



Lancashire Health and Wellbeing Board - SEND Sub-Committee
Wednesday, 3 February 2021, 2.00 pm,
Teams Virtual Meeting

AGENDA

Part I (Open to Press and Public)

| Agenda Item | Item for | Intended Outcome | Lead | Papers | Time |
|--|----------|---|-------|---------------|-------|
| 1. Welcome, introductions and apologies | Action | To welcome all to the meeting, introduction and receive apologies. | Chair | | 14:00 |
| 2. Disclosure of Pecuniary and Non-Pecuniary Interests | 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. Minutes of the Last Meeting held on 18 December 2020 | Action | To agree the minutes of the previous meeting. | Chair | (Pages 1 - 6) | |

| Agenda Item | Item for | Intended Outcome | Lead | Papers | Time |
|---|----------|--|-----------------|----------------|-------|
| 4. Lancashire Special Educational Needs and Disabilities Partnership - Update on the Accelerated Progress Plan | Action | To challenge and question progress on the work being carried out to deliver the Accelerated Progress Plan (APP). | Sarah Callaghan | (Pages 7 - 16) | 14:05 |
| 5. Urgent Business | 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 | | 15:55 |
| 6. Date of Next Meeting | Action | The next scheduled meeting of the Sub-Committee will be held at 10am on 22 March 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 Friday, 18th December, 2020 at 10.00 am held as a Virtual Teams Meeting

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, Greater Preston CCG
Kevin Toole, Fylde and Wyre CCG

Apologies

None

1. Welcome, introductions and apologies

The Chair welcomed everyone to the meeting and invited the members to introduce themselves.

No apologies were received.

2. 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. It was noted that this would be applicable for all future meetings.

3. Minutes of the Last Meeting held on 24 September 2020

It was noted that Zoe Richards' job title should be Senior Programme Manager for SEND, Lancashire and South Cumbria.

Resolved: That the sub Committee agreed the minutes of the meeting held on 24 September 2020.

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

Sarah Callaghan, Director of Education and Skills, Lancashire County Council, and Zoe Richards, Senior Programme Manager for SEND, Lancashire and South Cumbria and

Hilary Fordham, Morecambe Bay Clinical Commissioning Group (CCG), introduced the item.

It was noted that the first monitoring visit had taken place, as shown in the report and monthly reports would be produced for the Committee containing the progress made for each action since the last meeting of the Committee. The report for this meeting was in reference to progress made to the actions for October and November 2020

Each action in the report were taken in turn and members' provided comments to each action:

Action One: Leaders' Understanding of Local Area

In terms of Action One, the following key messages were noted:

- Good progress had been made with regard to the leaders' understanding of the local area and that the new SEND Partnership Manager and Local Officer Development Officer posts, jointly funded by Lancashire County Council and the NHS, would both commence their employment on 4 January.
- A joint County Council/Health data team had been established and strong scrutiny and challenge processes are in place, including the data dashboard, which is currently being developed. The Personal Outcomes Evaluation Tool (POET) survey had now been reviewed and the relevant action was being taken. The survey Monkey Quiz was being developed and the agreed focus of support was in place.
- A feedback mechanism would be piloted from January and most health providers within the Lancashire and South Cumbria footprint have engaged with the Data Quality Improvement Programme.

Members' requested that a key of the colours used for Red – Amber – Green (RAG) ratings should be included in the document, along with a glossary of abbreviations and terms. The report should also be amended to identify which key milestones referred to which of the particular priorities.

Action Two: Joint Commissioning

In terms of Action Two, the following key messages were noted:

- A report had been sent to the Children and Young People's Commissioning Network, which looks at the strategic element of commissioning arrangements across Lancashire and South Cumbria, and a Lancashire Commissioning Group, which considers tactical arrangements particular to the county, have recently been convened. School Nurse Practitioner Workshops had been held in November and December and the Special School Nursing Task Group had been reconvened. A review of Specialist Children's Nursing Services had also been completed, with parent and carers asked for feedback. Continence policy arrangements had also been reviewed and would shortly be sent out to stakeholders.

- All key milestones for this quarter are on target and progressing well but it was noted that the implications of the response to Covid-19 had made an impact on the commissioning capacity.

