

Commissioning



Who is driving this work? **Kate Barker & Patricia Walker**, Head of 0-25 SEND Commissioning



What has been achieved since we met?

- We are reviewing personal budgets & have involved parents in this process in individual meetings and through the SEND Parent Conference and have been working with special schools to talk to pupils from age 5-19 about personal budgets
- We have been working to engage young people on the process through our work with, Action For Children, Watford Mencap and our Young Commissioners. Work with children and parents in short break settings has happened. 11 parents were involved with Action for Children and some of their children took part with them, 7 young people were involved with Watford Mencap.
- We have drafted a revised Personal Budgets Policy this now provides an integrated policy describing arrangements in social care, education and health, it includes increased clarity for parents/carers and professionals and an easy read version is being developed. The review has facilitated a clearer offer for SEN personal budgets which may lead to some personal budgets for education being provided in future.
- An online training module has been developed about SEN including a module on personal budgets and this goes live w/c 9th October as an induction module for all 3,000 Children's Services staff.
- We have updated the leaflet to explain personal budgets and this has been approved for publication on the Local Offer to provide light touch summary information about personal budgets
- We have refreshed the local offer website based on your feedback to help improve accessibility of information on SEND issues including direct payments.



Commissioning



What will we do before we see you next?


- We will get feedback on the draft policy guidance personal budgets policy guidance through HPCI and the final version will be published by 1st January 2018 on the Local Offer
- Young Commissioners will be asked to be involved in developing the easy read guidance
- Joint Adult Care Services and Children's Services provider engagement events are planned and include discussions about how to develop services that will be commissioned via personal budgets
- Finalise the personal budget development plan
- We will start the process of recommissioning the direct payment support service

What isn't going so well? What issues are affecting our work?

- We need a greater level of engagement with Schools and colleges
- We need to grow the provider market to meet demand
- The CCGs recognise the need for all NHS providers of Children's health care services to be able to access the same level of training and awareness raising about Personalisation and personal health budgets as do their partners in Children's Social care.



Education - SEN



Who is driving this work? **Debbie Orton**, Head of Integrated Services for Learning (ISL)

What has been achieved since we met?

1. EHCPs

- We have continued to make excellent progress in meeting the government deadlines for the completion of transfer reviews
- Training for staff is continuing to help them develop new ways of working.
- The new IT system for EHCPs is ready for initial trialing
- 85-90% of parents who responded to our questionnaire say their experience of the EHCP process was good or excellent

2. Personalised approach

- The statutory SEND service has been reorganised into 4 Area teams. Staffing has been increased to provide a more personalised approach for families

3. DSPL and Quality Offer

- 80% of Hertfordshire primary and secondary schools have been trained on the School Quality offer.



What will we do before we see you

- We will continue to report monthly to the DfE on transfer reviews - we are well on track to complete all by end March 2018
- We will trial the new IT system for EHCPs in one area of the county from January for 6 months before roll out to other areas
- We will involve parents in the delivery of our training for staff in our reorganised statutory SEND teams to continue to improve ways of working
- We will complete the first phase of the SEND Toolkit for schools
- We will publish the updated SEN support leaflet on the Local Offer
- We will use feedback from schools, settings and parents about services, share the information and agree any follow up actions



What isn't going so well? What issues are affecting our work?

'...We have lots of new staff to train which takes time. We are pleased that parent reps are helping us with this...'





Who is driving this work? **Andy Lawrence**, Head of Service for 0-25 Together

What has been achieved since we met?

1. Improved how we share information

- We have updated the 0-25 Together service page on the Local Offer which brings more information about the service onto one internet page to simplify the customer experience when navigating online.



2. Listened to Parents and Young people

- We launched the 0-25 customer service survey together with HPCI so you can give us feedback online or by post. The Survey can be found here <https://surveys.hertfordshire.gov.uk/s/025together/>
- We are introducing a new Telephone Survey to allow you (Parents & Carers) to leave feedback immediately after speaking to staff members, due to launch in October 2017.

