



## Written Statement of Action (WSOA)

### Summary of our progress

In March 2019, Ofsted and CQC inspected the Cumbria local area Special Educational Needs and Disabilities (SEND) services and identified nine areas of significant concern. This summary provides an update on the progress achieved so far. There is still a great deal more work to do, but we are committed to change and confident we will be successful in this shared endeavour.

#### 1. Lack of understanding about the needs of the SEND population

We have:

- Published a Joint Strategic Needs Assessment (JSNA) and for SEND
- Produced simple JSNA tools to support wider understanding of the findings
- Completed a 'deep dive' on Emotional Health and Wellbeing
- Reviewed the support for families dealing with Violent and Challenging Behaviour
- Implemented an audit process to improve the quality of Education Health and Care Plans (EHCP's)
- Analysed the outcomes from good practice case studies to scale up success
- Added NHS numbers to the local authority dataset for those with an EHCP

#### 2. Lack of a clear understanding about the strengths and weaknesses of services

We have:

- Produced a Performance Management Quality Assurance Framework
- Developed a shared dataset and dashboard to support performance monitoring
- Implemented an accelerated progress plan for areas of underperformance
- Improved the performance monitoring of commissioned services
- Started two pilot 'Always on' feedback mechanisms for services

#### 3. Limited joint working to plan and commission services which meet need

We have:

- Agreed the Commissioning Intentions for the area
- Recommissioned the 5-19 Public Health Nursing service
- Recommissioned an enhanced Careers Information Advice and Guidance (CIAG) service
- Co-produced the Speech, Language, Communication and Occupational Therapy service specifications
- Trained Health Visitors on Speech and Language Therapy as part of national roll out
- Completed a review and redesign of the short breaks offer with parents and providers
- Simplified access to Personal Budgets

#### 4. Lack of trust and faith from too many parent carers

We have:

- Supported the development of the SEND Alliance for Cumbria as a new forum for parents
- Included parents on the SEND Board and as partners in the improvement process
- Improved communication using a regular newsletter, short films and a Facebook page
- Improved the Local Offer website
- Published an Annual Survey for parents online

## 5. Limited involvement of children, young people, and their families in the co-production of services

We have:

- Delivered training on co-production
- Produced a Co-Production Charter, Pledge and Toolkit
- Engaged parents and young people in discussions to understand need and inform improvement
- Captured young people's experiences of transition in a film "Talk to Me"

## 6. Weaknesses in the approach to supporting emotional health and well-being

We have:

- Produced a Social, Emotional and Mental Health (SEMH) Pathway
- Provided online counselling, support and advice services for young people county-wide
- Added a further 80 places for Alternative Provision across the county
- Improved access and reduced waiting times to Children and Adolescent Mental Health Services (CAMHS)
- Implemented an action plan to improve CAMHS in line with national guidance
- Ensured access to psychological support for those with complex and life-limiting condition

## 7. Inconsistent application of strategy for identifying, assessing, and meeting need

We have:

- Embedded support for SEND within the Early Help process
- Produced a SEND Handbook and SEND admission guidance to improve consistency
- Monitored part-time timetables more robustly
- Delivered governor training events and established an annual program of SENCO Networks
- Developed materials for schools on anaphylaxis, epilepsy and diabetes
- Implemented a *Whole School SEND* approach with the National Association of Special Educational Needs (NASEN) to improve SEND support
- Trained SEND reviewers as peer support to help all schools meet need effectively
- Started a programme of work with the Autism Education Trust to improve practice

## 8. Weaknesses in systems for transition between children and adult services and in preparing for young people for adulthood

We have:

- Held a Virtual Preparation for Adulthood Fair with over 200 attendees
- Produced a Preparation for Adulthood Route Planner
- Redesigned the Continuing Health Care process
- Prepared a system wide Workforce Development Strategy
- Implemented the Learning2Live programme

## 9. Inequities in the access to and performance of services

We have:

- Re-designed the short breaks offer with parents and providers
- Implemented an action plan with our special schools to improve service variability
- Reviewed the delivery of the healthy child programme and contact from health visitors
- Implemented a new county wide service structure for SEND in the LA to reduce variation in practice
- Addressed the inequity of a CAMHS in West Cumbria and improved access across the county
- Undertaken a programme of work with schools to reduce the variation in meeting the needs
- Included a focus on inequity of access to therapy services as part of a broader NHS funded project.