



Torbay Written Statement of Action - WSOA Review Meeting 2 – 25th January 2023

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General update on progress:

Key Areas of progress

At our last Monitoring visit, we acknowledged the need to realign our focus on which impacts our SEND families would see from our improvement work and therefore much of the work in the last three months has been focused on this area.

Our key progress across all areas in this quarter has been the real tangible changes to our culture. Across the system, colleagues and parents are reporting that the first changes of a new culture are being seen for example their involvement in co-producing documents across the local area.

Headline improvements to date:

- Strong governance and scrutiny around SEND
- Evidence of a culture shift and change to strong partnership working where the lived experience is central to all improvement work.
- A Torbay “New way of working” being launched as part of our wider culture change to deliver a co-produced, system wide improvements to all SEND processes
- Building the capacity needed for true coproduction with parents to be ‘business as usual’ – this is a marked shift from six months ago.
- Partnership wide collaboration at strategic and operational levels.
- The development of key documents (SEND Strategy, Joint Commissioning Strategy, Belonging Strategy, QA Framework) to secure a shared understanding of direction of travel and shared vision.
- Governance Review which has resulted in the development of a common language and shared understanding that SEND is everyone’s business.
- Specific efforts to continue to engage School leaders in the new SEND agenda
- Enhanced offer of support for our SENCO’s in schools from the SEND team
- Increased capacity and capability with new SEND Quality Assurance Officers specifically to tackle joint working and EHCP quality.

We have been acutely conscious throughout this improvement journey, that our starting point for this was further back than we would have wished. Therefore, we have focused in on the initial phases of ensuring that the solid foundations for a service that can confidently aspire to good and better standards need to be laid in the first instance. We have made good progress and we believe we are on track to achieve the timescales and content set out within our WSOA plan. However, we are realistic enough to understand that building the infrastructure in itself does not immediately enable us to demonstrate immediate impacts. These will come in the short, medium and longer terms, although we are confident that we are already seeing some very encouraging signs.

Parent Views – from SEND Family Voice Torbay

"Since the last monitoring visit, SEND Family have held numerous well attended events, advertised on Facebook, our website and through emails and through networks. Any parent carer of a SEND child or young person can book on to these events. We have shown with events we can be flexible, and responsive to our parent and carers feedback and provide useful input for the local area. We have approached parent carers support groups in Torbay to establish links. We are building a good relationship with the lead for the 0-19 parent carer support group, and they regularly attend events, share information about issues and trends and have provided feedback for this visit note. We are building contact and support from families with children and young people with particular and less pervasive conditions such as Downs Syndrome and Foetal Alcohol Syndrome. We also have a Home Educator joining our Steering group. We provided a thank you event for parent carers and their families at Christmas taking over 50 on the Train of Lights, this event included local families experiencing financial strain and housing problems as well as being SEND families. We have also been working with Susanne Hughes from Exeter University, who has introduced us to groups and parents that are not getting support elsewhere. There is value in working with existing practitioners, partners and support workers to build a wider network. Going forward we are going to better utilise the areas school network, link to more local family support community groups, and increase the promotion of our group through other services and partners.

Working with our partners is feeling different, our events have been well supported by professionals from the local area both in them attending, hosting, and supporting the organising of these events. We are very grateful for the ease of, and care taken with these working relationships. Parent carers attending local area meetings report feeling welcomed, respected, valued, and listened to. Parents and carers are recognising and welcoming the difference their voice around the table can make. Parents and carers attending our events have reported appreciating seeing the right professional at the event to listen to them. They report feeling comfortable and confident to share their stories and views in these meetings. However, they also report it needs to be demonstrated that this is not a just short term, and that it will continue and will lead to meaningful change. Some parents feel proposals and plans made in meetings will affect families in ten years and are not offering change quick enough for children currently in the system, using phrases such as 'writing them off'. Parents and carers would also like more listening events where they can share their lived experiences with professionals, they use phrases such as 'what its really like' and 'the impact on us'.

