



South Tyneside Council



South Tyneside
Clinical Commissioning Group

South Tyneside Local Area Written Statement of Action for Special Educational Needs and Disabilities (SEND)

SEND Written Statement of Action			
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Our vision and ambition to improve services for children and young people with SEND

What do we want to see change for children and their families?

We want South Tyneside's children and families to get the best start in life remain healthy and aspire to a bright and prosperous future. To ensure everyone reaches their full potential, we will work together to provide the best possible learning and recreation opportunities, with targeted protection, care and support for those in greatest need.

South Tyneside Best Start in Life Strategy

The South Tyneside Partnership has a clear vision to provide all children and young people with the best start in life, and a relentless focus on delivery. We want to make sure all children and young people are encouraged to reach their full potential, and will promote their independence as they move into adult life.

Our local partnership is made up of South Tyneside Council, South Tyneside Homes, South Tyneside Clinical Commissioning Group (CCG), South Tyneside and Sunderland NHS Foundation Trust (STSFT), Cumbria Northumberland Tyne and Wear NHS Foundation Trust (CNTW) and other key partners (including the voluntary, community and social enterprise sector). We work together as an alliance to make sure that the 'South Tyneside Pound' is used effectively, reducing bureaucracy wherever possible, and placing individuals at the centre of their care and support. We recognise that children and families are the experts in their own experiences, and we want to harness this and involve them in planning and development. We hear the voice of children and young people distinctly from the voice of their families and carers.

Our Stronger Together Strategy, launched in 2018, sets out how we plan to support children and young people with SEND to get the best start in life, and identifies 4 areas where we want to improve services, support and outcomes for children and young people with SEND in South Tyneside.

We know that we have more to do to around improving our collective SEND offer in South Tyneside, and this Written Statement of Action has been prepared in response to our local area inspection of June 2019. The Written Statement will address how the South Tyneside Partnership will tackle the following areas for improvement:

1. The quality of EHC plans, the regularity with which they are reviewed and the involvement of education, health and social care professionals in their development and review are too variable.
2. Strategic, needs-led joint commissioning is not fully developed or embedded and there are unacceptably long waiting lists for some services.
3. Leaders do not understand fully the impact of the local area's provision on the experience and outcomes of children and young people with SEND, and their families.
4. Coproduction, engagement and communication with families require development.

5. Arrangements for meeting the needs of 16- to 25-year-olds with SEND and improving their outcomes, especially in preparing successfully for adulthood, are not fully effective.

The actions identified below are what we believe will bring about measurable and meaningful change for children, young people and their families. In preparing this written statement, we have consulted with children and young people, families and carers, Special Educational Needs Coordinators (SENCO), teachers, Head Teachers and Governors, and professionals across health and social care. We are aware that some of the performance indicators and success measures identified in our plan have not yet been established, and will require the development of new data collections, audit activity, and engagement with children, young people and their families.

We will know that our plan has been successful in shifting the above areas of weakness into strengths when:

- ✓ Families report they no longer face “battles” to access services and support
- ✓ There are no barriers to local health services and fair and equitable access is present for all children and young people with SEND, and their families
- ✓ Local leaders are able to clearly articulate in detail the impact of education, health and social care support for children, young people and their families

We have tried to make the plan accessible to a range of audiences, using plain English wherever possible. A glossary is included at Appendix A which should explain any terminology used throughout the document.

The Written Statement of Action has been endorsed by:



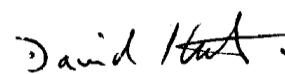
Cllr Iain Malcolm
Leader of the Council and
Chair of Health & Wellbeing
Board



Martin Swales
Chief Executive
South Tyneside Council



Mike Conlon
Corporate Director Children
Adults & Health
South Tyneside Council



Dr David Hambleton
Chief Executive Officer
South Tyneside CCG



Dr Matthew Walmsley
Chair of South Tyneside CCG
and Vice Chair Health &
Wellbeing Board

Key Strengths in South Tyneside and Actions to date

What is working well and what have we already achieved?

The inspection highlighted what is currently working well for children and families in South Tyneside. In developing our plan, we have identified contributing factors to the strengths which has helped us to shape our improvement actions. These include:

- The colocation of services including children's centres and Early Help, as well as midwifery, 0-19 services and community children's nursing is effective in promoting information sharing and supporting identification of children's and young people's new and emerging needs
- Transitions between Nursery and Reception have improved
- The short break offer (Foxden) is a highly regarded service
- The proportion of EHCPs issued within the 20 week timescale is above the national average

Since the close of the local area inspection, we have taken swift action to make immediate improvements for children and families.

We have strengthened our engagement with children young people and families and other stakeholders:

- Leaders have engaged with over 120 families to identify their priorities for change
- The National Development Team for Inclusion (NDTI) are spending 2 days in South Tyneside in December 2019 to review how families are engaged in service commissioning and improvement
- Engaged with HealthWatch to follow through on previous work completed by them

We have committed significant investment across the system:

- The Local Authority has invested £300,000 in the SEND Services team to increase capacity for officers to complete EHCPs and Annual Reviews
- The Clinical Commissioning Group have invested £248,000 to improve the diagnostic pathway for autism
- To reduce the waiting lists for therapeutic services (Speech and Language Therapy and Occupational Therapy), £173,000 has been invested by the Clinical Commissioning Group
- The Clinical Commissioning Group have invested £66,000 to improve mental health support for LGBT+ young people on the LifeCycle waiting list
- To reduce the waiting list for young people who require a counselling intervention, the Clinical Commissioning Group have invested £64,000 to increase capacity for an additional 75 young people
- The Clinical Commissioning Group have invested £50,000 to deliver RixWiki for young people with SEND, supporting individualisation of plans and information
- Cabinet approval has been secured to establish an additional resource base at Lord Blyton Primary School for children with social, emotional and mental health needs SEMH

- An online counselling system (KOOOTH) has been launched in December which will provide additional mental health support for children and young people aged 0-25 who would otherwise wait for treatment from LifeCycle
- A recruitment process has commenced for a dedicated SEND Family Engagement Worker

We have improved our performance:

- The percentage of Annual Reviews completed within timescale has increased from 25% in July 2019 to 44% in October 2019
- We have continued to complete 100% of EHCP assessments within timescale
- STSFT have enabled information sharing between Community EMIS and Child Health EMIS modules

We have made sure there are more services and support available locally:

- The Local Authority has commissioned and deployed specialised Makaton software to improve communications with families
- The Trailblazer Mental Health Support Team programme has been extended to cover all primary, secondary and special schools in the borough
- The Joint Commissioning Unit have launched a quarterly Mental Health Newsletter which is distributed across the Local Authority, CCG, Health Providers, and Schools
- A Learning Disabilities/Autism Assurance Forum has been established across the Local Authority, CCG, STSFT, CNTW, to review people with a primary diagnosis of Learning Disability, Autism or both who are at risk of hospitalisation or placement breakdown
- A specialist in Personal Health Budgets will be commencing delivery of a training programme in January for professionals and families

Governance and Accountability

Who will check we are doing the right things?

Health and Wellbeing Board

Our local area Health and Wellbeing Board, chaired by the Leader of the Council, meets six times per year, and oversees delivery of our partnership Health and Wellbeing Strategy. At its core, the Strategy aims to give children and young people the best start in life, promote healthy lifestyles, and empowers local communities to reduce health and wellbeing inequalities across the borough. Progress against our Written Statement of Action will be scrutinised and challenged by the Health and Wellbeing Board.

SEND Leadership Board

The SEND Leadership Board, established in September 2018, provides a focus on the SEND system and agenda for improvement, and has begun to have a positive impact, acknowledged in the findings letter: “The last 12 to 18 months have seen a redefined and more determined focus on the SEND agenda in South Tyneside”. Our SEND Leadership Board brings together leaders across education, health and social care in the local area.

