

WSOA (P)

Local Area Preparation Template for Standard WSoA Review Meeting

HR2 Report for WARWICKSHIRE: 17th May 2022

General update on progress or areas of significant impact on the local area e.g., staffing

Overall, positive progress is being made on the WSoA with partners and parent carers in Warwickshire. Effective governance arrangements are in place with multi-agency working groups for all areas including parent carer representatives, reporting to the SEND and Inclusion Steering Group which holds accountability for delivery of the WSoA. In addition, both a new cross-party SEND Member Panel and Overview and Scrutiny Committees are overseeing progress and an update on the WSoA was provided to the Health and Wellbeing Board in May 2022. There is partnership commitment to strengthen further collaboration and develop a whole system approach to improvement, including workshops facilitated by the Council for Disabled Children on coproduction as part of strengthening the neurodevelopmental pathway.

However, there are some areas of concern. These include the recruitment to psychologist posts to help address the waiting times for autism assessments, and capacity in schools to improve inclusion and workforce development. It is recognised that a whole system approach is needed to support children and young people with SEND, particularly around understanding challenging behaviour. Improvement work including pilot projects on the Inclusion Framework for Schools, Collaborative and Proactive Solutions and the differentiated model of assessment all aim to build capacity in the system.

WSOA Actions/timescale check

Are there any actions behind schedule?	Y
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Action	Reason	Mitigation/remedial action
1.1.1	Difficulties in recruiting to psychology posts.	Other recruitment avenues and workforce plans are being reviewed including developmental roles and training developmental programmes.
1.2.2	Challenging timescales for procurement of services from providers.	Options being developed to accelerate procurement processes.
3.1.1	Capacity in schools to engage in the Inclusive Schools Working Group.	Change Agents and Change Champions to be assigned across schools, with sharing of resources and commitments. Pilot projects on

		the Inclusion Framework and Collaborative and Proactive Solutions aim to build capacity in schools and improve parental confidence in the medium to longer term.
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Support received in this reporting period		
WSoA area of work	Area 1 & 2 (Autism Assessment Waiting Times and Coproduction)	
Support/Activity	Workshops with partners on co-production and the neurodevelopmental pathway	Provider Council for Disabled Children
Impact/Outcomes from the activity	Building shared responsibility for Co-Production. Strengthening the Neuro-Developmental Pathway. Monitoring and Evaluating the Neuro-Developmental Pathway.	

WSoA Strand Progress

Area 1	The waiting times for autism assessments, and weaknesses in the support for children and young people awaiting assessment and following diagnosis of autism
Progress on key actions <ol style="list-style-type: none"> Increase in capacity for diagnostic assessment and post diagnostic support in the neurodevelopmental service to meet demand. Recruitment to most posts has been successful, although recruiting to some psychology posts is a challenge. Other recruitment avenues and workforce plans are being reviewed including developmental roles and training developmental programmes. Differentiated model of assessment pilot commenced in April 2022 to pilot and evaluate a new model of assessment to enable 'straightforward' presentations to be diagnosed outside of the specialist neurodevelopmental service. Improvements to the self-help offer are underway, with engagement sessions including a parent carer webinar in December 2021 (over 40 attendees) and a Together with Autism Conference in April 2022 (over 250 attendees). Feedback from the conference is helping shape the self-help offer with a draft version of the digital e-booklet due in May 2022. Following a listening exercise for the offer the following it has been agreed that Dimensions will be the host site but also available on local offer web pages and key areas for signposting to support. Plans in progress for two further conferences and de-brief to inform approach and content. 	

4. **All-age community support service for neurodivergent individuals:** Market testing is complete with a positive response regarding collaboration to deliver. Work in progress to develop a communications plan to supports pre and post assessment and diagnostic support available.
5. **Education-led stepped approach:** Coproduction sessions with parents and carers and CYP are being held and a stepped approach has been designed. A new project, Emotional Based School Avoidance, starts in May 2022 and will include planning of a trial to test out new approaches.
6. **Speech and Language Therapy and Occupational Therapy Services gap analysis:** A questionnaire has been circulated to a range of stakeholders to better understand SALT provision; findings to be collated in May.
7. **Skills audit with Rise CYP mental health staff** is underway.

