

PART A – contains items that could be disclosed in full to the public and staff

Item No	Item Description	Lead Officer
1.	<p>Welcome & Introductions & Apologies: Clare Besley, Mark Gower, Nicki Cooper, Sharon Jarrett, Lisa Nobes, Rebecca Hulme, Sarah Gibbs, Rowena Mackie, Ros Somerville (due to start 09/08/21),</p> <p>Additional Attendees</p> <p>Julia Illot (JI) Engagement Hub Manager Hannah Holder (HH) Practice Transformation Lead Patrick Spragg (PS) NHS Norfolk & Waveney Anna-Marie Webster (AMW) NSFT</p> <p>Adrian Orr to be late Tracy McLean to be late</p> <p>Did not attend:</p>	Allan C
2.	<p>Minutes from January 2021 Meeting</p> <p>Minutes were agreed.</p> <p>Action Log was updated.</p>	Allan Cadzow
3.	<p>Case Study</p> <p>Presented by Wendy Allen</p> <ul style="list-style-type: none"> • Comments received regarding gaining a learning from history of the child (how did their anxiety go under the radar for so long). • Do not keep case study online for longer than 12 months • Review permission with child and family periodically • Consider further steps to anonymise ie re condition this is specific 'Complex Physical Condition' <p>ACTION – WA to amend case study on Programme Board Reflections</p> <p>ACTION – WA to contact HH for case study from Transitions</p> <p>ACTION – WA pass on Programme Board 'Thanks' for sharing their journey</p>	Wendy Allen
	<p>SPCN</p> <p>AC took the opportunity to Thank Anne, Claire, Lucy, and James after an incredibly difficult year thank you for your challenge, support commitment and for staying on for another month. You will be missed.</p> <p>AH – added in team chat - We will be issuing a statement about the next steps and future of SPCN to our members early next week (we hope), and so once we have done this, we will share with Programme Board (PB). We will also ask Barbara to share with PB the email we sent to</p>	

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	<p>system leaders which contains our AGM video and presentation for those of you that have not seen it. However, our main message currently is that it is business as usual until the 18th of June. Thanks everyone. Anne</p>	
4.	<p>Specialist Education Placement</p> <p>Presented by Tracy Winwood</p> <p>TW – Shared a summary of information explaining the process, increase in demand, reasons for the increase in demand, comparable to previous years requests, update on Specialist Education Places that are available and places that are delayed and challenges of parents not accepting places when offered.</p> <p>Recognition was provided by various board members regarding the pressure and the sheer scale of the challenge that this situation presents.</p> <p>NSH – Advised that a meeting is due to take place to 03/06/2021, it is helpful to know as soon as possible specialist education placements so Health can respond proactively for health provision at those placements to be available. Request that dialogue is maintained so health provision can plan, the concern is that if they are not aware therapy provision may not be able to keep up with demand.</p> <p>ACTION - TW – To provide NSH with an updated placements list prior to the meeting on 03/06/2021.</p> <p>AH – Hilighted that there are several transition cases for early years & year 6 that are unresolved. (This was confirmed by TW). Concerns were shared that the LA will likely see a rise in tribunal cases as CYP have not been able to have a meaningful transition.</p> <p>TW – Shared that issue has occurred due to increase in requests, school capacity and process.</p> <p>New posts will see a Placements Officer with a Business Support Officer to support the process going forward. Planning of an improved process will start as soon as SEP have been finalised. Key will be the deadlines for submissions to ensure that the statutory deadlines for transition will be met.</p> <p>LN - Requested that a communication is sent out to stakeholders to help them understand, to be clear, transparent and honest that we have not got it right, what went wrong and how we are going to put it right.</p> <p>ACTION – Transparent interim comms to be shared. - TW</p> <p>ACTION – Review of Process - TW</p>	Tracy Winwood
5.	<p>SRO Report and SEND Performance KPIs</p> <p>SRO Report was shared:</p> <p>Risk – Significant waits in emotional wellbeing hub – this has not been resolved increasing demand coming in and back log on over 2000 cases.</p> <p>AH – Still significant concerns, it is good that SPCN have a route to escalate but still unacceptable over 2000 cases.</p>	Lianne Nunn

