

Hartlepool Borough Council & Hartlepool and Stockton-on-Tees Clinical Commissioning Group

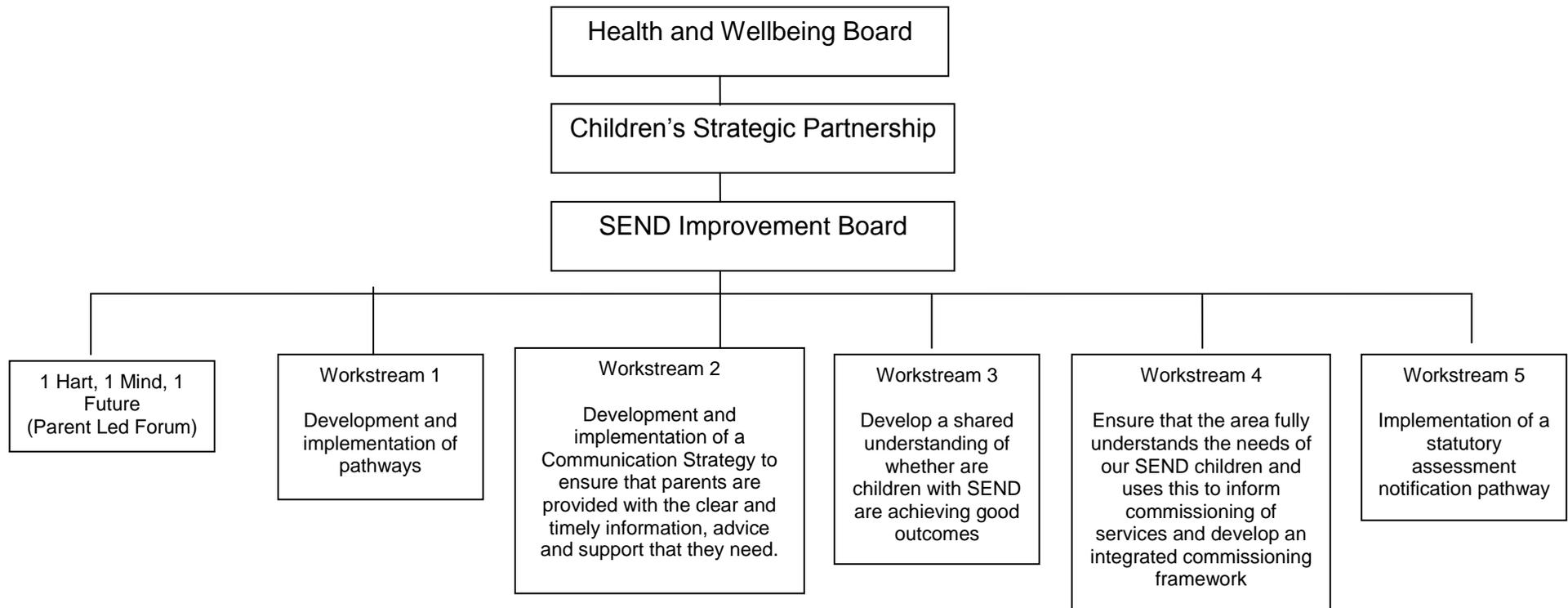
SEND Action Plan March 2017 to March 2018

This action plan is in response to the requirement to produce a Written Statement of Action to tackle the following areas for improvement (AFI) resulting from an Area Wide Inspection of SEND in October 2016.

- A. Inconsistencies in the timeliness and effectiveness of the local area's arrangements for identifying and assessing children and young people's special educational needs and/or disabilities.
- B. Weaknesses in providing the clear and timely information, advice and support families need.
- C. Weaknesses in the strategic joint commissioning of services for children and young people who have special educational needs and/ or disabilities.
- D. Weaknesses in the monitoring of the effectiveness of services in improving outcomes for children and young people who have special educational needs and /or disabilities.

Governance arrangements

Governance arrangements are in place to provide clear lines of accountability for the implementation and monitoring of this action plan which is delivered through five workstreams as illustrated below. The SEND Improvement will meet every 6 weeks to monitor the actions set out in the plan below. The SEND Improvement Board reports quarterly to the Children's Strategic Partnership and bi-annually to the Health and Wellbeing Board.



