

Suffolk Local Area Partnership Improvement Board

Report Title:	Local Government Social Care Ombudsman – recommendations
Meeting Date:	6 September 2024
Director:	Sarah-Jane Smedmor, Executive Director Children Services (DCS)
Assistant Director or Head of Service:	Ros Somerville, Assistant Director Inclusion
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Purpose	For Information

The Local Government Social Care Ombudsman have requested that the SEND Local Area Improvement Board review the actions within the Improvement Board Action plan to ensure that the recommendations made within the findings are addressed.

LGSCO 230 21 216 & 23 020 681.

The complaints to the LGSCO concerned the communication and timeliness of the Education, Health and Care Needs Assessment.

Suffolk County Council acknowledges that there has been a delay in the timeliness of Education, Health and Care Needs Assessments. This is due to the capacity of Educational Psychologists and Family Services to respond to the growth in requests for assessments.

Suffolk Local Area Partnership are committed to making improvements for children and families. There is a detailed action plan which includes significant investment.

Suffolk is making progress against the timeliness of Education, Health and Care Needs Assessments, in November 2023 2.7% of EHC Plans were issued in 20 weeks, as of July 2024 this number has increased to 18%.

SEND Services and Educational Psychology Service are working together to improve timeliness and communications for children, young people and parents' carers whilst they are going through an Education, Health and Care Needs Assessment.

To improve communication a number of key work streams are being delivered, and progress against actions are reported to the board systematically.