The SEND Leadership Board will maintain an overview of SEND system performance and outcomes of children, young people and their families. The Board will also significantly improve their understanding of the lived experience of children and young people with SEND, and their families and carers, both through direct engagement, and through investing in a broader range of engagement and improvement options.

The SEND Leadership Board is led by the Local Authority’s Corporate Director Children Adults and Health and CCG Director of Operations and will be the key vehicle for achieving improvement on the Leadership priority for the WSoA.

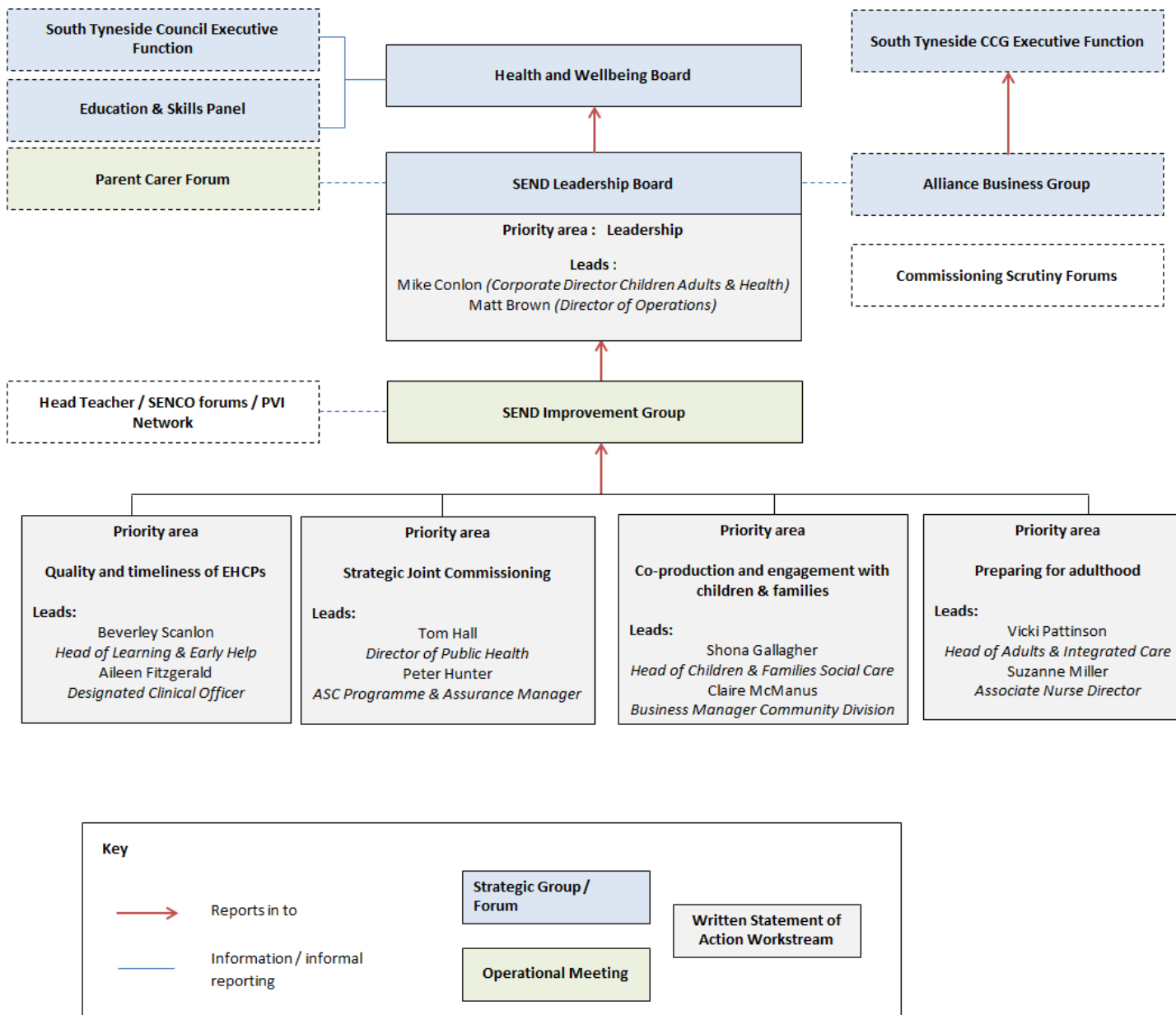
SEND Improvement Group

The SEND Improvement Group is made up of both senior and operational lead colleagues across education health and social care responsible for delivering change and improvements. The SEND Improvement Group will take forward the actions of the Written Statement of Action, and other improvement actions needed across the local area. The Group is flexible, with task and finish groups for improvements which are more clearly operational.

SEND Leadership community

In this plan, “SEND leadership community” means the wider cohort of leaders across the SEND system in the local area. This includes Managers and team leads in health and care services, schools, college, providers and commissioners. They have a crucial role to play in ensuring that the services delivered are high quality and responsive. As part of this plan, we will ensure this community shares our vision, is well informed and has the skills and determination to make a difference to children and young people with SEND and their families.

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Linked Programmes

What else are we doing that will overlap with SEND?

South Tyneside has an ambitious alliancing agenda, and is a small area which can be fleet of foot and achieve improvements at pace. In recent years, we have identified a number of improvement areas which link across SEND, and we need to make sure that improvements in one are acknowledged in another.

In 2018, we started working as a partnership to develop our **Best Start in Life Locality Partnerships**. Based across 4 localities, the partnerships bring together Early Help and Universal Services to support to families in their communities and work seamlessly with more specialist services.

South Tyneside was announced as one of the country's first **Mental Health Trailblazers**, and we have started rolling the programme out to all schools in the borough.

The Local Authority's **Adult Social Care** have been on an ambitious change programme, which has seen the development of a new Let's Talk Service at their front door, refreshed supported housing offer, and the promotion of personalisation and independence approaches to vulnerable adults in the borough.

Our **Joint Commissioning Unit** across the Local Authority and CCG continues to grow, as we work together to anticipate demand and develop the market in response.

The South Tyneside Partnership is continuing to work on our **alliancing principles** which bring together support from different agencies, placing individuals at the centre of their health, wellbeing and care, and reducing bureaucracy wherever possible. We truly believe that what is right for the person is right for the system, and will continue to operate as a partnership with this core belief.

Action plan to address the 5 areas of weakness identified during the inspection

What are we going to do to improve SEND?

How to read this plan

Each of the 5 areas of weakness identified during the inspection are listed on the following pages under priority 1 to priority 5. The plan follows a consistent format as set out below. Where we are gathering feedback or seeking evidence, the source of these will be noted.

