

SEND System Assurance Waiting Well Development Work

MCT Conference- 1st May 2024

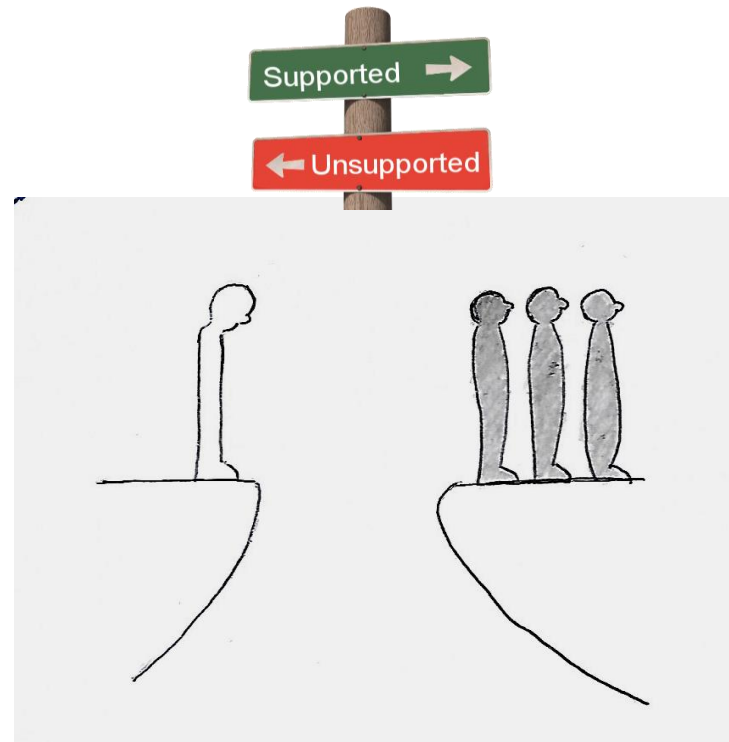
Peter Mulholland

Strategic Manager for SEND & Inclusion Support/ Principal Educational Psychologist

A difficult context...

- Increased demand:
 - EHC Needs Assessments up 176% in 5 years
 - Neuro waiting lists up 300% in 2 years
 - Portage requests up 45% in 5 years
 - School requests for Specialist SEND & Inclusion Support input up between 4.5% and 45% depending on the area of need
- Reduced capacity:
 - Recruitment and retention issues
 - Funding pressures
- Access to services and support the number reason for complaints
- One of the key areas of weakness identified in Local Area SEND Inspections

A high price being paid...



What we've done as a Local Area Partnership

- Established a SEND Partnership *Waiting Well* Oversight Group- August 2023
- It met 3 times initially:
 - Meeting 1: To understand context and agree approach for exploring current practice
 - Meeting 2: To consider an approach for exploring practice from a child or young person/ parent or carer perspective over the longer term
 - Meeting 3: To agree headline findings and proposals to take back to the SEND Leadership group

Sources of Information

- Information captured as part of task and finish discussions
- Information gathered from the following service areas:
 - SEND Casework team
 - SEND Early Years
 - SEND and Inclusion Services
 - Early Help and Social Care
 - Speech and Language
 - Physiotherapy
 - Occupational Health
 - 0-25 Family Health Service
 - CAMHS

What are we doing that is effective?

Some areas of good practice that we can build on:

- Person centred planning meetings
- Phone contact and parent consultation opportunities
- SEND surgeries which include identification of how parents/carers can support their young person
- Duty slots for families and teachers/support staff
- Family Hubs support offer
- Keeping in Touch newsletters/letters/contacts
- Online information- e.g. website advice/info for families; bitesize videos in relation to services and some types of need
- Services working together to develop better information for parents about what support is available
- Signs of safety practice model and family networks
- VCS signposting

What do we need to do better?

