

# Herts Parent Carer Involvement Update

## May 2022



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# Herts Parent Carer Involvement Update

## Aim of the Session

- Give an overview of SEND services and explain how the services within Hertfordshire work together to provide the right services for your child
- Update parents on the introduction of the New Statutory SEND Service
- Explain the role and function of the new service
- Share contact details and information on who best to contact



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# Local Authority Services

## *Who are we and what do we do?*

There are a range of services that support the delivery of SEND Services across education, social care and health and a range of services to support on sharing information and signposting to make sure you have the information you need at the right time to help inform decisions in relation to the best next steps for your child.

The Services we will cover today and inform on their offer and contact information include:

- Integrated Services for Learning (ISL)
- 0-25 Together Services
- SEND Information and Advice Service
- Delivering Specialist Services Locally Area Teams

### **Integrated Services for Learning**

Integrated Services for Learning is a multi-professional service working in four integrated area teams across the county helping schools, settings and families to improve outcomes for children and young people with additional and special educational needs.

# Integrated Services for Learning (ISL) – Who are we and what do we offer?

## **Educational psychology Service:**

Psychologists help schools, settings and families to understand and manage a wide range of developmental issues and special educational needs.

## **Access & Inclusion:**

The Teams carry out statutory functions in relation to children of compulsory school age including exclusion, Children Missing Education, Elective Home Education, Medical Absence, Attendance Officers work directly with children, their families and schools assessing difficulties and helping to develop practices and strategies to improve pupils' participation in education.

## **Statutory SEND Service:**

Our Statutory SEND Service work with a range of people including parents, carers, professionals from education, social care and health agencies, to ensure that the individual educational needs of children are met. This service ensure statutory deadlines and processes are met.

## **SEND Specialist Advice & Support**

This specialist team offer a breadth of support to schools in relation to training and specialist teaching and resources to meet individual needs of children. The areas of specialism include:

- Early Years
- Speech Language & Autism
- PNI & SpLD
- Sensory Hearing Impairment, Visual Impairment, Multi Sensory Impairment

## **SEND Graduated Response:**

A newly formed team who are supporting and working with professionals to develop an inclusive model of provision and support at in the right place, at the right time to meet the breadth of needs in Hertfordshire. This includes the new Advice line, training for schools and school place planning.

**Shared Services :** The Shared Services team oversee the data and quality reporting for ISL as well as leading the business and operational functions for the service.

- **Educational psychology advice line**
- **01992 588 574** Wednesdays 2pm - 4.30pm  
\*During the summer holidays Contactline will be running fortnightly from Weds 20 July 2022. This will be resumed weekly from Weds 31 Aug 2022.\*
- **Specific Learning Difficulties (SpLD)**
- **01442 453 920** (term time only) Thursdays 9.30am - 12pm
- **Speech, Language, Communication and autism Needs (SLCA)**
- **01442 453 920** (term time only) Tues and Weds, 1.30pm - 4pm
- **Early years (0 - 5)**
- **01442 453 920** (term time only) Weds 9am - 12pm and Thurs 1.30pm - 4pm
- **Physical and neurological impairment team (PNI)**
- **01442 453 920** (term time only) Mondays, 1.30pm - 4pm
- **Education Support for Medical Absence (ESMA)**
- **01442 454 802** (school hours, term time only)  
esmaenquiries@hertfordshire.gov.uk
- **Children and young people's therapy services**
- **(Advice from occupational therapists, physiotherapists and speech and language therapists)**
- **01923 470680 – select Option 3 for the therapy service.** Or email [hct.cytherapies1@nhs.net](mailto:hct.cytherapies1@nhs.net).

[How to contact all SEND Services can also be found here on the Local Offer Website](#)



Working together for safe, independent and fulfilled lives  
for children, young people and young adults with disabilities

0-25 Together is our Social Work and Adult Nursing Service that intervenes and supports children with complex disabilities, life limiting or lifelong support needs.

We support families, children, young people and young adults who have a range of complex needs. Our focus is to ensure we support people to make positive decisions in their lives, enabling their independence and that they can take part in their local community.

### **0 - 25 Together - East and West and Transforming Care Team**

Is a Service for disabled children, young people and young adults. We deliver a range of professional social work services including safeguarding children and adults, needs assessment, care and support planning and looked after.

### **Disabled Children and Young People Shared Care Service**

Shared care provide a range of family supports for disabled children and their parent/carers. The teams primary role is to recruit and support volunteers who are linked to disabled children and their families.

If you want to find out if you can be assessed for social care support, call the customer service centre on **0300 123 4043**.