Ref	Action	Output	Lead	Completion date	The change we will see for children and families
	<i>What are the actions we will take across education health and social care?</i>	<i>What will the action result in?</i>	<i>Who will be responsible for the action?</i>	<i>When will we do it?</i>	<p><i>How will children, young people and families notice the difference our actions are making?</i></p> <p><i>This column sets out the cumulative impact of our actions and therefore does not always read across to individual actions.</i></p>

Technical notes

- “Assurance reporting” means that a report will pass through the appropriate governance.
- Leadership & coproduction are strategic overarching themes, and measures of the impact of these are embedded in other parts of the plan.
- Actions have all been assigned to leads by name; where a job title is referenced, this refers to a post that has not yet been recruited to at the time of writing (e.g. Family Engagement Worker).
- A full list of individuals included in the Written Statement of Action are provided in a table at the end of the plan.
- Where only one date or instance of a lead name is provided, this is for all actions in that row

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
	<ul style="list-style-type: none"> • Refresh SENCO training programme • Introduce peer review of schools • Refresh the Fair Access protocol • Introduce Inclusion Charter 				
1.03	<p>Deliver training programme for schools in the use of Ranges and provision maps</p> <p>Facilitate SEND Ranges moderation exercise.</p>	<p>The SEND Ranges will continue to be used effectively by all schools. (Source: SEND QA report)</p> <p>SEND panel will provide increased challenge, evidenced through:</p> <ul style="list-style-type: none"> • returned referrals where RANGES applications are not accurate • returned requests for funding where a provision map is not clear <p>Provision maps will improve in quality. (Source: SEND QA report)</p>	<p>SEND School Improvement Officer / Area SENCO</p> <p>Area SENCO/ SEND School Improvement Officer</p>	<p>July 20</p> <p>Sept 20</p>	<p>The number of referrals to panel with inappropriate Ranges application will reduce over time.</p> <p>Referrals will include accurate RANGES application:</p> <ul style="list-style-type: none"> • 50% - Oct 19 • 75% - March 21 • 90% - June 21 <p>(Source: SEND QA report)</p> <p>Families will:</p> <ul style="list-style-type: none"> • Receive a clear explanation about the pathway for their child • Know what support has been put in place for their child • Know who to contact if they want to discuss their child's needs, or if they have concerns
1.04	<p>Formalise existing arrangements with Hedworthfield/ Valley View Primary Schools for the delivery and co-ordination of training (working with Area SENCO)</p>	<p>SENCO training programme in place</p> <p>SENCOs who have attended training:</p> <ul style="list-style-type: none"> • 50% - July 20 • 75% - Sept 20 	Area SENCO	May 20	<p>Children, young people and their families will know who their SENCO is, and how they can talk to them about their child's plan (Source: letters to parents)</p>

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
		<ul style="list-style-type: none"> 100% - Dec 20 <p>Area SENCO reports on SENCO training, learning and impact.</p>			Fixed term and permanent exclusions for children on SEN Support and with EHCPs continue to be better than the national average. (Source: SEND Scorecard)
1.05	<p>Introduce Peer school review.</p> <p>Deliver training for SENCO Champions from NASEN.</p> <p>Model cascaded to all SENCOs.</p>	<p>Named SENCO Champions trained in peer review Sept 20.</p> <p>40% of primary schools have commenced peer reviews by January 21 (source: Assurance Report).</p>	Area SENCO / SEND QA Lead	Sept 20	<p>We would hope there is a decrease in requests for special schools as families report increased confidence their child's needs can be met within mainstream education. (Source: EHCP & Review Survey)</p>
1.06	<p>Refresh the Fair Access protocol in collaboration with schools.</p> <p>Refresh attendance data and identify improvement actions through the Behaviour and Attendance Partnership (BAP).</p> <p>Support schools to ensure that their behaviour policies and practice are inclusive.</p>	<p>Fair Access Protocol will be implemented in all schools across the Borough.</p> <p>Report on exclusions & attendance will be reviewed by the BAP monthly, with key issues and challenges fed back to schools.</p>	Christine Henderson / SEND School Improvement Officer	Sept 20	<p>Attendance rates for children on SEN Support and with EHCPs will continue to be better than national average. (Source: SEND Scorecard)</p>
1.07	<p>Introduce an Inclusion Charter Mark across all schools in South Tyneside.</p> <p>Create a direct pathway for parents to report concerns about exclusion</p>	<p>Percentage of schools at Primary and Secondary signed up to Charter Mark:</p> <ul style="list-style-type: none"> 25% - Dec 20 50% - March 21 80% - June 21 <p>(Source: SEND Scorecard)</p>	<p>Area SENCO</p> <p>SENDIASS</p>	<p>Start Sept 20</p> <p>Sept 20</p>	Together, these measures will develop a culture of inclusion amongst schools leading to a more consistent experience for children and families.
<p>Improve the quality of EHC and Annual Review planning, and plans</p> <ul style="list-style-type: none"> Embed the principles of coproduction, inclusion and independence in planning 					

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
	<ul style="list-style-type: none"> • Refresh process for requesting and tracking advice • Refresh process for requesting and tracking attendance • Refresh guidance on child and family voice , outcomes • Refresh and deliver training programme 				
1.08	<p>Develop and embed a strengths-based approach to EHCPs and Annual Reviews.</p> <p>Embed values of inclusion and independence, in line with coproduction standards outlined in section 4.</p>	<p>EHCPs will include information on what is working well for the family and encourage families to build on their unique strengths. Preparation for adulthood starts from an earlier age in children’s development.</p>	<p>Andy Ritchie / Lucy Cook / Clare Ault / Aileen Fitzgerald</p>	<p>Sept 20</p>	<p>Plans help children and young people develop their independence from an earlier stage.</p> <p>Families telling us they got complete information before their EHCP meeting increases from</p> <ul style="list-style-type: none"> • 52% - October 19 • 70% - March 20 • 85% - Sept 20
1.09	<p>Put in place a better process for requesting and tracking information and advice from agencies.</p> <p>Guidance on the quality and standard of advice produced and issued.</p> <p>Introduce management approval check</p>	<p>By March 20</p> <ul style="list-style-type: none"> • All new EHCPs contain information and/or advice in Sections C, D, G, H1 & H2. • Where the child has no health or social care needs , this is explicitly noted • Provision clearly reflects needs 	<p>Andy Ritchie / Jill Bird</p> <p>Andy Ritchie / Aileen Fitzgerald</p> <p>Jill Bird / SEND QA Lead</p>	<p>January 20</p> <p>January 20</p> <p>April 20</p>	<p>(Source: EHCP & Review survey)</p> <p>QA check shows quality of advice is good :</p> <ul style="list-style-type: none"> • 50% - June 20 • 65% - Sept 20 • 80 % - Dec 20 <p>(Source SEND QA report)</p> <p>Families are able to talk to key practitioners at EHCP and Annual Review meetings for their child. They report that meetings are helpful.</p>
1.10	<p>Put in place a better process for requesting and tracking attendance at EHCP and Annual Review meetings from agencies and families.</p> <p>Guidance for practitioners and families on local area expectations of meetings</p>	<p>Percentage of agencies invited who attended :</p> <ul style="list-style-type: none"> • 75% - June 20 • 80% - Sept 20 • 85% - March 21 <p>(Source: SEND Scorecard)</p>	<p>Andy Ritchie / Jill Bird</p> <p>Andy Ritchie / Aileen</p>	<p>April 20</p> <p>April 20</p>	<p>Children and families will report that the outcomes in their EHCP</p>

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
	(attendance, family focus etc.)		Fitzgerald		are personalised and relevant for them
1.11	Refresh guidance on: <ul style="list-style-type: none"> • Child and family voice • Linking need, provision and outcomes • Personalised outcomes • Coproduction <p>Introduce management approval check</p>	All newly approved plans will include child and family voice – December 19, All newly approved plans will include personalised outcomes – March 20 (Source: SEND management approval check)	Andy Ritchie/ Aileen Fitzgerald Jill Bird & SEND QA Lead	Sept 20 Sept 20	(Source: EHCP and Review Survey) The proportion of families reporting their child’s plan is personalised: <ul style="list-style-type: none"> • 61% - Oct 19 • 70% - Apr 20 • 75% - Sept 20 • 85% - March 21 (Source: EHCP and Review survey)
1.12	Refresh SEND training programme for practitioners and providers across the SEND system, and for families. <ul style="list-style-type: none"> • SEND Code of Practice • South Tyneside pathway and decision making • Ranges and Provision Maps • SEN Support • EHCP - process, standards and paperwork • Coproduction • Child and family voices • Outcomes • Annual Reviews – process, standards & paperwork 	Practitioners will have improved skills, knowledge and insight which will enable them to develop their practice. Leaders will receive regular feedback on training attendance and feedback from participants.	Andy Ritchie/ Aileen Fitzgerald/ Area SENCO/ SEND School Improvement Officer	Sept 20	
Put in place a Quality Assurance framework to support continuous improvement in EHCPs and Annual Reviews <ul style="list-style-type: none"> • Design and implement a Quality Assurance Framework • Gather and report family feedback on a regular basis 					
1.13	Design a Quality Assurance framework which includes approval routes within the SEND service, as well as a range of audit based	Quality Assurance Framework and programme implemented	SEND QA Lead	Sept 20	Proportion of plans meeting or exceeding “good” increases :