Membership of the SEND Improvement Board

Name	Organisation	Role
Sally Robinson	Hartlepool Borough Council	Director of Child and Adult Services
Danielle Swainston	Hartlepool Borough Council	Assistant Director, Children's Services (Nominated Officer SEND Inspection)
Jean Golightly	NHS Hartlepool and Stockton-on-Tees CCG	Director of Nursing and Quality
Mark Patton	Hartlepool Borough Council	Assistant Director, Education, learning and Skills
Lindsey Robertson	North Tees and Hartlepool NHS Foundation Trust	Deputy Director of Nursing, Patient Safety and Quality
Christine Fewster	Parent Led Forum, One Hart One Mind One Future	Chair of Parent Led Forum
Louise Allen	Hartlepool Borough Council	Head of Service, SEND
Jo Heaney	NHS Hartlepool and Stockton-on-Tees CCG	Head of Commissioning and Strategy
Rachel Smith	Hartlepool Borough Council	Strategic Commissioner, Education and Children's Services
Alan Chapman	Catcote Academy	Headteacher
Jacqui Braithwaite	Hartlepool Borough Council	Principal Educational Psychologist
Jane Barker	North Tees and Hartlepool NHS Foundation Trust	General Manager, Women's and Children's Services
Keith Weldon	North Tees and Hartlepool NHS Foundation Trust	Performance Data Lead
Trina Holcroft	NHS Hartlepool and Stockton-on-Tees CCG	Designated Nurse Safeguarding Children and LAC
Kay Forgie	Hartlepool Borough Council	Performance and Information Manager (Children)
John Bye	NHS Hartlepool and Stockton-on-Tees CCG	Named GP
Paul Donnelly	NHS Hartlepool and Stockton-on-Tees CCG	Performance Lead
Steve Pett	North Tees and Hartlepool NHS Foundation Trust	General Manager, Specialist Services and Partnerships

Action Plan

The following actions will be undertaken to address the areas for improvement (A-D) identified by the inspection and detailed at page one of this document.

RAG:

	Progress not being made
	Progress being made but not meeting expected timescales
	On track to complete within expected timescales
	Completed

Objective	Actions (cross ref to AFI)	By whom?	By when?	Intended outcomes	RAG
1. Development and implementation of pathways Responsible lead: Jacqui Braithwaite (Principal Educational Psychologist)	Review and consolidate previous pathways/process maps across Health, Education, Social Care and VCS to streamline and standardise a child's / parent's / carer's journey from early identification through to statutory support (AFI-A)	Workstream 1	September 2017	Implementation of a consolidated pathway of services and support, based on Hartlepool children's needs. This will be evidence based, understood by children, parents/carers and practitioners, and compliance will be performance managed.	
	In partnership with a Better Childhood in Hartlepool Group review and refresh the workforce development programme for the children's universal workforce with a particular focus on CYP with SEND (AFI-A)	Workstream 1	Dec 2017	CYP with SEND are identified early, assessed, have their needs meet and staff understand where to go to for information advice and guidance.	

	Relaunch Early Support Principles across the children's workforce (AFI-A) (AFI-B)	Workstream 1	March 2018	<ol style="list-style-type: none"> 1. Key working and family-centred approaches are embedded within the children's workforce across all partner agencies. 2. Ensuring that CYP with SEND are identified early, assessed, have their needs met and staff understand where to go to for information advice and guidance. 	
<p><u>Progress commentary</u></p> <p>"Ideal pathway" mapped with multi agency group and partners 3P event held 27th Feb – 3 Mar to develop Autism pathway – week long event. Full commitment from all partners attended the full week with parent representatives Project plan identified within the 3P week – half day follow up session to write implementation plan 20th March</p>					
<p>Link to other objectives:</p> <ul style="list-style-type: none"> • Implementation of communication strategy as part of the pathway (Objective 2) • Establish notification pathway for parents to be fully aware of progress within any pathway (Objective 5) 					
Objective	Actions (cross ref to AFI)	By whom?	By when?	Intended outcomes	RAG
2. Development and implementation of a Communication Strategy to ensure that parents/ carers and children and young people are provided with the clear and timely information,	Parent Led Forum to engage in the review of pathways as identified in objective 1 to ensure that the agreed pathway is rooted in families' experiences (AFI-A and AFI – B)	Workstream 2	Sept 2017	A consolidated pathway of services and support based on children's needs in place that is understood by children, parents/carers and practitioners.	
	Parent Led Forum with Workstream 1 (as identified in objective 1) to carry out full review of the information, advice and support that families need at	Workstream 2	Oct 2017	Parents are fully aware of the support that is available to them to meet their children's needs and how it can be accessed.	

