

# SEND Operational Leads -SEND Action Plan Update – Dec 19

The SEND Strategy action plan was re-launched in May 2018 with the purpose of delivering the key priorities outlined in the [Torbay SEND Strategy 2016-20](#). The SEND Operational Leads group is responsible for the delivery of the SEND Strategy Action plan.

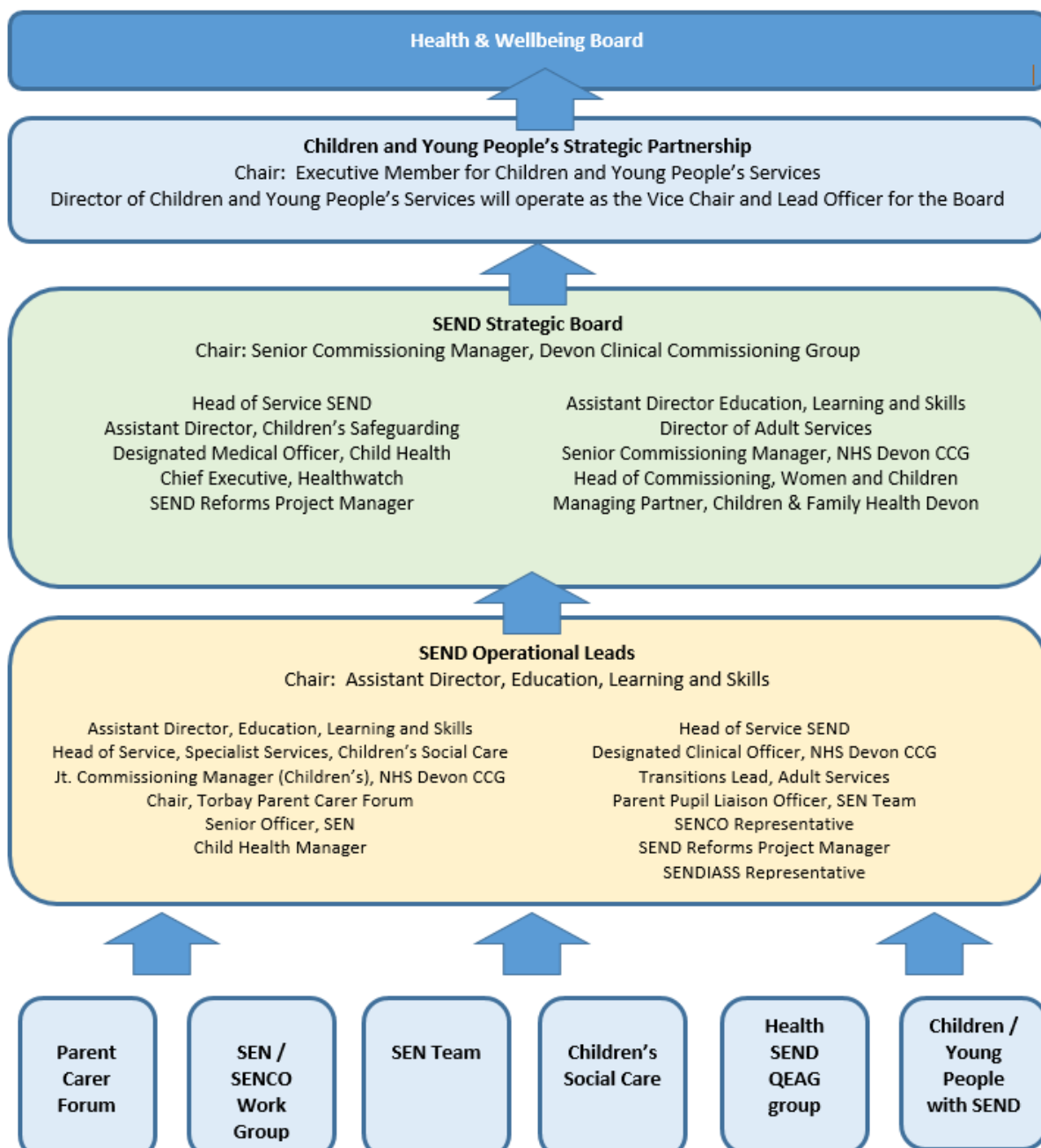
## Evidencing Progress

A SEND 'Ops' lead has been allocated to each area of work with responsibility for providing a highlight report in advance of the 6 weekly SEND Operational Leads' meetings. The report details recent progress, actions planned for the next period and any barriers to progress that need to be addressed (risk / issues). The SEND project manager collates this information, and provides additional support to leads where required.