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
	testing Put in place a Quality Assurance programme to drive action.	From September 20, reporting shows an improving trajectory from an initial baseline.			<ul style="list-style-type: none"> • 33% - October 19 • 50% - December 20 • 70% in June 21 (Source: SEND QA Report)
1.14	Develop and launch 'Tell Us' cards to be used at key stages of the EHCP process. Develop and launch Annual SEND Family Survey. (as outlined in 3.05)	Local area leaders understand user satisfaction and are able to demonstrate how they have responded to feedback through improvement.	Andy Ritchie/ Aileen Fitzgerald / Jill Bird	February 20 Review in June 20, October 20, March 21	The proportion of families reporting they are satisfied with their overall SEND experience increases <ul style="list-style-type: none"> • 39% - Oct 19 • 55% - June 20 • 65% - October 20 • 75% - March 21 Themes raised by families do not repeat over time (Source: engagement events, Annual SEND Family Survey).
Review SEN pathways, coproduce guides and information for families, children and practitioners. <ul style="list-style-type: none"> • Establish SEND Pathway Group • Coproduce a simple overview of SEND pathways, accessible guidance and information • Launch and roll out for local area and families 					
1.15	Put in place SEND pathways group - partners, practitioners, families and young people who will coproduce a fresh overview of SEN pathways.	Terms of reference signed off	Beverley Scanlon	March 20	Families and practitioners will tell us that the materials are clear and family friendly.
1.16	Review the possible pathways, and set out a visual flowchart which will support shared local area and family understanding.	The updated flowchart and guide are promoted through family forums and the Local Offer.	Andy Ritchie (with Working Group)	March 20	Families know what to expect during the process, measured through feedback and visits to the

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
	<p>Define the role of different agencies. Simplify and streamline forms and practice paperwork to improve child and family experience.</p> <p>Clear and concise guidance for families Set out what families can expect at each stage of the process</p>	Practitioners are clear about their roles and responsibilities in the SEND system.			Local Offer website. (Source: Annual SEND Family Survey)
1.17	<p>Launch and roll out for school staff, SENCOs, health and social care professionals</p> <p>Update SEND Portal with revised forms and process, training materials, and other resources.</p> <p>Work with Stronger Together to launch for families, update Local Offer.</p>	By October 20, SEND leaders will report improved understanding for practitioners in their service, through a survey following launch.	Andy Ritchie/ Aileen Fitzgerald / Area SENCO/ Stronger Together	July 2020	

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Priority 2 : Strategic, needs-led joint commissioning is not fully developed or embedded and there are unacceptably long waiting lists for some services.

Ref	Action	Output	Lead	Completion date	The change we will see for children and families
Map local services and update our commissioning strategy <ul style="list-style-type: none"> • Map services and provision in the local area • Run engagement events for children, families and practitioners • Run rapid improvement events • Prepare an updated JSNAA and SEND Commissioning Strategy 					
2.01	<p>Map all commissioned services across the borough (including education) to provide a clear and simple explanation of the service. (linked to the development of the Local Offer)</p> <p>Map services commissioned by other providers to understand scale and offer.</p> <p>Design a framework for assessing impact of services commissioned by providers.</p>	<p>Accessible overview of available services, on the Local Offer. First tranche (March 20) - commissioned services across health, social care, education, and community.</p>	<p>Sarah Golightly / Paula Phillips</p> <p>Sarah Golightly / Paula Phillips</p> <p>Sarah Golightly / Paula Phillips</p>	<p>Sept 20</p> <p>Sept 20</p> <p>Sept 20</p>	<p>Our JSNAA and commissioning strategy will be clear what children and families have told us, and how we have responded.</p> <p>Families and children will tell us that services meet their needs (Source: Annual SEND Family Survey).</p> <p>Families and practitioners can access good quality information and access details for key services in the local area. Feedback about the Local Offer tells us families find information clear and helpful. (Source: Annual SEND Family Survey).</p>
2.02	<p>Engage families, children and practitioners to look at what is needed in the local area.</p>	<p>Service users will directly inform leaders' understanding of what services are needed to meet need.</p>	<p>Anna Christie/ Family Engagement Worker / Andy Ritchie</p>	<p>April 20</p>	<p>Families and practitioners can access good quality information and access details for key services in the local area. Feedback about the Local Offer tells us families find information clear and helpful. (Source: Annual SEND Family Survey).</p>
2.03	<p>Run rapid improvement events with key stakeholders to inform commissioning intentions. Events will focus on :</p>	<p>Recommendations are incorporated into the refreshed SEND</p>	<p>Tom Hall</p>	<p>March 20</p>	

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
	<ul style="list-style-type: none"> • Access to services and waiting times • Information for families and children about diagnoses • What services are needed across the full 0 to 25 age range 	<p>Commissioning Strategy and plan.</p> <p>Link to SEND Pathways work</p>			
2.04	<p>Review and revise the SEND Commissioning Strategy.</p> <p>Review and refresh the Joint Strategic Needs and Assets Assessment (JSNAA) for SEND.</p>	<p>Leaders are assured that strategy meets identified need and the SEND Code of Practice.</p> <p>JSNAA published May 20.</p>	<p>Sarah Golightly</p> <p>Anna Christie / Rachel Davison / Andy Ritchie</p>	<p>May 20</p> <p>May 20</p>	
<p>Improve engagement and put in place robust performance and quality assurance arrangements</p> <ul style="list-style-type: none"> • Refresh performance and quality assurance framework for commissioned services • Put child and family feedback approach in place in commissioned services • Put in place an engagement programme for service transformation • Host an annual Alliancing event for commissioning 					
2.05	<p>Refresh the performance and quality assurance framework for SEND services.</p> <p>Implement in commissioned services.</p> <p>Provide a highlight report which feeds into the Leadership highlight report.</p>	<p>Framework in use with commissioned services sets expectations and drives improvements.</p> <p>Leaders have clear oversight and the capacity to scrutinise</p>	<p>Sarah Golightly / Paula Phillips / Rebecca Eadie</p> <p>Sarah Golightly / Paula Phillips / Rebecca Eadie</p>	<p>April 20</p> <p>From April 20</p>	<p>We will be able to demonstrate leadership intervention to improve where performance is not as planned, and in response to family feedback.</p> <p>Children and families' feedback demonstrates that they are receiving high quality services. (Source: Annual SEND Family Survey & engagement events)</p>
2.06	<p>Introduce family feedback as part of routine quality assurance arrangements for commissioned services.</p>	<p>Children and families are able to quickly and easily feedback their experiences</p>	<p>Rebecca Eadie</p>	<p>Sept 20</p>	<p>We will be able to demonstrate how children and families have</p>