advice and support that they need. Responsible lead: Christine Fewster (Chair of Parent Led Forum)	all stages of the SEND journey and make proposals on any changes needed within the systems (AFI-B)				
	Parent Led Forum to review the way that organisations communicate with parents/carers and children and young people at all points of pathways (AFI-B)	Parent Led Forum Workstream 2	Oct 2017	Parents are fully aware of the support that is available to them to meet their children's needs and how it can be accessed.	
	Formalise the links between the Parent Led Forum and the SEND Improvement Board to ensure that families voice is contributing to ongoing service improvement (AFI-A) (AFI-B) (AFI-C)	Parent Led Forum/ Nominated SEND officer Workstream 2	June 2017	Services are both proactive and responsive to meet the needs of children with SEND.	
	Parent Led Forum to identify workforce needs based on their experiences (AFI-B)	Workstream 2	Dec 2017	A workforce able to support parents at all points of their journey. This will be evidenced by the formal and informal feedback we receive from parents.	
<u>Progress commentary</u> 1 Hart, 1 Mind, 1 Future (Parent Led Forum) conference held 28 th March with focus on reviewing services					
Links to other objectives: <ul style="list-style-type: none"> Establish notification pathway for parents to be fully aware of progress within any pathway (Objective 5) Implementation of communication strategy as part of pathway (Objective 1) 					
Objective	Actions (cross ref to AFI)	By whom?	By when?	Intended outcomes	RAG
3. Develop a shared understanding of	Develop a combined initial performance framework using single agency cohort data to	Workstream 3	July 2017	A framework that shows progress and outcomes for children with SEND in relation to their aspirational Education,	

<p>whether our children with SEND are achieving good outcomes</p> <p>Responsible lead: Lisa Piggott (Speech and Language Therapy Operational Lead)</p> <p>Please note: due to the clear links between Objective 3 and 4 the leads for these workstreams will work together to review shared and interacted actions.</p>	<p>ensure that the partnership can track outcomes for children with SEND including school based progress and wider outcomes (AFI-D)</p>			<p>Health and Care goals.</p>	
	<p>Review each agencies approach to measuring and recording outcomes – identifying best practice to share across the partnership (AFI-D)</p>	<p>Workstream 3</p>	<p>Sept 2017</p>	<p>A partnership understanding of how organisations capture outcomes and identify best practice.</p>	
	<p>Work with partners to identify how to measure the effectiveness of the SEND pathway (AFI-D)</p>	<p>Workstream 3</p>	<p>Sept 2017</p>	<p>That the partnership is measuring and monitoring the right information to identify aggregated outcomes to inform strategic commissioning.</p> <p>That the partnership is measuring and monitoring the right information to ensure that children and young people are on track to achieve.</p>	
	<p>Implement a finalised integrated performance management framework that informs service development and commissioning based on outcomes and revised pathway (as set out in objective 1) (AFI-D)</p>	<p>Workstream 3</p>	<p>Jan 2018</p>	<p>Working within existing organisational IG rules develop an integrated framework that monitors regularly the outcomes for children with SEND and hence informs the commissioning of services.</p>	
	<p>Develop and implement reporting mechanisms for the performance management information (AFI-D)</p>	<p>Workstream 3 and 4</p>	<p>Jan 2018</p>	<p>Services are commissioned to achieve the optimal outcomes for children with SEND, based upon aspirational goals in Education, Health and Care.</p>	
<p><u>Progress commentary</u></p>					

Links to other objectives:

- Development of pathways (Objective 1)
- Understanding needs of SEND children – needs and outcomes need to inform commissioning (Objective 4)
- Development of integrated commissioning framework (Objective 4)

Objective	Actions (cross ref to AFI)	By whom?	By when?	Intended outcomes	RAG
4. Ensure that the area fully understands the needs of our SEND children and uses this to inform commissioning of services leading to the development of an integrated commissioning framework Responsible leads: Rachel Smith (Strategic Commissioner, Education and Children's Services)	Phase 1 – EHCP cohort identified and shared with partner agencies to allow matching of data (AFI – D)	Workstream 4	May 2017	Clear dataset identified for sharing across partner agencies	
	Submission of the IG Toolkit demonstrating information security arrangements (AFI-C) (AFI-D)	LA	May 2017	Ability to share information across services to understand needs and outcomes	
	Develop and implement Information Governance policy with all partners	Workstream 4	June 2017	Ability to share information across services to understand needs and outcomes	
	Authorisation from NHS Digital for North East Commissioning Support to carry out pseudonymisation of data to support data analysis (AFI – D)	NECS	May 2017	Team around SEND child have appropriate information that informs the integrated care of individual child	
	TEWV and North Tees and Hartlepool Foundation Trust share (IG appropriate) details of children in EHCP accessing NHS services (AFI – D)	TEWV/Foundation Trust	June 2017	Validating of data in order to understand cohort needs.	
	Phase 2 – SEN support cohort	Workstream	July 2017	Partner agencies are able to identify and	

and Jo Heaney (Head of Commissioning and Strategy)	identified and shared with partner agencies to allow pseudonymised matching of data (AFI – D)	4		draw together a holistic and comprehensive picture of support required and received by SEND cohort. This will enable more targeted and appropriate joint commissioning of services for optimum outcomes.	
	Implement a finalised integrated performance management framework that informs service development and commissioning based on outcomes and revised pathway (as set out in objective 1) (AFI-D)	Workstream 3 and	Jan 2018	Data used to inform joint commissioning /decommissioning of services based on identified need and clear aspirational outcomes	
	Use all information identified above to revisit SEND JSNA and refine (AFI – C & D)	Workstream 4	Jan/ Feb 2018	JSNA informs future planning for jointly commissioned services and support for early emerging issues prior to education and SEND.	

Progress commentary

The workstream has identified IT systems across each agency, what data is recorded and who is responsible for data sharing and information governance.

An information Governance meeting has also been held, with leads from each partner organisation identifying the next steps to establish an information sharing agreement across agencies which will allow the sharing of key data to allow further data analysis. This data will then be used to inform the joint commissioning or decommissioning of services for our SEND children and young people.

Links to other objectives:

- Understand outcomes for our SEND children (Objective 3)
- Understanding of “ideal” pathway (Objective 1)
- Establish notification system (Objective 5)

Objective	Actions (cross ref to AFI)	By whom?	By when?	Intended outcomes	RAG
5. Implementation of a Statutory assessment notification pathway Responsible lead: Louise Allen	Agreed and implemented pathway of notification of statutory EHC cohort (AFI-A)	Workstream 5	May 2017	20 week pathway in place identifying notification points and clear flow of information requests with regard to statutory timescales. Performance management of process monitored based upon notification points.	
	Effective pathway for annual reviews giving clarity of notifications and information requests. (AFI-A)	Workstream 5	June 2017	EHC Plans reviewed in a consistent and timely manner to ensure children's needs are met and outcomes remain appropriate and aspirational.	
	Dissemination of clear, coherent pathways with associated pathway for EHC needs assessments and annual reviews to parents/carers, CYP and the workforce. (AFI-A)	Workstream 5	July 2017	Provision of clear and timely information to families and the workforce.	
<u>Progress commentary</u>					
Links to other objectives: Ensure that parents are informed of processes and communicated with effectively within the statutory processes (Objective 2) Understanding of Needs (Objective 4)					

Owners: Danielle Swainston, Assistant Director, Children's Services, Hartlepool Borough Council
 Jean Golightly, Director of Nursing and Quality, NHS Hartlepool and Stockton-on-Tees CCG

Last reviewed: 28th March 2017

Next review: 11th May 2017