

## Richmond SEND Partnership Board January 2020

### Quality Assurance Update, Sept to Dec 2019

#### 1. Introduction

Quality assurance work has included:

- SEN Team QA of all drafts and final new plans in place, and embedded across team
- Initial deep dive of health advice contributing to plans , this to be extended.
- Health providers have established internal QA mechanisms , DCO working with service providers to implement quarterly deep dive of advice.
- Social Care working to implement 6 week assessment tracking
- Bi-monthly QA across SEN, health and social care ongoing and all dates agreed for 2020. All partners engaging and key findings incorporated into team training and multi-agency training day planned for February 2020
- Further refinements to the dynamic database which is now a firmly established feature of QA activity across education, health and social care. The audit tool is recognised and has been used independently, in paired work, themed workshops or at the QA workshop by over 35 multi-agency lead professionals since its last revision on 20 September 2019
- 24 plans quality assured across this period

#### 2. Strengths

- Improvements made to database and recording system
- Progress as monthly figures show increased number of plans at 'good' rating on database
- QA multi-agency workshops established with representation from 22 lead professionals
- Greater awareness and focused discussion around shared outcomes in EHCPs
- Parental engagement flow-chart of process established linked to reporting and actions to case closure
- Good pace of activity around resolving parental discontent through engagement surveys
- Working party established, multi-agency, to develop agreement over shared EHCP outcomes
- 2 Whole day training events with CDC engagement around Outcomes agreed for Spring 2020 . This to form basis of rolling programme for multiagency workforce development.

#### 3. Focused of improvement work - quality of EHCPs

1. Quality of advice needs ongoing improvement through staff training including exemplars for health and social care colleagues as currently biased towards education;
2. Evidence continues to suggest absence of a completed Section A makes plan writing more problematic and is more likely to lead to a plan of below required quality;

3. Clarity and conciseness in writing Section B, including writing an effective overview, needs more development;
4. Determining shared and manageable 'what happens next' actions from QA activity is in development

#### 4. What Needs to Happen Next?

1. A concerted focus on high quality training for AfC teams and multi agency advice givers around shared outcomes **#training**
2. A continuation of the multi agency working party established in December to help co-ordinate strategic and operational activity around shared outcomes and multi-agency engagement in EHCPs **#jointworking**
3. A drive to maintain the momentum around multi-agency QA workshops throughout 2020 to ensure this good foundation and evidence base works to drive improvement **#practice**
4. Case studies and exemplars of good practice in health and social care input into EHCPs will help steer improvements and discussion around quality advice and quality EHCPs. **#quality**
5. Wider discussions around how best to secure and share parent and child contributions to the EHCP process through Section A so that all professionals can reflect a child's aspirations and thoughts in advice **#jointworking**