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
		and views on service.			informed and influenced service transformation and provision in the local area. Children young people and families report being included as equal partners in the joint commissioning of services. (Source: Annual SEND Family Survey)
2.07	Put in place an engagement programme for Joint Commissioning for children, families and stakeholders to coproduce service transformation	The programme of events, their outcomes and impact for commissioned services will be reported through governance and disseminated through the Local Offer	Sarah Golightly	Feb 20	
2.08	Develop an annual SEND Commissioner/Provider Alliance Event to bring all stakeholders together to review service performance, needs and priorities.	An annual commissioning plan for SEND. Outcomes disseminated via the Local Offer	Tom Hall/ Sarah Golightly	Sept 20	
<p>Put in place recovery action plans for the following services:</p> <ul style="list-style-type: none"> • Speech and Language Therapy (SALT) • Occupational Therapy (OT) • LifeCycle • Increased capacity for the Autism diagnostic pathway 					
2.09	Access and waiting list data interrogated and reported to SEND Improvement Group. Joint Commissioning Unit and Providers meet to understand any issues or barriers which would prevent children, young people and families accessing services. Engage schools on Speech and Language Therapy provision	Included in the joint commissioning report to SEND Leadership Board, highlighting access issues, constraints and solutions.	Sarah Golightly	March 20	
			Sarah Golightly	May 20	
			Sarah Golightly	May 20	
2.10	Prepare action plan and secure additional	Action plans are agreed with	Sarah	April 20	

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
	funding for a clinical review and enhanced training offer for Speech and Language Therapy and Occupational Therapy	service providers, with clear SMART objectives.	Golightly		A wait of 4 weeks + for assessment from LifeCycle will reduce <ul style="list-style-type: none"> ● 94.2% Oct 19 ● 92% - July 20 ● 90% - Dec 20 ● 87% - March 21 (source: Health Scorecard)
2.11	Prepare action plan and secure additional funding to reduce LifeCycle Mental Health Service waiting lists. Commission and mobilise HumanKind to deliver bespoke LGBT counselling to young people avoiding them progressing to the LifeCycle waiting list.	Additional resources are secured to clear waiting lists and maintain a responsive service going forward.	Sarah Golightly Sarah Golightly	April 20 October 19	
2.12	Prepare action plan and secure additional funding to improve the diagnostic pathway for Autism: <ul style="list-style-type: none"> ● Toby Henderson Trust and AIM deliver 5 day advice and support service for pre and post diagnostic guidance ● Commission and mobilise Tony Henderson Trust to deliver diagnostic support for 40 young people ● Engage with regional action plan to address the CNTW waiting list. 		Sarah Golightly	March 20	
2.13	SEND leadership Board approve action plans and monitor progress	Action plans approved. Leaders are assured around progress and improvements.	Sarah Golightly	April 20	

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Priority 3 : Leaders do not understand fully the impact of the local area’s provision on the experience and outcomes of children and young people with SEND, and their families.

Ref	Action	Output	Lead	Completion date	The change we will see for children and families
Refresh governance arrangements, vision and strategy to ensure leaders drive a culture of high performance with a focus on improving outcomes <ul style="list-style-type: none"> • Ensure SEND is a priority for Health and Wellbeing Board and Alliance Groups • Refresh the SEND Leadership Board and establish SEND Improvement Group • Publish a coproduced SEND vision and strategy 					
3.01	The H&WB Board will provide scrutiny and challenge on the progress of the WSoA and outcomes for children and families	Health & Wellbeing Board will receive a report on SEND at each of their meetings during the period of the Written Statement of Action.	Mike Conlon / Matt Brown	From Oct 19	The Board will drive improvements and performance across the local area. (Source: Board minutes)
	Ensure that SEND is included in the Terms of Reference of every Alliance Group (current joint commissioning groups based on themes)	Alliance Groups focus on SEND as part of scrutiny of commissioning arrangements.	Tom Hall	Feb 20	Alliance Groups will demonstrate how they have improved the experience of children and families. (Source: Meeting minutes)
3.02	Refresh membership of the SEND Leadership Board. Agree new membership and Terms of reference. Stronger Together join the Board.	SEND Leadership Board monitor progress against the WSoA, allocate resources and deal with blockers	Mike Conlon / Matt Brown	Dec 19	Leadership Board and SIG demonstrate how they have delivered change through the Written Statement of Action. (Source: Meeting minutes)
	Put in place a Multi-Agency SEND Improvement Group (SIG), led by the Head of Learning and Early Help.	The SIG will demonstrate improvement through delivery of this WSoA	Beverley Scanlon	Dec 19	Stronger Together have challenged and supported decision making on behalf of families. (Source: Meeting minutes)
3.03	Coproduce a vision for SEND with families and	Refreshed Vision and	Mike Conlon	April 20	

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
	carers that is recognised by them Coproduct a refreshed Strategy for SEND with families, practitioners and partners.	Strategy for SEND	Mike Conlon	April 21	A new vision (April 20) and strategy (April 21) for SEND services which has been coproduced.
Put in place a new approach for leadership engagement with children young people and families <ul style="list-style-type: none"> • Leaders will meet directly with children, young people and families through open invitation engagement sessions • Survey family and young people’s views at key points using a range of methods • Regular reporting on child and family views 					
3.04	Quarterly engagement events for children, young people and families which are led by members of the SEND Leadership Board and SIG.	First engagement session held 18th October, feedback to families 15 th November. Feedback on key themes and actions to SEND leaders, families and carers.	Mike Conlon	Oct 19 March 20 Sept 20 March 21	By March 20 we will have engaged with 200 children, young people and families, and by March 21 we will have seen a steady increase from this baseline (Source: Child & Family Voice report). By April 20, family feedback and views will be regularly reported through governance, ensuring that leaders are clear about family priorities. We will be able to demonstrate that we have responded to their priorities (Source: SEND Leadership Board and SIG minutes)
3.05	Introduce local area satisfaction surveys for children young people & families which will be used across all services. These will include: <ul style="list-style-type: none"> • EHCP & Review Survey • ‘Tell Us’ post card survey • Annual SEND Family Survey • PFA Survey 	Leaders will receive direct feedback from children, young people and families.	Andy Ritchie/Aileen Fitzgerald/Sarah Golightly	Jan 20 to Sept 20	
3.06	Produce a child and family voice report which identifies issues, themes and improvements required.	Quarterly assurance on engagement reported through governance.	Family Engagement Worker	From April 20	
Deliver a programme of engagement and development with leaders and workforce <ul style="list-style-type: none"> • Establish SEND leadership community and workforce engagement programme • Establish a SEND workforce development programme for practitioners across the local area 					

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
3.07	Put in place regular communication and engagement events for the SEND leadership community. Put in place a range of opportunities for workforce engagement and development.	Key messages will be regularly shared; leaders and workforce will be updated on progress and priorities	Mike Conlon / Matt Brown Andy Ritchie / Aileen Fitzgerald	Jan 20 Jan 20	Increased clarity of mission and local area priorities will lead to a more consistent response and service for children and families, (Source: Annual SEND Family Survey). Better informed practitioners with skills and resources for practice, will result in a better quality of service for children and families
3.08	Combine training and events to create a workforce development programme. Ensure that the SEND portal is regularly updated and accessible to practitioners across the local area	Workforce development programme for the local area.	Andy Ritchie/ Aileen Fitzgerald	June 20	
<p>Assess the impact of SEND services through the use of robust evidence about performance, experience and outcomes</p> <ul style="list-style-type: none"> • Map of all local SEND services to inform decision making about provision • Produce a strategic SEND performance scorecard across education, health and social care • Regular scrutiny and review of performance, impact and improvement of provision 					
3.09	Develop and publish a system wide view. Coproduce an accessible version of local area services and provision.	Single map produced and available publicly which also includes SEN Pathways (EHCP plan), Commissioned Services map, PFA roadmap and Local Offer.	Mike Conlon	Sept 20	Families and practitioners can access good quality information and access details for key services in the local area. Feedback about the Local Offer tells us families find information clear and helpful.
3.10	Refresh data sharing agreements with Health and care services, schools and College. Agree governance arrangements and content of a strategic SEND scorecard.	A local area SEND scorecard which includes robust performance and quality data and insight. A local area PFA scorecard	Mike Conlon / Matt Brown	June 20	More effective scrutiny of performance, quality, trends and benchmarking will enable leaders to prioritise improvement effort and ensure that services are

