



Lancashire Health and Wellbeing Board - SEND Sub-Committee  
Friday, 18 December 2020, 10.00 am,  
Teams Virtual Meeting - Teams

**AGENDA**

**Part I (Open to Press and Public)**

Agenda Item	Item for	Intended Outcome	Lead	Papers	Time
1. <b>Welcome, introductions and apologies</b>	Action	To welcome all to the meeting, introduction and receive apologies.	Chair		10:00
2. <b>Disclosure of Pecuniary and Non-Pecuniary Interests</b>	Action	Members of the Sub-Committee are asked to consider any Pecuniary and Non-Pecuniary Interests they may have to disclose to the meeting in relation to matters under consideration on the Agenda.	Chair		
3. <b>Minutes of the Last Meeting held on 24 September 2020</b>	Action	To agree the minutes of the previous meeting.	Chair	(Pages 1 - 6)	

Agenda Item	Item for	Intended Outcome	Lead	Papers	Time
<b>4. Lancashire Special Educational Needs and Disabilities (SEND) Partnership - Update on the Accelerated Progress Plan</b>	Action		Sarah Callaghan	(Pages 7 - 18)	10:05
<b>5. Urgent Business</b>	Action	An item of Urgent Business may only be considered under this heading, where, by reason of special circumstances to be recorded in the minutes, the Chair of the meeting is of the opinion that the item should be considered at the meeting as a matter of urgency. Wherever possible, the Chief Executive should be given advance warning of any Members' intention to raise a matter under this heading.	Chair		11.55
<b>6. Date of Next Meeting</b>	Action	The next scheduled meeting of the Sub-Committee will be held at 10am on 1 February 2021.	Chair		

L Sales  
Director for Corporate Services

County Hall  
Preston

# Agenda Item 3

## **Lancashire Health and Wellbeing Board - SEND Sub-Committee**

**Minutes of the Meeting held on Thursday, 24th September, 2020 at 2.30 pm in Teams Virtual Meeting - Teams**

### **Present:**

#### **Chair**

County Councillor Phillippa Williamson, Cabinet Member for Children, Young People and Schools

#### **Committee Members**

County Councillor Shaun Turner, Cabinet Member for Health and Wellbeing  
Debbie Corcoran, Central Lancashire  
Zoe Richards, Morecambe Bay Clinical Commissioning Group (CCG)  
Sarah Callaghan, Director of Education and Skills, LCC

#### **Apologies**

Kevin Toole	Fylde and Wyre
Hilary Fordham	Morecambe Bay Clinical Commissioning Group (CCG)

### **1. Appointment of Chair**

County Councillor Turner proposed County Councillor Williamson as Chair, which was seconded by Debbie Corcoran.

There being no other nominations, County Councillor Williamson was appointed as Chair of the Sub-Committee.

County Councillor Williamson proposed County Councillor Turner as Deputy Chair, which was also seconded by Debbie Corcoran.

There being no other nominations, County Councillor Turner was appointed as Deputy Chair of the Sub-Committee.

### **Resolved:**

County Councillor Phillippa Williamson, Cabinet Member for Children, Young People and Schools, and County Councillor Shaun Turner, Cabinet Member for Health and Wellbeing, were respectively appointed as Chair and Deputy Chair of the SEND Sub-Committee.

### **2. Membership and Terms of Reference of the Lancashire Health and Wellbeing Board - SEND Sub-Committee**

Following a review of the Terms of Reference by the committee, it was proposed that the Chief Operating Officer Morecambe Bay Clinical Commissioning Group (CCG) (responsible lead officer for SEND) and the Lancashire County Council Director of

Education and Skills (responsible officer for SEND services), be removed from the Sub-Committee membership. The reason behind this decision was that these members will be held accountable for decisions being made by the committee, which would not be possible if they were part of the membership. It was noted that the quorum of the committee remained at three.

It was noted that any changes to the Terms of Reference would need to be agreed by the Lancashire Health and Wellbeing Board.

**Resolved:**

- i. The Chief Operating Officer Morecambe Bay Clinical Commissioning Group (CCG) (responsible lead officer for SEND) and the Lancashire County Council Director of Education and Skills (responsible officer for SEND services), be removed from the Sub-Committee membership, subject to the approval of the Health and Wellbeing Board; and
- ii. The quorum of the Sub-Committee remain at three, be noted.

**3. Welcome, introductions and apologies**

The Chair welcomed everyone to the meeting.

Apologies were received from Kevin Toole.

Zoe Richards replaced Hilary Fordham for this meeting.

**4. Disclosure of Pecuniary and Non-Pecuniary Interests**

There were no pecuniary disclosures of interest in relation to items appearing on the agenda but Debbie Corcoran declared a non-pecuniary interest, as she has a family member who has recently been diagnosed with special needs.

**5. Lancashire Special Educational Needs and Disabilities (SEND) Partnership - Draft Accelerated Progress Plan**

Sarah Callaghan, Director of Education and Skills, Lancashire County Council, and Zoe Richards, SEND Partnership Improvement Lead, Morecambe Bay Clinical Commissioning Group, introduced the item.

