

Wolverhampton WSoA Review Meeting (MR2)

Local Area:	Wolverhampton
Date:	13th June 2022
Venue:	Wolverhampton Civic Centre and Virtual

Attendance: Emma Boyce, Brenda Wile, Nicola Harris, Jayne Evans, Cathy Higgins, Katerina McCormick, Sally Roberts, Sarah Baker, Pat Tate, Katie Moore, Helen Bakewell and Emma Bennett

General update on progress or areas of significant impact

- The SEND partnership board is taking full responsibility and oversight for the WSoA. The monitoring visit evidenced a well organised and coherent improvement programme underpinned by a strong focus on co-production and outcomes for children and young people with SEND.
- Wolverhampton have established a cross-party reference group meeting approximately once every 8 weeks with the local area political party representatives who are committed and supportive of the proposals for improvement in Local Area SEND services and the Action Plan.
- Delivery of WSOA is progressing well within 3 key areas (on track), some slight delays on time scales for the 3 other areas mainly due to the implementation of the Commissioning and Quality Assurance services restructure. Interim workforce solutions are in place but following recruitment of substantive workforce- leads these areas should be back on track fully by Dec 2022.
- It continues to be advisable through this period that decisions to delay any actions and the mitigations put in place are captured as evidence that Wolverhampton has set itself ambitions beyond sufficient progress on the areas of concern. The area has provided this in the preparation form.
- The monitoring visit included representatives from all partners and the full engagement with PCF and wider representatives.
- SEND Champions are supporting and embedding SEND expertise across Wolverhampton bolstering the local offer.

Support received in this reporting period

WSoA area	Areas of significant concern 1,2 and 5	
Support/Activity	Data and information collation, analysis performance monitoring	Provider CDC
Impact/Outcomes from the activity	Revised data sets are now collected and analysed with further work still to be done to align with Wolverhampton's WSoA key areas, although work has commenced including a join-up with Health data and information	

WSoA Actions/timescale check



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Are there any actions behind schedule?		Y Information below supplied by area
Action	Reason	Mitigation/remedial action
2.1	Although a review of the current EHC assessment and review process has taken place delays to the re-procurement of a digital EHC solution has postponed the launch of some new ways of working.	Extension of completion date to December 2022 to allow an interim process to be launched in June 2022 to enable a full procurement to take place from October 2022.
2.3	Workshops have been held with stakeholders to gather requirements for a revised EHC plan but due to further understanding of any digital EHCP solution being procured the completion of this task is delayed.	Extend completion date to July 2022 to allow documents to support new ways of working to align with action 2.1.
2.7	Development and implementation of a 'Continuous Improvement and Learning Programme' is dependent on actions 2.1 and 2.3 which have been delayed.	A training and development programme will be developed once the amended EHCP and Review process and guidance is finalised. Therefore, an extension of the completion date to August 2022 is required.
3.3	Due to the ongoing restructure of LA Commissioning Services resource has been unavailable to identify all budgets that are allocated to services that could be jointly commissioned.	Discussions have taken place with Executive Director of Families to consider progression and a re-baselining of timescales will be undertaken at JSCG on 13 June 2022. Capacity has also been discussed with senior leadership and Andrew Wolverson, Deputy Director for Partnerships and Transformation will be leading and driving this area.
3.4	Due to the ongoing restructure of LA Commissioning Services resource has been unavailable to begin to develop agreed Contract Management and QA processes for of OOC placements	Discussions have taken place with Executive Director of Families to consider progression and a re-baselining of timescales will be undertaken at JSCG on 13 June 2022. Capacity has also been discussed with senior leadership and Andrew Wolverson, Deputy Director for Partnerships and Transformation, will be leading this area.
3.5	Receiving consistent and appropriate attendance across all partners at joint strategic commissioning Board has proved difficult to achieve. V4P concerns that the delays are having a negative impact on delivery for families	A review of the ToR will take place at the next meeting on 13 June 2022 to make this group a recommendations group and reduce the quoracy requirements. Meetings have been scheduled for next 18 months. Review of attendance will be undertaken in December 2022 to evaluate new way of working.