# Hertfordshire SENDIASS



- SENDIASS is the Information, Advice and Support Service for Special Educational Needs and Disabilities for families living in Hertfordshire.
- The service aims to empower and enable children and young people with SEN/D and their parents/carers to take an active role in decision making on matters relating to their needs.
- This is done by providing free, impartial and confidential information and support through the dedicated helpline, online resources, at events and workshops and through ongoing casework for some individuals. This is also available to professionals working in Hertfordshire.
- The service uses the SEND Code of Practice to advise and provide support on issues relating to an individuals SEND. This includes:
  - education, health and social care
  - national and local policy
  - the Hertfordshire Local Offer
  - your rights and choices
  - where you can find help and advice
  - how you can access support
- Contact details:
  - [info@hertssendiass.org.uk](mailto:info@hertssendiass.org.uk) 01992 555847 [www.hertfordshiresendiass.org.uk](http://www.hertfordshiresendiass.org.uk)

# Delivering Specialist Provision Locally

One way in which Hertfordshire provides support to children and young people with SEND across the county is through our Delivering Specialist Provision Locally groups (DSPLs).

There are 9 DSPL areas. The reason for having different area groups means that the groups can cater the provision to exactly what their area needs, giving a more focused approach to providing the right support for the right locality. They provide support to schools and also widen the choice for parents and families of support outside of school in the local area.

- Each DSPL group is made up of:
  - Parents and carers
  - Staff from early years settings, schools and colleges
  - People from other SEND organisation
- The area groups are:
  - [Hitchin, Letchworth, Baldock and Royston \(DSPL 1\)](#)
  - [Stevenage \(DSPL 2\)](#)
  - [Bishop's Stortford, Sawbridgeworth, Buntingford, Watton-at-Stone, Hertford and Ware \(DSPL 3\)](#)
  - [Hoddesdon, Broxbourne and Cheshunt \(DSPL 4\)](#)
  - [Welwyn Garden City and Hatfield \(excluding south Hatfield villages\) \(DSPL 5\)](#)
  - [Potters Bar \(including south Hatfield villages\) and Borehamwood \(DSPL 6\)](#)
  - [Harpenden and St Albans \(DSPL 7\)](#)
  - [Berkhamsted, Tring, Hemel Hempstead and Kings Langley \(DSPL 8\)](#)
  - [Watford, Three Rivers, Bushey and Radlett \(DSPL 9\)](#)

[Find out more about your DSPL Area on the Local Offer Here](#)



# Statutory SEND team

Mim Kendrick – County Lead for Statutory Assessment and Review



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# The new structure in the team came into place from the end of April

## Assessment and customer care

This team look after all children and young people who are currently in the assessment process or awaiting their first annual review.

## Provisions, outcomes and placement

This team look after reviews for EHC plans, which includes processes relating to placement or additional support requests.

## Resolution and reconciliation

This team step in when there is an issue that hasn't been resolved, for example a complaint, mediation or appeal.



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## Guest blog: Improving statutory SEND in Hertfordshire