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	<p>GB - Explained social media management tool and how this assists us. – Leigh Ramsey will feedback what it will tell us.</p> <p>ACTION –LR to provide report from Social Media Tool</p> <p>AU Service review – remodelling is now underway. PB is making the best of resources to meet the demand.</p> <p>SES Redesign has been shared at SPCN AGM.</p> <p>AH – No concerns have been raised; Izzy will make changes as needed on reflection.</p> <p>Support for Neuro Developmental –</p> <p>GJ – Process of procurement exercise, presentation to parents, yp and professional and this week joint panel to consider written submission then will be able to make award of contract go to CCG Exec – start July 2021 innovation parts – not use to joint exercise and look at how we can offer support to make them live.</p> <p>KPI – update from GB</p> <p>KPI do not change in terms of education attainment – EHCP completion in timescales is in excess of 95%. Annual reviews (AR) and draft amended plans are variable in timescales still.</p> <p>Exclusion – This year has been affected by covid – PEX are down. There is a worry that fixed term exclusions, which are high for Secondary school may hit the same as pre covid year.</p> <p>NH – AR variable hearing a lot of families re AR taking several months still and is causing frustration and Fixed Term Exclusion in KS 1 is on the rise and schools using FTE when saying they cannot meet needs of child</p> <p>NSH – Review timescales have been impacted due to pandemic. A large request for information has caused issues – this will be monitored as is taking some clinical capacity disproportionately.</p> <p>Paul – Treatment within NSFT have received funding for a target support team that will work with YP that are on waiting lists.</p> <p>Beth Mosley looking after team – We have also received considerable help from Barnados.</p> <p>Turning Point Service is being offered for YP with drug induced psychosis</p> <p>AW – Advised Covid has impacted as clinics are being ran differently to take into account the health & safety additionality for protection of staff and clients.</p> <p>NSH – Raised concern regarding the Estates and wider strategic leads operating in isolation (plus NHS Property)</p> <p>ACTION – NSH to email AC with concerns to raise further regarding Estates ad wider strategic leads.</p>	
6.	Health KPI Update	Kathryn Searle

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	<p>LN – A KPI dashboard was needed and needed quickly. The development of this is not an easy piece of work and we are joining up health reporting and Waveney looking at same data to present to the board and making it more meaningful reviewing and looking at what we need to know to look at how health is performing.</p> <p>We also have a list of measures that are not reportable now, but they are aspirational.</p> <p>Looking for agreement to continue moving forward – would like to report back in July on what we can report on and go live date Sept 21.</p> <p>Patrick – Norfolk & Waveney – Kathryn to include Patrick in these conversations – Mark Gower has been linking in? PS asked to be included direct.</p> <p>GB – Is it feasible to benchmark against other CCG’s?</p> <p>KS – Being developed across, KS to send GB a link on statistical neighbours.</p> <p>(The below was shared in the chat)</p> <p>https://councilfordisabledchildren.org.uk/help-resources/resources/0-25-multi-agency-send-data-dashboard</p> <p>ACTION – Update to be presented at July 2021 board by KS</p>	
7.	<p>Development of a new Outcomes Framework for the new SEND Strategy 2021/23.</p> <p>KS & SB</p> <p>LN – Currently we do not have the ability to demonstrate the impact and the outcomes that are important as we do not have the evidence for the impact and improvements.</p> <p>YP & Families to report their outcomes so we can report on what we have achieved</p> <p>SB – Started looking at priority areas for SEND strategy a lot of focus was on LA internal indicators. Focus needed on how are they living and feeling our changes and how we measure and gather that evidence</p> <p>Our golden thread is the child voices.</p> <p>JI – What we were hearing from YP & families- We need to translate from strategic level to what is happening on the ground – important to them (cyp) not being bullied, having information, and being involved in EHCP so they can take part in – these are tangible things. What we are trying to do is make them more tangible and bring the voice of the child into them.</p> <p>Claire – SPCN – very good at talking about strategy and transformation but it is the now what difference is it going to make now – a lot of the challenge is the outcomes are not family centered what can we improve.</p> <p>NH – Challenge of how do we measure progress, what is going well what isn’t when we are working with so many services</p>	<p>Kathryn Searle</p> <p>Stacey Bell</p>