Sarah Callaghan reported that the Lancashire local area Special Educational Needs and Disabilities Services had been inspected by Ofsted and the Care Quality Commission (CQC) in November 2017 to judge how effectively the Special Educational Needs and Disability (SEND) reforms had been implemented, as per the Children and Families Act 2014.

The inspection identified twelve areas of significant concern and a subsequent inspection revisit was therefore undertaken in March 2020 to see if sufficient progress had been made in these twelve areas. The second inspection revisit confirmed that sufficient progress had been made in seven of the twelve areas but that further work was required in the remaining five, which are noted below.

- Leaders had an inaccurate understanding of the local area;
- there were weak joint commissioning arrangements that were not well developed or evaluated;
- there was an absence of effective diagnostic pathways for autism spectrum disorder (ASD) across the local area and no diagnostic pathway in the north of the area;
- transition arrangements in 0-25 healthcare services were poor; and
- the local offer was inaccessible and the quality of information published was poor.

In view of this, a draft Accelerated Improvement Plan has been put together for Lancashire, which focusses on these five areas for improvement. The Plan will be formally monitored, with progress reports being made to both the SEND Partnership Board and the Lancashire Health and Wellbeing Board, along with further reviews by the Department for Education and NHS England. It was noted that the final working draft of the Plan must be submitted to the Department for Education and NHS England by 30 September 2020.

Sarah Callaghan and Zoe Richards summarised the Plan, talking about each area of concern individually and the key performance indicators that have been put in place to counter-act those issues.

In response to a query about best practice in developing the action plan and how service users have been engaged in this process, it was reported that service users sit on both the SEND Partnership Board and SEND Operational Group and rigorously challenge actions and progress and shape the development plans for the Accelerated Progress Plan.

In addition, engaging with service users had taken place by engagement co-production and co-delivery and was working very well. With regard to overall improvement of the service, plans were in place to determine how engagement with service users can be further improved by using several different mechanisms; ie, undertaking surveys, having virtual meetings and by liaising with schools to ask children for their opinions on their experiences of services by incorporating this into lessons. In terms of best practice with regard to Autism Spectrum Disorder, benchmarking had taken place with other areas and meetings have taken place with the newly established National Autism Team, who are keen to have a joint co-learning process.

With regard to improving the 0-25 transition in healthcare services, after liaising with regional and national colleagues with similar complexities, the advice received was to have an ICS vision that fits in with the preparing for adulthood approach and to have an ICP delivery mechanism that is monitored and delivered at a local level. The North West Transition Lead is also providing support in preparing the project plan.

In response to a query on the definition of the SEND offer and representation of the needs of children and young people on the Parent/Carer Forum, it was stated that whilst the Accelerated Progress Plan focusses on the five areas of concern, it was equally important to continue to support the objectives of the broader SEND strategy. It was felt that representation on the Parent/Carer Forum in terms of complexity and diversity of need is good, with different sets of parents sitting on the SEND Partnership Board and the SEND

Operational Group. In addition, separate groups are consulted for feedback and surveys are sent out to parents and carers.

With regard to a question regarding the monitoring process and timescales of the local offer, it was confirmed that a tool has been developed and should be implemented by October 2020, which will enable parents/carers to share their views about the local offer and allow findings to be analysed by the whole Partnership. It was reported that the post of the Local Offer Development Officer was currently being advertised and that this post-holder would further develop the local offer website as well as undertaking broader communication and engagement, allowing service users to find information in a range of ways that are both timely and easily accessible.

Several queries were raised on the key performance indicators, the responses to which are outlined below:

Key performance indicators need to be ambitious and realistic but targets need to be constantly reviewed to see if baselines are being met and, if targets are not sufficiently aspirational, then more challenging work should be done.

In terms of the range and span of parent/carer feedback, projects are in place to address this, ie POET survey, but consideration needs to be given to obtaining feedback in more different and innovative ways. Young people sit on the SEND Partnership Board and have a strong involvement in meetings and, going forward, it was recently agreed that all reports presented to the SEND Partnership Board should include reference to how children and young people's lives will be improved in such a way that shows they have been consulted. Additionally, work will be done to obtain feedback by way of case studies, which will identify both areas of success and those in need of improvement.

The Sub-Committee discussed the key performance indicator target where 75% of 14 year olds requiring transition are actually identified and given a transition plan and that clarity on identifying those individuals would be required. Following a short discussion around managing transition arrangements and identifying individual children and young people, it was stated that the project plan should be presented in the context of the existing position and that the commissioning gap should be properly managed and linked to the action plan.

In terms of completing and implementing the directory of services and the sequencing of dates, it was confirmed that the actions in the directory of services will remain under constant review whilst the impact of the local offer will continue to be monitored and extended, in parallel, as a more developed piece of work.

The following next steps were noted:

- The Accelerated Progress Plan be submitted to the Department for Education and NHS England by 30 September 2020;
- The Department for Education and NHS England would continue to monitor the five areas where insufficient progress has been made; and
- Formal monitoring would take place within six months and twelve months, from 1 October 2020.