Action Three: Autism Spectrum Disorder (ASD) Pathway

In terms of Action Three, the following key messages were noted:

- All providers and Clinical Commissioning Groups had engaged in a recovery plan approach and a request for recovery plan funding had been made to the Integrated Care System for support for a whole system improvement plan for all local authorities within Lancashire.
- Links had been made with the National Autism Team and the Autism Spectrum Disorder National Clinical Lead had undertaken a gap and demand analysis and feasibility study, the report for which is expected at the end of December 2021.
- A Neuro-Developmental (ND) Pathway Group to deliver the Autism Spectrum Disorder Project Plan across the Integrated Care System had been established in December 2019. This Group has agreed that the Autism Spectrum Disorder Project Plan would be the priority for the duration of the Accelerated Progress Plan (APP) and an update would be provided at a future meeting of the SEND Sub-Committee.
- It was reported that three of the key milestones had been completed, but there were concerns over not being able to appoint private sector Digital Assessors, the quality of output from private providers and data requirements not being met by private providers.
- There were still key issues and gaps that remained which included the Neuro-Developmental (ND) Pathway Co-ordinators that had not yet been appointed, although it was noted that this should be resolved by January/February 2021.

Following the presentation, the following were clarified:

- That in relation to the response rate from parent carers regarding Autism Spectrum Disorder and Neuro-Developmental (ASD/ND) support, a 30% response rate should be achieved within the next three months, 50% within six months, with the final expectation being a 70% response rate.
- Following a suggestion to invite the National Autism Spectrum Disorder Clinical Lead to the next meeting of the SEND Sub-Committee in order that they could present their report to the committee directly, members' were informed that their report information would be fed into a report that was to be presented to the SEND Partnership Board and a suggestion was made that members' of this Committee could be invited to that particular meeting.
- Following a query regarding the red RAG rating around the quality of output from private providers and a request for assurance that there were not a backlog as a result of this, it was stated that a proposal will be developed by 4 January to include

three different trajectories that would identify the impact on the delivery of the Accelerated Progress Plan.

- It was confirmed that Zoe Richards was taking the lead on communications and engagement and, in responding to a query, she confirmed that all Clinical Commissioning Groups are involved in the SEND agenda through the Children and Young People's Commissioning Group and there is a SEND Improvement Board for Health, to which all the SEND Commissioners from all the Clinical Commissioning Groups are invited to attend.

Action Four: Transitions in Health Care

In terms of Action Four, the following key messages were noted:

- All health care providers have engaged with transition in health care and SEND Improvement Groups had been established in several providers and other providers setting up SEND Improvement Groups, early in the New Year.
- The key milestones are all on target and the main risk was the engagement of Adult Services. Data requirements were also identified as a risk but this is being addressed and an update will be provided at the next meeting. It was also noted that the response to the Covid-19 pandemic is a risk in terms of ensuring that everything is in place in the timescales required.

Responding to a concern over the target of achieving the 45% positive feedback from children and young people regarding their transition process, members' were informed that a benchmarking exercise on transition arrangements in health care had taken place prior to the Accelerated Progress Plan (APP) being in place.

Action Five: Local Offer

In terms of Action Five, the following key messages were noted:

- The Local Offer Development Officer will take up employment on 4 January. Their role included developing the local offer website and the ways in which local offers are made available across Lancashire.
- A soft launch of the local offer directory of service had taken place and a decision to renew the open object software licence had been taken. This would enable the directory to be in place. A feedback form had been uploaded onto the website.
- Three of the four milestones were on target, with the directory of services being addressed in the New Year.

Following the presentation, member's requested the following:

- The minutes from the SEND Partnership Board be sent around the Committee, as the minutes published to the website were not up-to-date.

- The monitoring feedback from the Department of education / NHS England and NHS Improvement (DfE/NHS EI) be seen by the Committee. However, in response to this request, members' were informed that feedback was given both verbally and formally, with formal feedback being received in March and September.

Concerns were also raised the possibilities of equality impact assessments not being undertaken as services evolved. In response, members' were informed that should significant changes to the services take place, equality impact assessments would be carried out by the commissioners, with any major changes being taken through the formal relevant governance processes.

