

<p>Priority 8: Children and young people and their families do not yet have access to the right help and support. Arrangements for accessing some services are confusing and complicated.</p>								<p>Overall Status of the Priority Area Blue - outcomes agreed, and embedded and being delivered Red - Work in progress or not started and there are concerns that the outcomes may not be delivered in time, Amber – Work In progress, and expected to be completed in time for the outcomes to be delivered by the date in the plan. Green - Completed. Grey - work not started but there are no concerns that outcomes may not be delivered.</p>		
<p>Vision for the future: Children and young people and their families have access to the right help and support. Arrangements for accessing some services are clear and transparent.</p>								G/A		
Focus Area (Intent)	Actions (Implementation)	Lead October	Evidence (Impact)	Progress Red - Delayed Amber – In progress Green - Completed Grey - not yet started				Sub Group Action to date (Implementation)	EVIDENCE (See PR 8 Position Statement)	
				Dec-19	Jan-20	Apr-21	Dec-21			
<p>8 Children and young people and their families have access to the right help and support. Arrangements for accessing some services are clear and transparent</p>	<p>A. Secure LA capacity to oversee the content of the Local Offer and keep it up to date.</p>	Marie Wood	Parents/carers report increasing levels of satisfaction with the SEND services in the local area.	G	G	G	G	<p>Feb 2021: Permanent LA appointment has been secured and continuing to develop the Local Offer. Staffordshire has set up a regional SEND Local Offer group that meets termly with SEND Local Offer leads from across the region to share good practice. A peer review of Local Offers sites was completed and joint working projects are currently being explored. Funding has been gained to develop a regional video jointly working in partnership with other LAs to explain the LO and be placed on all regional LO's. A parent and practitioner consultation survey has been completed in October 2020. * 71 responses were received. * 84% of the people who responded to this question said they found the information on the website very helpful or fairly helpful. The full responses can be found on the You Said, We Did pages, along with the actions to be taken to address feedback received. In addition, in response to feedback from parents videos are being developed to communicate information easily on the SEND Local Offer</p>		
	<p>B. The promotion of the Local Offer provides clear signposting of provision and referral pathways.</p>	Marie Wood	Parents/ carers & C&YP report that provision and support is accessed in a timely manner	G	G	G	G	<p>Feb 2021: The LO sub group report the following: promotion of the LO continues to provide clear signposting of provision and referral pathways. Promotional materials developed and distributed to range of settings including: education settings, EY's settings, SENDIASS, parent support groups, health providers.. Local Offer can be accessed directly on the MyStaffs app. Link to Staffordshire Connects and SEND Local Offer on all SCC desktops. Podcast to raise awareness of SEND Local Offer for one district council. Activities task and finish group set up to increase activities for children and young people with SEND and promote these on the Local Offer. Attendance at Early Years SENCo training and SENCO Networks to raise awareness of SEND Local Offer. Guide on the LO developed. Video being developed on the SEND LO – what it is and how it can help. An image has been developed for display on plasma screens. Image developed for email signatures to further promote the SEND Local Offer. Apr 2021 A SEND Activities Champion role has been developed to promote the SEND agenda. It has been agreed there will be an Activity Champion in each library along with a number of other services. SCYVS have contacted all their members about becoming Activity Champions. A process is developed so, when any new activity is added to SEND Local Offer, Providers are required to input accessibility information . May 2021: Preparation for Adulthood Pathway now added to Local Offer.</p>		