Specific Areas of Concern:

- Limited **clear planning** or **practice guidance** across services
- Limited **feedback** from parents and young people on their experience of waiting, or **opportunities** for them to **coproduce** better ways of working
- Issues in relation to **workforce awareness** of the wider support offer, and **lack of accessible information** in relation to this

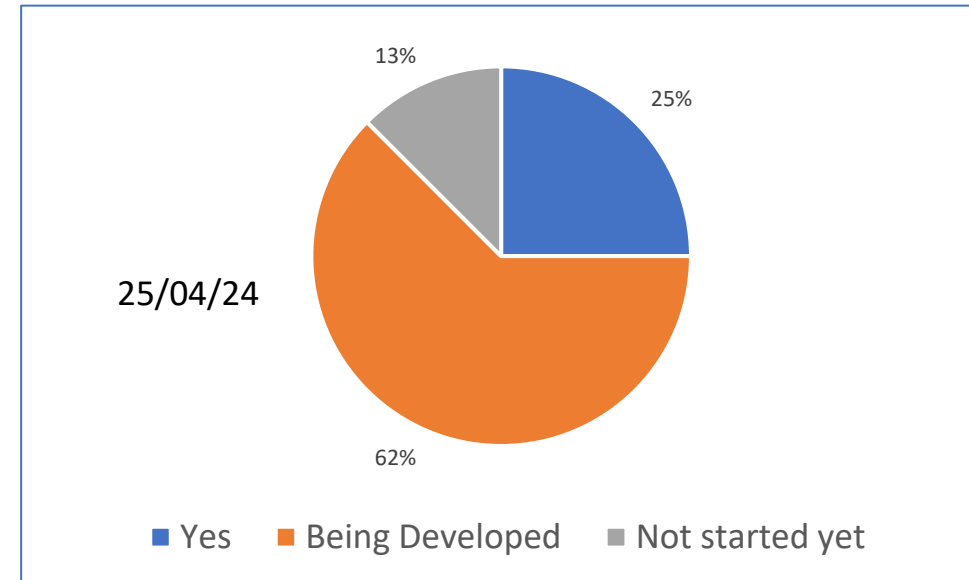
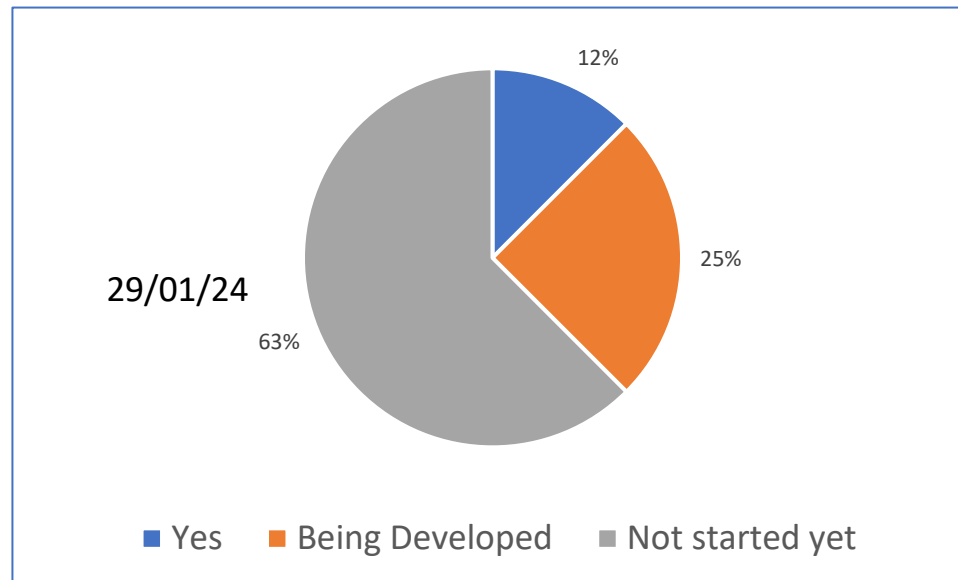
Proposed Actions:

- All services and the Partnership to develop clear policy and guidance
- Waiting Well should be a consideration from the first point of contact
- All services to establish an approach to gathering feedback that informs practice development over time
- Create a sustainable approach to workforce development that ensures a good level of understanding of the support available and how to navigate it for/with families.
- Improve the quality and use of digital resources. Content needs to be developed with parents and carers, and as a Partnership where possible.

