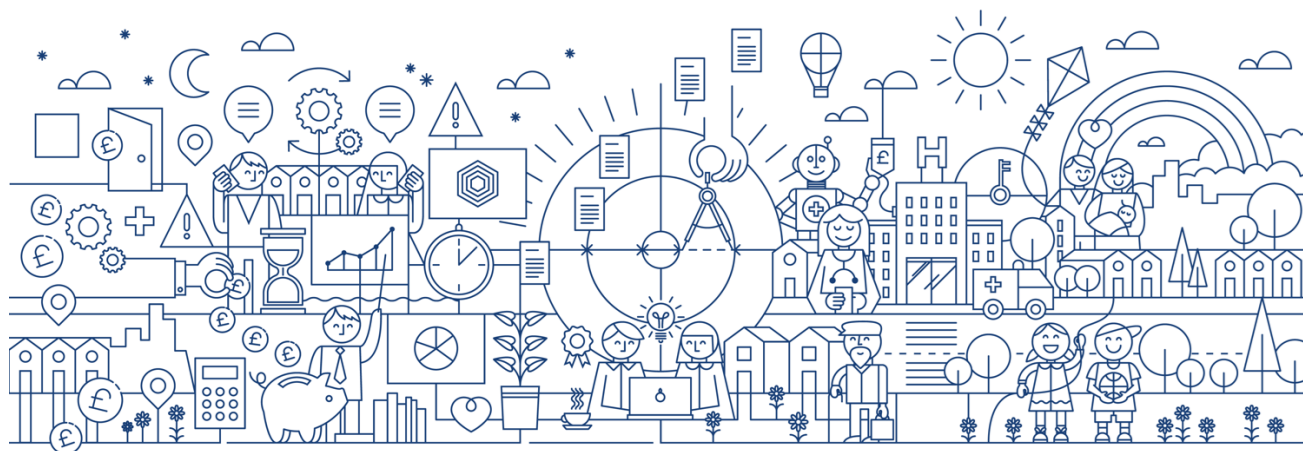


# **SEND Programme Board**

## **Integrated Delivery Plan Updates**

January 2022



# Context | The Integrated Plan

- SEND 'Integrated Delivery Plan'
  - the co-produced SEND Strategy,
  - the working Action Plan response to the Lincolnshire CC Independent Review of Family Services,
  - and the Partnership programme with IMPOWER
  - enable transparency and alignment of the work,
  - assurance on the completeness of the response to the Lincolnshire Review and visibility on progress and impact,
  - 10 workstreams of activity, four of which are currently being delivered through the IMPOWER/Suffolk Partnership, and six of which are being lead by Suffolk

The following slides provide a brief overview of the key focus of the 10 workstreams, progress to date, and planned next steps over the coming months.

# Recap | The Integrated Plan



## Co-Production with Parents

Working with the Family Services team to understand current practice, and introduce & test a strengths-based approach to conversations with families & children and young people

Parents/carers and children & young people have regular engagement throughout the EHCP process which consider their strengths and aspirations and areas of need



## Team Capacity & Data Analysis

Analysing current capacity pressures within Family Services, and recommending how to address this, ensuring engagement is following agreed timescales – as well as establishing a new way of monitoring information

There is greater capacity within the Family Services team, enabling parents/carers to receive more timely responses and consistent engagement with the service. The service is better able to monitor and adapt to demand and understands performance



## Identification of need & provision mapping

Developing a consistent way to assess needs for children & young people with SEND, and to measure how settings can meet these needs, to support strengths-based conversations

Parent/carers are more confident in understanding how settings plan and do meet their children's needs, with conversations having the child at the centre



## Early Intervention for SENCOs

Reviewing the current SENCo Advice Line to ensure it supports early intervention and build on current areas of strength

Education settings are more able to effectively support children & young people, recognising and identifying need earlier, engaging more meaningfully with parents and targeting resources



## Statutory Process Review

Reviewing and changing statutory SEND processes to ensure that they are compliant with the Code of Practice, and that they are well understood by staff, parent/carers and other partners, as included in the CYPF SEND Journey

There is consistent process and practice that all parent/carers experience, and that those involved in the processes can describe

# Recap | The Integrated Plan



## Decision Making Panel & Inclusive Practice Review

Redesigning current panel processes to ensure that person-centred, transparent decisions are made, and working with school leaders to develop their inclusive practice

Decisions taken have the child at the centre, with clear communication through the process to parents/carers about decision making, including reasoning and next steps



## SCC Graduated Response

Reviewing and communicating the Council's early intervention offer to settings for those aged 0-25, supported by a redesigned Specialist Education Service

Education settings are encouraged to and are able to access support early to meet the needs of children and young people within their schools



## Annual Reviews

Improving the quality of and timeliness of annual reviews, and exploring the possibility of bringing education, social care and health reviews together  
Developing an improved system to monitor, track and record all ARs and respond within the statutory deadlines

Annual Reviews are completed at least annually within the legal timescales. Children & young people have provision updated where this is needed in a timely way



## Partnership Working

Ensuring better joint working with Health and other agencies, through the Designated Clinical Officer (DCO) and Designated Social Care Officer (DSCO)

System partners work together to ensure services appropriately meet the needs of children & young people with SEND in Suffolk



## Learning from Feedback

Analysing and understanding the themes behind complaints, tribunals, LGSCOs & mediations and developing a new feedback cycle

Parent/carers receive timely responses when they contact the Council, and can see service improvement based on their feedback

# Where are we now? | Key workstream progress to date



## Co-Production with Parents

- Interviewed 8 parent/carers to understand their experience.
- Developing a model of practice for Suffolk.
- Completed 14 case reviews to understand areas of strength & where improvement could enable better outcomes, completed by staff from Inclusion Services, Health and Social Care.
- Initial design of Family Services trial to begin this month.



