



Accelerated Progress Plan Highlight Report

28th February 2021

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: 28/02/21 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:

- Understanding of layers of data from education, care and health continues to improve with analysis of what this means taking place. Presentation pulling key areas of focus from the annual dashboard to SEND Partnership Board in March and subcommittee to HWB Board in March
- Parent/carer and young person annual review survey now live
- IAS and PCF to produce quarterly/bimonthly reports to support the triangulation of feedback from families
- Data analyst started in new post on 01.03.21 and will be supporting the development of SEND data dashboard across Education and Skills

Key Milestones This Quarter (to 31/03/21)	Due Date	Responsible Owner
Implement systems for securing feedback from parent carers at the point of service delivery, so that leaders are assured up-to-date and current information supports 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
Data from health is varied as different methods of business intelligence are in use and patient records vary	Data QuIP Group with membership from across all providers working together with ongoing actions to address	

Action in Next Month	Action in Next 3 Months	Action in Next 6 Months
Training for SENCOs in Early Years, schools and Further Education colleges & Inclusion staff	Establish reporting cycle parental feedback following finalisation of EHC plans.	Theme and trends analysis of feedback and data for continuous improvement
Continuous review of improvement measure to ensure effectiveness and outcomes achieved	Implement and monitor Workforce Development Strategy across sectors	
Develop and agree a Workforce Development Strategy to increase knowledge of SEND	Review the Data Dashboard and all project plans / HLRs	

Key Issues / Gaps: None

Support Requirements: None

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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:

- Lancashire Commissioning Group continues to meet to improve the commissioning framework
- ICS continence service renamed to 'Bowel and Bladder Framework' to reflect need and service provision. This is on the agenda for Collaborative Commissioning Board on 09.03.21 for approval
- Recommendations for Special school nursing provision on the agenda for CCB on 09.03.21
- Development of the offer for Special nursing services is progressing

Key Milestones This Quarter (to 31/03/21)	Due Date	Responsible Owner
Populate commissioning intelligence dashboard and establish mechanism to jointly review data and intelligence to assess services	31/03/21	Dave Carr
Communicate with special schools re: named Public Health school nurses	31/03/21	Karen Gosling
Review mapped special nursing services to understand gaps	31/06/21	Kirsty Hamer
Agree Continence Framework for provision of consistent service	31/03/21	Steve Flynn

RISKS	MITIGATION	RAG
Transition process required for adopting new continence policy may take time	Prepare for transition process immediately policy is ratified – paper to go to Collaborative Commissioning Board March meeting	

Action in Next Month	Action in Next 3 Months	Action in Next 6 Months
Report the commissioning intelligence dashboard to the SEND Partnership Board from March 2021	Implement 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 special school nursing has been implemented
Implement consistent policy arrangements for the provision of continence services (now referred to as Bowel and Bladder Framework)	Develop user friendly framework using feedback gathered & clearly highlight where services performing well or potential gaps/priorities for future commissioning development	Collate feedback and review outcomes and performance of service since new provision for continence has been implemented
Development of specialist children's nursing standard		

Key Issues / Gaps: Project support for special school nursing provision due to redeployment for Covid-19 vaccination programme, however impact has been minimised through collaboration

Support Requirements:

- CCB will be asked in March to approve the continence framework/policy, and to understand future commissioning requirements
- CCB will be asked in March to approve recommendations for special school nursing provision

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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:

- ND Co-ordinator recruitment is ongoing – these roles will assist with the ASD Support Offer
- LSCFT have implemented the triage approach. BTH which was first to implement waiting list initiative now has zero people awaiting triage.
- Mapping of support offers is underway, and the PCF has agreed to support understanding what families want in terms of support
- Feedback has been collected and will be reported at the beginning of March
- Deep Dives have taken place with a range of practitioners and LCC staff

Key Milestones This Quarter (to 31/03/21)	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 questions for feedback from families on ASD services, with initial feedback at 30% as from 31/12/20 to 31/03/21	31/03/21	Julia Westaway

RISKS	MITIGATION	RAG
Issues regarding the quality of the outputs from private providers	Alternative ways of delivering digital assessments have been identified, including other providers	