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4.6	Due to the vulnerability of the trainers and the resulting reduction in ability to meet face to face the 'HY5! Inspiring Change' Training roll out has been delayed	Extend completion date to September 2022 to allow Continued development of training for roll out in Autumn term.
4.8	A meeting is still to be arranged to extend co-production charter engagement sessions at parent / carers forum meeting.	Discussion are ongoing with V4P and meeting to be arranged by end of June 2022. In the meantime the charter will be shared in the SEND Update newsletter for parent / carers.
5.6	The recruitment of posts to embed the SEND Development Lead in the Healthy Child programme has taken longer than anticipated. The post is currently out to advert having failed to attract suitable applicants when initially advertised	Extension to deadline required to December 2022 due to recruitment process and it is likely for there to be requirement to serve notice following recruitment
6.1	Redevelopment of the Local Offer within suitable platform has exceeded the completion date of January 2022 due to contract negotiation and unsuccessful recruitment of a lead officer.	Contract agreed with Big Blue Door for migration of Local Offer platform. Local Offer Officer interviews were unsuccessful in May 2022 and post to be readvertised. A Local Offer Group has been established to move this forward in the interim and meet every two weeks
6.3	The timeline for raising awareness of the Local Offer will require extension to align with 6.1.	Awareness raising activity has been added to the communication plan during development and for launch in March 2023.
6.5	Sessions to engage with young people to explore the current feedback process is due to take place now that they are able to meet face to face.	Completion deadline to be extended to August 2022 due to further work being carried out with HY5!. Roll out of training to be extended to September 2022.
6.8	Filming has been successfully carried out for the POW! Project, to inspire a positive reframe in the discourse between professionals and the families of children with disabilities. First edit is completed. Further editing needs to be done to shorten content. Funding also required for training package.	An extension is required to June 2022 now resource has been identified for marketing materials



Progress on the WSoA Strands

Area 1	Weaknesses in identifying SEND when difficulties emerge for those at primary and secondary school ages
<p>Progress on key actions</p> <p>The area has been active across the partnership in progressing actions. Highlights include:</p> <ul style="list-style-type: none"> • Co-produced draft graduated response, further editing in progress requested by parents. • The Autism Board is working on a clear All Age Autism Pathway. V4P request more than quarterly meetings to ensure progress is stepped up. • Toolkit developed by the whole system for children suspected of having or with autism which is shared when families are in contact with the ASC • Health passports launched in March 2022 and seeking to raise awareness for those educated outside of City, who are not accessing local services. • A clear process has been embedded to ensure regular contact (every 12 weeks or 4 weeks if urgent) for those awaiting CAMHS appointments. Some parents report this is not happening routinely. • Specialist CAMHS Service seeking additional recruitment of 14 roles which would increase capacity. • Waiting times for all new to service CAMHS appointments are within 18 weeks, evidence to be shared with V4P • New DCO appointed to support DMO • Draft Service Development and Improvement Plan (SDIP) to include 4 key service areas (Paediatric Community Nursing, Physiotherapy, Occupational Therapy and Speech and Language) has been agreed by RWT. • A Communication and Marketing Officer has been appointed to establish clear processes for signposting families to universal offer, from 0-19 services including health, LA and community services, whilst children and young people are on an existing waiting list. • A guide to useful services has been developed to assist signposting families to universal offer, from 0-19 services including health, LA and community services, whilst children and young people are on an existing waiting list. <p>Evidence of impact</p> <p>Parents have awareness of health passports in clinics and have been proactively requesting them from their paediatricians.</p> <p>Key next steps</p> <ul style="list-style-type: none"> • Graduated Response document to be amended and shared through SENCO network in July for implementation from September 22. • Recruitment of 3 FTE for 12 months in order to increase capacity for assessments to free substantive professionals for further therapy work to reduce the time from assessment to treatment and to seek to resolve some of the increased delays as a consequence of the Pandemic. 	