Resolved: That;

- i. The progress of the Accelerated Progress Plan (APP) to date on the five areas of concern, including those areas highlighted in 'red' or 'amber, be noted;
- ii. That the highlight report be amended to include a key of the colours used for the RAG ratings, a glossary of abbreviations and terms, and a section to identify which key milestones refer to which particular priority;
- iii. The report that was sent to the Children and Young People's Commissioning Network, to be circulated to Committee members for their information;
- iv. The National Autism Team work streams would be circulated to members of the Committee;
- v. The possibilities of members' being invited to attend the SEND Partnership Board, be investigated; and
- vi. The minutes from the previous meetings of the SEND Partnership Board be sent to the Committee.

5. Urgent Business

There was no urgent business.

6. Date of Next Meeting

The next meeting of the Committee had been changed and will take place on Wednesday 3 February 2021 at 2pm.

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 Wednesday, 3 February 2021

Lancashire Special Educational Needs and Disabilities 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

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 Sub-Committee on 18 December 2020.

Recommendation/s

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'; and
- ii) Challenge and question progress on the work being carried out to deliver the Accelerated Progress Plan (APP), including highlighting any particular areas of concern that the SEND Partnership is to provide further assurance on.

Background

Lancashire local area Special Educational Needs and Disabilities services were revisited by Ofsted and the Care Quality Commission (CQC) in March 2020; the report was published on 5 August 2020 and circulated to members of the SEND Partnership Board on the same day. The report concluded that of the initial twelve areas of concern, seven had made sufficient progress and no longer require monitoring.

For the five areas where further work was required an Accelerated Progress Plan (APP) (Appendix 'A') was submitted to the Department for Education (DfE) on 29 September 2020, following approval received from the Lancashire Health and Wellbeing Board – Special Educational Needs and Disabilities (SEND) Sub-Committee at its inaugural meeting on 24 September 2020. This Plan will be formally monitored by the Department for Education/NHS England and progress reported to both the Special Educational Needs and Disabilities (SEND) Partnership Board and Health and Wellbeing Board.

The Lancashire Health and Wellbeing Board - SEND Sub-Committee provide scrutiny and challenge to the progress achieved in each of the five areas subject to ongoing scrutiny and challenge from the Department for Education and NHS England. The purpose of this report is to provide an update to facilitate that scrutiny.

In response to a request from the SEND Sub-Committee, this report includes additional information on the areas that are identified within the Accelerated Progress Plan that are highlighted as red or amber.

Actions

In terms of the progress made on specific actions:

Action 1: Leaders' Understanding of Local Area

No actions highlighted as red (in danger of not being delivered). However risks were identified regarding health contributions to data due to the COVID response during winter pressures. Work is on-going so that the health data can be improved little by little in those areas less affected by COVID.

Action 2: Joint Commissioning

All actions on target for delivery in Q3, which is the first quarter of delivery of the Accelerated Progress Plan.

Action 3: Autism Spectrum Disorder (ASD) Pathway

All actions on target for delivery in Q3. However there are amber risks in relation to the delivery of the Autism Spectrum Disorder (ASD) recovery plan. Two of these relate to the commissioning of a private provider as benchmarking and feedback from parent carers has raised some concerns. The third risk relates to data and is connected to the issue in Action 1 above. However work is ongoing to ensure that those aspects that can be delivered, are delivered.

Action 4: Transitions in Healthcare

All actions on target for delivery in Q3. The risk highlighted as being red, concerns engagement of adult services, which at this time of winter pressures with COVID is proving somewhat difficult. Where work can continue, it is being and all preparation work is continuing.

Action 5: Local Offer

A pragmatic decision was made that as the delay to delivery related to someone on long-term sick, the best approach is to wait for the new Local Offer Development Officer to start on 4 January 2021 so that the best possible outcomes can be achieved, rather than delivering a lesser quality piece of work that is achieved on time.

List of background papers

None



Accelerated Progress Plan Highlight Report

31st December 2020

Because of the actions of the Accelerated Progress Plan, children and young people with SEND will ...