**Resolved:**

- i. The receipt of the report from Ofsted and the Care Quality Commission following the joint inspection revisit be noted; and
- ii. the draft Accelerated Progress Plan which addresses the five areas of concern be considered and approved.

**6. Urgent Business**

There was no urgent business.

**7. Date of Next Meeting**

A timetable of meetings for the Sub-Committee would be scheduled and circulated to members in due course.

L Sales  
Director of Corporate Services

County Hall  
Preston





# Agenda Item 4

## Lancashire Health and Wellbeing Board – SEND Sub-Committee

Meeting to be held on Monday, 14 December 2020

### Lancashire Special Educational Needs and Disabilities (SEND) Partnership - Update on the Accelerated Progress Plan

(Appendix 'A' refers)

Contact for further information:

Sarah Callaghan, Director of Education and Skills, Lancashire County Council, Tel: 01772 538840, sarah.callaghan@lancashire.gov.uk

#### Executive Summary

The Accelerated Progress Plan (APP) was approved by the Lancashire Health and Wellbeing Board – SEND Sub-Committee at its meeting on 24 September 2020.

This report provides members with an update on the progress of the Accelerated Progress Plan (APP) on the five areas requiring improvement since the last meeting of the Committee.

#### Recommendations

The Health and Wellbeing Board – SEND Sub Committee are being asked to:

- i) Note the progress of the Accelerated Progress Plan (APP) on the five areas of concern, including the areas highlighted in 'red' or 'amber';
- ii) Provide comments and feedback on the Accelerated Progress Plan (APP), including highlighting any particular areas of concerns that officers should investigate further.

#### Background

In March 2020, Lancashire was revisited by NHS England and the Department for Education to monitor progress since the full inspection of the local area in November 2017 on the support to children and young people with Special Educational Needs and Disability (SEND).

As a result of this revisit, seven of the twelve areas that were identified for improvement within the Written Statement of Action were stepped down from ongoing monitoring. The five remaining areas will continue to be monitored and the Health and Wellbeing Sub-Committee are the governance arrangement for monitoring these areas.

#### Key messages

In terms of the key messages of the report:

- Accelerated Progress Plans (APP) have been developed for each of the five areas of concern;
- Reports for each of the five areas of concern are attached at Appendix 'A' for members to review, facilitate challenges and to continue to monitor; and

- A Data Dashboard is also included in Appendix 'A', which will help to visually present the experience of children and young people with Special Educational Needs and Disability (SEND) in Lancashire. This is work in progress, however, it will help to address both rigorous scrutiny as well as addressing any inaccurate views of experience of children and young people in Special Educational Needs and Disability in Lancashire.

**List of background papers**

None



# Lancashire SEND APP Review

02 December 2020

# Lancashire SEND Accelerated Progress Plan Highlight Report Date: 30/11/20 Action 1: Leaders' Understanding of Local Area

## Priorities in APP for Delivery by 30/09/2021 (as in APP Submission):

- Establish a LCC and Health leads for data quality across the partnership and key to manage data flow
- Implement milestones and step-by-step targets for projects and action plans to illustrate progress
- Develop the partnership data dashboard to inform leaders about the measures of success
- Review the POET survey and implement improved feedback systems
- Ensure feedback about service effectiveness contributes recurrently to delivery groups and Board

## Key Progress Since Last Update:

- Two new Partnership posts appointed to – both start 04/01/21
- Data team established across LCC and health
- Highlight reporting introduced for scrutiny and challenge, and project / action plans now have milestones and step-by-step targets
- Data dashboard is under development
- POET survey has been reviewed and action is to be taken as a result
- Survey Monkey Christmas Quiz under development
- Agreed focus of support with Whole School SEND

Key Milestones This Quarter (to 31/12/20)	Due Date	Responsible Owner
Establish data leads for local authority and health	31/10/20	Sarah Callaghan
Review project plans and implement milestones / step-by-step targets	31/10/20	Sarah Callaghan and Zoe Richards
Implement the Board 'Quiz' to improve understanding of local Area and SEND with 35% of leaders scoring 75% or higher	31/12/20	Sarah Callaghan and Zoe Richards
Implement additional / new feedback mechanisms with a target of 30% of parent carers telling us services accessed for SEND are good or better	31/12/20	Sally Richardson

RISKS	MITIGATION	RAG
Feedback mechanisms not yet in place as staffing changes created some pressures	New staff joining partnership in jointly funded roles. First process agreed with PCF. Ready to test.	Yellow
Data from health is varied as different methods of business intelligence are in use	Data QuIP Group has been established with membership from across all providers	Red
COVID is putting pressure onto BI Teams within health providers	Working to address within constraints of current context	Red