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- Scoping work on the ASD pathways to understand current pathway(s), key barriers / blockages, gaps and opportunities.
- Black Country Healthcare NHS Foundation Trust will as a part of the move to Lead Provider Status for Mental health commission a Black Country wide review, and, will seek with Partner providers, to create a Black Country approach to Neuro-developmental Disorder Assessment.

Area 2	The lack of accuracy in EHC plans and the delays in assessment, writing and review of those plans
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Progress on key actions

- SEND Start team now fully recruited to and business analyst in place.
- Data analysis of EHCP is being supported within the EHC hub exploring initial assessment and annual reviews as part of the process mapping.
- Developing multi-agency QA tools (Invision 360 online portal) Envision 360- PCF needs more information as has not yet been part of any discussions.
- Particular focus on paediatricians (improving quality of advises, developed and completed medical training packages and sessions.
- Emma (DCO) is currently exploring SOPS to support quality improvements.
- Completing audits, dip sampling of annual reviews and initial assessments
- Currently performance for receipt of advises are at approx. 85% with the 6 weeks for initial assessments.
- Timeliness appears to be improved and absence rate in team at 1%..
- Wolverhampton are about to employ a Quality assurance post to further support and embed the learning (this post will sit with in the local Authority Quality team, but will support a multi-agency collaborative approach. PCF hope to be included.

Evidence of impact

Early improvements to timeliness and quality indicated by data and audits.

Key next steps

- Interim EHC Assessment and Review process to be launched in June 2022 to enable a full procurement to take place from October 2022.
- Training on the annual review process, for school staff and staff in health and social care, to be arranged during the summer term of 2022.
- A dedicated QA Officer to be appointed to finalise and refine the QA Process.
- Procurement of a digital EHCP Audit Tool to assist delivery of quality assurance framework. Specifications for Digital EHC solution to be produced from results of process mapping.
- One page document detailing SEND Champions role, objectives and outcomes to be completed by end June 2022.
- Continue programme of audits to improve EHCP practice.
- E-learning for health staff to be rolled out further including CDC e-learning for CAMHS professionals



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- Toolkit for health staff to improve health advice under development in collaboration with Black Country colleagues

Area 3	The underdeveloped arrangements for jointly commissioning and providing the services that children and young people with SEND and their families need
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Progress on key actions

- Joint Commissioning Strategy co-produced and published in March 2022
- New Chair of Joint Commissioning Board in place (Deputy Director of Partnerships and Transformation).
- Vice-Chair identified as CCG senior commissioner (Head of Primary Care and Commissioning)

Evidence of impact

Plans to collect through preparation of a tracker disseminated for completion by Joint Commissioning group members.

Key next steps

- Review of Terms of Reference for Joint Strategic Commissioning Group to be carried out to improve quoracy requirements.
- Review of attendance at Joint Strategic Commissioning Group to be undertaken.
- Action plan to be developed to increase take up of Terrific for two's placements for children with SEND.

Area 4	Weaknesses in implementing strategically planned co-production at every level when evaluating provision, identifying strengths and weaknesses, and identifying and implementing improvements
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Progress on key actions

- Wolverhampton has some strong groups which support co-production- such as SEND youth forum, HY5!
- Completed some co-production training and delivered to SENCOs with Educational Psychology Service, now developing further filming some sections of training to link into the Total Respect programme.
- Accessible communication tool, Widgit InPrint, procured to assist co-production.
- A process for sharing of lived experience from Parents, Carers and CYP has been developed and has begun to be shared during SEND Partnership Board meetings.