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
	Local area services feed information to the strategic scorecard.	which enables leaders to track outcomes for young people.			delivering the right outcomes for children and families.
3.11	Monitor progress of the Written Statement of Action and all associated plans. Develop the SEND scorecard to include performance information on attainment, attendance and exclusions across primary, secondary and special schools.	Review progress and performance.	Mike Conlon / Matt Brown Rachel Davison	From April 20 June 20	

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Priority 4 : Coproduction, engagement and communication with families require development

Ref	Action	Output	Lead	Completion date	The change we will see for children and families
<p>Ensure that families are partners in designing and delivering services</p> <ul style="list-style-type: none"> • Assess current participation with families • Develop a programme of engagement events • Develop the peer group network • Support Stronger Together as a voice for families 					
4.01	Assess participation using the CDC Participation audit tool.	Findings to support development of strength-based coproduction work with families, and the events programme (covered in action 1.08)	Family Engagement Worker	March 20	Families will report better knowledge as the result of events (Source: event survey)
4.02	Ensure that the programme of engagement events for children and families is effectively coordinated. (including 2.07, and 3.04).	Regular reporting of engagement events, themes and issues, action and changes to families via a range of channels. 3 events on autism and total of 10 events in the first year.	Family Engagement Worker / Aileen Fitzgerald / Jill Bird	March 20	Families will have access to a programme of engagement to enable them to share their views and experiences through a range of different methods. Families will be able to join a number of groups with peers sharing the same interests.
4.03	Consultation with existing interest / peer support groups on further development. Framework of “small support” grants to	Support to establish interest groups. 5 peer interest / support	Family Engagement Worker	June 20	Local area can demonstrate how services have changed in line with family feedback.

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
	enable groups to establish and self manage.	groups established by end of 2020.			
4.04	Continue to support and develop Stronger Together so that they can support and challenge on behalf of families in the local area. Ensure Stronger Together is represented at the SIG and SEND Leadership Board, and other key forums	Stronger Together will continue to grow as a representative forum. Members will attend and lead key events and forums.	Gillian Harte Mike Conlon	Oct 19 Dec 19	
Embed the principles and practice of coproduction across the local area					
<ul style="list-style-type: none"> • Put in place standards and resources for coproduction, launch and train 					
4.05	Embed personalisation and coproduction good practice standards and expectations. Produce a toolkit of resources for use and run pilot to test resources, review and obtain feedback from families and practitioners. Produce final toolkit, launch and train practitioners across the system	Draft toolkit launched with pilot groups of services across the local area including health, education and social care. Outcome of pilot including feedback reported through SIG. Training programme delivered with families.	Family Engagement Worker Area SENCO and DCO Andy Ritchie	June 20 Sept 20 Dec 20	Families will tell us they are an equal partner in their child's plan and review. (Source: EHCP & Review Survey) Families will tell us they feel more involved in shaping local services (Source: Annual SEND Family Survey) Engagement in individual EHCPs is addressed at section 1.

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
<p>Families will have access to high quality information and advice</p> <ul style="list-style-type: none"> • A refreshed SENDIASS offering timely personalised advice • High quality accessible Local Offer • Support Stronger Together to provide information and advice to families 					
4.06	Review and refresh of SENDIASS Service, including family engagement.	The SENDIASS service will provide a quarterly report for SEND Leadership Board.	Anthony Newham / Coralie Morton / Michael Campbell	March 20	Families, children and young people will have access to a high quality independent advice service which meets regulatory standards.
	Recommendations to SEND Leadership Board, Implementation plan in place.	SENDIASS will provide an effective service for families by meeting all minimum standards as set out in IASS Quality Standards.	Anthony Newham	April 20	Family satisfaction with the service will be consistently above 90%, tested through the Annual SEND Family Survey.
	Changes to SENDIASS service implemented & refreshed service in place.	Review of the SENDIASS service is reported to SIG and SEND Leadership Board	Anthony Newham	June 20	Families' views of the Local Offer will be assessed through an engagement event in October 20.
4.07	Establish Local Offer Working group including practitioners and families.	Working group will be established by March	Family Engagement Worker	March 20	<p>Monthly monitoring of 'hits' shows a steady increase from families and practitioners in South Tyneside:</p> <ul style="list-style-type: none"> • 60 per month – October 19 • 100 per month – June 20 • 200 per month – December 20 (Source: SEND QA Report) <p>Families will report increased knowledge and confidence in contacting Stronger Together for information and advice.</p>
	Assess Local Offer against CDC standards. Benchmarking against other Local Offers.	Assessment against CDC standards reported to Working Group	Coralie Morton	June 20	
	Refresh the Local Offer, including ongoing ownership and requirements for update.			Sept 20	
	Relaunch of Local Offer through social media, the residents' newsletter, schools and Stronger Together.	Local Offer will be refreshed and re-launched, and will be accessible and up-to-date.	Lisa Bains / Jill Sowerby	Sept 20	

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
4.08	Support Stronger Together to increase their presence across the local area, and to provide information and advice to families.	Reporting at SEND Leadership Board shows how the forum is supporting parents and families.	Andy Ritchie	June 20	(Source: Annual SEND Family Survey)

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Priority 5: Arrangements for meeting the needs of 16- to 25-year-olds with SEND and improving their outcomes, especially in preparing successfully for adulthood, are not fully effective.

Ref	Action	Output	Lead	Completion date	The change we will see for children and families
Improve how we support young people and their families to prepare for adulthood and independence <ul style="list-style-type: none"> • Maintain and develop our Transitions forum • Improve our EHCP planning and support offer from Year 9 • Introduce a package of transitions support for families • Implement PfA outcomes across age ranges for EHCP and planning 					
5.01	Maintain and develop our Transitions Forum to ensure good oversight of young people with complex needs.	We know the children and young people with complex needs and are planning the services they need to life independent lives	Clare Ault	Sept 19 onwards	From Year 9 all EHCPs will include outcomes for adult life, and provision will support the young person to achieve their goals. (Source: EHCP Audits)
5.02	Improve our EHC planning and support offer from Year 9 through to age 25	Annual Reviews in Years 9 & 11 will include attendance from Connexions Let's Talk (ASC) Officer will attend Annual Reviews where appropriate.	Connexions Service / SEND Connexions Advisor Tracey Bage	March 20 onwards	Proportion of families reporting their EHCP supports PFA: <ul style="list-style-type: none"> • 45% - April 20 • 50% - June 20 • 55% - September 20 (source: PFA Survey)
5.03	Introduce a package of transitions support for families including information, events and support groups Continue to support the Transitions Family Carer group.	Information about PfA and options published on Local Offer. Families of young adults have access to support including peer support	Clare Ault	March 20	Young people and their families tell us that plans reflect their young person's ambitions (Source: PfA survey)