Action in Next Month	Action in Next 3 Months	Action in Next 6 Months
Set up health provider Data Quality Improvement Programme Group	Review with health providers how the Friends and Family approach can support feedback	Keep feeding back re service effectiveness to delivery groups and SEND Partnership Board
Design the new annual review survey	Recurrent submission of Data Dashboard to the SEND Board	Identify knowledge gaps from Board 'Quizzes' and manage
Health data to be added to the Data Dashboard	On-going use of the Board 'Quiz' to improve local knowledge	Improve communications and engagement with all stakeholders
Develop the Highlight Reports (HLR) for each of APP actions	Review new feedback mechanisms for effectiveness	Review the Data Dashboard and all project plans / HLRs

**Key Issues / Gaps:** Some data issues for health due to each provider collecting information in different ways  
Gap with having no SEND Partnership Manager in post until January

**Support Requirements:** Initial work with health providers suggests there may be a need to escalate the requirement for improved SEND data for health to senior execs, recognising constraints of current context

# Lancashire SEND Accelerated Progress Plan Highlight Report

Date: 30/11/20

Action 2: Joint Commissioning

## Priorities in APP for Delivery by 30/09/2021 (as in APP Submission):

- Review the local area joint commissioning arrangements against the Children and Families Act 2014, setting out how each is being delivered
- Specify and share the public health nursing arrangements for special schools
- Implement an evaluation process to assess the effectiveness of jointly commissioned service
- Secure good quality data from a range of sources to inform joint commissioning decision-making e.g. JSNA; EHCP's; feedback from parent carers, SENDIAS, DCOs and schools (Whole School SEND)
- Review and address the specific inequalities in special school nursing provision
- Review and address the specific inequities in specialist children's nursing services
- Agree and implement consistent policy arrangements for the provision of continence services, ensuring appropriate services can be accessed in all areas of Lancashire

## Key Progress Since Last Update:

- Paper drafted for the Children and Young People's Commissioning Network on 11/11/20 set out strategic, operational and individual commissioning arrangements
- School nurse practitioner workshops planned for November
- Special school nursing task group reconvened
- Review of specialist children's nursing services commenced and task and finish group meeting convened for 10/12/20
- Review of continence policy arrangements commenced

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Key Milestones This Quarter (to 31/12/20)	Due Date	Responsible Owner
Set up commissioning dashboard and establish mechanism to jointly review data and intelligence to assess services	31/12/20	Dave Carr
Identify special schools without named PH school nurse	31/12/20	Karen Gosling
Map special school nursing services	30/11/20	Kirsty Hamer
Map and review continence services across Lancashire and identify current policy arrangements in each ICP	31/12/20	Steve Flynn

Action in Next Month	Action in Next 3 Months	Action in Next 6 Months
Agree with CYP Commissioners Network the refreshed joint commissioning arrangements	Establish LCC footprint commissioners' network to consider feedback/performance /gaps	Complete review and address the specific inequalities in special school nursing provision
School nurse practitioner workshops on how we can mobilise our school nurse offer	Collate structured data on needs and service performance	Complete review and address the specific inequities in specialist children's nursing services
Report initial findings from review of policy arrangements for the provision of continence services to CYP Commission		Agree and implement consistent policy arrangements for the provision of continence services,

RISKS	MITIGATION	RAG
Impact of Covid response on commissioning capacity across the system	Continued oversight of how commissioning capacity is deployed across the system	A

**Key Issues / Gaps:** Planned activity underway. Key challenge will be to maintain traction alongside Covid response.

**Support Requirements:** Continued support from data teams. Continued support across all partners.

# Lancashire SEND Accelerated Progress Plan Highlight Report

Date: 30/11/20

Action 3: ASD Pathway

## Priorities in APP for Delivery by 30/09/2021:

- Develop an ASD waiting time recovery plan for those areas with long waiting lists
- Undertake a demand analysis for ASD assessment and diagnosis
- Improve the feedback loop with parent carers, and with CYP to support ongoing improvements
- 70% of parent carers who provide feedback about the ASD / ND support report that the support their child or young person is receiving is good or better

## Key Progress Since Last Update:

- Engaged all providers and CCGs in Recovery Plan approach
- Current position now understood
- Funding allocated for ICS for Recovery Plan and to support whole-system improvement plan - £620k
- Linked in with National Autism Team who are eager to support work across the ICS, and are supporting benchmarking process
- Gap and demand analysis currently underway (Ian Davidson, National ASD Lead in NW), along with feasibility study of future potential models. Report due end December 2020
- ND Pathway Group main priority is now delivery of the ASD Project Plan

Key Milestones This Quarter (to 31/12/20)	Due Date	Responsible Owner
Engage providers in ICS-wide approach to managing recovery plan	31/10/20	Zoe Richards
Submit paper to Collaborative Commissioning Board for funding for recovery plan	09/10/20	Zoe Richards
Link in with National Autism Team	31/10/20	Zoe Richards
Undertake gap and demand analysis and a feasibility study of future potential models	31/12/20	Maria Nelligan LSCFT

RISKS	MITIGATION	RAG
Potential of not being able to appoint a digital assessor from private sector	NHS providers asked to identify staff willing to support digital assessments	Yellow
Issues regarding the quality of the outputs from private providers	Identifying alternative ways of delivering digital assessments, and alternative providers	Red
Data requirements not being met by providers	Data QuIP has been set up and providers are being asked to support improvement work	Yellow