3. Post 16, transition and longer term outcomes

- Children and Adult Social Care Workers and Adult LD Nurses are now in mixed teams so that they can learn from each other about what happens before and after a young person turns 18.
- We still have lots to learn and are concentrating on developing our knowledge and skills
- We are working closely with our commissioning team to make sure they know what local services our young people need.

0-25 Together Service

You Said	We Did
You asked us to include in our surveys a question asking if the staff member you spoke to was caring and showed empathy	We have worked with HPCI to develop our customer service survey & Introduction of our 'Govmetric Telephone Survey'
You asked us to give more options for you to give us feedback and use technology	We are launching our telephone survey so you can leave feedback straight away and also our survey with HPCI will give you an online option or by post.
Most importantly, you asked us to make sure that we monitor all feedback carefully and where improvements are needed that we make the improvements quickly.	We are making sure that this is going to be part of the new system from September 2017



What isn't going so well? What issues are affecting our work?

limited capacity of IT systems to join up which impacts on communication and performance monitoring activity

Information, Advice and Guidance

Who is driving this work? **Sally Orr**, Head of Early Childhood and Early Help Commissioning

What has been achieved since we met?

- During the summer of 2017 we have developed and started a new model of how SEND Information, Advice & Guidance is delivered. This was approved by Children's Services Core Board in May 2017, this is available on the local offer website
- We have also worked on improving the quality of information on the local offer website to make it easier for parents and carers to search and find content, including: a database of national SEND organisations, a database of Herts SEND health services, Events from partner websites & SEND information & Documents. We have made sure that local support groups are now easier to find on the site
- We are automating and simplifying the process for families to claim Short Breaks (SBLO) hours, due to start in 2018.
- We have redesigned the (Hertfordshire Additional Needs Database (HAND) to make more accessible and easily recognisable as part of the local offer and to use the news letter to contact Parents and Carers with upcoming information.
- We have drafted new Delivering Special Provision Locally (DSPL) webpages for the Local Offer



Information, Advice and Guidance

What will we do before we see you next?

- Work to implement the automation of the SBLO process, making it easier for parents and carers
- We will complete the redesign of the HAND newsletter
- We will make sure we communicate to professionals that the content on the local offer has been improved
- Start to develop The SEND local offer helpline service

What isn't going so well? What issues are affecting our work?

- Development of New to SEND tool (to support families to access effective information on the Local Offer) is taking longer than expected. Though this is so we can look at the best possible solutions to ensure that we get it right first time!



Hertfordshire's
SEND
Local Offer



Workforce Development and Communication



Who is driving this work? **Lynn Knowles**, Head of Commissioning Children Looked After and Safeguarding

What has been achieved since we met?

- We have been trying to make sure parents and carers are involved in our training for social care. This has been achieved through working with you to design and develop training, join staff at the training and help deliver it.
- We have involved parents and carers in delivering customer care training sessions for social care.
- We had really good feedback from parents on the face to face training we have delivered.
- We have developed SEND e-Learning module for social care staff.
- Based on feedback, we have made sure that training covers the way in which we communicate with children, young people, parents and carers such as making sure there is someone on the end of the phone, not cutting and pasting information into reports and listening to what parents have to say.
- We have developed e-learning that is mandatory for all 0-25 staff on how support for young people with SEND works in Hertfordshire and how it ties in with other services.



Workforce Development and Communication

What will we do before we see you next?

- We will share our face to face training content with all partners so that it can be embedded in how they work and helps us to ensure that good practice is shared.
- We will be promoting the SEND e-learning and face to face training with all social care staff to ensure that all relevant staff have the right skills and knowledge and that the input from parents and carers in relation to training material goes to the staff that you would be in contact with.



What isn't going so well? What issues the are affecting our work?

- The difficult financial situation means we have less money for **face to face** training.
- We will be looking for opportunities to join up training with partners to cover the costs and really value the support we have had from parents with some of the training.