Everything produced so far through WSOA and shared with our wider parent carer groups such as the charter, the pledge, the SEND drop ins are being well received however no one is reporting feeling the difference in their lives yet. Waiting times and pathways for referrals remain confusing, families report their child is poorly supported in school and across all sectors provide examples of practise which is not child or family centred. This translation to making a real difference remains the biggest priority for us and we are committed to trying to be part of finding those meaningful changes. We anticipate in the next few months that the trial of the graduated response, the Autism in Schools project and First Steps project will give opportunity for parent voice and make some impacts which will be felt."

Becky Box, Co-Chair of SFVT, On Behalf of SEND family voices.

Feedback from schools –

Collaboration and co-production have continued since the last period of monitoring and schools have had a significant voice in the re-writing of the updated Graduated Response for Torbay. Attendance from schools at the various WSOA workstreams generally remains high and the input for schools is clearly valued. Embedding the requires systemic cultural change remains the greatest aspiration and accomplishing this tangibly, in a timely manner and with universal by in is the biggest hope and source of frustration. A good example of progress towards this culture change is the work of the post 16 send commissioning group where historic silos have been broken and genuine understanding of each members' part has been developed.

Has there been any school inspections? Have these inspections seen differences?

Three inspections have taken place since the previous monitoring visit, these schools either maintained their grades of good or improved their grade from Requires Improvement to Good. In the Spring/ Summer Term 2022, three schools received a downgraded judgement. Two schools received a requires improvement judgement, one from a good judgement and another from a historic outstanding judgement, another school received an inadequate judgement from a previous good judgment, within the reports aspects of the judgement related to SEND provision. The feedback from the inspection process, recognised that there was a scrutiny and focus on children and young people with SEND. This learning has been shared by the schools inspected through the TASH and TAPS forums. It is recognised that where there is high levels of inclusion there is likely to a positive correlation between this practice and the Inspection outcome.

Stuart Heron, Headteacher of Mayfield school and spokesperson for Torbay Headteachers.

Resilience

There has been marked and positive changes in the capacity within the SEND service, with 2 new SEND Auditors and a full time Amendments post as well as a new Senior Officer being recruited and a Head of Service for SEND and Inclusion being advertised. Long term absence through illness has inevitably impacted upon aspects of our improvement work, to mitigate the effects of these absences, the Project Manager and Head of SEND Improvement have stepped in to prevent critical slippage and disruption. There are advertisements for further recruitment with the SEND service including a SEND Officer role and Advice line.

We are working with our SEND family voice to ensure that their reach is extended and to promote engagement in the volumes of co-production events needing attendance and contribution.

Across the local area, we acknowledge that there are issues with recruitment and retention which are both national and local. Particularly impacting upon SALT, mental health and wellbeing and Autism assessment and Educational Psychology. As a partnership we are working together to look at alternative solutions and support for families where they are awaiting access to support services.

