

# 0 – 25 SEND You Said, We Did

16<sup>th</sup> May 2017

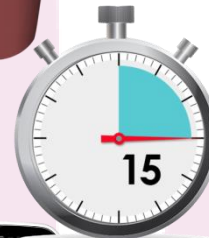


# Welcome

**Marion Ingram**  
**(Operations Director,  
Specialist Services)**

# Housekeeping

- Toilets
- Fire exits
- Breaks
- Timings
- Phones



# Hertfordshire's Outcomes Framework

## – The Outcome Bees



# Agenda

Time	Item
10.10	Presentation on progress so far: <ul style="list-style-type: none"><li>• 0-25 Together</li><li>• Information, Advice and Guidance</li><li>• Workforce Development and Communication</li><li>• Commissioning</li><li>• Education – SEN</li></ul>
11.10	Break
11.20	Group work: How do we keep moving forward?
12.40	Group work: personal budgets
13.05	Next steps and close
13.15	Lunch

# HPCI – Herts Parent Carer Involvement

## What is HPCI?

- \* Parent carer forum – Herts only
- \* Independent organisation run by parents
- \* Funded by DfE & HCC
- \* 685 parents on network – reach is wider
- \* Nationally 152 forums with 82,000 members – regional forum and national networks
- \* Enshrined in C&F Act 2014

**Herts  
Parent  
Carer InVolvement**  
[www.hertsparentcarers.org.uk](http://www.hertsparentcarers.org.uk)



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# What does HPCI do?

- \* involvement is to enable parents to participate in service planning and decision making so services best meet need
- \* “if you want to know how well a pair of shoes fit you ask the person wearing them not the person who made them”
- \* Consider all special needs/disabilities – pan need/disability – range of viewpoints
- \* Parent reps -strategic groups - work streams – training – events - surveys
- \* Free membership to all parent carers of CYP 0-25 yrs with SEND

# Progress so far







# 0-25 Together Service

**Andy Lawrence (Head of 0-25 Together, Childrens Residential and ARC Services) and HPCI**

## **What the learning was from the feedback:**

- Sometimes we do not communicate clearly in our letters and leaflets.
- You said how difficult it was to contact workers in our teams.
- Our staff did not always listen and provide the response that parents wanted.
- We were not sufficiently transferring information between children and adult care.

## **What have we done since the feedback?**

- We are working with HPCI to review our letters and leaflets, we are re-writing them with parent reps in friendly and accessible language.
- We have designed a postcard that gives people direct contact details for the team that they need, with one phone number to get in touch
- We have trained our staff in person-centred approaches and are starting to work in a way that builds on family and young person strengths – we are all writing our one page plans.
- We have developed new correspondence to improve experiences around direct payments, and we are designing a single format for Carers Assessments

# Next steps:

- A Service Improvement Plan that is focused on a range of improvements and is informed by conversations held here and feedback from parent reps.
- Introducing a set of questions at the end of each interaction from 0-25 Together so that you can tell us how our staff are performing and if our service is caring and valued.
- Continuing the conversation with our customers so that we understand their view and the improvements we make are based on their experience.

***We want to make sure that you get the best response possible from our team.***

***We want to routinely find out what you think it is like to use our service.***

# Key Issues for group discussion

**What questions should we be asking you after you have contacted or met with a member of the 0-25 Together team, to help us understand what it was like for you?**



