

**Written Statement of Action following the Joint Local Area SEND inspection  
in Kingston upon Thames  
Impact Report (Areas 3 and 4 only)  
November 2020**

### **Area 3**

#### **The strategic leadership and monitoring of the CCG's work in implementing the 2014 reforms**

**Aim: To ensure the CCG effectively discharges its responsibilities under the Children and Family Act and demonstrates its contribution to improving outcomes for children and young people with SEND**

- a. There will be effective strategic leadership and oversight of the health implementation and ongoing delivery of the SEND reforms by the CCG Governing Body**

#### **Progress**

- CCG Executive Locality Director participation in SEND Partnership Board established
- CCG Director of Transformation participation in bimonthly DFE / NHS meetings
- Bimonthly SEND quality reports presented to the Borough Committee and a summary presented to the IQPC
- SEND added to South West London CCG risk register
- Health data included in the SEND Partnership Board performance dashboard
- Designated Clinical Officer has been appointed and is working in partnership with the Designated Medical Officer.
- Designated Clinical Officer has conducted SEND baseline audits with health providers to support delivery of the SEND reforms
- CCG governing body has approved additional investment for improving therapy provision

#### **Impact**

- Increased oversight of implementation of the health implications of the Children and Families Act evident through borough committees.
- Borough Committee reviewing SEND data dashboard to consider additional requirements for CCG performance review.

#### **Worries / concerns and next steps**

- Improved access to therapy services delayed
- SWL CCG Local Delivery Unit - Kingston seminar on SEND reforms to be delivered in December
- CCG SEND data dashboard needs to be updated with relation to contract monitoring

- b. Improved quality, effectiveness and performance of SEND Health services that ensure local and national performance targets are met**

#### **Progress**

- Designated Clinical Officer (DCO) was appointed in 2019 and is working in partnership with the Designated Medical Officer (DMO)
- Increased strategic meetings at executive level related to SEND
- DCO working with DCOs/DMOS across South West London to agree areas of joint working
- Tracking systems to monitor timeliness of advice agreed by DCO working with AfC data teams
- Statutory targets on timeliness as part of therapies review
- Bimonthly multi agency quality assurance of plans established and audits of health advice conducted
- Internal QA mechanisms reviewed

### **Impact**

- DCO established networks with Health providers and AfC SEND services. This has included SEND service audits, and developing support around the SEND agenda which include delivery of information sessions, multi-agency training on developing outcomes
- Improvements reported in specificity and quantification of provision on advice

### **Worries / concerns and next steps**

- Challenges around provider performance related to timeliness of advice as part of statutory process and consequent delivery of statutory provision.(SALT,OT,Paediatrics,CAMHS)
- Provider contribution (SALT, OT, EHC, CAMHS) to CYP at SEN Support
- Codesigned review or health transition pathway delayed
- Inconsistent performance around participation in annual reviews
- DCO / CCG Director of Quality reporting lines to be reviewed / adapted to ensure strategic and operational implementation of the SEND Reforms

### **c. Health commissioned services demonstrate improved outcomes for children, young people with SEND and compliance with reforms**

### **Progress**

- Health SEND provider forum established , 2 face to face meetings prior to Covid. Resuming as virtual in autumn 2020
- Section 75 arrangements reviewed and agreed as part of SEND commissioning strategy.

### **Impact**

- MOU between AfC and CGG for new Therapies investment.

### **Worries / concerns and next steps**

- JSNA needs to be updated to properly inform 2021/22 commissioning intentions
- Contract monitoring to reflect SEND KPIs (incl.100% SEND provider contracts include EHCP quality assurance pathway)

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

### **Progress**

- Children's therapy services plan agreed

### **Impact**

- Increase in number of personal health budgets re. Continuing Healthcare by 50%

### **Worries / concerns and next steps**

- Delays in implementation of therapy review
- Delays in reduction in existing waiting times
- Delays in reducing waiting times for Neurodevelopmental pathway.