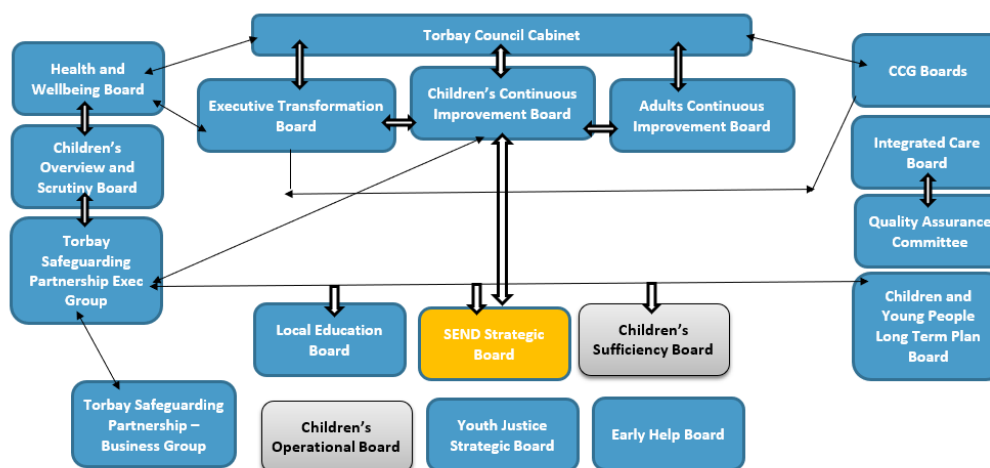
Governance

As we have outlined above, we have developed strong governance arrangements to ensure that we evaluate progress at each stage and, where necessary, taken action to adjust our improvement plan and activities. The SEND strategic board is chaired by the Chief Nursing Officer and Director of Children Services, ensuring a strong local area approach, and is solely dedicated to the SEND improvement work in the Written Statement. A dedicated independent “Check and Challenge” Group quality assures board’s actions and decisions following SEND Strategic board and holds a reflective lens to our improvement work.

The SEND agenda is a standard item on the Children’s continuing improvement board CCIB which is chaired by an independent chair. CCIB is attended by Strategic leads from across the partnership as well as the Chief Executive, the Lead member for Children’s and the Chair of Children’s overview and scrutiny board, also including members of the ICB and Torbay and NHS trust.

A Transformation Board has been created chaired by the Chief Executive of Torbay Council this ensures that the SEND improvement work filters through to all boards and is heard and owned across our Local Area. This also ensures that concurrent projects and initiatives such as the Safety Valve and Family Hubs can be collaborative ventures alongside our SEND improvement work. An example of this is the establishment of Parent/carer family hub panels which are being hosted by the Voluntary and Community Sector (VCS).

Please see our new governance diagrams showing the interrelationships between the boards here -



SEND Strategic board are updated on the monthly Parent/carer engagement through a rolling document which captures the key themes for strategic leaders to consider and respond to. Although we are pleased that we have made some progress in expanding our reach to parents, we are continuing to work with SEND family voice Torbay and to seek and take opportunities to expand this further to give us the broadest reach.

There is an invitation system for strategic leads to attend the steering group for SEND family voice Torbay.

Our determination to use and understand data to support our improvement work, has resulted in the completion and subsequent submission of our Safety Valve documentation which is aligned to

the WSoA due to the clear interdependencies. The evaluation of our progress is further supported by the data dashboards which are bespoke to both pieces of work.

Key outputs this quarter:

JSNA and Joint Commissioning

Contemporary JSNA and Joint Commissioning Strategies have been coproduced and are aligned with the WSOA. There has been an event held inviting parents and carers and local area professionals working within SEND to consider how to take forward the learning from the exercise and to develop an associated plan.

SEND Strategy

Torbay's co-produced and revised SEND Strategy completed and approved by SEND board and action plans for each priority co-produced.

New Graduated Response Toolkits -

The Graduated Response toolkits have been coproduced by specialist working groups. The pilot test coproduced at the SEND Forum in conjunction with SENDCos and Headteachers has gone live. The Graduated Response toolkits cover education, health and care and are accessible documents that support all those involved in meeting the needs of children at the earliest opportunity.

Culture Work -

A planned launch of a 'new way of working' for families will include the Pledge, Relational and the Co-production Charter. Families are being consulted more consistently and frequently in terms of the values and behaviours they would like to see as part of the foundation of the culture change we are trying to achieve. A coproduction event will see families choose and own how the SEND culture will be measured.

Quality Assurance -

Two Send Auditors commenced in post. A SEND Quality Assurance Framework has been co-produced which includes a 3 monthly cycle of audits and thematic dip samples. A baseline audit is being undertaken which includes auditing 70 new EHCP and 50 amended EHCP's. The Multiagency SEND QA panel, included a rep from SEND Family Voice Torbay, has been set up and will commence in February.