What do we need to do better?

Progress- Proposed Action 1

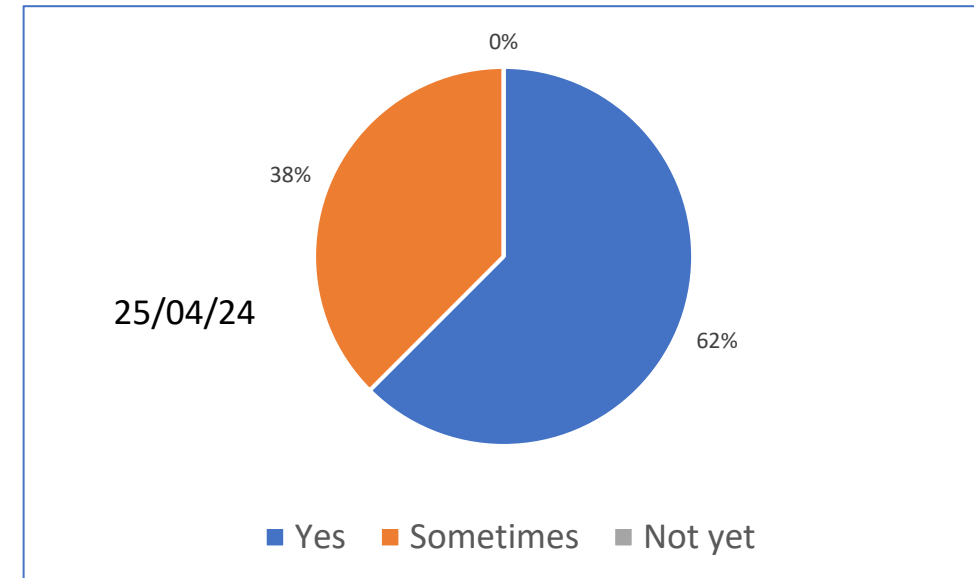
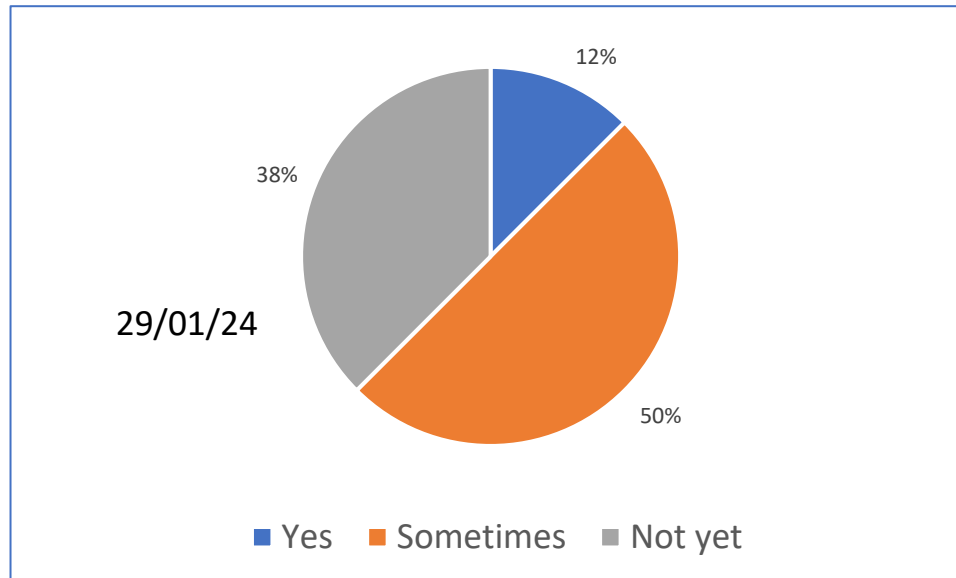
Does your service/organisation have a clear written policy and guidance for staff in respect to expected Waiting Well practices?



