

Kingston's Local Area SEND Inspection Written Statement of Action Areas 3&4

November 2020



**achieving
for children**



**South West London
Clinical Commissioning**



Area 3

“The CCG is committed to ensuring the commissioning and delivery of high quality health services for parents/carers and children and young people with special education needs and disability that results in improved outcomes and life chances through exceeding where necessary our statutory duties and responsibilities outlined in the Children & Families Act 2014.”

Intended outcome

There will be effective strategic leadership and oversight of the health implementation and ongoing delivery of the SEND reforms by the CCG governing body

Improved quality, effectiveness and performance of SEND health services that ensure local and national performance targets are met

Health commissioned services demonstrate improved outcomes for children and young people with SEND and compliance with reforms

Commissioning budgets are used more effectively to improve service access and reduce waiting times thereby improving user experience

Primary care is responsive to the needs of children and young people with SEND

What's going well?

Outcome 1: CCG strategic leadership and oversight

- Executive Director CCG participation in SEND Partnership Board.
- SEND added to CCG risk register as related to progress against WSoA and timeliness of access to therapies.
- Designated Clinical Officer appointed and working in partnership with AfC, CCG and providers.
- Liaison with PCF and Children and Young People Participation Group.

Outcome 2: Improved quality, effectiveness and performance of SEND Health services

- DCO/DMO working in partnership with providers and Commissioners around SEND including quality assurance and support for providers.
- DCO established SW London DCO/DMO network

Outcome 3: Health commissioned services demonstrate improved outcomes

- Health SEND provider network established
- Section 75 arrangements reviewed
- Therapies review – agreed CCG investment and Therapies Oversight Group established

System wide training on “Developing Outcomes”

What's going well?

Outcome 4: Commissioning budgets used to improve service access and reduce waiting times.

- Therapy services – year 1 plan agreed through Therapies Oversight group
- Increase in uptake of personal health budgets

Outcome 5: Primary care is responsive to needs of CYP with SEND

- Primary Care survey to GP practices , closing date 27/11
- Council of Members seminar agreed 8/12.

What are we worried about?

- Impact of Covid on timeliness of impact.

Outcome 1: CCG strategic leadership and oversight

- Delay in improved access to therapies
- CCG requirements in terms of data dashboard

Outcome 2: Improved quality ,effectiveness and performance of SEND Health services

- Timeliness of advice as related to statutory processes
- Consistency of support for CYP who receive support through SEN support
- Development of health transition pathway
- Provider participation in annual reviews
- DCO reporting into quality agenda

Outcome 3: Health commissioned services demonstrate improved outcomes

- Need for contract monitoring to include SEND KPIS and progress tracking
- Waiting times (therapies and ASD)

What are we worried about? (continued)

- Impact of Covid on timeliness of impact.

Outcome 4: Commissioning budgets used to improve access and waiting times

- Delay in implementation of therapies review
- Progress in reviewing neurodevelopmental pathway (ASD diagnosis)

Outcome 5: Primary care is responsive to needs of CYP with SEND

- Delay with quarterly primary care feedback on SEND

What are we doing about it?

- SEND report to Borough Committee on bimonthly basis.
- Therapies oversight group for implementation of changes to include SEND related metrics for contract monitoring, mechanisms to support CYP at SEN support.
- Analysis of timeliness of advice with AfC and providers.
- SEND provider audit and action plans.
- Development of health transition pathway.
- Review of neurodevelopmental pathway

Area 4

To ensure that there is a productive and positive relationship between parents and parent representatives, including a parent carer forum.

Aim: To develop effective and proactive partnerships with parents, parent representatives and a Parent Carer Forum that facilitates effective engagement and co-production in the implementation and embedding of the SEND reforms

Outcome 1. There will be a productive and positive relationship between the local authority and CCG and parents/ carers and parents representatives, including a parent/ carer forum

Outcome 2. The local offer will provide an accurate and up to date description of the available health services that include clear referral and access information.

Outcome 3. Increased opportunities for parents and carers to participate and give feedback on provision to inform future activity and development of services.

Outcome 4. Establish a new Parent Carer Forum for Kingston

What's going well?

- Relationship is improved with examples of productive relationships
 - Consortium / PCF information exchange (including honesty)
 - Activity Fund
 - Short breaks for severe and complex learning difficulties
- Local Offer website has a much enhanced health section
 - Health services plus referral and access information
 - Considerable use of film
- Established systems to collect feedback from parents and carers
 - Bespoke officer
 - Systemic processes during EHC plan process
 - Range of surveys, drop in sessions and meetings
 - Improvement loop through Performance, Quality and Innovation Board
 - Examples of feedback resulting in improvement
- A dedicated group of parents have established a PCF THANK YOU

What are we worried about?

- Relationships are improved and have room to go further (platitude?) and wider
- We have examples of relationships resulting in improvement but room for many more
- Parents and carers continue to report information navigation as problematic
- Parent / carer voices remain relatively few (4000 - x) and less representative than all would like
- Parents and carers are very busy people and are hungry to see more impact / tangible results of their efforts

What are we doing about it?

- Using the new SEND Joint Commissioning Strategy principles to embed parent carer voice in service improvement
- Working with health partners to improve their websites
- Considering how we can respond to parent requests for “someone to speak to”
- Working with the PCF to expand and diversify parent carer voice
- Aiming to (re)launch the “Kingston SEND Register” in early 2021
- Further develop digital and non digital feedback pathways
- Improve feedback loop of “You said we did”



END