



Newcastle Gateshead  
Clinical Commissioning Group



Newcastle  
City Council 

## Getting it Right Together

We want to make sure that our Education Health and Care plan process works really well for our families in Newcastle.

We want to build in the voice of our children and young people in a meaningful way.

We want to be able to show that we have listened and acted on what families tell us about the services they use.

**Getting it Right Together** is an opportunity for us to make a real change to how we do things and we can only do this with YOUR help and support

Your family views will be used to make changes to our systems and processes, our hearts and minds.

We can '**Get it Right together**', and we need to support each other to try new things out, we are going to try and do these sessions online using Microsoft-TEAM's meeting

Our children and young people are 'experts in their own lives' and have lots of ideas about what makes a 'good life' for them.

We promise to bring these things to the workshop:-

- A listening ear
- Patience, empathy and understanding for how it feels
- A solution focused approach...there is so much we **can** do!
- Be able to concentrate on what you think– this is about your Voice

We will start with a 'get to know each other' activity which we hope will be fun

We will then ask you some questions, have a look at the images on the next pages.



This section will allow you to tell us what it felt like during the assessment process.

What was it like through the different stages.

What did it feel like before, during and after?

We want you all to be able to talk about feelings in a safe way.

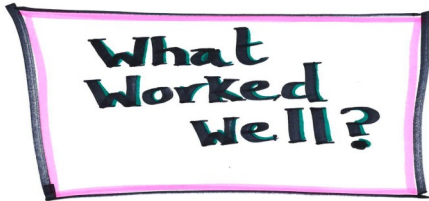


This section means we can talk about what worries you might have had before, during and after the process.

What could professionals do differently ?

All members of the family might have had different worries.

It is important that everyone gets a chance to share what they have been and what would make it better.



This section lets you tell us what really worked for you.

This might be a different thing for each person in the family and all of your views are important.



You can tell us here what didn't work but also help us to find solutions.

'Why didn't they work' and 'what might we do differently'



We need to talk to children about getting ready for being older.

Children and young people have told us that this is really important to them.

We want to know if you had a chance to discuss what things might be put in place for the future?

How did that feel?

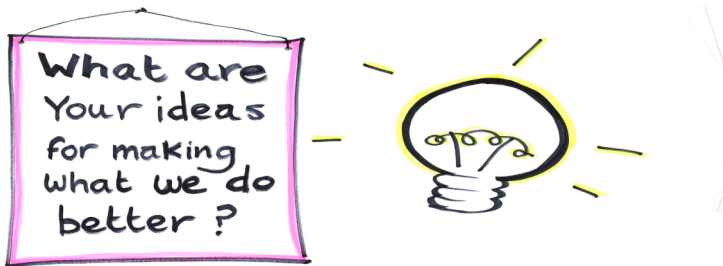
What might help to have that sort of discussion which can be hard for everyone?



Children and young people have told us that they need to be able to talk about their dreams. We want to see if we are doing that well when we are planning.

Did you get a chance to explore dreams?

How might we do that better?



We really want to get any bright ideas you might have for making this process better for everyone.

We don't mind if you have wild or wacky ideas!!

We want to make things work for everyone and we really want to make sure that your child's voice is totally at the centre of everything we do.

- We have a graphic poster that will let you know how to join a TEAMS meeting as a guest.
- We want you to feel as comfortable as possible doing this session.
- We are all learning to do things differently so that we can still include you in everything we do, but in a safe way.
- We know that not everyone can do an online session so we can do a telephone call instead if that would be helpful.
- We could also send you a short survey, just let us know what would work best for you and your family.
- Please let Jill know of any ideas you might have for delivering this session that would work well for your child Jill can be contacted on [jillian.bauld@newcastle.gov.uk](mailto:jillian.bauld@newcastle.gov.uk) mobile:- 07974215459