40 Statutory Advice reports to SEN Services to contribute to EHC assessment process
- run early learning groups for 49 families and their children at Cheviots Children's Centre
- established a new partnership with Enfield Advisory Service for Autism (EASA), where two of our specialist teachers are working with EASA to develop and extend autism services to both parents and educational settings in the early years
- Received very positive evaluation feedback from parents at the end of EISS intervention, for example, parents were asked; how confident do you feel to develop your child's skills and learning?
 - **Before intervention: 23.3%** felt 'confident' or 'very confident'
 - **After intervention: 93.3%** felt 'confident' or 'very confident'
- ensured 100% of children transferring from EISS to mainstream school nurseries in September 2021 had effective transition. Meetings between school, parents and other professionals were coordinated by EISS staff. Information and reports were shared, and parents had an opportunity to discuss their child's individual strengths and needs with school staff in advance of their entry into school.



ENFIELD CAMHS SERVICE

Update from Nicholas Clark

Nicholas Clark

1. Our Services:

There are five core teams within the service, with further areas of additional provision:

The Generic & Neurodevelopmental CAMHS Team provides a comprehensive range of assessment and therapeutic interventions across the age range, for common emotional and behavioural difficulties, Autistic Spectrum Conditions and other neurodevelopmental conditions such as ADHD. It is the largest team with the highest volume of referrals.

The Service for Adolescents and Families in Enfield (SAFE) provides a comprehensive, rapid and flexible service for the most urgent and acute problems facing troubled adolescents, including self-harm and mental health crisis.

The Service for Children and Adolescents with Neuro-Developmental Disorders (SCAN) is a specialist team for children and young people with moderate to severe learning disabilities & neurodevelopmental disorders, coupled with mental health problems. The team works closely with special schools in Enfield.

The Health, Education, Access and Resource Team (HEART) offers a range of services to improve the emotional wellbeing of Enfield looked after children. This includes assessment and treatment for emotional difficulties, consultation for carers and professional staff, and support to therapeutic fostering services.

The Mental Health Support Team in Schools (MHST) is a pilot project funded by NHS England and Health Education England. Launched in October 2019, this collaborative project between Enfield CAMHS and LBE Educational Psychology aims to deliver three core functions: 1) **Evidence-based interventions** for mild to moderate mental health and emotional wellbeing concerns, 2) Support to senior mental health leads in schools to develop a **whole-school approach to mental health and wellbeing**, 3) Timely **advice and signposting** to schools. Outside of these core teams, there is additional CAMHS provision in a range of other services including Youth Offending Service, Custody Liaison and Diversion, Family Assessment Centre, and Enfield Parent-Infant Psychotherapy Service.

2. Recent Developments:

- We have continued to work closely with partners in the borough to plan and coordinate services through the events and challenges of the pandemic, and to ensure continuing support for children, young people and families.
- Unfortunately, over the last 12 months, Enfield CAMHS has faced similar challenges to the rest of the NHS- with very high levels of need in our community, a backlog of children and families waiting for support following successive lockdowns, and significant staff shortages.
- We have an extensive action plan in place to address these issues, with oversight from the Trust Executive and Commissioning. The measures we are putting in place include:
 - Outsourcing some assessments and interventions to established external online providers where clinically appropriate
 - Expanding our offer of group approaches
 - Additional weekend and out of hours provision
 - Development of new workforce roles enabling more flexible service delivery, and to cover “difficult-to recruit” areas: Education Mental Health Practitioners, Peer Worker, Assistant Psychologists
 - Trust wide strategy to recruit additional staff to CAMHS
 - Quality Improvement, organisational development and project management expertise to support staff and to develop improved CAMHS service across Barnet, Enfield and Haringey
 - Regional initiative across North Central London to assess children and young people waiting for neurodevelopmental assessments
 - From January 2022 My Young Mind Enfield/Mental Health Support Team in Schools expansion will improve access to help in school communities

2. Crisis Support Contacts

A. 24/7 crisis helpline

Children, young people and families can call this number **0800 151 0023** at any time for urgent crisis support

B. Duty line for professionals

For any professionals to call where there are concerns about children and young people experiencing mental health related crisis and do not require medical input Mon-Fri 09:00 – 17:00 call Enfield CAMHS: **020 8702 4070** Mon-Fri 17:00 – 00:00, Sat-Sun 09:00 – 00:00 call NCL CAMHS Crisis Team: **020 3758 2056**

If suspicion of overdose and serious self-harm requiring urgent medical treatment A&E remains the recommended route