C. Commission "Mystery Shopper" surveys of the Local Offer to identify strengths and areas for development.	Marie Wood	Mystery Shopper and Evaluation	A	G	G	G	Jan 2020: Commission "Mystery Shopper" surveys of the Local Offer to identify strengths and areas for development. Feb 2021: The LO sub group report that a workshop to launch mystery shopping took place in October 2019 with parents, professionals and a young person recruited as 'mystery shoppers' of the SEND Local Offer site. Currently there are 7 mystery shoppers. Periodic case studies sent out to 'mystery shoppers' to identify strengths and areas for development. Feedback from mystery shoppers and actions taken published on You said, We Did pages. Changes made as a result of the feedback include: adding image of person in a wheelchair to the site and improvements on the search facility.	
D. Co-produce information sharing & joint working protocols between professionals to address the issues between providers (Midlands Psychology and MPFT)	Nicola Bromage	EHCPs reflect a full description of the CYP SEN and any health and social care needs	G	G	G	G	Dec 2017: This action related to the Autism pathway in South Staffordshire. An external independent evaluation of the interface between the Autism provider and CAMHS provider and CYP's and families experience of care was commissioned by the CCG and took place in July 2018 and the final report was agreed by the CCG in 2019. A joint provider action plan led by the CCG to address required areas of improvement was subsequently put in place with the two providers associated with this pathway and delivered. The contract with the Autism provider ended on 31/10/2019 and the CAMHS provider was appointed as an interim provider to deliver the Autism Service.	1. Information Sharing Agreement 2.Action Plan
E. Fully engage with existing CYP forums/groups to establish clear protocol for how they effectively support the coproduction of SEND systems and processes.	Phil Pusey	Improved satisfaction rates and reduction in complaints and tribunals Information and feedback from the engagement/consultation events, together with individual CYP/Parent/Carer feedback via digital platforms. Children's Voice Strategy and Coordination Plan	R	A	A	G/A	July 2019 - SENDIASS and Voice Project now a standing agenda item at the SPG and are exploring development of a virtual Youth SPG for YP to contribute to future SEND developments; inc the co-production of SEND systems and processes. LA have produced a data dashboard ready for use in Sept 2019. LA/CCG Comms leads are working in partnership to co-produce a joint SEND Newsletter and Engagement Plan to be signed off at SPG in Sept with a joint consultation process between LA and CCGs beginning in October/Nov 2019. Oct 2019: L&G sub group reporting that these actions are ongoing and on track to be complete; however initial timescale is very ambitious. Nov 2019: Sub group report that actions are ongoing and on track to be complete, but that the initial timescale is very ambitious. Jan 2020: First meeting of the children and YP forum is due to take place in Jan 2020.	
F. Through a team around the child principle all stakeholders are engaged in the development and review of plans across the stages.	Dorne Collinson/Head of SEND	EHCPs reflect smart aspirations across the education, health and social care needs	A	A	G	G/A	QA standards for assessment pathway have been developed and approved	
G. Agree a joint multi-agency standards and quality assurance framework for EHCPs, to ensure that plans are thorough, comprehensive and detailed, and coproduced within agreed timeframes, and reviewed annually	Cathy Morris/Nadine Young/Debbie Nye	EHCP assessments use child centred approaches, transparent decision making processes with clear lines of governance involving education, health and social care	R	G	G	G	Feb 2021: Joint Comm sub group report this is amber and that a QAF for alternative provision is ongoing	1. SEND Parents Plan (issues' log) 2. Autism Awareness (level 2) training 3.Review of training and support for parents (early 2020) 4. Mins SEND Parent's evening
H. Through the EHCP assessment & planning task group, conduct multiagency audit and report findings and implications to the SEND partnership group	Cathy Morris/Lynsey Bissell	Multi agency audit report published on the local offer	R	G	G	G	May 2021: All processes in place to allow multi-agency to proceed to audit.	

<p>I. Review access pathways for CAMHS and ASD services.</p>	<p>Lyse Edwards</p>	<p>Clear and transparent pathways that have been co-produced are easier to navigate and are published on the local offer.</p>	<p>G</p>	<p>G</p>	<p>G</p>	<p>G</p>	<p>Clear and transparent pathways that have been co-produced are easier to navigate and are published on the local offer. CCG Commissioners have a Joint Improvement Plan in place between the CYP Autism provider and CAMHS provider that encompasses pathways. Fortnightly meetings take place to review the plan and progress with both providers and the meeting is chaired by the CCG. May 2021: Autism Service in South Staffordshire has been recommissioned and we now have a single provider for Autism and Children's Mental Health Services.</p>	
--	---------------------	---	----------	----------	----------	----------	---	--