# **Information, Advice and Guidance**

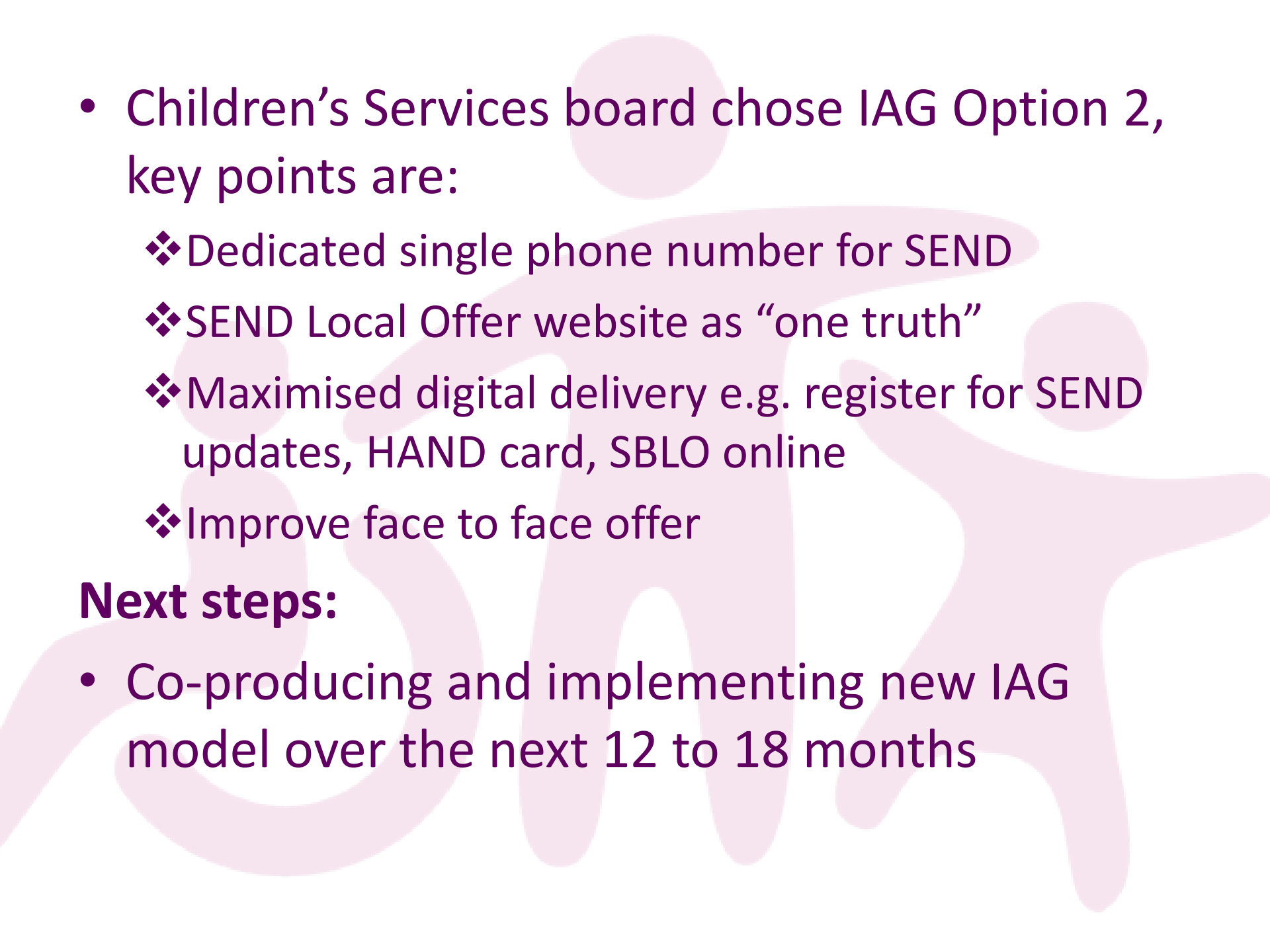
**Alex Brace (Development  
and Commissioning  
Manager) and HPCI**

## **Learning from November conference:**

- Confusion around information, advice and guidance available
- Difficult to find information
- Not easy to understand information available

## **What we have done since your feedback:**

- New design of online Local Offer published in Jan 17 adding information on:
  - Conditions
  - Events
  - Support
- Options paper of SEND IAG models completed

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- Children's Services board chose IAG Option 2, key points are:
    - ❖ Dedicated single phone number for SEND
    - ❖ SEND Local Offer website as “one truth”
    - ❖ Maximised digital delivery e.g. register for SEND updates, HAND card, SBLO online
    - ❖ Improve face to face offer

## **Next steps:**

- Co-producing and implementing new IAG model over the next 12 to 18 months

# Key Issues for group discussion

1. list the local and national organisations that you value for information and support.
2. The ability to sign up to HAND, SEND information updates and SBLO via the local offer - is that a positive move?





# **Workforce Development and Communication**

**Lynn Knowles (Head of  
Commissioning, CLA and  
Safeguarding) and HPCI**

## **What the learning was from the feedback:**

- Parents, children and young people and partners told us they don't always feel they are listened to and they don't always get a say in how we develop services
- Staff need more training to identify and meet the needs of children and young people with SEND and their families
- Communication needs to improve

## **What have we done since the feedback?**

- Leaflet produced with SEND action plan highlights
- Training materials being co-produced with HPCI covering:
  - Communication, Customer Service,
  - E-learning on supporting SEND and legislative requirements
- Reviewing tools, training and educational material for frontline staff across all sectors
- Professional Promise designed and ready for re-launch
- Streamlining Families First and CS L&D programmes

# Next steps

- Implement Training Plan
- Develop and publish information, advice and guidance relating to changes in support at the point of transition
- Agreed to incorporate SEND update into CS roadshows including Professional Promise.
- Set up termly network sessions for DSPL leads in the DSPL areas to ensure continuous improvement in practice and skills.