Evidence of impact

- Capacity for autism diagnostic assessments has been increased and 155 diagnostic assessments were delivered against a target of 153 in March. The time awaiting triage has also reduced. The longest wait for children in Warwickshire was 213 weeks at the end of March 2022 against a planned 208 weeks. All children waiting longer than the 208 target had been offered appointment but a number of families had chosen to delay the appointment which has led to the trajectory not being met.
- Differentiated model pilot has started and referrals have been baselined (target to reduce by 10% by December 2022).
- Good attendance at Together with Autism Conference (over 250 people). Feedback is being used to inform service improvements and a further conference is planned later in the year. Comments include: *"So many inspiring speakers and presentations, wonderful and uplifting - thank you!"*
"My husband and I were able to come somewhere where we could assess help at the beginning of our journey as parents in supporting our son. It was really encouraging to hear testimonials of children managing their autism and how they can still succeed".
"Discovering all the help out there that I didn't realise". "Knowing you're not alone". "It was all fantastic inspiring and so informative." "The talks were great, but it was also great to chat with stall holders and other parents and to know that you are not alone".
- Baselines in place for individuals accessing support while awaiting an assessment (52.9%); professionals not aware of an autism pathway (27%); and families and professionals who state that diagnosis is required to access adjustment in education (85%).

Key next steps:

- Continue to recruit to posts, including psychology roles to help reduce waiting times.
- Self-help: publish new e-booklet (by end of May) and plan further engagement events.

- Recommission all-age community support services.
- Stepped approach in Education: carry out trial of new approaches.
- SALT: co-production with Warwickshire Parent Carer Voice of a Communication Plan to keep parents, carers and families informed (this also links to Area 2).
- Complete skills audit in Rise CYP and mental health staff.

Area 2	The fractured relationships with parents and carers and lack of clear communication and co-production at a strategic level
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Progress on key actions

- **Restorative Framework and staff training** delivered for over 100 SEND Staff (over 50%). Leading Restoratively training delivered for SEND leadership team. Training is also being provided to schools and health professionals.
- **Feedback from children, young people (CYP) and their families** is being collated. Positive feedback to date includes: *"I'm quite speechless I'm so impressed! Annual Review where all specificity is agreed without argument. School are getting a Specialist Resource Provision and now this"* [referring to a pilot of support in schools as part of Area 4].
- **Live feedback form coproduced with parent carers and staff** - launched April 2022. Baseline data and valuable feedback is being captured.
- **Tribunal Project** started and baseline established (123 appeals and 231 mediations since 2021). Engagement held with parent carers to inform shaping of the project and engagement plan. Annual Reviews project has also started and should have a positive impact on the number of appeals.
- **Closer links established with community groups**, and feedback captured on SEND staff's understanding of what life is like for families at Staff CPD day in March (176 staff attended in March). [You said We Did'](#) report published on local offer webpages.
- **Workshops on complaints** held including WPCV and SENDIAS, to review processes and identify areas for improvement. Baseline established (100 complaints a year) and analysis underway to inform learning.
- ['You said we listened'](#) and ['You said We Did'](#) reports published on local offer webpages. Feedback is considered by the Area 2 working group, Round Table meetings and Coproduction and Engagement Hub.
- **Communication Strategy and Action Plan** signed off by the SEND Steering Group with health, social care, education and Warwickshire Parent Carer Voice.
- **Communications approach in place** (see Evidence of Impact). A survey was carried out in November-December 2021 to better understand the communication needs of families. This provided a valuable baseline and identified areas for improvement. Communications approach and methods are

outlined in a Themed Planner which is co-produced with WPCV e.g., monthly themes for newsletter, webinar and events, and a log kept of audiences engaged and feedback.