Action in Next Month	Action in Next 3 Months	Action in Next 6 Months
Set up mobilisation group and project plan and define specification for recovery plan	Appoint digital assessment provider and commence digital assessments	Co-produce whole-system ASD Pathway Improvement Model
Identify support mechanisms required for families	Receive gap and demand analysis report (Ian Davidson)	Present paper to CCB for next steps funding requirement
Providers commence/continue screening of CYP on waiting list to identify those suitable for digital assessment	Set up feedback mechanism to receive feedback from families, with initial feedback at 30% as at 31/12/20	50% of parent carer feedback about ASD / ND support is good or better
Develop Likert scale questions for feedback from families on ASD services	Set up ICS-wide reference group with parent carers and CYP (join with Keyworker Gp)	

**Key Issues / Gaps:** ND Co-ordinators not appointed – critical to success  
Data provision is currently not fit for purpose, which aligns with the national position. Needs addressing as a matter of urgency.

**Support Requirements:** ND Co-ordinators must be appointed  
Project management support – funding includes 0.5wte B6 agreed by CCB, and needs appointment  
Providers need to support data requests

# Lancashire SEND Accelerated Progress Plan Highlight Report

Date: 30/11/20

Action 4: Transitions in Healthcare

## Priorities in APP for Delivery by 30/09/2021:

- Develop and implement a joined up ICS strategy to support transition in healthcare
- Identify and put in place the data requirements to monitor transitions processes and delivery
- Agree and implement transitions pathways that support transition into adult services
- Review service provision and identify commissioning gaps
- Implement mechanisms to share learning and good practice

## Key Progress Since Last Update:

- Engagement with providers regarding the set up of SEND Improvement Groups within provider - this group then to report in to newly formed SEND Improvement Forum which replaces Provider Forum. Transitions is key priority for 2021 delivery
- Established a Transitions Delivery Group – first meeting 27/11/20
- Data requirements – suggestions have been collated to be agreed
- Strategy agreed and Plan on a Page developed to be used by ICPs for project planning
- NW Transitions Lead from NHSE/I supporting process for LSC
- Set up Commissioner SEND Improvement Group for Health with Transitions as a priority

Key Milestones This Quarter (to 31/12/20)	Due Date	Responsible Owner
ICS Strategy in place	30/11/20	Zoe Richards
Providers to agree Transitions Pathway model to be or being adopted	30/11/20	Zoe Richards
Define data requirements and parameters and put in place with providers	31/12/20	Zoe Richards
Data requirements for transitions agreed and reporting to SEND Partnership Board	31/12/20	Scott Johnson

Action in Next Month	Action in Next 2 Months	Action in Next 3-4 Months
Share project plan with ICPs to support their local plans	Develop reporting process to identify and assess transition need	Agree and implement protocols / model for effective joint working arrangements
Set up engagement meeting with providers (27/11/20)	Identify the data required to monitor transitions across providers	Identify gaps in commissioned services up to 25 years of age to inform future arrangements
Providers confirm adult services engaged with transitions outcomes	Set up feedback mechanism to receive feedback from families, with initial feedback at 20% as at 31/12/20	45% of young people feedback about transition process tells us their experience is good or better
Providers confirm the model for transitions they will adopt	Link in with ICS-wide reference group with parent carers	

RISKS	MITIGATION	RAG
Adult services not engaged with transitions agenda	NHS providers asked to set up SEND Improvement Group reporting into Executive	Red
Data requirements not being met by providers	Data QuIP has been set up and providers are being asked to support improvement work	Yellow
COVID-19 response within providers may create some delay	Ensuring all elements needed to support this project are delivered ready to proceed	Yellow

**Key Issues / Gaps:** Adult services need to engage with the transitions approach  
Not currently collecting data on transitions, and need to do so

**Support Requirements:** Need executive buy-in from providers on the transitions agenda to require adult services to engage  
Data QuIP needs to prioritise the data requirements for transitions  
Providers to attend SEND Transitions Meeting 27/11/20

# Lancashire SEND Accelerated Progress Plan Highlight Report

Date: 30/11/20

Action 5: Local Offer

## Priorities in APP for Delivery by 30/09/2021 (as in APP Submission):

- Appoint the partnership post of Local Offer Development Officer to further develop the local offer website, alongside the broader communication and engagement activity
- Complete and implement the directory of services, to improve the information about local provision in the area
- Implement a tool to enable parent carers to share their views about the local offer and analyse the findings
- Report timely feedback received through the local offer website to the SEND Partnership Board and the Joint Commissioning Group, to improve understanding about parent carer experience of service provision
- Schedule regular reviews of the information on the local offer website, to ensure it remains up to date, relevant and informs ongoing improvement
- Agree and implement a variety of methods of communication and engagement links with parent carers over a 12-month rolling period to support required improvement in the local offer
- Implement the changes to the local offer proposed by parent carers, young people and professionals, to increase the value of the information and ensure the platform is easy to navigate/use