What do we need to do better?

Progress- Proposed Action 2

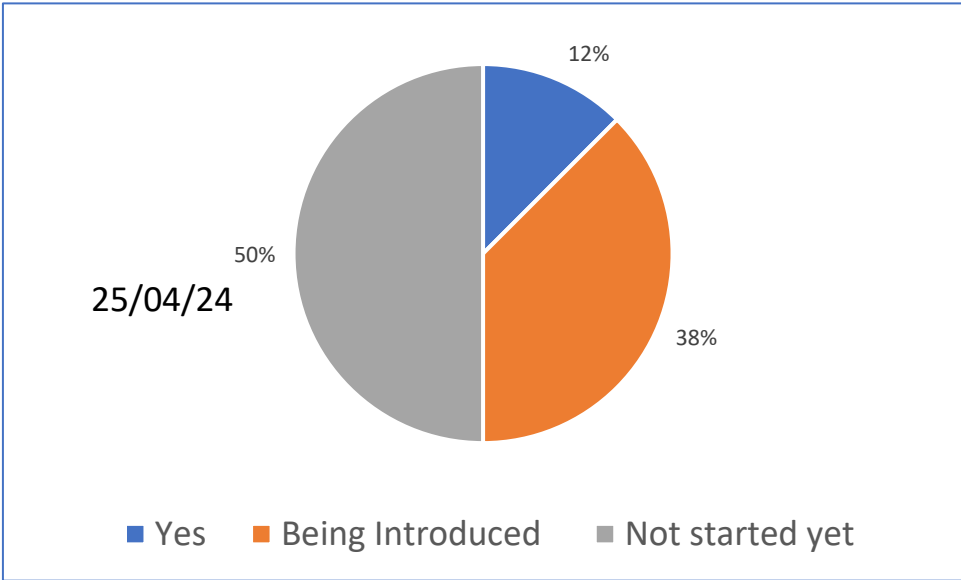
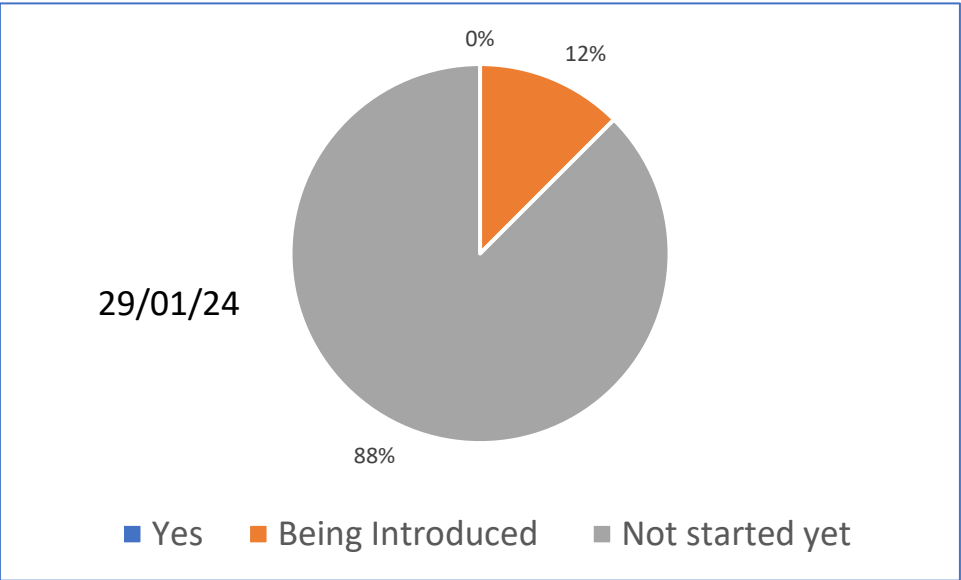
Are Waiting Well needs discussed at the first point of contact between service professionals and parents/carers and young people?



What do we need to do better?