- **Briefing sessions for schools and partners** held on the improved local offer, to help signpost schools to appropriate support. Survey shared with schools to assess the levels of understanding of the range of services and how to support families (*average score of 6.6 out of 10 to date*). WPCV also carried out a 'Big Survey' in March 2022 to capture feedback from families, **analysis underway**.
- **Communication in place with schools on SEND**, including meetings with SENDCos, briefings and focus groups with Head Teachers and surveys. Feedback indicates there is currently a wide variation in the current understanding of the range of services and how to support families, ranging from a scale of 2 to 10 and an average level of 6 out of 10.
- **Parent carers' confidence levels measured:** In the Rugby trial the average confidence level was 63.5% in March/April 2022. Via the live feedback form 69% of families confident that schools & settings understand what resources and support are available for families with SEND (April 2022).
- **Children and Young people's forum for SEND** developed, to meet on the third Thursday of each month to establish a set of shared priorities as well as responding to the LA's areas of work. Warwickshire Youth Conference held on 21st April; 75 young people attended in total including CYP with SEND and included a quiet room and support for CYP with SEND. Feedback captured and a 'You Said We Did' log is being maintained.
- **Coproduction and Engagement Hub** set up in December 2021 with parent carers. Meets fortnightly and receives updates on projects and proposed changes (26 areas considered to date). A parent panel is also in place, involving 32 parent carers. Evaluation is underway (feedback to date included in the evidence of impact section).
- **Coproduction training** – two sessions held at staff conferences with nearly 200 staff attending; positive feedback received. Proposal provided by Contact for further training on coproduction and also inclusion in Early Years DfE funded project.
- **CDC Workshops** held in February and March 2022 on coproduction and the neurodevelopmental pathway. Outputs will help shape improvements around the neurodevelopmental pathway.
- **Involvement of parent carers and young people in recruitment:** WPCV have supported two recruitment exercises and been involved in decision making. A young person with SEND has also been part of a recruitment exercise. A proposal for remuneration of parent carers has been drafted and shared with the SEND Steering Group.
- WCC Strategy & Commissioning Team launched a tender to support Co-production and Engagement. WCC/WPCV and CYP to commission parent and young person inspector training initially for WPCV and young people's forum.

Evidence of impact

- Over 100 SEND staff have been trained in Restorative Practice to date (over 50%). The SEND leadership team have attended Leading Restoratively training (5 managers). Positive feedback has been received from staff on the training. Feedback from CYP and families is being collated via the live feedback form and surveys, ready for milestone in July 2022.
- Baseline established for tribunals, complaints, schools' confidence in SEND support, and parent carer views. 69% of families confident that schools & settings understand what resources and support are available for families with SEND (April - via live feedback form).
- ['You said we listened'](#) and You Said We did reports produced and shared on WCC website and ['You said We Did'](#)
- 100% of key stakeholders are aware of the communications strategy and action plan, and 100% increase in communication activity achieved. Positive feedback from webinar on the local offer: *"Thank-you, very helpful." "As a SENCo, this has been a very useful webinar to help me disseminate information to my staff and parents and to signpost them to appropriate areas. It seems more user friendly."*
- Positive feedback on coproduction and engagement hub from parent carers: *"Participating in the Coproduction and Engagement hub has been extremely informative and useful. It is a great way for parent carers to feel informed and to be involved in new and ongoing developments from their very early stages. Parent/carers are always treated with the utmost respect and courtesy by officers who work really hard to keep us informed and involved. We also see how the views of parent/carers are taken seriously and acted upon. It is a fabulous opportunity."*
"It's really helpful to have a designated slot in diaries rather than having to constantly be juggling diaries to try and find parent carers to meet with officers. The idea has also been shared with other forums who are looking to try and implement similar."
"I think it has been a great place to start in terms of keeping us informed of what is going on but it's too early to say how much impact its having. I still feel it is a lot of "this is what we are doing what do you think" rather than parent/carers being involved from the beginning which would be a much better model of coproduction."
"Being involved in coproduction helps me as a parent feel like my views count for a change. Even if things don't change a huge amount, at least they are listening to what I have to say. Otherwise, I feel like my views are irrelevant to the process."
"It's really helpful to hear and see what is happening to try to change things for the better. Everyone has been professional and prepared to answer questions we have had".
- Young People have coproduced surveys, enabled more people to be involved in the Preparation for Adulthood engagement, and created a quiet room at the Youth Conference on 21st April 2022, which was a huge success and will now be a permanent feature of all future events. Young person's view of progress – *"During the inspection there were all these meetings for Inspectors to speak to Parents, but the opportunities for young people were non-existent. We were not allowed to comment. We have come a long way already; It's a lot better."*