**e. Primary Care is responsive to the needs of children and young people with SEND**

**Progress**

- SEND discussion at SWL CCG Local Delivery Unit – Kingston and Borough Committee has taken place
- Primary Care survey issued on 22/10/20 to consider GP support needs around SEND.

**Worries / concerns and next steps**

- SEND seminar to Council of Members / Governing Body to be confirmed
- Quarterly Primary care feedback on SEND issues delayed and now pending feedback from questionnaire.

## 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**

- a. 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**

### **Progress and impact**

Steps taken to re-establish a PCF in Kingston, which started in October 2018, are detailed in section 4d below. Because the Council and CCG wanted to develop its relationships with parents and carers at the same time as the PCF was being formed and becoming established, the decision was taken in February 2019 to also launch a Parent and Carer SEND Consortium. At the start of April 2019 the elected Portfolio Holder for Children's Services including Education wrote (via hard copy individual posted letter) to all parents and carers of children and young people with EHC plans, with the letter (available [here](#)) also being advertised to SEND families without EHC plans via the Local Offer and through education placement networks. The Consortium first met in May 2019 and has done so regularly since, in total 18 times (more details available [here](#).) There are 29 parents and carers registered with the Consortium, with a fair representation of need, although an over representation of EHC plans compared to SEND with no EHC plan. The impacts of the positive and productive relationships built through the Consortium (not least the identification of parents and carers who have subsequently gone on to establish the PCF) and then through PCF have been considerable. Examples are:

- The establishment of a subgroup of parents and carers to improve access to short breaks for children and young people with severe and complex learning difficulties. An impact of this has been much improved feedback from parents and carers about the support provided, including the quality of the care. For example after the most recent summer holidays parents commented on the benefit of receiving additional specialist foster care services (quote from parent: *"the Family Link worker provided an extra day per week which made a world of difference"*), and the flexibility provided by the use of direct payments (quote from parent *"after our child's surgery, which meant we could not access our normal short breaks provision, we received extra direct payments that we were able to spend on a carer"*). A parent also said *"my child was very well looked after. Thank you"*
- Improved working with a local voluntary sector provider to improve the access for Kingston families to new activities. The impact of these sessions was to bring new and fun extra curricular education opportunities not previously accessed by Kingston SEND families to this extent. Feedback from families included *"I'm sure I'm not alone in saying how nice it was to have access to X ....Thank you for arranging it."*
- *Parent feedback received on the accessibility of the Local Offer website resulted in the addition of "Recite Me" functionality. The impact of this is that the website is significantly more accessible than it was previously, for example converting text in spoken word, and we have confirmation from the PCF steering group that this has improved the accessibility of information for some families.*
- At the January 2020 Consortium meeting the Associate Director for SEND, AfC led a session on the quality assurance process of EHC plan annual reviews and the annual review process (notes of meeting [here](#)). The impact has been that this was included in the new redesigned annual review form that was launched in April 2020.
- At May's SEND Partnership Board, and in the context of Kingston's SEND system aiming to be as flexible as it can be during COVID times to respond to needs that SEND families have and the particular

pressures they are under, a voluntary sector organisation raised the issue that many families are unable to use their Activity Fund money as many related activities such as swimming and horse riding were at that time not possible. As a result the terms of the Activity Fund were changed and the impact of this was that families were able to spend the money on a broader range of activities. Many families reported back that they had then been able to buy equipment that had a significantly positive impact on their family situation during these particularly challenging times.

- At the end of June every household in the borough received a letter jointly signed by the Chair of the PCF, the Portfolio Holder for Children's Services including Education, the Director of Children's Services and the Executive Locality Director for the CCG. The letter updated families with SEND on the latest COVID related developments, and signposted them to support resources and ways to access the PCF. The impact of this was that the PCF received a greater profile (the PCF were also able to place an advert in the borough magazine distributed at the same time) and more families were made aware of the support available.