Progress- Proposed Action 3

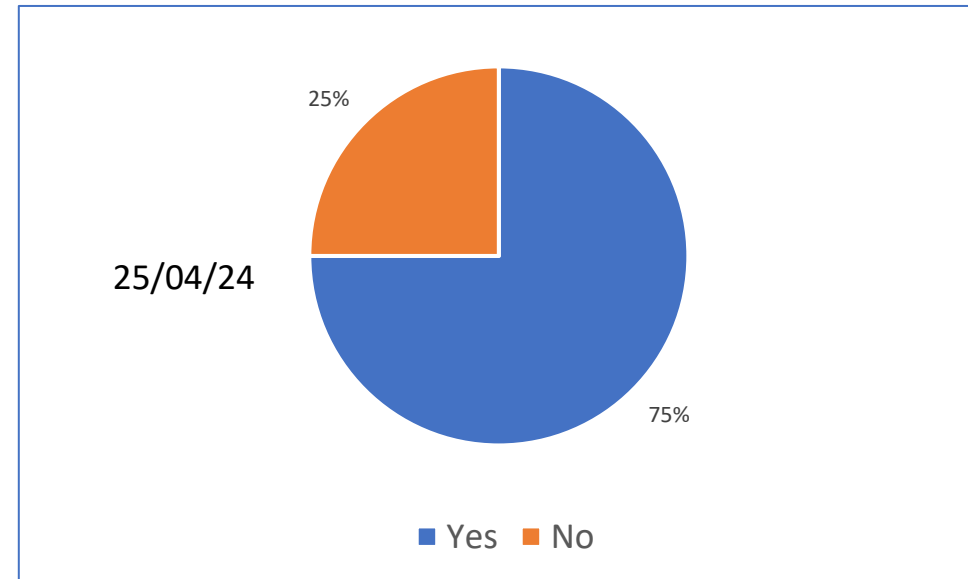
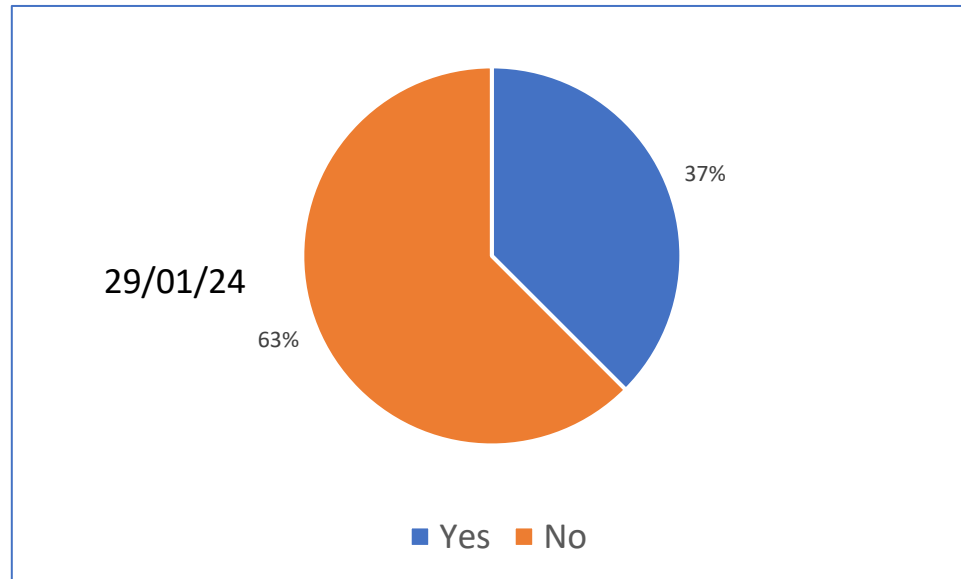
Is your service routinely gathering Waiting Well feedback at the end of case involvements?



What do we need to do better?