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	<p>Lynne Stabler – Looking at some of the KPI's, how long it takes once a child is recognized of needing a placement - how long is it until they receive a placement?</p> <p>Agreed principles of the recommended approach and recognized the challenges</p> <p>Explore the data intelligence team support -what do you need and for how long? KS – working on this, early conversation with Harriet Wakeling.</p>	
8.	<p>PEX Deep Dive – Action Plan</p> <p>Deferred to next Meeting as MH absent.</p> <p>NH – SENDIASS ask if there is a rise in PEX – noticing a slight rise in data of people that have contacted the service.</p> <p>NSH – Interested to understand the impact of the young people (who took part in the report) and their review – what is the outcome for those young people – where are they now</p> <p>Cases of CYP as young as 5 or 6 being PEX – first experience talk about trauma – is this how we want a YP to start – work with Stuart & team around FTE and part time and agree national a lot of work needs to be done.</p> <p>LC – Agree with Claire – behaviour is a communication</p> <p>ACTION MH – To attend next time.</p>	Maria Hough
9.	<p>Feedback on SPCN parent experiences Mar-Oct-20</p> <p>Need to feedback and update the 'You said We did' web page</p> <p>Getting wording correct is important is it worthwhile to respond after this long?</p> <p>CKL – We complete reports and then nothing happens. Families need to feel they are being heard</p> <p>Previous drafted actions were not completed and we were promised events with families and this has not happened.</p> <p>CKL - Needs to be specific out give answers to families.</p> <p>JI – Importance of being honest in response to what families have said. We need to vocalise what we are doing and being honest on where the challenges are. Say what we are doing and be honest with what we have not been able to do.</p> <p>Do we need to take fresh look at what parents are saying now?</p> <p>Claire - Need to reply on what has been said.</p> <p>Lianne – need to share something sooner rather than later.</p> <p>AC – Look at how we share this request AO input into this before it is published.</p> <p>CKL – talk to SENDIASS before report is shared.</p>	

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	ACTION – Draft response to be shared with AO for review and approval - GB	
10.	<p>Cabinet Paper ‘You said, We did’</p> <p>Presented by Graham Beamish</p> <p>Requested any feedback by close of play Tuesday 1 June 2021 (none received)</p> <p>You said we did is in a slightly rougher version as need input.</p>	Graham Beamish
11.	<p>Communication messages</p> <ul style="list-style-type: none"> • Step by step guides/animations to aspects of SEND Services are being designed, EHC Needs Assessment due Summer 2021 • Specialist Education Service redesign to be communicated jointly after 21/05/2021. (Following SPCN AGM) • Sign posting for Mental Health Resources • Communication from Health on status following release from lock down. • Workforce Development – Training and I statements – planned communication - as launch has been delayed. • Communicating update re Outcome's framework let people know that it is on the way. • New post 16 provider for for YP with extreme anxiety, severe autism and or challenging behaviour. <p>Include capacity – of new providers</p> <p>JI – Recently co -produced animation of ideal worker good to promote through comms.</p> <p>Embedded in SEND induction training on how to be empathy patience now getting more embedded in training and job descriptions – qualities they are looking for.</p>	Wendy Allen
	<p>Forward Plan updated</p> <ul style="list-style-type: none"> • Maria Hough - PEX Report • Gary Joyce - Private diagnosis ADHD • Tracy Winwood - Specialist Admission process • Graham Beamish – All to reflect on effectiveness of Board • Health KPI Update • Social Media Analysis Report 	Allan Cadzow

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8	<p>Any Other Business</p> <p>JI – Shared link for animation</p>  <p>Ideal Worker v2.mp4</p>	Allan Cadzow
9.	<p>Next Meeting is scheduled for Tuesday 27 July 2021, 10-1pm as a MS Teams meeting.</p>	