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
5.04	Implement PFA Outcomes across the Age Ranges in Annual Review and EHCP plans.	A consistent approach to supporting children and young people to progress.	Andy Ritchie / SEND School Improvement Officer	Sept 20	Young people and families tell us they are confident about their options and pathway. (source: PFA survey)
Ensure the local area has a shared vision for young adults with SEND and is planning for their future <ul style="list-style-type: none"> • Develop and launch a shared vision and protocol for young adults • Develop regular reporting on the cohorts of young people from Year 9 • Develop our understanding of need and support the market of providers 					
5.05	<p>Coproduce our vision for young adults with SEND. Coproduce Transitions Protocol and roadmap</p> <p>Clear and concise guidance for families published on the Local Offer</p> <p>Launch vision and protocol and provide training for children, families and practitioners</p>	<p>Vision sets out the ambition for young people, which informs service development for PFA outcomes</p> <p>Vision and protocol available on the Local Offer.</p> <p>Shared understanding for practitioners and families</p>	Lucy Cook / Clare Ault / Andy Ritchie / Aileen Fitzgerald	<p>March 20</p> <p>June 20</p> <p>June 20</p>	<p>Young people and families will tell us they are better informed about their choices during transition, and have a positive experience of planning and transition. (source: PFA Survey)</p> <p>Information and advice on the Local Offer and via practitioners will be accessible and up-to-date.</p>
5.06	Develop PFA reporting on the cohorts of young people from Year 9 to age 25.	Improved oversight of the population of young people with SEND.	Rachel Davison	March 20	Young people preparing for adulthood will have access to appropriate services that meet their needs.
5.07	<p>Develop an up-to-date needs analysis for the Borough in relation to young adulthood, using the PFA Outcomes.</p> <p>Develop a market position statement for services for young adults with SEND.</p>	Improved oversight of needs and how we will develop services to meet them	<p>Sarah Golightly</p> <p>Benham Khazaeli</p>	<p>Sept 20</p> <p>Sept 20</p>	
Improve education, training and work <ul style="list-style-type: none"> • Review travel training to support independence • Develop our SEND Employment Group and PFA information and analysis 					

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
<ul style="list-style-type: none"> Develop local training and employment opportunities 					
5.09	Review our travel policy and implement new arrangements.	New policy and arrangements launched.	Benham Khazaeli	June 20	<p>The number of young people completing independent travel training will increase:</p> <ul style="list-style-type: none"> • 25 learners - March 20 • 30 learners - June 20 • 40 learners - Sept 20 <p>(Source: PfA Scorecard)</p> <p>Percentage of young people aged 16+ with an EHCP who are in Education Employment or Training will remain above 88%.</p> <p>Young people will have more and broader opportunities for employment, and have access to employment support at an earlier stage.</p> <p>More children and young people are able to access training opportunities in South Tyneside.</p>
5.10	Maintain and develop our SEND employment sub-group.	Ongoing review of progress and options for young people in the local area.	Mark Lambert	From Sept 19	
	Develop performance information	<ul style="list-style-type: none"> • Overview of achievements and qualifications achieved • Destination data from schools and colleges • Scope and impact of training provision • Work experience and placement opportunities • Numbers in paid employment 	Rachel Davison	Sept 20	
5.11	Further extend options for vocational training to other schools in the borough.	By September 20 we will have established two supported internships and a number of work experience opportunities for young people with SEND.	Beverley Scanlon	Sept 20	
	Develop workplace opportunities including apprenticeships and internships for young people with SEND.		Sarah James	Sept 20	
	Learning works officers support individual young people into employment.		Clare Ault	June 20	
Improve relationships and community engagement					

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
<ul style="list-style-type: none"> • Develop bespoke learning about healthy relationships for young people with SEND through PHSE • Review our current culture and leisure offers • Support the development of clubs and groups 					
5.12	Work with schools to develop a bespoke PHSE learning offer	Young people are supported to explore healthy relationships	SEND School Improvement Officer /Area SENDCO	June 20	Young people have increased confidence in managing relationships (Source: PFA survey)
5.13	Increase the age limit on MAX cards to 25 years old for young people with SEND.	Increased awareness of local culture & leisure opportunities. Noticeboard for local clubs and groups on local offer	Katrina Shakespeare	Jan 20	Young people have more options to get involved in activities such as leisure, sport and culture. Take up of Max Cards increases: <ul style="list-style-type: none"> • 59% - March 20 • 63% - June 20 • 69% - December 20 (Source: Assurance reporting)
	Review our offer for access to leisure facilities and spaces. Review our cultural offer and access to cultural opportunities.		David Brooks	March 20	
5.14	Map local clubs and groups for young people with SEND.	Support families and young people to develop additional groups. Complete leisure survey with families.	Tania Robinson	June 20	Families will report increased satisfaction with how they access culture and leisure opportunities locally with fewer needing to travel out of borough. (Source: PFA Survey)
			Hazel Cuthbertson	March 20	
Improve independent living <ul style="list-style-type: none"> • Review our accommodation strategy • Increase the range and type of accommodation offers for young people 					
5.15	Review the local area accommodation strategy to ensure that it is fully inclusive of young people with SEND.	Health & Wellbeing Board agree the accommodation strategy.	Nikki Carter / Peter Mennell	March 20	Families will tell us they have a better range of accommodation and support options to meet their

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
5.16	<p>Deliver specialist accommodation options:</p> <ul style="list-style-type: none"> • 12-bed ISL scheme for adults with autism • 15-bed ISL scheme for adults with complex learning disabilities • New lifespan housing support contract for vulnerable young people aged 16+ 	<p>Broader range and number of specialist accommodation options</p>	Nikki Carter	March 21	<p>needs in-borough. (Source: PFA Survey)</p> <p>Increase in the number of young people aged over 16 with learning disabilities supported to achieve and maintain their own tenancy. (Source: PFA reporting)</p>
<p>Promote good health and wellbeing</p> <ul style="list-style-type: none"> • Refresh information and support health services for young people • Promote and increase the use of personal budget, personal health budgets and direct payments 					
5.17	<p>Multi-agency practice review to ensure young people are supported effectively into adult health and wellbeing services.</p> <p>Work with local GPs and health services to identify any blocks and promote their use of hospital passports.</p> <p>The local area will commission lifespan diagnostic services, reducing likelihood of delays in those needing support through their transition.</p>	<p>Review and refresh information and guidance for young people and families:</p> <ul style="list-style-type: none"> • How to access annual health checks • Managing your health needs • Choices in healthcare 	Alison Moffitt /Sarah Golightly	<p>June 20</p> <p>Sept 20</p> <p>Commence April 20</p>	<p>Young people and families will tell us:</p> <ul style="list-style-type: none"> • They know how to access adult health services when they need to. • They feel able to manage their own health checks. • They have choice and control over their care and support through direct payments and personal health budgets. (Source: PFA Survey)
5.18	<p>Review how we ensure that young people take up key options for choice and control of their health:</p> <ul style="list-style-type: none"> • CHC funding stream • Personal budgets 	<p>Refreshed advice and information for young people and families about personal health budgets, personal budgets and direct payments</p>	Sarah Golightly	Jan 21	<p>More young people are able to exercise choice and control over their resources.</p> <p>100% of those eligible for CC/CHC will have been offered a personal</p>

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Ref	Action	Output	Lead	Completion date	The change we will see for children and families
	<ul style="list-style-type: none"> • Direct payments • Small support grants <p>Deliver Small Support Project which will improve services for young people aged 14+ with a health need and identifying them early in line with CHC Framework.</p>	<p>Children and Adult Social Care and Health services are able to identify complex cases before they reach crisis point.</p>	<p>Alison Moffitt</p>	<p>March 20</p>	<p>health budget (by January 21).</p> <p>The number of young people with CHC budgets:</p> <ul style="list-style-type: none"> • 670 – March 21 • 680 – March 22 <p>The number of young people with direct payments and personal health budgets will increase from the current baseline of:</p> <ul style="list-style-type: none"> • 126 direct payments • 107 personal health budgets <p>More young people supported through small support grants:</p> <ul style="list-style-type: none"> • 6 – April 20 • 10 – April 21 <p>Reduction in crisis placements (of 10%) by April 21, and a further reduction (of 20%) by April 22.</p> <p>(Source: Health scorecard)</p>

Plan delivery leads

Who is involved in doing the work?

