



# **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

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	

RISKS	MITIGATION	RAG
Delays for implementing feedback mechanisms	Ready to pilot this in January	
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	
COVID continues to put pressure onto BI Teams within health providers	Working to address within constraints of current context	

**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	
Data requirements not being met by providers – new requirement	Data QuIP has been set up and providers are being asked to support improvement work	
COVID-19 response within providers may create some delay	Ensuring all elements needed to support this project are delivered ready to proceed	

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

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

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		

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

**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