Published 25 April 2022

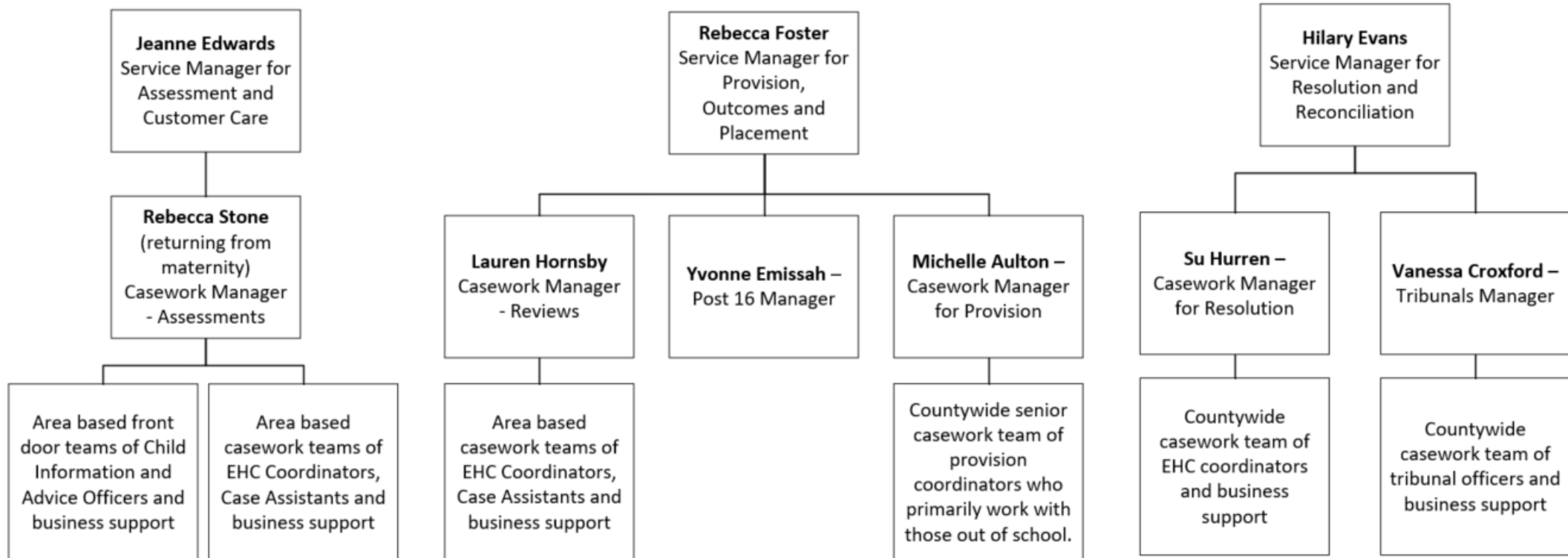


We are committed to improving the service we provide to families and schools during EHC assessment, plan and review processes.



[www.hertfordshire.gov.uk/improvingstatutorysend](http://www.hertfordshire.gov.uk/improvingstatutorysend)

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# Recruitment

- We are in the process of taking on more than 20 additional staff in the service, across all roles (administrative, case holders and management) who are starting in the service between May and August.
- We do have a high number of vacancies at this stage, and a number of short term staff covering these.



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# Other changes

- The job title of SEND officers in Hertfordshire has been changed to EHC Coordinator.
- This reflects their role as a coordinator of processes and other services in relation to education, health and care assessments and plans.
- There are a number of new case assistant roles working within the service who will provide support that enables EHC Coordinators to focus on communication and casework.



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## Contact details:

All teams can be contacted via:  
01442 453300

Assessment and  
customer care

[ehcneedsassessment@hertfordshire.gov.uk](mailto:ehcneedsassessment@hertfordshire.gov.uk)

Provisions,  
outcomes and  
placement

[annualrevieweast@hertfordshire.gov.uk](mailto:annualrevieweast@hertfordshire.gov.uk)  
[annualreviewswest@hertfordshire.gov.uk](mailto:annualreviewswest@hertfordshire.gov.uk)

Anything else!

[ehcp@hertfordshire.gov.uk](mailto:ehcp@hertfordshire.gov.uk)



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# Graduated Response team

- New officers to support the implementation of provision within an EHC plan in mainstream schools. These roles will also support panel processes and phase transfer processes, supporting schools identified with high levels of need.
- Support for Way Forward Meetings following a refusal to assess and a refusal to issue a plan following assessment.



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# Service priorities for this year

- Recruitment, induction and ongoing training in the law, our shared ambitions for SEND in Hertfordshire, and our service standards.
- Communication and transparency particularly in placement conversations
- Quality of EHC plans and incorporating the Preparing for Adulthood framework
- Building professional networks across education, health and care services that lead to faster, more effective support for children and young people with EHC plans
- Earlier resolution of issues.



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# Not sure who to contact?

**Is your child currently in the assessment process (e.g. you are waiting for a decision about whether to assess, or you haven't yet had your first final plan)?**

Your EHC coordinator will be in touch with you at the next stage of the process (e.g. when a decision is made) to introduce themselves.

If you are worried or want an update, you can call 01442 453300 or you can email [ehcneedsassessment@hertfordshire.gov.uk](mailto:ehcneedsassessment@hertfordshire.gov.uk)

**Does your child have an EHC plan, and you're waiting for an update about an annual review, or you'd like to raise a worry with your coordinator about the EHC plan or placement?**

You can call 01442 453300.

Or you can email [annualrevieweast@hertfordshire.gov.uk](mailto:annualrevieweast@hertfordshire.gov.uk) or [annualreviewswest@hertfordshire.gov.uk](mailto:annualreviewswest@hertfordshire.gov.uk) with your query/concern.

**Anything else?**

If you're not sure who to contact, you can send to the below generic inbox which is monitored every day and we will get your query to the right place.

Call 01442 453300 or email [ehcp@hertfordshire.gov.uk](mailto:ehcp@hertfordshire.gov.uk)



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