## SEND Governance Structure

The SEND Operational Leads group will escalate issues and risks to the newly formed SEND Strategic Board with eventual accountability to the Health & Wellbeing Board. In addition to the SEND Strategy Action Plan, the SEND Operational Leads group addresses developments raised across the local area as illustrated below.

### Torbay SEND Governance Structure



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Objective met and signed off

Actions to follow up

In progress - objective not met

## Priority 1: Integrated Agency Working

Agencies will work together effectively to improve outcomes for children and young people with special educational needs and disabilities.

Work Title	Status – Complete	Status – To Do	Attachments/links
<p>1.1 Clarify expectations of all partners for the EHC assessment process and ensure this is shared with all stakeholders</p> <p><b>Objective met – signed off by SEND Ops 26/11/19</b></p>	<p><b>Complete</b></p> <ul style="list-style-type: none"> <li>-Professionals across education, health and care have access to jointly agreed pathways which clarify the roles, responsibilities and steps involved in EHC needs assessment.</li> <li>-The SEN Team provides regular EHC needs assessment training for health and social care professionals.</li> <li>-The health Quality Effectiveness and Assurance Group supports the roll out of information to health professionals and works with the SEN Team to identify training requirements.</li> <li>-Early identification of SEN pathway is in place between health and SEN Team.</li> </ul>	<p><b>Actions for SEND Ops to follow up:</b></p> <p>Timeliness and quality of reports and EHC plans will continue to be monitored by the SEND Operational Leads.</p> <p>Point of contact for Annual Review notifications to be agreed in health and social care.</p>	<div style="text-align: center;">                       Health response to RSA process - Jan 19                 </div> <div style="text-align: center;">                       YOUR Contribution Social Care.pptx                 </div> <div style="text-align: center;">                       Torbay early identification flowcl                 </div> <p style="text-align: center;"><a href="#">Early Identification</a></p>
<p>1.2 Ensure that rigorous processes for monitoring and challenge are in place and drive service development</p> <p><b>Objective met – signed off by SEND Ops 25/9/19</b></p>	<p><b>Complete</b></p> <ul style="list-style-type: none"> <li>-The SEN Team and health have tracking mechanisms in place to measure the provision of needs assessments within timescales.</li> <li>-An escalation step from SEN Team to partners to prioritise overdue EHC needs assessments.</li> <li>-Monthly multi-agency audit to monitor the quality of plans and drive learning at individual and operational level.</li> <li>-Peer review implemented for EHC plan writers to drive consistent good practice.</li> <li>-Health quality assurance and effectiveness group (QEAG) in place and attended by SEN Team.</li> <li>-Designated Officers in place in health to drive quality improvements for EHC needs assessments and associated SEND processes.</li> <li>-Parent and young people are enabled to share their views on the quality of their EHC and the support they receive, from identification of need through to issue of a plan.</li> <li>-EHC Plan writers evaluate EHC needs assessments and share good practice exemplars with partners.</li> <li>-Health managers' quality assure EHC needs assessments before returning to SEN.</li> </ul>	<p><b>Actions for SEND Ops to follow up:</b></p> <ul style="list-style-type: none"> <li>-Health to confirm the response process to escalation of late needs assessments by the SEN Team.</li> <li>-Children's Social Care to allocate a staff resource to attend the SEND Panel, to inform decisions on whether to assess.</li> <li>-Children's Social Care to confirm the quality assurance process for EHC needs assessments.</li> <li>-SEND Strategic Board to agree an updated performance dashboard which evidences all partners' performance against KPIs / statutory duties.</li> </ul>	<div style="text-align: center;">                       V 0.3 TOR SEND Quality and Effective                 </div> <div style="text-align: center;">                       SEND Strategic Group ToR 6-11-19.                 </div>
<p>1.3 Set up mechanisms for agreeing joint funded provision</p>	<p><b>Complete</b></p> <ul style="list-style-type: none"> <li>-Torbay Joint Agency Panel (TJAP) is now fully functional, supported by Local Authority social</li> </ul>	<p><b>Actions for SEND Ops to follow up:</b></p>	<div style="text-align: center;">                       TJAP TOR V7 10.12.2018.docx                 </div>

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<p>across EHC and pooled budgets for individual packages of care -Jo Hooper</p> <p><b>Objective met – signed off by SEND Ops 26/11/19</b></p>	<p>care, education, finance and placements and CCG Quality Assurance and Commissioning</p> <p>6 months of TJCAP has resulted in:- -8 new joint funding arrangements -3 joint funding arrangements ceased -4 joint funding arrangements reviewed and updated -7 considered not eligible.</p> <p>-The panel has quality assured packages of care from health, education and social care and supported the appropriate repatriation of children. -An unintended consequence has been a focus on support for children who do not meet Children’s Continuing Health Care thresholds.</p>	<p>-Local authority staff to attend CCG training in pre-assessment checklists.</p> <p>-Joint agency decisions will be monitored by SEND Operational Leads over the next 6 months to ensure the pathway is understood and meets requirements.</p>	
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### Priority 2: The Local Offer

Partners and service providers will meet the needs of children and young people with special educational needs and disabilities as part of the Local Offer.