Name	Organisation	Role
Mike Conlon	South Tyneside Council	Corporate Director Children Adults & Health (holding statutory DCS and DASS roles)
Matt Brown	South Tyneside CCG	Director of Operations
	South Tyneside Council	Area SENCO
	South Tyneside Council	SEND School Improvement Officer
	South Tyneside Council	Family Engagement Worker
	South Tyneside Council	SEND QA Lead
Aaron Curry	South Tyneside Council	Performance and Information Co-ordinator
Aileen Fitzgerald	South Tyneside CCG	Designated Clinical Officer
Alison Moffitt	Joint Commissioning Unit	Commissioning Officer
Andy Ritchie	South Tyneside Council	Service Manager SEND, Access and inclusion
Anthony Newham	South Tyneside Council	Improvement Support Officer
Beverley Scanlon	South Tyneside Council	Head of Learning and Early Help
Christine Henderson	South Tyneside Council	Governor Support and School Admissions Manager
Claire McManus	South Tyneside & Sunderland NHS Foundation Trust	Business Manager Community Division
Clare Ault	South Tyneside Council	Service Manager Safeguarding, Learning Disabilities and Mental Health
Coralie Morton	South Tyneside Council	Quality Assurance Lead, Children's Services
Gillian Harte	SENDIASS	SEND Information and Advice Support Service Officer
Hazel Cuthbertson	South Tyneside Council	Service Manager Early Help, Adults and Integrated Care
Jill Bird	South Tyneside Council	SEND Services Team Manager
Jill Sowerby	South Tyneside Council	Marketing Officer
Lisa Bains	South Tyneside Council	Senior Digital Officer
Lucy Cook	South Tyneside Council	Service Manager Supporting and Strengthening Families, Children and Families Social Care
Nikki Carter	South Tyneside Council	Interim Service Manager Direct Services, Adults and Integrated Care
Paula Phillips	South Tyneside Council	Public Health Strategic Manager
Peter Hunter	South Tyneside Council	ASC Programme and Assurance Manager, Adults and Integrated Care
Peter Mennell	South Tyneside Council	Senior Development Services Manager, Regeneration and Environment
Rachael Branthwaite	Stronger Together	Forum Chair

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Sarah Golightly	Joint Commissioning Unit	Strategic Joint Commissioning Lead Health and Social Care Integration
Shona Gallagher	South Tyneside Council	Head of Children & Families Social Care
Suzanne Miller	Cumbria, Northumberland Tyne and Wear NHS Foundation Trust	Associate Nurse Director
Tom Hall	South Tyneside Council	Director of Public Health
Vicki Pattinson	South Tyneside Council	Head of Adults and Integrated Care

Glossary of terms

ARB	Additional Resource Base
ASC	Adult Social Care
BAP	Behaviour and Attendance Partnership
CCG	Clinical Commissioning Group
CDT	Children with Disabilities Team
CFSC	Children and Families Social Care
CNTW	Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
DASS	Director of Adult Social Services
DCO	Designated Clinical Officer
DMO	Designated Medical Officer
DCS	Director of Children's Services (<i>known locally as Corporate Director Children, Adults and Health</i>)
DLA	Disability Living Allowance
EHCP	Education Health and Care Plan
ILAC	Integrated Looked After Children's Team
JSNAA	Joint Strategic Needs and Assets Assessment
LA	Local Authority
LAS	Adult Social Care Liquid Logic recording system
LCS	Children Social Care Liquid Logic recording system
NDTI	The National Development Team for Inclusion
PFA	Preparing for adulthood (sometimes also referred to as transition)
PVI	Private, Voluntary and Independent Settings
SENCO	Special Educational Needs Coordinator
SEND	Special Educational Needs and/or Disabilities
SEND leaders	Community of leaders across the SEND system including health and care service leads, providers and school leaders
SENDIASS	SEND Information Advice and Support Service
SIO	School Improvement Officer
SIG	SEND Improvement Group
SLA	Service Level Agreement
STSFT	South Tyneside and Sunderland NHS Foundation Trust

Appendix A: Engagement and Survey overview

Throughout the action plan, we have identified a number of ways we will engage with children and families. These are set out in more detail below. The *what will we ask* column is not exhaustive but sets out the broad queries we would want to explore via that method of engagement.

Engagement	Frequency	Who is it aimed at?	What will we ask?
EHCP Family Survey	Annual in line with the child's annual review.	Parents and carers who are applying for a new EHCP or who are part of a new annual review process.	<ul style="list-style-type: none"> • Is the plan personalised to your child? • Did you receive all information ahead of the meeting? • Do outcomes support your child's development & independence? • What is your overall experience of the EHCP process? • What could we do better?
'Tell Us' postcard survey	At key checkpoints, no set frequency	Used by Local Authority and Health with families at key checkpoints in their journey with that particular service.	<ul style="list-style-type: none"> • How satisfied are you with the service? • What worked well? • What could be improved?
SEND Family Survey	Annual survey	Parents and carers of children with EHCPs and those on SEN Support.	<ul style="list-style-type: none"> • Questions around the education provision and to what extent it supports their child's needs and development • Questions around health interventions (e.g. waiting times and accessibility, information and advice, quality of service received) • Accessibility of information and advice (e.g. the Local Offer) • Families' experience of transition between different settings and services
Engagement events	Quarterly	Parents and carers of children with EHCPs and those on SEN Support who will meet face-to-face with system leaders across education, health and social care.	The themes explored at these events will be driven by what families tell us is and isn't working through other engagement outlined above.
PFA Survey	At key checkpoints in the young person's	Young people with an EHCP or on SEN Support aged	The content of this survey will be structured around the PFA outcomes framework:

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	journey between the ages of 14-25	between 14-25 and their families	<ul style="list-style-type: none">• Education, training and work• Independent living• Community inclusion• Health
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Appendix B: Quality, Performance and Assurance reporting

There are a range of reporting methods included in this written statement of action. The table below illustrates those reports which draw together a range of different reporting measures and the content which will be included. Where an assurance report is produced around a single theme (e.g. accommodation), they aren't included below. This will support how we can evidence progress has been made around improving outcomes for children and young people with SEND, and their families.

Report / framework	Relevant workstream(s)	Content / measures
SEN Education termly report	EHCP	School peer review, inclusion charter mark, exclusion and attendance, requests for special schools and school moves
Workforce Report	EHCP, coproduction, preparation for adulthood	SEND Ranges training, SENCO training, Personalisation good practice training, PFA training
SEND Quality Assurance report	EHCP, coproduction, preparation for adulthood	EHCP audit results, use of Ranges and provision maps, quality of health & social care advice, coproduction in plans, Local Offer usage, multi-agency audit results
SEND Scorecard	EHCP, Preparation for adulthood	EHCP & Annual Review performance measures, attainment attendance & exclusion data, post 16 EET information
Child and family voice report	EHCP, joint commissioning, leadership, coproduction, preparation for adulthood	Feedback from engagement activities as set out in Appendix A. Learning from complaints and compliments across education, health and social care
Joint commissioning assurance report	Joint commissioning	Health service access and waiting list information
Health Scorecard	Joint commissioning, preparation for adulthood	Access and waiting lists for health services, use of personal health budgets, small supports project, crisis placements
SENDIASS report	Coproduction	Number of families using the service, key themes and issues raised, learning from issues resolution, family satisfaction.
SEND Management Approval Check	EHCP	Multi-agency advice for EHCPs, child and family voice, personalisation and coproduction, outcomes
PfA Scorecard	Preparation for adulthood	Independent travel training, achievements & qualifications, destinations following school & college, employment and training (EET)