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

**Progress and impact**

Soon after her appointment, in September 2019 the CCG's new Designated Clinical Officer (DCO) attended a meeting of Kingston's Parent and Carer SEND Consortium. An agenda item on health services included the quality of information provided to families on SEND related health matters in Kingston and she and the Local Offer website manager, also in attendance received feedback on the improvements families would like to see. At the next Consortium meeting in November 2019, the DCO returned and presented the updated Health section on the Local Offer (minutes of the meeting available [here](#)). At that point the update included information about the role of the DCO and the Designated Medical Officer, a list and a description of health services each with referral and access information, and a clarification of the process for how to raise concerns and complaints about health services. The health section itself is available [here](#).

Since then updates to the health information on the Local Offer have taken place on a regular basis, either because the information is updated due to a change in the service or because a user suggests an improvement. Examples are:

- very considerable health resources to support parents and carers (and professionals) to understand and provide support have been added, including considerable use of film (as suggested by parents and carers). The example of occupational therapy is available [here](#). The impact has been that parents and carers have been better able to support their children with OT support.
- In April 2020, in response to user feedback, a new option to make online referrals to the Integrated Service for Children with Disabilities directly from the Local Offer website was added. This can be seen [here](#). The impact has been that referrals are processed quicker.
- During the COVID pandemic the Local Offer website has been used to host information and resources regarding changes to the delivery of health services. See [here](#) for the September 2020 update.
- An example quoted in a "You said, we did " update is that a SENCO noticed that searching "CAMHS Tier 2" did not link to the Emotional Health Service page (who deliver Tier 2 CAMHS support in Kingston) so this was corrected

**Next steps**

- to work with health partners to improve the information on their websites, many of which are accessed via links on the Local Offer website.

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

**Progress and impact**

A range of events and processes that allow parents and carers to participate and give feedback on provision are now embedded. In addition, this information is collected, shared with services and acted upon in a systematic way. Examples are:

- A Digital and Improvement Delivery Lead Officer was appointed by AfC in 2019. Much of this work has been set up and is delivered and overseen by this postholder. This person meets weekly with the Deputy SEND Service Manager and fortnightly with the Designated Clinical Officer to discuss matters arising. A log / tracker is kept for these meetings. Since August 2019, 15 Kingston parents / carers have raised issues that have been considered through this system.
- This information forms part of the data provided to the quarterly SEND Performance, Quality and Innovation (PQI) Board, chaired by the Director for Education Services. This is a multi-agency board that oversees the “feedback loop” to ensure that the learning from parent / carer feedback results in service change and improvement.
- Standard practice now embedded within the EHC process includes a parent / carer survey being conducted after the issuance of every new EHC plan and after every annual review. In 2019/20 24 Kingston parents responded to the survey following issuance of a new EHC plan. Findings included that 83% felt involved and able to participate and express views throughout the EHC needs assessment and 75% agreed the overall experience of the EHC plan process was positive. This information is also considered by the PQI Board on a quarterly basis.
- A range of events are organised to both collect feedback from parents / carers and also to improve their access to information. These include coffee mornings (e.g. meet the SEND Team (32 Kingston attendees completed an end of meeting survey with 77% saying they felt satisfied with the meeting / communications with the SEND Team) and explaining phase transfer (18 Kingston attendees completed an end of meeting survey, with 100% saying they felt confident in beginning research into secondary schools and 100% saying they felt the event helped them understand the timeline and key dates).
- A survey of parents and carers with children on SEN Support was conducted in the academic year 2019/20 (62 Kingston responses). Findings were :
  - 71% agreed their child was making good progress
  - 47% felt satisfied with therapy services their child receives
  - 58% felt satisfied with health services their child receives
  - 61% felt satisfied with support from school
  - 61% felt therapy services are having a positive impact on their child’s progress
  - 52% felt health services were having a positive impact on their child’s progress
  - 60% felt support from school is having a positive impact on their child’s progress
  - 52% agreed the information support and advice they received helps them to participate in the assessment of their child’s needs and the planning and provision to meet these needs
  - 73% felt they had been involved in the assessment, planning and reviewing of outcomes for their child.
- An action log is maintained by the Digital and Improvement Lead Officer that collates all the feedback into a single place and ensures the feedback is considered by the PQI Board and included in the feedback / improvement loop.
- More information is available via [this link](#) on the Local Offer website
- Service developments and processes currently being co-produced with parents and carers include:
  - Short breaks
  - Therapy provision