## Key Progress Since Last Update:

- Recruited Local Offer Development Officer – 4th Jan 2021 Start
- Local Offer Group established – next meeting 01/12/20
- Soft launch of directory of services
- Decision to renew Open Objects software licences for 1 year
- Feedback form on website to enable parent carers to share their views about the local offer live on website

RISKS	MITIGATION	RAG
Absence of partnership development officer until 4 <sup>th</sup> Jan 2021 / Absence of Project Officer	LA Head of Service/SEND Commissioning Manager undertaken review of Q2 feedback and undertaking project reporting	A
Interface between service directory and ICS wide-data lake project dependent on existing supplier and LCC corporate strategy	LA Head of Service progressing discussions with ICT/Comms/ICS colleagues re service directory / data lake interface	A
Little feedback through feedback tool in Q2	Partnership Board asked to help raise awareness.	G

**Key Issues / Gaps:** Short term resource. Decision on use of Data Lake as front end for service directory. Need to increase feedback through feedback tool.

**Support Requirements:** LA ICT/Comms function in respect of ICT platform / Data Lake interface. Confirmation of budget for software licences.

## Key Milestones This Quarter (to 31/12/20)

Due Date

Responsible Owner

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Appoint Local Offer Development Officer	31/10/20	Dave Carr
Complete and implement the directory of services	31/10/20	Ian Forsyth
Implement a web-based tool to enable parent carers to share their views about the local offer and analyse the findings	31/10/20	Ian Forsyth
Start process of increasing awareness of the local offer with parent carers and practitioners through various means	31/12/20	Lisa Taylor

## Action in Next Month

## Action in Next 3 Months

## Action in Next 6 Months

Report timely feedback received through the local offer website	Agree and implement a variety of methods of communication and engagement links with parent carers	Implement the changes to the local offer proposed by parent carers, young people and professionals
Review Service Directory following soft launch to confirm further actions to improve content and mobilise launch, linked with ICS data lake project	Schedule regular reviews of the information on the local offer website /	Ongoing feedback, engagement and update of content



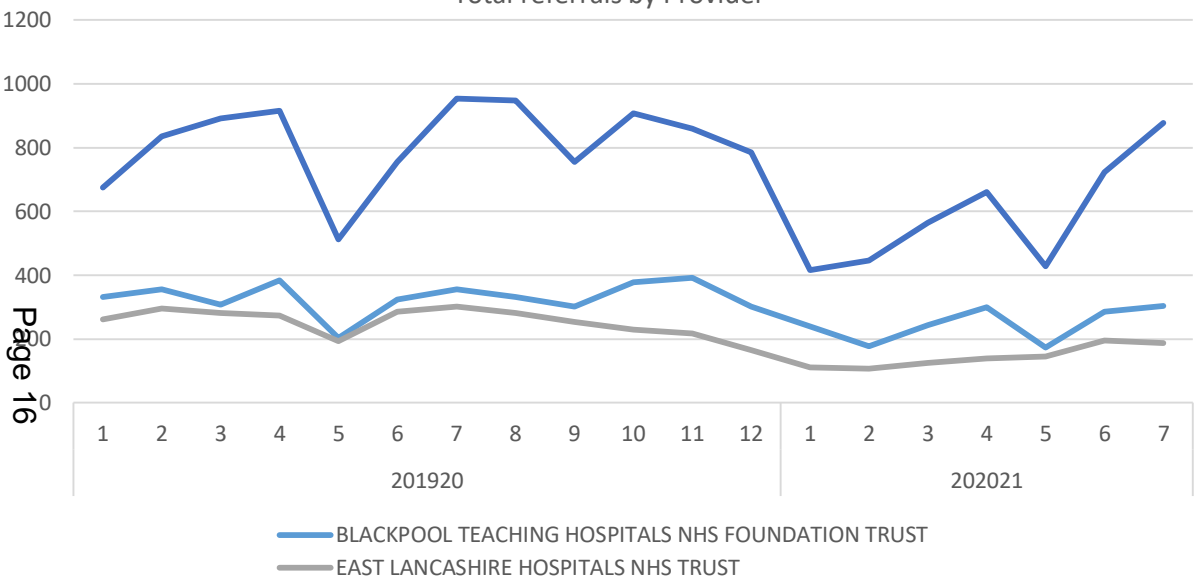
## Inclusion Service - Performance Framework