Local Offer hits are increasing and attendance at parent engagement events are increasing. Children, young people and families are beginning to see a shift in terms of the value placed on their views, and their lived experiences and the feedback from SEND Family Voice is that parents are feeling this, we are having a partnership meeting in January to see how we can extend reach.

Key Next Steps for the Project

In the next quarter our focus is to:

- Further develop robust data dashboard that iterates and can be shared between partners and used effectively to understand and manage performance and plan to meet needs
- Create and publish our workforce development plan by March for an April roll out to all partners and begin co-designing and developing training with our expert parent reference group.
- Pilot and evaluate our new Graduated Response. With a finalised document going live in September 2023.
- Use the Joint Commissioning strategy to enhance joint commissioning activity in our priority areas with our action plans outlining this journey by April 23.
- Co-produce the action plans from the SEND Strategy by April 23.
- Expand reach and engagement of parent and carers by supporting SEND Family Voice Torbay to build capacity by September 23, for example we will be promoting engagement in the SEND family voice through reintroducing the popular Fair Play Day for all children and young people with SEND.

WSoA Actions/timescale check		
Are there any actions behind schedule?		AP quality standards and AP framework – running two months behind (Nov and Jan deadlines)
Action	Reason	Mitigation/remedial action
4E.1 & 4E.2	When reviewed it became apparent that a larger piece of work was needed to review and confirm the quality standards before the framework (informed by the new standards) could be created.	This work has been re-scoped and is planned for a completion in March 23.

Support received in this reporting period		
1) WSoA area of work	Support from independent, DfE and ICB advisers to Check and Challenge our SEND improvements. Established development plan with Islington as Torbay's Sector Led Improvement Partner.	
Support/Activity	<ul style="list-style-type: none"> - Running workshop for new Impact Lead colleagues. - Monthly Check and Challenge meetings to provide internal monitoring and challenge. - Agreed the scope of work with Islington and timeframe for delivery from January 2023 onwards. - Independent SEND strategic lead was guest speaker at SEND forum on the new Ofsted Framework 	Provider
		Independent, DfE and ICB Advisers SLIP – Islington
Impact/Outcomes from the activity	Ensuring our actions are challenged and focused upon impact.	
2) WSoA area of work	Planned support for training from DfE Advisers	
Support/Activity	<ul style="list-style-type: none"> - Facilitating and supporting Annual Review Training for both colleagues involved with reviews and strategic leaders between Feb – March. 	Provider
		DfE Advisers
Impact/Outcomes from the activity	Ensuring Annual Review quality is improved across the Local Area.	
3) WSoA area of work	All pillars - We also benefit from linking in with other Local Authorities such as Bristol, Wakefield and Wiltshire on specific issues.	
Support/Activity	Various mentoring activity with leads from other Local Areas.	
Impact/Outcomes from the activity	Sharing our learning with members of the SEND Strategic Board with scheduled reflection events which then formulate action plans for our further improvement.	

Area 1

Joint Commissioning

The current Joint Strategic Needs Assessment has been established and developed with all partners and provides a baseline and template for understanding the needs of our children and young people with SEND in Torbay.

Some of the headlines from the JSNA are detailed below and highlight the extent of the challenges to Torbay:

1. In the last five years requests for Education, Health and Care Plans (EHCPs) have risen by 42%. Children between ages 5-10 are most likely to receive a new EHCP.
2. The most common primary needs for those with an EHCP are Social, Emotional and Mental health
3. The most common primary needs for those with SEN Support are speech, language and communication needs.
4. There are very significant differences in SEND rates between the electoral wards in Torbay. Requests for an EHCP assessment disproportionately come from areas of Torbay that are amongst the 20% most deprived in England.
5. 33% of cared for children have an EHCP which is significantly higher than the national rate for cared for children.
6. For 2021, 9.5% of those with an EHCP in Torbay achieved the equivalent of 5 GCSE A to C grades, 54.5% of those with SEN Support achieved this level and 75.3% of those with no recognised SEN achieved this level
7. Rates of permanent exclusions (2015/16 to 2020/21) for those with SEN Support were significantly higher than those with no recognised SEN or EHCP. Rates of exclusion in Torbay for those with SEN Support are significantly higher than rates in England. Since 2019/20, over a third (37%) of those young people who had an intervention from the Youth Justice Service had an EHCP.
8. Average “wait times” have risen considerably from June 2019 to June 2022 across most health services. Wait times for the Specialist Autism Spectrum Assessment Team have increased significantly from an average of 19.9 weeks in June 2019 to an average of 71.7 weeks in June 2022.
9. 64% of Supported Living Service clients in adult social care aged 18 to 24 had a primary support reason of learning disabilities, 26% mental health, 9% physical disabilities.