Action in Next Month	Action in Next 3 Months	Action in Next 6 Months
Review recommendations from gap and demand analysis report (Ian Davidson)	100% of children and young people on the waiting list receive second contact regarding length of wait and support available	Agree proposal for ICS ASD / ND pathway improvement
Present paper to CCB for next steps funding requirement including amends to recovery plan regarding appointment of digital assessment provider	50% of parent carer feedback about ASD / ND support is good or better	Implement second phase of ASD / ND pathway improvement and waiting list recovery (as per agreement of CCB paper)
Co-produce whole-system ASD Pathway Improvement Model	Hold engagement event for ASD/ ND pathway improvement	

Key Issues / Gaps: None

Support Requirements: None

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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:

- Engagement with parent / carers ongoing with collation of feedback, survey results and useful case studies
- Results of first survey analysed and informed the drafting of second survey which will be circulated in March
- Adult services engagement discussed with providers and strategic direction agreed
- Transition panels identified as keystone to delivery of this action and good practice of how these work shared with task and finish group
- Agreed data sets provided to Data QuIP lead to implement

Key Milestones This Quarter (to 31/03/21)	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 engagement continues to be an issue for transitions agenda	Setting up of panels to consider each case is being seen as route to engage with adult services	
Data requirements agreed but new requirement for data collection for providers and now needs setting up	Data QuIP is being used as route to manage the data requirements, and panels are seen as crucial in supporting this	

Action in Next Month	Action in Next 3 Months	Action in Next 6 Months
Develop reporting process to identify and assess transition need (Panels)	Agree and implement protocols / model for effective joint working arrangements	Implement monthly and quarterly data submissions
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	Implement mechanisms to share and disseminate learning from the partnership arrangements	

Key Issues / Gaps: Adult services need to engage with the transitions approach – continues to be an issue in part due to COVID response, but strategies are being put in place to improve this position
Data gap will be an ongoing issue due to systems that need to be set up. The Data QuIP continues to provide support to BI colleagues

Support Requirements: Each provider has been asked to start setting up transition panels – support on how this works has been given to providers in February Transitions

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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:

- Significant progress has been made by the new Local Offer Development Officer who has helped to catch up on some of the delays on delivery
- Health has been awarded £20,000 to strengthen health input to Local Offer – work commencing March 2021 to June 2021
- An instant feedback tool is available on the directory of services and will be available once launched
- Local Offer Development Officer now has access so that she can directly update directory of services via Idox data platform. Soft launch of directory anticipated in March/April
- Receiving feedback via webpage survey and survey created with PCF circulated on 26.02.21 via PCF network and FIND newsletter distribution list.

Key Milestones This Quarter (to 31/03/21)	Due Date	Responsible Owner
Complete and implement the directory of services	31/10/20	Anna Burkinshaw
Implement a web-based tool to enable parent carers to share their views about the local offer and analyse the findings	31/12/20	Anna Burkinshaw
Agree and implement a variety of methods of communication and engagement links with parent carers	31/01/21	Anna Burkinshaw
Develop more content for service directory	31/10/21	Anna Burkinshaw
Schedule regular reviews of information on local offer website	31/01/21	Anna Burkinshaw

RISKS	MITIGATION	RAG
Local Offer Development Officer started on 4 th Jan 2021 Vacancy impacted on activity	Postholder now started and has commenced work on outstanding /overdue actions	Green
Interface between service directory & ICS data	Agreed to defer launch. Development of further content is a priority for the Local Offer Development Officer	Yellow
Little feedback through feedback tool in Q2	Media campaign agreed and to launch in March	Green

Action in Next Month	Action in Next 3 Months	Action in Next 6 Months
Implement the changes to the local offer proposed by parent carers, young people and professionals	Review feedback received and produce improvement plan in response	
Agreed engagement plan on feedback to commence	Ongoing feedback, engagement and update of content	
Soft launch of directory		

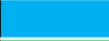



Key Issues / Gaps: Local Offer Development Officer is now progressing with outstanding actions from the gap in this role. Target dates to be reviewed.

Support Requirements: Review the target and delivery dates of actions to align with Anna Burkinshaw, the new Local Offer Development Officer, now being in post

Glossary of Abbreviations Used

- APP - Accelerated Progress Plan
- ASD – Autism Spectrum Disorder
- B6 – Band 6 (which is a health pay grade)
- BI – Business Intelligence
- 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 (Anna Burkinshaw)
- ND Pathway – Neuro developmental pathway
- POET – Personal Outcomes Evaluation Tool (survey tool)
- Q1, Q2, Q3, Q4 – The year from April to March split into quarters, with Q1 being April-June for example
- 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