1. Experience improved services due to leaders having a better and accurate understanding of the local area
2. Be able to access and receive support from the right service at the right time
3. Have access to relevant support and information while on the ASD waiting list
4. Have a transition plan in place that supports progression out of children's health care to age-appropriate and/or needs-appropriate health care
5. Be able to engage in the on-going development of the Local Offer as a source of support and as a result be able to use it easily to access relevant information

Lancashire SEND Accelerated Progress Plan Highlight Report Date: 31/12/20 Action 1: Leaders' Understanding of Local Area

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

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

Key Progress Since Last Update:

- Two new Partnership post appointments started 04/01/21
- ICS Parent Carer Reference Group held its first meeting December 2020
- Pilot feedback mechanisms commence in January
- Board "Quiz" took place and will continue on monthly basis
- Workshop scheduled for 11/01/21 to continue improving leaders' understanding of the local area, and to strengthen the SEND partnership
- Layers of data from education, care and health now agreed and in process of collating into dashboards, and analysis of what this means happening

| Key Milestones This Quarter (to 31/12/20) | Due Date | Responsible Owner |
|---|----------|----------------------------------|
| Implement systems for securing feedback from parent carers at the point of service delivery, so that leaders are assured current information is used to support decision-making | 31/01/21 | Sarah Callaghan and Zoe Richards |
| Implement a range of feedback reporting mechanisms across the partnership | 31/01/21 | Sarah Callaghan and Zoe Richards |
| Ensure that feedback from parent carers about service effectiveness contributes recurrently to each delivery group meeting and SEND Partnership Board. | 31/01/21 | Sarah Callaghan and Zoe Richards |

| RISKS | MITIGATION | RAG |
|---|---|--------|
| Delays for implementing feedback mechanisms | Ready to pilot this in January | Yellow |
| Data from health is varied as different methods of business intelligence are in use | Data QuIP Group with membership from across all providers meeting in January to resolve | Yellow |
| COVID continues to put 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 |
|---|--|--|
| 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 | Continuous review of improvement measure to ensure effectiveness and outcomes achieved |
| Recurrent submission of Data Dashboard to the SEND Board | Identify knowledge gaps from Board 'Quizzes' and manage | Theme and trends analysis of feedback and data |
| On-going use of the Board 'Quiz' to improve local knowledge | Improve communications and engagement with all stakeholders | |
| 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: 31/12/20

Action 2: Joint Commissioning

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

1. Review the local area joint commissioning arrangements against the Children and Families Act 2014, setting out how each is being delivered
2. Specify and share the public health nursing arrangements for special schools
3. Implement an evaluation process to assess the effectiveness of jointly commissioned service
4. 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)
5. Review and address the specific inequalities in special school nursing provision
6. Review and address the specific inequities in specialist children's nursing services
7. 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 presented to Children and Young People's Commissioning Network set out strategic, operational and individual commissioning arrangements received approval
- Lancashire Commissioning Group held first meeting December 2020
- Special school nursing task group agreed future provision principles and engagement scheduled commencing January 2021
- Review of specialist children's nursing service underway
- Draft ICS policy and pathway for continence service and product provision produced and engagement scheduled for January 2021

| 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 nursing services | 31/12/20 | Kirsty Hamer |
| Map and review continence services across Lancashire and identify current policy arrangements in each ICP | 31/12/20 | Steve Flynn |

| RISKS | MITIGATION | RAG |
|--|---|-----|
| Transition process required for adopting new continence policy may take time | Prepare for transition process immediately policy is ratified | |
| | | |
| | | |

| Action in Next Month | Action in Next 3 Months | Action in Next 6 Months |
|---|--|---|
| Establish LCC footprint commissioners' network to consider feedback/performance /gaps | Complete review and address the specific inequalities in special school nursing provision | Collate feedback and review outcomes and performance of service since new provision for special school nursing has been implemented |
| Collate structured data on needs and service performance | Complete review and agree recommendations to address the specific inequities in specialist children's nursing services | Collate feedback and review outcomes and performance of service since new provision for continence has been implemented |
| Collate feedback from engagement on recommend provisions changes | Agree and implement consistent policy arrangements for the provision of continence services | Implement recommendations to address the specific inequities in specialist children's nursing services |

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: 31/12/20

Action 3: ASD Pathway

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

1. Develop an ASD waiting time recovery plan for those areas with long waiting lists
2. Undertake a demand analysis for ASD assessment and diagnosis
3. Improve the feedback loop with parent carers, and with CYP to support ongoing improvements
4. 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:

- CCG's issued contract letters to provider for completion of recovery plan and outcome measures
- Additional support for families on the waiting list and those on the ASD pathway agreed
- Provider waiting list recovery trajectories received indicating probable success level and work required to deliver outcomes
- Additional assessments and decision panels commenced

| Key Milestones This Quarter (to 31/12/20) | Due Date | Responsible Owner |
|---|----------|-------------------------|
| Undertake gap and demand analysis and a feasibility study of future potential models | 31/12/20 | Maria Nelligan LSCFT |
| Set up mobilisation group and project plan and define specification for recovery plan | 31/01/21 | Zoe Richards |
| Identify support mechanisms required for families | 31/01/21 | Zoe Richards |
| Develop Likert scale questions for feedback from families on ASD services | 28/02/21 | Phil Gooden |

| RISKS | MITIGATION | RAG |
|--|---|-----|
| ND Co-ordinators not yet in post | Recruitment taking place in January | |
| Issues regarding the quality of the outputs from private providers | Identifying alternative ways of delivering digital assessments | |
| Data requirements not being met by providers | Data QuIP has been set up and providers are being asked to support improvement work | |

| Action in Next Month | Action in Next 3 Months | Action in Next 6 Months |
|--|--|--|
| Receive gap and demand analysis report (Ian Davidson) | Co-produce whole-system ASD Pathway Improvement Model | Agree proposal for ICS ASD / ND pathway improvement |
| Set up feedback mechanism to receive feedback from families, with initial feedback at 30% as from 31/12/20 to 31/03/21 | Present paper to CCB for next steps funding requirement including amends to recovery plan regarding appointment of digital assessment provider | Implement second phase of ASD / ND pathway improvement and waiting list recovery (as per agreement of CCB paper) |
| Set up ICS-wide reference group with parent carers and CYP (join with Keyworker GP) | 50% of parent carer feedback about ASD / ND support is good or better | |
| | Hold engagement event for ASD/ ND pathway improvement | |

Key Issues / Gaps: ND Co-ordinators recruitment is underway
Data provision is currently not fit for purpose, which aligns with the national position. Needs addressing as a matter of urgency.
Clinical & quality risk identified with appointment of digital assessment provider, recovery plan amended to deliver in an alternative way
Awaiting copy of report from National ASD lead

Support Requirements: ND Co-ordinators must be appointed
Project management support – funding includes 0.5wte B6 agreed by CCB, and needs appointment (currently being delivered by SEND PM)
Providers need to support data requests

Lancashire SEND Accelerated Progress Plan Highlight Report

Date: 31/12/20

Action 4: Transitions in Healthcare

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

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

Key Progress Since Last Update:

- Data requirements – suggestions have been collated & agreed by task & finish group. Requires sign off for providers to start submitting data
- Each ICP confirmed transitions model they are adopting
- Project plan draft will be shared at next meeting on 21/01/21
- Engagement with parent / carers taken place and more scheduled

| Key Milestones This Quarter (to 31/12/20) | Due Date | Responsible Owner |
|--|----------|-------------------|
| Share project plan with ICPs to support their local plans | 31/01/21 | Zoe Richards |
| Set up engagement meeting with providers | 31/01/21 | Zoe Richards |
| Providers confirm adult services engaged with transitions outcomes | 28/02/21 | Zoe Richards |
| Data requirements for transitions agreed and reporting to SEND Partnership Board | 31/12/20 | Scott Johnson |

| 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 – new requirement | 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 |

| Action in Next Month | Action in Next 3 Months | Action in Next 6 Months |
|--|---|--|
| Develop reporting process to identify and assess transition need | Agree and implement protocols / model for effective joint working arrangements | Implement mechanisms to share and disseminate learning from the partnership arrangements |
| Identify the data required to monitor transitions across providers | Identify gaps in commissioned services up to 25 years of age to inform future arrangements | Arrange for those whose needs are at a level that do not require specialist intervention, but need support managing their on-going condition |
| Set up feedback mechanism to receive feedback from families, with initial feedback at 20% as at 31/12/20 to 31/03/21 | 45% of young people feedback about transition process tells us their experience is good or better | Collate feedback and review outcomes and performance of service since new provision implemented |
| Link in with ICS-wide reference group with parent carers | | |