Evidence of impact

Young Person now on SEND Partnership Board acting as conduit between the wider SEND YP group HY5. HY5 are close to completing their input around the WSoA. They have also relayed back their thoughts on co-production and minutes of their meetings are now attached to SEND Partnership Board documentation.

Key next steps



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- Workshops to be held in June 2022 for schools and voluntary sector to complete bid for #YES Co-Production Charter Status.
- Delivery of 'HY5! Inspiring Change' Training to commence from September 2022.
- Co-production event held with CYP, families and professionals and relaunch of co-production charter to be planned.
- Inclusion Conference planned for Autumn 2022.
- Co-production Charter needs to be revisited.
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Area 5	Weaknesses in the planning and support of transitions both within statutory school age and from statutory school age to post-19 and post-25
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Progress on key actions

- Full engagement with Headteachers and SEND Co-ordinators in this key area- Universal Transfer Form agreed at SENDCo Network meeting.
- Completed work around early year transitions strengthening SEND information.
- Transition Clinical Nurse specialist commenced in post at RWT in May 2022 working with children with complex needs and special schools. They chair a transition panel to coordinate the care of those with most complex health needs and have developed a transition policy.
- Special School Nursing have an action plan in place to support improvements around the annual health check work.
- Health self-assessment PfA audit tool (initial draft developed and RAG rated).

Evidence of impact

Engagement levels are a positive

Key next steps

- Begin to create Transitions Pathway and Protocol
- Undertake the post 16 – PfA audit tool and create an action plan
- Review protocol regarding information, advice and guidance provided from Y9 by Connexions.
- Develop Standard Operating Procedure for health professionals to ensure that health can contribute to the TAC and PfA processes to support transition.
- Development of a PfA pathway for EHCP outcomes.
- CNS ADHD to commence in post during August 2022.
- SEND School Nurse to be appointed.
- PHA posts to be advertised.

Area 6	Weaknesses in how the area shares information, including regarding support systems and the local offer
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Progress on key actions

- Recruitment of the local offer post is still outstanding.
- SEND Partnership communication plans are in place with a meeting every week and following board to support consistent messages/comms to be cascaded via all



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partner platforms which is further supplementing the SEND newsletter launched in April.

- Digital Design and Development agency contracted to re-develop local offer.
- Work within the family hub to try to support and strengthen wider reach
- SEND information fun day completed Feb with the aim to develop and deliver further events due to the success of this day.
- Strengthening Families hub have agreed to fund a research project.

Evidence of impact

Local Offer updated regularly, with updated information, signposting and guidance.

Key next steps

- Undertake second round of recruitment for Local Offer and Communication Officer.
- Development requirements and site map for Local Offer website.
- Develop supporting documents to aid roll out POW! project to inspire a positive reframe in the discourse between professionals and the families of children with disabilities.

Agreed actions/support following this meeting

Action	Who	When
DW agreed to link to Worcestershire Joint Commissioning Quality Assurance work.	DW	Action completed email sent 17/06/2022).
Share ISOS joint commissioning self evaluation	PT	Action completed 28/06
Invite PT/ DW to Inclusion Day & Total Respect Training workshop	HB	By July 7 th 2022
Share PFA audit tool	EB	Action completed

Date and venue of next meeting

11/11/22 12 am

Conclusion and summary information

Wolverhampton demonstrated that they have in place the effective strategic leadership, partnership working and co-production to support the WSoA.

At this stage in a WSoA the focus is on actions and ensuring they are completed purposefully and at pace. A key question to answer even during this stage is "What is different now?" and to detail the key components of that change.

The next key question will be the "So what?", "What impact has there been on children, young people and families with SEND?". Gathering case studies, informal feedback from stakeholders as well as more formal surveys and evaluation, data and examples of the lived experience will help to answer that question.



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Finally, it is useful as quality assurance matures to ask "Who is monitoring the auditors". Also consider any support needs via RISE or peer review/moderation activities.

Pat Tate & Debbie Ward 27/06/2022