Work Title	Status – Complete	Status – To Do	Attachments/links
<p>2.1 Agree expectations and processes with partners for updating and publicising the local offer</p> <p><b>-Marianne Lewis</b></p>	<p>-Education Services including the SEN Team, Hearing Impairment, Elective Home Education, Early Years and Schools continue to provide regular updates to their information on the Local Offer. The overall maintenance of the Local Offer is coordinated by the SEN Team.</p> <p>SEN publicise the Local Offer by:- -sharing Local Offer leaflets with all new RSAs -Posters and leaflets distributed to providers -Links and references to the Local Offer in other supporting literature and guidance. -Social Media -SEN workers informing parents -Profile raising activities at relevant events</p> <p>Average hits to the Local Offer landing page has increased from approximately 48 per week to 70 since September 2018.</p> <p>Responsibility for ensuring records are kept up to date lies with each record holder in education, health and care.</p> <p>Children and Family Health Devon have included a link to the Torbay Local Offer on their landing page. <a href="https://childrenandfamilyhealthdevon.nhs.uk/">https://childrenandfamilyhealthdevon.nhs.uk/</a></p>	<p>-Health and Social Care to assign staff resources with responsibility for ensuring that Local Offer content is accurate and up to date.</p> <p>-Quarterly monitoring of hit rates at the SEND Operational Leads group -Commitment by all agencies to publicise the Local Offer to parents/carers and young people with SEND</p>	<p><a href="http://fis.torbay.gov.uk">http://fis.torbay.gov.uk</a></p>
<p>2.2 Develop pathways to</p>	<p>EHC Needs Assessment</p>	<p>The SEND Strategic Board will review all</p>	<p><a href="#">Link to feedback</a></p>

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<p>ensure all stakeholders can feedback on the quality of local area services and any gaps – <b>Marianne Lewis</b></p>	<p>-The SEN Team regularly gathers views from parents / carers on the EHC needs assessment and support throughout issuing of EHC plans. -46% positive -30% satisfactory -11% negative -14% not scored</p> <p>Key themes: -The process takes too long -Being kept informed is key</p> <p>The SEN Team has recently increased the number of staff to enable both of these viewpoints to be addressed whilst meeting increased demand.</p>	<p>agencies’ feedback mechanisms and evidence of parent / carer and young people’s views to support planning decisions and resource allocation.</p> <p>SEND Strategic Board to consider how parent / carer and young people’s views can be embedded in planning. (ref. 3.2 below)</p>	
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<b>Priority 3: Joint Commissioning</b> Joint commissioning arrangements will contribute to the right services being in place for children and young people with special educational needs and disabilities within Torbay.			
Work Title	Status – Complete	Status – To Do	Attachments/links
<p>Agree a vision and specific objectives for joint commissioning of SEND services across EHC – <b>Rachael Williams</b></p> <p><b>Objective met – signed off by SEND Operational Leads 26/11/19</b></p>	<p><b>Complete</b> -Children’s and Young People’s Strategic Partnership Board is in place with the following aims: -To deliver better, integrated service that maximise outcomes for all children and young people, and their families. -Narrow the outcome gap between children who are vulnerable and/or from disadvantaged backgrounds and their peers; on addressing the causes and effects of child poverty; and on promoting effective prevention and early intervention.</p> <p>-Data is available to support commissioning priorities which include children and young people with SEN</p> <p>-A planned programme is included within the Children and Young People’s plan which will be delivered as part of the new Council plan. The Children and Young People’s plan has measures and milestones and will be publicly available.</p>	<p><b>Actions for SEND Ops to follow up</b></p> <p>SEND Operational Leads to monitor if SEND issues are sufficiently escalated to the board (as evidenced by progress against issues).</p> <p>The local area to be kept up to date of the progress towards strategic priorities.</p>	<p>SEND Report for Partnership Group</p> <p> 2018 11 14 SEND for Children and Yo</p> <p>Partnership ToR</p> <p> Terms of Reference CYPSP.docx</p>
<p>Create and publicise a process for reaching joint commissioning decisions which</p>	<p>-The Children and Young People’s Partnership Board has reviewed local area intelligence and are now taking commissioning decisions to provide interventions.</p>	<p>-Mobilisation of the interventions identified. -SEND Ops to be kept informed of developments.</p>	

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references local area feedback <b>Rachael Williams</b>		-Local area to be notified of developments.	
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### Priority 4: Co-Production

Clear co-production pathways will enable children, young people and parents to make a significant contribution to identifying and planning the local offer available to children and young people with special educational needs and disabilities.