Feedback on WPCV and Young Person involvement in recruitment activities: WPCV quote: *"I felt that I was an integral part of the interview panel"*. Young Person quote: *"It was really enjoyable. Duane was so understanding and stopped to explain things for me. She showed really good insight. I felt so included and it was very good that they had an understanding of my needs."*

- Significant increase in communication and engagement activities including:
 - Launched a new monthly SEND Newsletter with 1564 subscribers (since November 2021).
 - Monthly parent carer webinars: 8 held to date. In total 470 parents have signed up to attend the webinars and receive more information.
 - New Local Offer Facebook page so we can communicate more effectively with parent carers and young people. In two months, we have reached 8073 people, have 545 followers, and achieved 4101 post engagements with content issued.
 - Weekly updates to schools in Heads Up newsletter - circa 2000 views/week.
 - Briefings to SENCos at two network meetings, and more engagement planned.
 - Regular news releases published e.g., <https://www.warwickshire.gov.uk/news/article/2860/new-pilot-set-toimprove-outcomes-for-children-with-special-educational-needs-inwarwickshire>

Key next steps

- Restorative Practice: continue to promote training, hold Master classes for SEND team leaders in June/July 2022 and deliver further sessions for schools.
- Live feedback form: collate and analyse to capture views of CYP and their families and inform service improvement.
- Tribunals project: complete the business case and progress the project.
- Complaints: implement improvements to the process via the Working Group.
- Coproduction: evaluate approaches to date and commission further training.
- Young People's Forum: hold meetings, to ensure that young people have influence. The audience for their views needs to be created as part of the governance structure.

Area 3	Incorrect placement of some CYP with EHC plans in specialist settings, and mainstream school leaders' understanding of why this needs to be addressed
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Progress on key actions

- Inclusive Schools Consortia Working Group set up, meetings held with Consortia Chairs and Change Agents/Champions and Terms of Reference agreed.
- Inclusive Framework for Schools trial on track. 100% of participating schools in the trial signed up (17 schools). Schools have received training and carried out Whole School SEND reviews with peer-to-peer support. 100% of schools have returned parent carer surveys. On track for all participating schools to have a baseline SEND Audit report (by July 2022).

- Baseline data captured including exclusions and attendance, as well as parental and staff confidence. Parental confidence average score 63.5%.
- Examples of Inclusion Charters reviewed from other authorities and discussions held with Derby City and Derbyshire CC to share learning. Development of Inclusion Charter commenced by the Working Group.
- Initial meetings held regarding the inclusion of SEND in the categorisation process to ensure sustainability.

Evidence of impact

- 100% of participating schools are involved. 85% of all Warwickshire schools through the consortia chairs are involved to date; ongoing engagement to involve all schools through the consortia chairs underway.
- Data collated on confidence of parent carers and staff in current SEND provision as part of the Inclusive Framework for Schools trial (average score of parental confidence 63.5%, and staff confidence).

Key next steps

- Analyse the feedback from the Inclusive Framework for Schools trial to date to shape the model of support moving forward across all schools.
- Hold further meetings with the Working Group to finalise the Inclusion Charter and agreed ways to embed an inclusive approach across all Warwickshire schools.
- Hold further meetings to agree approach to ensure on ongoing sustainable model for inclusive practice.