Key Issues / Gaps: Adult services need to engage with the transitions approach – meeting providers 27/01/21 to discuss strategy
 Not currently collecting data on transitions, and need to do so. Data requirements proposed awaiting agreement and sign off

Support Requirements: Need executive buy-in from providers on the transitions to require adult services to engage
 Data QuIP needs to prioritise the data requirements for transitions
 Providers to attend SEND Champions Meeting 27/01/21
 Need Commissioner lead for the ICS – awaiting confirmation of nominee

Lancashire SEND Accelerated Progress Plan Highlight Report

Date: 31/12/20

Action 5: Local Offer

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

1. Appoint the partnership post of Local Offer Development Officer to further develop the local offer website, alongside the broader communication and engagement activity
2. Complete and implement the directory of services, to improve the information about local provision in the area
3. Implement a tool to enable parent carers to share their views about the local offer and analyse the findings
4. 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
5. Schedule regular reviews of the information on the local offer website, to ensure it remains up to date, relevant and informs ongoing improvement
6. 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
7. 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:

- Local Offer Development Officer started 4th Jan 2021
- Analysed feedback on local offer received from Q2, Q3 to be reviewed in January
- Communication and engagement completed to increase awareness of the local offer website and increase feedback on the site
- Soft launch of service directory reviewed, will develop more content for service directory over the coming month

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| Key Milestones This Quarter (to 31/12/20) | Due Date | Responsible Owner |
|--|----------|-------------------|
| Complete and implement the directory of services | 31/10/20 | Ian Forsyth |
| Agree and implement a variety of methods of communication and engagement links with parent carers | 31/01/21 | Lisa Taylor |
| Implement a web-based tool to enable parent carers to share their views about the local offer and analyse the findings | 31/12/20 | Ian Forsyth |
| Schedule regular reviews of the information on the local offer website | 31/01/21 | Lisa Taylor |

| RISKS | MITIGATION | RAG |
|--|--|--------|
| Absence of partnership development officer until 4 th Jan 2021 / Absence of Project Officer | Post holder now in place and will commence work on outstanding/over due actions | Yellow |
| Interface between service directory & ICS data | Agreed to defer launch. Development of further content is a priority for the Development Officer from 4 th January 2021 | Yellow |
| Little feedback through feedback tool in Q2 | Partnership Board asked to help raise awareness. Communication plan to be produced by LODO | Green |

| Action in Next Month | Action in Next 3 Months | Action in Next 6 Months |
|---|--|---|
| 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 feedback received and produce improvement plan in response |
| Schedule regular reviews of the information on the local offer website | Ongoing feedback, engagement and update of content | |
| Develop more content for service directory | | |





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. Agreed to defer launch and development of further content is a priority for the Development Officer starting January 2021.

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

Glossary of Abbreviations Used

- APP - Accelerated Progress Plan
- ASD – Autism Spectrum Disorder
- B6 – Band 6 (which is a health pay grade)
- BI – Business Intelligent
- CCB – Collaborative Commissioning Board (joint CCGs and local authority commissioning body)
- CCG – Clinical Commissioning Group
- CYP – Children & Young Person / People
- DCO – Designated Clinical Officer
- EHCP – Education Health and Care Plan
- HLR – Highlight Report
- ICP – Integrated Care Partnership
- ICS – Integrated Care System
- JSNA – Joint Strategic Needs Assessment
- LCC – Lancashire County Council
- LODO - Local Offer Development Officer
- ND Pathway – Neuro developmental pathway
- POET – Personal Outcomes Evaluation Tool (survey tool)
- Q2 & Q3– Quarter 2 (July to September) and Quarter 3 (October to December)
- SEND – Special Education Needs and/or Disability
- SENDIAS - Special Education Needs & Disability Information Advise and Support
- SEND PM - SEND Project Manager
- WTE – Whole Time Equivalent in relation to staff appointments

Colour Key for Progress

| | |
|--|---|
| Completed |  |
| Activity progress -On track |  |
| Activity progress - minor deviation from plan |  |
| Activity progress - significant deviation from plan (Tolerance of 2 Week) |  |

Colour Key for Risk

Impact and Likelihood of a risk happening determines whether the risk is rated as High, Medium or Low.

| |
|--------|
| High |
| Medium |
| Low |

