

SUFFOLK SEND PROGRAMME BOARD

SUBJECT:	Refreshing our Outcomes Framework for SEND
AUTHORS:	Stacy Bell, Family Services Kathryn Searle, DCO for SEND, CCG Anne Humphrys, SPCN Julia Ilott, Young Person's Engagement Hub
DATE:	11 th May 2021
PURPOSE:	<p>To bring to the SEND Programme Board a proposal and update on the work.</p> <p>The proposal is to co-produce a small number (e.g. 10-15) high-level Outcomes and Impact measures, and supporting data that the stakeholders across the SEND system (children, young people, families, carers, services, practitioners, parent/carer/advocacy organisations) recognise as meaningful ways of measuring the positive impact of the SEND strategy for the children and families we serve.</p> <p>The update will describe the work so far and highlight the current risks to the work's completion.</p>

SUMMARY OF MAIN POINTS:

Outcome and Impact defined

An Outcome is a finite and often measurable change, for example, education achievement or getting a job.

In contrast, Impact refers to a much broader effect – perhaps the effect information and advice had on ability to make an informed choice, empowerment or wider life experiences. Impact can be conceptualised as the longer-term effect of an outcome. For example, the impact of accessing local community support might be an increased feeling of peace-of-mind and or emotional support. When compared to outcomes that tend to be pre-defined and can be measured objectively, the personal experiences and inherently personal nature of impact is intuitively subjective.

Working Group

Kathryn Searle, Stacy Bell (Joint Leads), SPCN (Anne Humphrys), Julia Ilott, SENDIASS (Nikki Howlett), Graham Beamish (Prog Mgr.), Mark Gower DCO Waveney

Steer – Lianne Nunn and Priority Leads (Tracy Winwood, Garry Joyce, Clare Besley, Fran Arnold)

SRO - Lianne Nunn

Principles

- We will initially focus on a small number of high-level Outcomes and Impacts.
- The experience of the journey for parents/carers and children, and how quickly help is received, will also be important
- The high-level Outcomes and Impacts and their measures should be co-produced, clear and meaningful to young people & families
- The Outcomes and Impacts will align with the 4 Priorities in the strategy and link to the 'I' statements that have been co-produced with children and young people. ["I" Statements](#)
- Outcomes and Impact measures will be Suffolk-wide, including Lowestoft & Waveney and shared across the partnership to provide common goals
- The Outcome and Impact measures, and means of collecting them, should be designed to help inform future change in the system rather than just looking back and recording progress e.g. Why did something go well, or not so well
- A range of, more internal, performance management indicators will supplement the high-level Outcome and Impact measures
- For the majority of the measures, we will need to have access to the underlying data now, however, that does not preclude us from considering measures we would like to gather data for in the future
- It will be appropriate to have more than 1 means of gathering data associated with some Outcomes and Impacts so that we get input from the range of stakeholders and so that we can triangulate findings, for example parent/carer feedback can be collected from SPCN, SENDIASS and Service Processes
- Measures should ideally be ones that change more regularly and can be tracked over time, for example avoiding too many measures that change once per year such as Achieving KS2 Expected Standards and Progress 8 scores
- The Outcomes and Impact measures can evolve over time as we improve our understanding of what makes a difference to Parents/Carers and young people
- The measures should be easily understood and communicated using infographics and dashboards for example
- Relevant national, statistical neighbour and regional comparators should be used to inform relative performance across areas
- The Outcomes and Impacts should all be appropriate for use in the public domain

Commented [J11]: co-produced with children and young people

Approach

- Co-production essential with partners and stakeholders through every stage
- We will look at good practice in other areas
- We will consider opportunities in the Child and Young Person's Journey to gather feedback
- We will consider alternative formats / media / channels to help maximise feedback

- We will capture ideas for other measures and approaches to inform the future stages of this work

Progress to date

The working group has met three times prior to this presentation at Board.

The working group agreed that the use of the co-produced “I statements” were a sound basis of pulling together a framework which could incorporate lived experience from children, young people and families, and demonstrate impact upon their lives.

On considering the work of the Council for Disabled Children it was agreed overarching/encompassing statements based on this co-produced work would make the framework easily understandable, but we are mindful that these statements are the views of our young people.



Martin Cunningham -
SEND data dashboard

Other key indicators or data will be used alongside lived experience to demonstrate the impact of SEND services. The co-produced working draft and progress of the framework can be seen here:



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In our previous work, Lianne Nunn and Anne Humphrys presented a paper at Programme Board looking to work to develop a means of gathering lived experience across the SEND system/services.



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oach.docx

This work was paused until our new 2021 strategy agreed, and the working group has considered how this could be re-invigorated and the challenges to this.

SPCN, SENDIASS and the Engagement Hub have collected a large amount of feedback from children, young people and families about what is going well and what the challenges are since 2016.

The gap that exists is that there has been no clear responses to that feedback. Children, young people and families are looking for tangible “You Said, We Did” responses. These

do not need to be big achievements but things that we can demonstrate have had a positive impact on their lived experience.

As a result of this children, young people and families are reluctant to give further feedback on their experiences because they do not feel heard, valued or seen by the system. For example, the Engagement Hub has supported children, young people and young adults with SEND across Suffolk to share their views and experiences. This has been done via the SEND Young People's Network, through surveys and focus groups and the subsequent 'I' Statements have been co-produced. These statements sum up what children and young people have told us they want. They want to see a difference in their everyday lives. They are not so interested in hearing the details of how this is being achieved at a strategic level.

We want to work with commissioners and providers to be able to do this and need a genuine commitment from the SEND Programme Board to support us to be able to communicate to children, young people and families the action being taken in response to their feedback. They need to be told what the intention is in response to their feedback and how and when it will be done. However, if there are things that can't be done, or can't be done now but could be at a later time, then children, young people and families just ask for honesty and to explain to them why.

Therefore, we need the SEND Programme Board to endorse the 'I' Statements as an integral part of the SEND Strategy and the outcomes framework, so that each of the Priority areas have them at the centre of everything they do and regularly report back to children, young people and families the progress made against them. Although it is important for these statements to remain fluid, so that they can change and be added to as necessary, we do not need to go out and ask children, young people and families again what they want, they have told us.

In summary, the working group have identified that children, young people and families feel they have shared their feedback about our services and strategy but have not had a response about what will change or how this will occur.

The impact of this, is that it poses a challenge to developing a further framework to understand the impact of services in which lived experience information is key.

RECOMMENDATIONS

That Programme Board

1. Agrees the principles and approach to this work
2. Considers the challenges in order to discuss and agree a way forward.
3. Agrees short term support from data/ business intelligence, in principle. In order to develop the outcomes measure infrastructure to sit alongside lived experience

information support is essential. Costs not available currently and could be scoped out once the data measures have been selected.

DETAILS

Should Programme Board agree the paper, predicted timescales are:

- completion of co-production of the framework – data measures and lived experience gathering - end August 2021
- Development of the outcomes measure infrastructure by end of September 2021
- Go live October 2021

FINANCIAL IMPLICATIONS

To be further scoped