We have organised coproduction events to analyse this data and information so that we can evidence our understanding and identify and agree our key priorities for action. These priorities and the principles that underpin them are reflected in our draft Joint Commissioning Strategy.

We have identified seven key priorities for Joint Commissioning from our co-production events and from the JSNA, these are listed below, and it is important to note that these are not in order of priority– these include a timeline of how we will achieve this:

1. Neurodiversity (linking to points 2,3 and 8)
2. Emotional health and wellbeing (linked to points 4, 7 and 5)
3. Speech, language and communication (linked to points 8 and 3)
4. Joint funding for individual children
5. Better working arrangements for the most complex children (link to 7)
6. Focus on prevention and early intervention
7. Preparation for adulthood. (Link to 9)

The priorities identified through the co-production events, joint commissioning and JSNA data are aligned to the priorities identified through the detailed work conducted on creating our Dedicated Schools Grant Management Plan and Safety Valve proposals. As a system we have taken action to understand our data and trajectory further and have built targets for reductions that align with improved responses to children and young people at an early phase leading to a reduced need for an Education Health and Care Plan and the maintenance of a plan when outcomes are being achieved. These key areas of delivery identified through joint commissioning are essential and aligned to actions within our wider financial plans.

Evidence of impact

There is a significant difference in the way we are working together as a local area. The most recent JSNA/ Joint commissioning workshop held on the 6th of January demonstrated this through the outputs that were achieved including a set of initiatives that will improve joint working and use of collective resources.

Although we are very sighted on our objectives, work continues to build commissioning arrangements that will support us in effectively and efficiently delivering our services to children and families.