Progress- Proposed Action 4

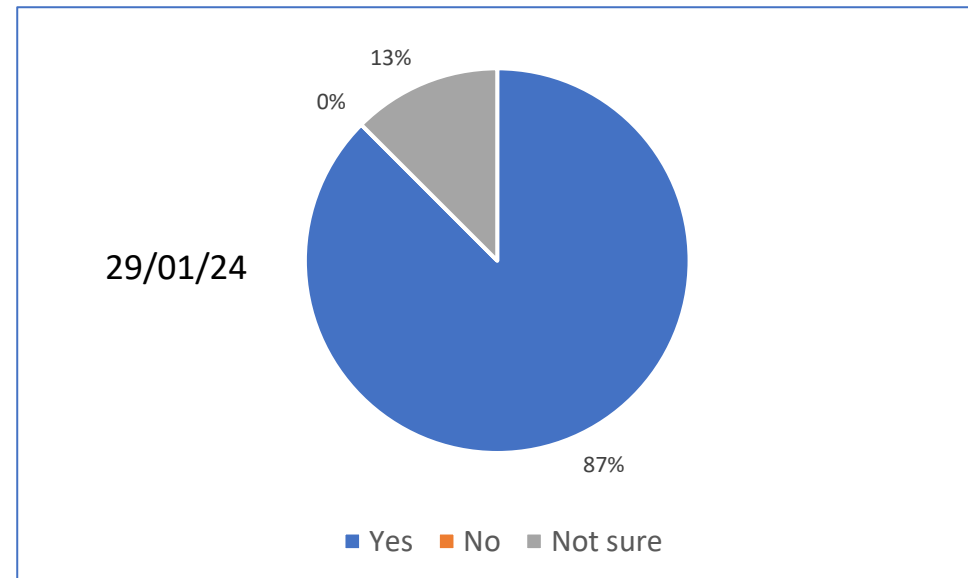
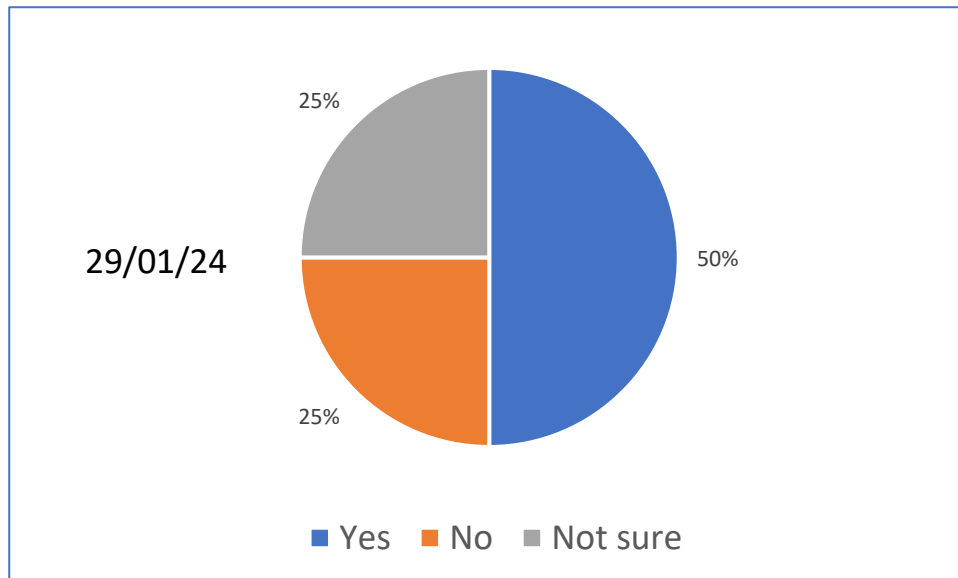
Your service improvement/development plan (or equivalent) includes details on how your workforce is enabled to understand the wider SEND support offer?



What do we need to do better?

Progress- Proposed Action 5

Service produced information (on and off line) is now being reviewed to support Waiting Well objectives where this is appropriate



In summary...

- We know services are struggling to meet the needs of young people and their families
- We're working together as a SEND Partnership to try and ensure the wider support system is properly coordinated, and that we're making the best use of the resources we do have
- We want action taken to be meaningful and informed by those using services
- We have taken steps to implement practical changes across key service areas, and progress is being made



Please
provide
feedback...

MCT Conference- Waiting Well Developments