## Team Capacity & Data Analysis

- Insight from 14 case reviews to understand areas of strength & where improvement could enable better outcomes.
- Finalising Family Services capacity analysis complete, alongside geographical/team breakdown, business support activity & additional capacity within SES.
- Initial cost and demand baseline developed and being tested with Finance & I-Hub.



## Identification of need & provision mapping

- Completed VSEND deep dive sessions and demo of VSEND tool.
- VSEND digital updates to make the tool Suffolk-specific underway, with meetings planned between Suffolk & digital partner to agree data sharing.
- Three settings for the trial have been agreed. Trial to run over February and March.



## Early Intervention for SENCos

- Design session held to set out aims & principles of Support Line.
- Currently recruiting to two roles to staff the Support Line full time.
- Information session held for those who have expressed interest in the role, with 3 attendees plus 1 who couldn't attend.
- Awaiting formal EOIs for 2 roles.

# Where are we now? | Key workstream progress to date



## Statutory Process Review

- Reviewed current recorded processes
- Letter to parents have been reviewed by Legal
- Legal oversight with regards to new processes and guidance
- Training for SEND Decision making and the law



## Decision Making Panel & Inclusive Practice Review

- Terms of reference and scheme of delegation are due to be ratified
- Scoping of coordinator post to support is underway



## SCC Graduated Response

- Additional resource has been out into the stage 2 to triage by a Specialist Teacher
- Communication to wider services is a focus to ensure those who are not attending provision are known to services



## Annual Reviews

- Significant resource has been invested to focus on phased annual returns
- Training is being delivered to schools for Annual Reviews
- The Annual Review portal is being reviewed due to concerns shared.



## Partnership Working





- Jack Walker has joined as DCO
- Hannah Holder has joined as DCSO
- Both DCO & DCSO have joined partnership meetings
- DPIA is in place
- Work has begun with IT to develop a SharePoint site









## Learning from Feedback

- Consults shared with families
- Section 19 duties, commissioning resource
- Section 23 letter coproduced
- New complaints, compliments and comments dashboard
- Some Post 16 funding no longer goes to panel
- Communications for consult processes is clearer to parents

# Where are we headed? | Key workstream activity planned

	January	February	March onwards
 <b>Co-Production with Parents</b>	Developing a model of practice for Suffolk to further develop and test	Designing what our trial will look like in Family Services alongside managers and staff	Testing new ways of working with parent/carers, alongside training & peer-to-peer support
 <b>Team Capacity &amp; Data Analysis</b>	Understanding what the finance & demand data is telling us about where we are now and where we want to be	Developing scenarios to help us understand what our ambition can look like in reality	Developing reporting that enables us to understand what difference our change work is making
 <b>Identification of need &amp; provision mapping</b>	Engaging with education settings that will be testing Valuing SEND approach and running training	Testing the approach with these settings, supported by peer-to-peer support for SENCOs	Understanding what the approach tells us about needs in Suffolk and how this approach could be embedded
 <b>Early Intervention for SENCOs</b>	Recruitment and induction of staff, and communications to settings of the updated offer	Expanded Support Line goes live, with impact tracking enabling us to understand what is working	Continuing to monitor what is working well, and making changes to the offer according to needs

# Where are we headed? | Key workstream activity planned

	January	February	March onwards
 <b>Statutory Process Review</b>	New letters have been devised with SEND Legal and will be implemented	All EHCP processes to be reviewed in partnership with new HoS, Health & Social Care	Improved processes to be mapped out with Health & Social Care.
 <b>Decision Making Panel &amp; Inclusive Practice Review</b>	Draft Terms of reference and Scheme of delegation to be reviewed by new HoS	Recruitment for Panel Coordinator, Training for Panel Members and communication of changes	New panels will have a soft launch
 <b>SCC Graduated Response</b>	Additional capacity has been brought to triage at stage 2 of Graduated Response	Soft launch of SENCO line, Graduated Response to be formulated in a family friendly version	Publish Family Friendly Graduated Response document
 <b>Annual Reviews</b>	Focus on Phased Transfers and capita update New DCO & DCSO started, joining the partnership working and developing partnership actions across the SEND Programme	Focus on phased transfer and data recording  SPCF Launch, Partnership forward plan to be developed	Phased transfer and data recording accuracy  Update from DCO & DCSO on priority areas to develop across the SEND programme
 <b>Partnership Working</b>			
 <b>Learning from Feedback</b>	Early discussion for tools of analysis to review compliments, comments and complaints, Core messages are used to update staff to share learning from complaints.	Launch of compliments, complaints and comments	Review recording outcomes from LGSCO & Tribunals



# Risks & Issues

- **Change capacity within Inclusion Services** – Due to operational pressures and the wide-ranging change work underway across Suffolk, managers and teams having capacity to contribute to and drive forward change work which is leading to some delays in progress across workstreams
- **New Recruits and training** - Time is needed to train new staff to create a difference to what we do
- **Wellbeing and absence** – Although absence levels have decreased, wellbeing continues to be a concern. Measures are taken to keep staff informed via 'Cup of Tea with Ros' sessions, to share and listen, as well as a regular core messages to keep staff informed

# Next Steps

- Workstream activity will continue as outlined in the updates today
- A key piece of work moving forward is establishing an ambition and impact measures that will enable us to be able to know whether the change work we are undertaking is on track to have the impact that we need it to