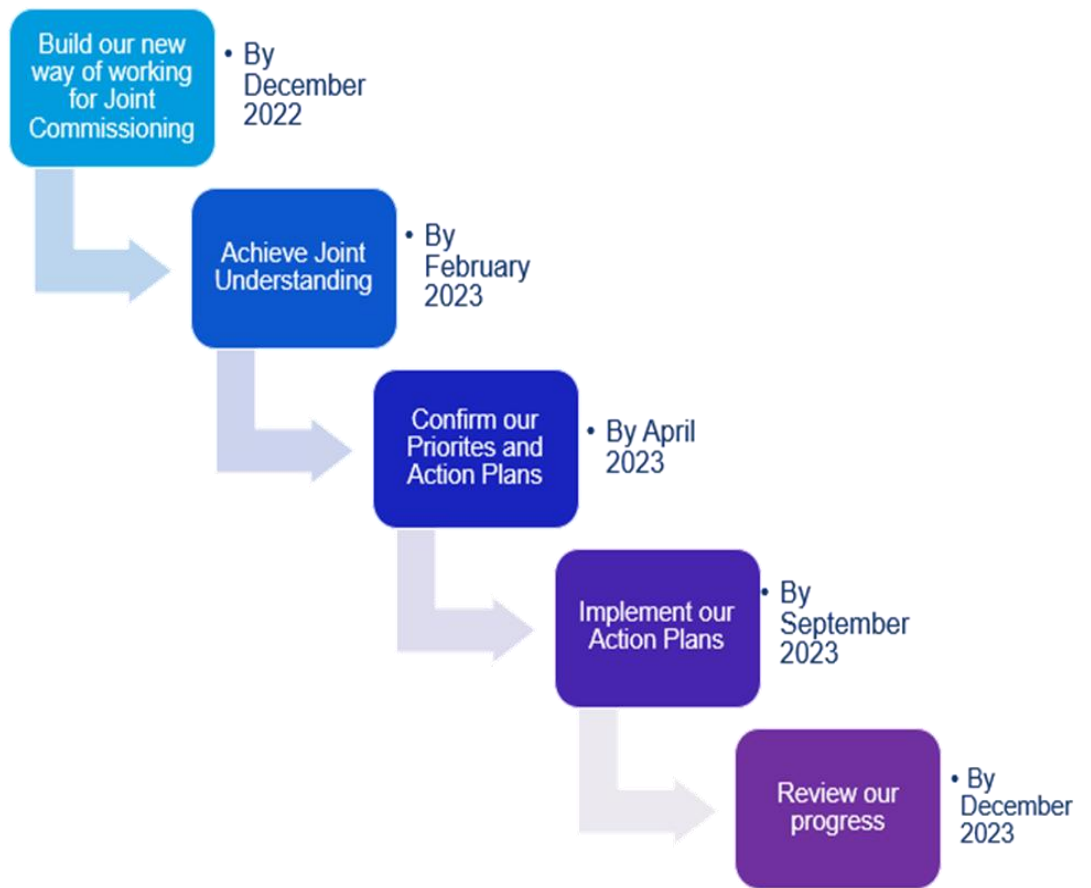
Key next steps

Our next steps are to approve and mobilise our new Joint Commissioning Strategy and we have a four-step process to accomplish this.

Within this we are developing plans for how the local area will respond to the increasing waiting times for some health services.

Through robust integration across the WSoA we are ensuring that we avoid duplication in the improvement tasks that are undertaken and securing integration across the work plan. A good

example of this is how learning from the graduated response work will feed into the joint commissioning priorities and work plan.



Progress on key actions

A new SEND Strategy has been coproduced by parents/carers and partners, using the feedback provided directly by children and young people through our cultural engagement work and participation survey. This identifies five key priorities for Torbay as a Local Area.

- . SEND is everyone's business – changing our culture.
- . Early identification and intervention
- . Understanding needs and making best use of our resources together
- . Making all settings more inclusive
- . Improving transitions to adulthood

The strategy sets out a new way of working and represents a marked shift from previous area strategies. The strategy has success criteria which is focused on what children, young people and their families will see and is based on improving the current lived experience for all children, young people and families with SEND. Draft action plans have now been coproduced by SEND family voice and partners so each priority area has a detailed plan of how progress can be made. Our progress towards each priority will be RAG rated monthly and reported back to SEND Strategic board. The co-production and adoption of the SEND Strategy is progressing through SEND family voice, Council Cabinet and the ICB Board to ensure that it's aspiration and ambition can be fully taken forward. The strategy priorities provide a current framework for embedding the actions being taken as part of our Written Statement of Action whilst also taking forward work to improve and develop services for a longer period of time.

The workforce development plan is aligned to the strategy and further work is being conducted to ensure that this is further co-produced with parents/carers to continue the cultural change that is set out within the strategy.

Significant work continues to be taken forward to drive forward change of practice regarding inclusion and exclusions. The work conducted to date has not resulted in a decrease of exclusions/suspensions, for this reason a review of the actions and the impact of our current approach has been conducted with further actions being taken to identify and support a different response. This has formed the basis of a new "Belonging Strategy" which can hold together the work of the local area with agreed actions and accountability measures. Further support mechanisms have been identified with all secondary schools now involved with a joint project with SEND Family Voice and Devon Parent Carer Forum to jointly train and co-produce solutions for children and young people with neurodivergent needs through the joint receipt and delivery of Autism Education Training on leadership, management and culture.

