



Agenda Item No:

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Report to:	Humber and North Yorkshire Integrated Care Board
Date of Meeting:	9 July 2025
Subject:	Voice of the Lived Experience – A Focus on SEND Services
Director Sponsor:	Anja Hazebroek, Director of Communications, Marketing and Media Relations
Author:	Jonathan Brooks, Senior Evaluation and Insight Officer

STATUS OF THE REPORT:

Approve ☐ Discuss ☒ Assurance ☐ Information ☒ A Regulatory Requirement ☒

SUMMARY OF REPORT:

Since December 2024, several reports have been published by local Healthwatch organisations, focusing on Special Educational Needs & Disabilities (SEND) services across the HNY area.

These have identified common areas of concern about services being provided.

The reports are based on feedback Healthwatch have received from people who have had contact with SEND services in our region.

Key themes are identified as being:

- Difficulty accessing timely diagnosis and support; long waiting times often result in a deterioration in an individual's overall health and wellbeing, especially their mental health, and that of their support network.
- A feeling amongst service users and their carers, that health and care staff do not always have the appropriate awareness and understanding of neurodiversity and SEND, and how this impacts a person's life.
- People often feel stuck between multiple services, being passed around trying to get a diagnosis and/or support, with organisations being slow to react and often only providing support once a situation has reached breaking point. Communication between individual services, and public facing information, could be improved.

These themes are similar to those identified, across all groups, in the 'We Need to Talk' engagement programme.

RECOMMENDATIONS:

Members are asked to:

- i) Note and discuss the key themes.

ICB STRATEGIC OBJECTIVE

Managing Today	<input checked="" type="checkbox"/>
Managing Tomorrow	<input checked="" type="checkbox"/>
Enabling the Effective Operation of the Organisation	<input checked="" type="checkbox"/>
Voice at the Heart	<input checked="" type="checkbox"/>

IMPLICATIONS

Finance	N/A at present but and may have implications if particular themes and/or recommendations are progressed in the future.
Quality	Better understanding of public perceptions and experience is key to improving quality, access to care and reducing health inequalities.
HR	N/A at present.
Legal / Regulatory	The ICB is required to meet its statutory duties as part of the NHS Act to make arrangements to secure that people are appropriately 'involved' in planning, proposals and decisions regarding NHS services.
Data Protection / IG	N/A at present.
Health inequality / equality	Better understanding of public perceptions and experience is key to improving quality, access to care and reducing health inequalities.
Conflict of Interest Aspects	N/A at present.
Sustainability	N/A at present.

<p>ASSESSED RISK:</p> <p>The primary risk is that the ICB fails to appropriately involve the public in its planning, proposals and decision regarding NHS services, as part of its statutory duty. Ensuring that the Voice of the Lived Experience is part of every Board agenda, and that the dashboard and key reports are brought to the Board's attention is a key part of the mitigation.</p>

<p>MONITORING AND ASSURANCE:</p>

<p>ENGAGEMENT:</p> <p>Engagement, through Healthwatch, was conducted with service users across Humber and North Yorkshire.</p>

<p>REPORT EXEMPT FROM PUBLIC DISCLOSURE</p> <p>If yes, please detail the specific grounds for exemption.</p>	<p>No <input checked="" type="checkbox"/> Yes <input type="checkbox"/></p>
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