Area 4	The lack of uptake of staff training for mainstream primary and secondary school staff to help them understand and meet the needs of CYP with SEND
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Progress on key actions

- Workforce Development task group in place including Head Teachers and parent carer. Terms of Reference, scope and workstreams agreed.
- Feedback from staff in participating schools in the Rugby trial is capturing feedback from staff; 67% of staff surveyed reported they are very confident or confident in meeting the needs of CYP with SEND (March/April 2022).
- Feedback from parent carers at participating schools indicates that 64% report that school staff are confident and knowledgeable in meeting needs.
- Feedback from SENDCo Network in March 2022 across Warwickshire indicates an average staff confidence level of 6 out of 10.
- Analysis of current uptake of SEND training across all schools being carried out.
- Analysis and support promoting free Autism Training and NASEN resources across all schools underway.

- Additional training and support is underway with participating schools in Rugby as part of the Inclusion Framework in Schools trial, in line with their identified needs as per the Whole School SEND Audits.
- Further support and training is being implemented as part of a phased pilot on [Collaborative and Proactive Solutions](#). This commenced on 28th March with Dr Ross Greene from USA, to support schools with behavioural challenges (often leading to exclusions). Parental and school confidence in the implementation of this pilot has been extremely positive to date.
- Two briefing sessions held with governors and updates in newsletters to date. Further meeting planned in May 2022 and training in October 2022.
- Meetings held to develop categorisation process with School Improvement and Head Teacher seconded to SEND and Inclusion Change Programme.

Evidence of impact

- Baseline of school confidence levels produced from participating schools in the Rugby trial - 67% of staff surveyed reported they are very confident or confident in meeting the needs of CYP with SEND (March/April 2022).
- Baseline of parent and carer views: 64% report that school staff are confident and knowledgeable in meeting needs.
- Terms of Reference for Working Group agreed.
- Positive feedback from Inclusive Framework for Schools trial and baseline data captured.
- Positive feedback from parent carers and schools on Collaborative and Proactive Solutions pilot e.g., via Facebook.

Key next steps

- Continue to promote training, including autism training and NASEN resources.
- Analyse the feedback from the Inclusive Framework for Schools trial to date to shape model of support moving forward.
- Continue to baseline current uptake of training for schools across Education, Social Care and Health and start to develop a targeted approach
- Progress pilot project on Collaborative and Proactive Solutions in schools and evaluate impact.
- Hold further meetings to agree approach for including SEND in the categorisation process.

Area 5	The quality of the online local offer
Progress on key actions	

- **Improved local offer webpages** developed with parent carers, young people and professionals and launched October 2021, leading to increased visits to webpages and positive feedback.
- **Significant promotion of webpages** via social media, WCC newsletters, email signatures, media releases, WCC news stories, communications shared with partners, promotion via SENDIAS and WPCV, Heads Up newsletter to schools, head teachers conference, presentations to schools and GPs.
- [Parent Carer Webinar](#) on the Local Offer on 27th April with Q&A session.
- **Improvements to the landing page** with feedback from WPCV and SENDIAS, resulting in a reduced 'bounce rate'.
- **Increased accessibility** via purchase of ReachDeck tool for the Local Offer.
- **Presentation to GP conference** in April 2022 to promote the local offer, and agreement to promote to families and display flyers in reception areas. Distribution of flyers to all GP surgeries, Children & Family Centres and schools.
- **Resource in place to maintain webpages.** Contact points to be established in each service to ensure the local offer is kept up to date (due May 2022).

Evidence of impact

- 51% increase in visitors to 2654 in November 2021 compared with 1753 in September 2021). January to April 2022 has seen a continued increased in visits, averaging 1914 per month.
- Decrease in visitors leave the landing page without progressing further in April 2022 (38% compared with 41% in 2021). 64% of feedback is positive to date (7 out of 11 comments); a support worker rated the website 3, which is excellent with a comment about parent and school support: *"great information and helped my understanding"*.
- Positive feedback on webinar including: *"As a SENCo, this has been a very useful webinar to help me disseminate information to my staff and parents and to signpost them to appropriate areas. It seems more user friendly."*

Key next steps

- Further promotion of local offer to professionals, schools, GPs, and parent carers.
- Focus groups to be held to capture feedback from CYP and families.

Any additional information

We have engaged with Contact to support further coproduction activity, and also with Whole School SEND who are supporting Areas 3 and 4 including presenting resources to Head Teachers and SENDCOs and being active members of the working group.

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