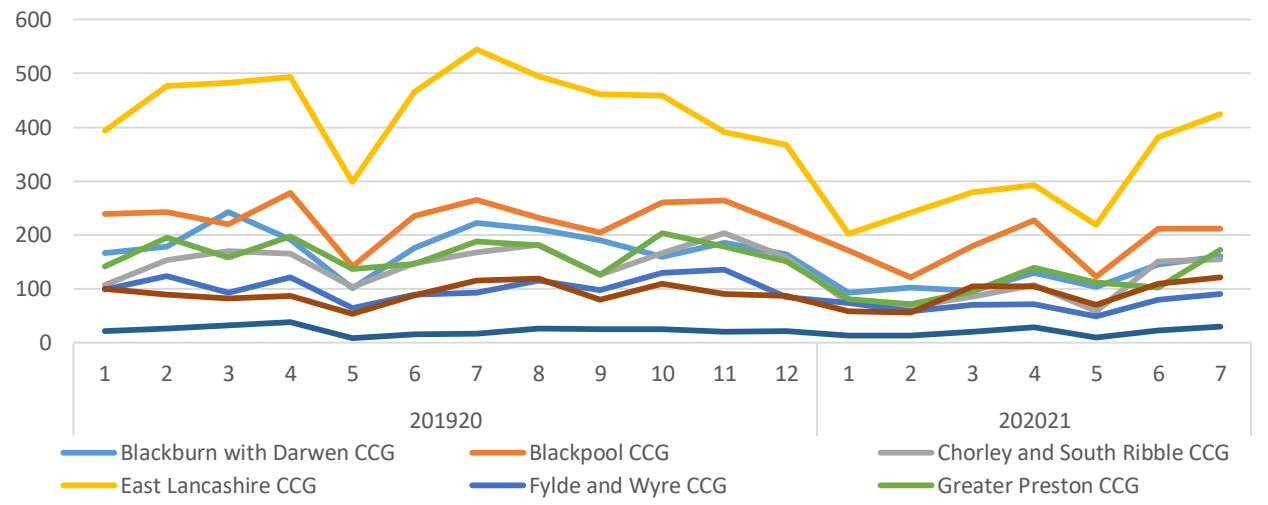
- Service Type**
- B CF CAMHS
  - Childrens Learning Disability Service
  - ELHT IHSS Therapies
  - Integrated therapies
  - Occupational therapy
  - Physiotherapy
  - Speech and language therapy