- Outcomes Framework
- Parent and carer engagement strategy
- Examples of service improvements that have been made as a result of parental feedback and suggestions each year include
  - Eligibility for the Activity Fund
  - Short breaks for children and young people with severe learning difficulties
  - EHC plan Annual Review Form
  - Communications with SEND families including the “risk assessment” process during COVID
  - Various changes to the Local Offer website e.g. information on therapy interventions and greater use of film such as [this example](#)

**Next steps:**

- Improve the response rate to the surveys conducted with parents / carers
- Increase and broaden the number and range of families providing feedback and being engaged in the development of services so that parent and carer voice is more representative of the underlying SEND cohort and further includes underrepresented groups.
- Ensure non digital pathways of feedback also exist to avoid digital exclusion

**d. Establish a new Parent Carer Forum for Kingston**

**Progress and impact**

Following the closure of the previous PCF in summer 2018, the charity Contact began working with statutory partners in Kingston to launch a new one. In October 2018 a meeting was advertised for the following month at which the way that parent participation and co-production might be developed further in Kingston was to be discussed. Contact also conducted a survey to collect wider views on the preferred nature of a new PCF for Kingston. 56 residents of Kingston took part in the survey. A second meeting with parents and carers arranged by Contact then took place in February 2019, and at the SEND Futures Conference in June 2019 their representative codelivered with the Strategic Manager of Rotherham’s PCF a workshop for parents and carers entitled “Towards a Culture of Coproduction” (more information available [here](#)). In July 2019 Contact’s representative attended two meetings of Kingston’s Parent and Carer SEND Consortium where the establishment of the PCF was again discussed and agreement reached by the parents present at both meetings that the Consortium should begin the process of becoming the official Parent Carer Forum. It was also decided to survey all 25 members of the Consortium for agreement. At the September meeting of the Consortium the results of that survey were shared, and it was noted that no disagreement was registered by parents and carers. Discussions with potential “umbrella organisations” to support the PCF were also progressed. By January 2020 the PCF steering group had grown to eight, was meeting regularly, had agreed terms of reference and a constitution and were formally advertising for a voluntary sector group to act as an umbrella organisation (subsequently appointed in February 2020). They were also advertising and planning their launch event with families to take place in March 2020. At the time when this launch event was postponed due to the COVID pandemic, over 200 families had registered to attend. More information on the PCF, including a link to their Facebook page (166 followers) is available [here](#).

The PCF has two seats on Kingston’s SEND Partnership Board, and attended their first meeting in September 2019. Representatives of the PCF also meet with senior officers from statutory services and providers on a regular basis alongside parents and carers from the wider Parent Consortium Community. There have been 14 of these regular meetings since January 2020 with full details available [here](#). The PCF have agreed between one and four nominated representatives to work with officers on the majority of key pieces of service improvement, examples being the recommissioning of short breaks and the implementation of the recommendations of the therapy review. We are very grateful for the effort and commitment of the parents

and carers who have invested so much time to establish and deliver a Parent Carer Forum for Kingston, particularly given much of this work has taken place at the same time as the COVID pandemic.

**Next steps:**

- i. Work with the PCF to support them to build their database of active members, including using school census information and Council networks, so that the voices of a fully representative parent and carer body is established, not only in terms of SEND need but also ethnicity and socio economic group
- ii. Improve the feedback loop to parents and carers to evidence the impact of their input on service improvement