Framework for collating evidence of impact

The new SEND Strategy agreed by Board in December has been co-produced directly by parents/carers. The Strategy is built from the lived experience of our children and young people and the deliverable outcomes/aspirations are taken from direct feedback from children and

young people. The strategy represents a marked shift from our previous local strategies and has been written to ensure accessibility by young people, parents, carers and professionals. Initial feedback has indicated that the strategy is better aligned to parental priorities which is also impacting upon their confidence in the service. Practitioners through the co-production of the strategy have gained a better understanding of the strategic intent and the action plans are owned across the system rather than within the SEND service.

Data for recent exclusions and suspensions have been further analysed and individual representation for children and young people has been made, including attendance at individual meetings with children and families for Governors Decision Meetings. Key trends and causes are now further understood, influencing the content of the Belonging Strategy and the direct work with school leaders.

Key next steps

- Take our SEND Strategy to our SEND family voice and through the governance process of Torbay Council and ICB to maximise on parental confidence and strategic investment and buy in to the actions.
- Implement our action plans, creating a schedule for the delivery against milestones and KPI's.
- Build upon the impact measures that have been created with parents/carers and young people to ensure that these are being monitored and reported through the QA cycle.
- Publish the SEND strategy as part of our local offer, following the further consultation and assurance period. Focus on lowering our exclusions and suspensions implementing the action plans for which all partners take responsibility. Develop further detailed plans resulting from the Co-produced belonging strategy to ensure that everybody is clear on their role, responsibility and accountability measures to review the mechanisms that have been built to consider their impact, revising our strategy and actions as needed.

1. Progress on key actions

Children and young people have been fully involved in the design and creation of the Partnership Pledge and have seen that this pledge is built on their direct feedback, language and desired changes. The launch week for the Pledge is planned for January 2023, with children and young people very much involved in this launch and in work being undertaken to co-produce the questions required as part of feedback to measure impact.

A number of consultation measures are now in place to ensure that people with lived experience are consulted as a matter of course as part of this ongoing work. This includes a wide variety of participation events, co-production events and workshops, consultation activity and training opportunities. Examples of this include the inclusion of a care experienced young person with SEND as a critical advisor and core member of the Corporate Parenting Board and Children's Overview and Scrutiny Board, the wider parent/carer forums, the consultation work undertaken as part of the preparation of the SEND Innovation Fund application and parent/carers with lived experience now being involved in the training delivered to the children with disabilities team in respect of end of life care.

We are in the process of established Parent/Carer Panels, aligned to each of the Family Hubs in line with Torbay's delivery plan. Recognizing the value and power of this being community-led, each Panel will be facilitated by the voluntary and community sector, to ensure maximum engagement and enhanced potential for those who find it more difficult to have a voice to be heard. Similarly, procurement activity has been completed in relation to the virtual hub environment, which will serve as a one-stop shop for children and families in Torbay, enhancing the accessibility of the Local Offer.

The workforce development plan has been drafted and shared with SEND Family Voice Torbay, to gather feedback on theirs in relation to essentially training and continued development opportunities across the Local Area; it is anticipated that this will be finalized and implemented from January 2023.

Evidence of impact

Children, young people and families are beginning to see a shift in terms of the value placed on their views, and their lived experiences. They are being consulted consistently and frequently in terms of the values and behaviours they would like to see as part of the foundation of the culture change, we are trying to achieve. An example of this is the co-production of the Partnership Pledge.

Relational practice and language are understood by the Local Area as the means by which cultural change is embedded and increasingly children and young people are seeing this reflected in their interactions with professionals and within their plans. More families are seeing how their feedback is making a difference, for example the immediate changes to the Local Offer made following the parent co-production event.

A co-design event is planned for the 2nd of February 2023, which will be an opportunity for parents and carers to inform the approach to a 'Tell It Once' system and ethos, as well as the foundational design for a one-stop virtual hub environment, alongside the implementation of our Family Hub

model, which will consist of a web and application platform. The concept of the single access point will be applied to this virtual hub offer as well as points of contact through the SEND Advice line and the Hub Contact leads. The family journey will be considered at all points in the design of the Family Hub model and, in line with the tell it once ethos, the Family Hub workforce will be aware of and sensitive to family experience, to minimise the risk of retelling and traumatization and to ensure as smooth a connection to the services and information required as possible.