# Lancashire & South Cumbria ICS Special Educational Needs & Disability (SEND) Data Dashboard

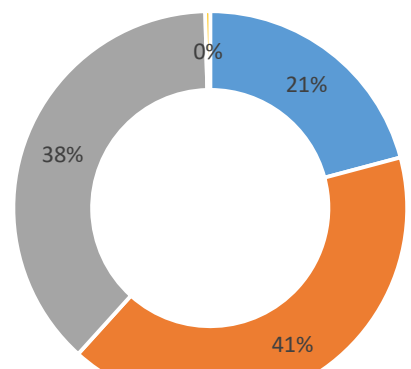
Total referrals by Provider



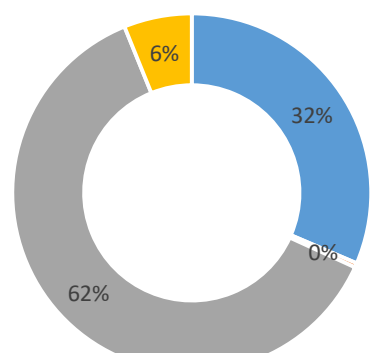
Total referrals by CCG



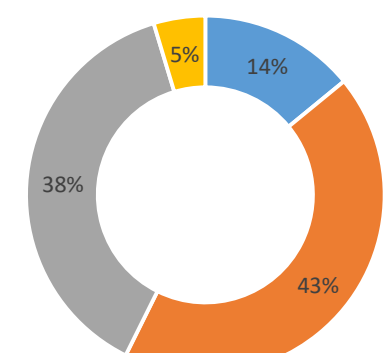
BTH - referral source group - 20/21



ELHT - referral source group - 20/21



LSCFT - referral source group - 20/21

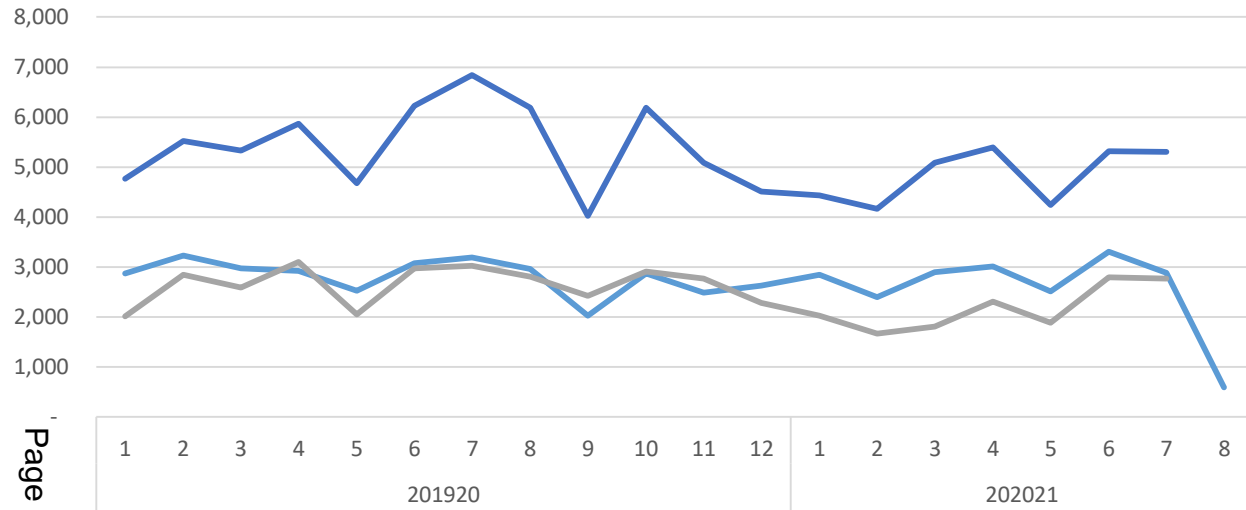


- GP
- Internal
- Other
- Self

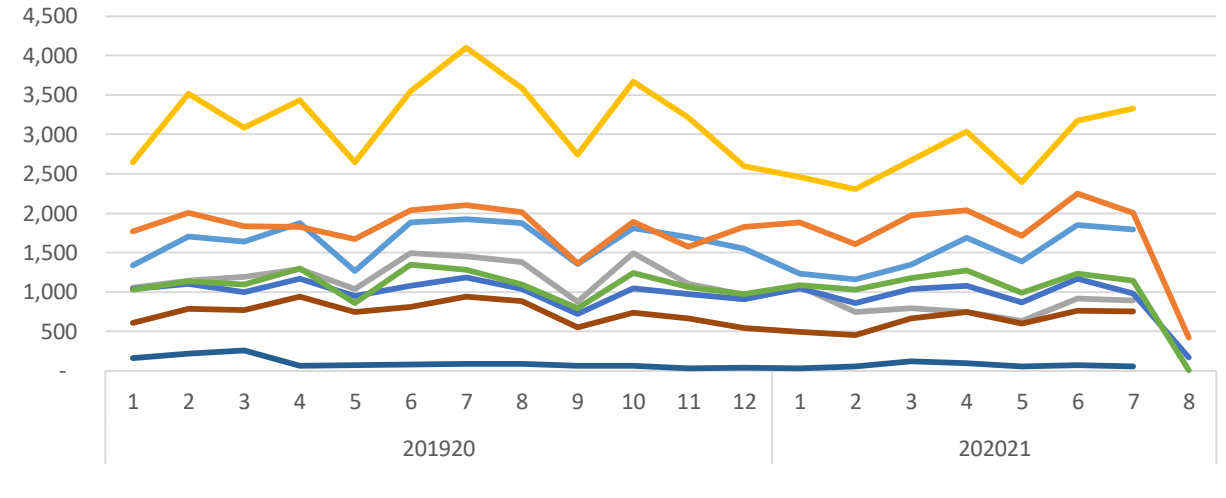
# Lancashire & South Cumbria ICS -Special Educational Needs & Disability (SEND) Data Dashboard - Continued

## Care Contacts

Total care contacts by Provider



Total care contacts by CCG



— BLACKPOOL TEACHING HOSPITALS NHS FOUNDATION TRUST  
— EAST LANCASHIRE HOSPITALS NHS TRUST  
— LANCASHIRE & SOUTH CUMBRIA NHS FOUNDATION TRUST

— Blackburn with Darwen CCG  
— Blackpool CCG  
— Chorley and South Ribble CCG  
— East Lancashire CCG  
— Fylde and Wyre CCG  
— Greater Preston CCG  
— Morecambe Bay CCG  
— West Lancashire CCG

	BTH	ELHT	LSCFT
B CF CAMHS	B CF CAMHS		
Childrens Learning Disability Service			Childrens Learning Disability Service
ELHT IHSS Therapies		ELHT IHSS Therapies	
Integratred therapies		ELHT Integrated Therapies, ELHT Integrated Therapies Burnley, ELHT Integrated Therapies Pendle	
Occupational therapy	N CF Occupational Therapy, S CF Occupational Therapy		Childrens Occupational Therapy
Physiotherapy	S CF Physiotherapy	ELHT Paediatric Physiotherapy', 'ELHT Paediatric Physiotherapy ACORN', ELHT Paediatric Physiotherapy Blackburn, ELHT Paediatric Physiotherapy Burnley, ELHT Paediatric Physiotherapy Sport	Childrens Physiotherapy
Speech and language therapy	N CF Speech & Language Therapy, S CF Speech & Language Therapy	ELHT SLT All Voice (BV), ELHT SLT BwD Community (BC), ELHT SLT East Lancs Community (CT), ELHT SLT Head & Neck and Max Fac (HN), ELHT SLT Inpatients (BI), ELHT SLT IP Pendle, ELHT SLT IP RBH	Childrens Speech & Language Therapy
It is not currently possible to identify patients on a SEND specific pathway, and so all children's therapy services have been included. Discussions are being help with providers to refine this			

### Caveats

This dashboard is currently in development, and as such all numbers should be treated as indicative. Currently only the following providers are included within the data: Blackpool Teaching Hospital Foundations Trust, East Lancashire Hospital Trust, Lancashire & South Cumbria Foundation Trust.

Further work is ongoing to include more provider's data