# Key Issues for group discussion

- 1. What top ten (or less) key things do practitioners need to understand about the families they work with?**
- 2. How could parents help improve the training we provide?**

# **0-25 SEND Commissioning**

**Patricia Walker**  
(Head of 0-25 SEND  
Commissioning) and  
HPCI



## **What the learning was from the feedback:**

Families told us they want.....

- A wider short break offer
- Clearer information and easy access to Direct Payments
- More Services for Children and Young People with complex needs
- A clearer understanding of the role of Herts Parent Carer Involvement (HPCI)

## **What we have done since your feedback:**

- Gathered views from families and young commissioners on overnight short break services
- Are introducing pre-paid Direct Payment cards to make things easier
- Gathered views from parents/carers on personal budgets
- Plan to open a Children's home for children with Autism and/or Challenging Behaviour
- We are seeking views from parents/carers and partners on what is working and not working with Herts Parent Carer Involvement (HPCI) as part of reviewing the contract

# Next steps

- Seek Young Commissioners' feedback on the overnight Shortbreaks and Homecare service such as: age appropriate activities, food & drink, facilities.
- Re-commission overnight services
- Increase the choice of community Shortbreaks

# Key Issues for group discussion

**How we can find and keep  
care workers?**

**How could a care worker  
support your child?**





## **Education - SEN**

**Debbie Orton (Head  
of Integrated  
Services for  
Learning) and HPCI**

## **Learning from November conference:**

- It's really important for parents and young people to be listened to and feel respected for their input
- You want us to make sure Education, Health and Social Care work together to make sure EHCPs reflect all these areas
- You want to know that professionals have the right skills and knowledge about SEND

## **What we have done since your feedback:**

- ‘Family conversations’ increasingly include the voice of the child or young person
- Professionals from Education, Health and Social Care as well as parents worked together to review the quality of EHCPs
- We have trained over 130 schools on our Quality SEND Offer so that they can assess their practice against expectations

# Next steps

- We will make sure family conversations are happening consistently across all areas
- We will review the quality of professional advice and annual reviews
- We will be starting work on a Hertfordshire SEND toolkit for schools and settings (also useful for other professionals and parents)

# Key Issues for group discussion

**What top tips for working with parents would you like to be included in the SEND toolkit ?**

# **Group work: How do we keep moving forward?**



# Personal Budgets Feedback

Hello, my name is Hazel Yabsley

I manage the 0-25 SEND Brokerage Team and we arrange packages of care for disabled children and young people.



I am the project lead for developing integrated personal budgets across Children's Services and the two Hertfordshire Clinical Commissioning Groups (CCGs).

# Personal Budgets

- A personal budget is a sum of funding available for children and young people where it is clear that they **need additional provision** above that available to most children and young people through local services.
- Personal budgets are an **allocation of funding** made by the Local Authority, and where appropriate, the CCG, to secure provision **to meet all or some of the outcomes identified within an EHC plan** .... where the young person or the child's parent **knows how much money is available** and is **involved in securing the provision**.
- A personal budget is usually managed by the parent or young person as a **direct payment**, it can also be managed by a **third party** on the young person's behalf or it can be **notional budget** managed by the local authority or CCG ... or a mix of all three and it is the young person's or their parents' **choice**.



# **Group Work: Personal Budgets**



# Group 1 – I want to talk to ...

Which professionals  
would you expect to have  
a conversation about  
personal budgets with?

Please can you explain  
why?



# Group 2 – language and process

We are aiming to be clearer about the personal budget process and to develop common definitions across all services – we welcome your feedback on the draft infographic and supporting information



# Group 3 – Pre-paid cards

Pre-paid cards for direct payments are used in adult services and for care leavers; the experience has been ease of use, and a less time consuming arrangement without the need to set up a separate bank account or to send in bank statements.

What are your views about introducing pre-paid cards for children and young people which parents/carers can manage and which give older young people from 16 upwards greater opportunity to develop independence skills if they become more involved in using their cards.



# Group 4 – practical experience

For those who have a personal budget - do things look different now to a few years ago and if so how?



# Group 5 - barriers

What are some of the current barriers to using a personal budget, or having a conversation about personal budgets?



# Group 6

What service would you most like to receive a cash equivalent for and why?



*Thanks for sharing.*