Work Title	Status – Complete	Status – To Do	Attachments/Links
4.1 Agree a vision and specific objectives for co-production between CYP and local area partners  <b>New lead to be identified due to Parent Carer Forum changes.</b>	-Education, Health and Care partners have signed up to a set of principles for co-production with parents of young people with SEND. <b>-Progress halted</b> An external associate has been agreed to support the reforming of Parent Carer Forum. The SEN Team are working in partnership with the Forum through this process. -Children and young people’s co-production event held to raise the profile of co-production within the local area. -Education staff event held to promote the use of children and young people’s views in service design.	Participation Strategy to be agreed.  Develop an action plan with the Parent Carer Forum.	 TORBAY PCF - engagement princip
4.2 Develop an action plan which will embed the views of CYP and their families in commissioning & service development – <b>Hannah Spencer and commissioners</b>	SEN Team -A SEND Team Action plan is in place with focus on embedding co-production within the EHC needs assessment and the forming of a plan. -EHCP co-production ‘opportunities’ timeline created and shared with parents -Letters and communication materials re-worded to be more accessible and positive in tone (in line with DfE recommendations)  -The number of parents providing their views has increased from 15 in 2018 to 79 in 2019. -0-19 Service has SEND KPIs in place which include service user feedback.	An outcomes framework across all commissions to ensure we are collectively hearing the views of children from different contracts.  Collate evidence of how feedback has an impact.	 190020_SEN diagram-01 (2).jpg

### Priority 5: Preparing for Adulthood

Young people moving into adulthood will be offered a variety of opportunities to help them realise their potential

Work Title	Status – Complete	Status – To Do	Attachments/links
Develop and implement a transition protocol between children’s and adult services – <b>Nicky Hooper</b>	<b>Complete</b> -Protocol published and implemented in February 19 -Referrals to Adult Services have marginally increased across all teams. - Quality of information provided to Adult Services, whilst variable, is much improved.	<b>Actions for SEND Ops to follow up:</b> Monitor data showing the timing of referrals to Adult Services, to ensure the protocol is being followed.	<a href="#">Link to protocol</a>

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<p><b>Objective met - Signed off by SEND Operational Leads 26/11/19</b></p>	<p>-Referrals are on average being received from Children’s Services at an earlier point -Transitions Protocol presented to Children’s Senior Leadership Team to raise awareness across Children’s Services.</p>	<p>Twice yearly 14+ Transition Information Gathering sessions to be reviewed by Transition Lead and have ToR updated if necessary.</p> <p>Gain the views of young people and their families on their experience of transition.</p>	<p> Torbay Transition Panel terms of referenc</p>
<p>Keep the impact of education and care provision under review and ensure this informs commissioning – <b>Rachael Williams / Matt Gifford / Laureen Wardle</b></p> <p><b>Objective met - signed off by SEND Ops 26/11/19</b></p>	<p><b>Complete</b> To ensure that provision supports progress in education and towards individual goals: -Post 16 Providers jointly produce Pathway Plans for young people entering post 16 education. -The Pathway Plan details a young person’s achievements to date and will set individual targets to achieve that academic year. -The plan is revisited by the Post 16 Officer after the academic year is complete to RAG the success against those targets for each individual. -Data is collected on attendance, course completion and destinations for those individuals. -A summary report is produced and shared with Schools Forum providing measures of outcomes achieved by the young people within each provision.</p>	<p><b>Actions for SEND Ops to Monitor</b></p> <p>The SEN Team will report outcome measures into Schools Forum.</p> <p>SEND Ops to be kept informed of progress.</p> <p>SEN Team to use the data to develop the post 16 offer within Torbay and improve Preparing For Adulthood outcomes for young people.</p>	<p> Schools Forum Report - 7th March.()</p>
<p>5.3 Strategic Commissioning will improve transition between Children’s and Adult Services for children with Special Educational Needs and / or a Disability – <b>Rachael Williams</b></p>	<p><b>Progress halted due to staff changes.</b></p>		<p> 2018 10 17 Terms of Reference for Transi</p>

If you would like to provide feedback on any of the information contained within this update or request further information please contact [Matthew.Gifford@torbay.gov.uk](mailto:Matthew.Gifford@torbay.gov.uk) (Project Manager).

Previous updates can be viewed online at [www.torbay.gov.uk/send-updates](http://www.torbay.gov.uk/send-updates)