A coproduction event is planned for 31st January so that parents will coproduce and own the way in which our culture change is measured. We recognize that culture is particularly difficult to measure and should not be reduced solely to quantitative measures and we want our children, young people and parent/carers to fully inform the way in which we measure success in respect of this pillar. As such, a provisional set of KPIs has been formulated based on the following

Key next steps

1. Establishment of the Parent/Carer Panels within the Family Hubs and consideration given to how this work feeds into our understanding of lived experience.
2. The establishment of the Children and Young People's Panel and consideration given to how this work feeds into our understanding of lived experience.
3. The impact of the implementation plan to be evaluated in terms of how the Partnership Pledge is being embedded across the Local Area.
4. Further roll out of the relational practice training across the Local Area.
5. Workforce development plan to be finalized, to address gaps in Local Area training and development.
6. Further participation survey to be undertaken at a key point, to enable comparators in terms of the experiences of children, young people and parent/carers.

Progress on key actions

The Lived Experience and lived expertise of parents is beginning to filtrate through all aspects of our SEND improvement work and recent feedback from SEND Family Voice Torbay confirms this.

The 'silo' approach to working so strongly messaged in our inspection report is being broken down. Across all our sectors new systems and protocols are being formed to work together from strategic to operational processes. This is challenging and is taking time but our changes to culture are now meaning "working together" is becoming our 'new normal'.

Evidence of impact

- SEND Strategy for the Local Area coproduced and co-created by young people, parents and multi-agency colleagues.
- Creation of a Partnership Pledge led by young people views and coproduced by parents and colleagues. The implementation of this pledge is also being led by a multi-agency group.
- A Torbay 'New way of working with families' initiative is being created area-wide which will encompass a Restorative approach, coproduction charter and partnership pledge.
- New Graduated Response toolkits have been coproduced and co-created parents and by specialist multiagency teams consisting of health, care and education. The pilots of the new toolkit will be completed by young people and teachers, parents, health and care.
- Young people transferring into Adult Services are seeing an improved experience due to the better joint working between education, health and care (see section 6 for further detail).
- SEND Quality Assurance Panel started – this panel is made up of parents/carers and colleagues from all sectors.
- Joint working with schools is also improving and can be evidenced in the reduction of our RSAs; all schools' behaviour policies were analysed and special SEND forums, networks and workshops have been set up to work on this area, the pilots for the Graduated Response encompass a range of schools.
- JSNA and Joint Commissioning – recent event saw parents and colleagues from all sectors collaborate to analyse the JSNA.
- Planned pilot projects for SEND commissioning where sectors will work together to align or jointly commission pilot provision.
- The new SEND website (encompassing the 'Tell It Once' tool) is being coproduced and co-created within the Family Hub work.
- The new workforce development is currently being coproduced by a multi-agency group for dissemination across the whole local area.
- A new transformation board to connect all projects, making SEND everyone's business, has been created.

Key next steps

- 1) Work alongside SFVT and the culture pillar to measure how well our new Joint Working systems are having an impact on our families experience in the system.
- 2) Continue to work on increasing the reach of the communications for SEND.
- 3) Coproduce the Tell it Once web-based tool.
- 4) Draw in the VCS to wider strands of improvement through our transformation board.
- 5) Implement the charter and pledge alongside the 'new way of working' when it is launched in February.

Progress on key actions

There is an acknowledgement that children and young people in Torbay were not having their needs identified and met at the right time and with the right level of intervention, leading to an increase in the number of request for EHCP's. The graduated response has been developed to ensure that children and young people with SEND experience early identification and timely support in line with the Code of Practice.

The development of the Graduated Response toolkits has been over a period of 3 months, co-produced with parents and carers and with lead professionals from education, health, and care with expert knowledge on the four areas of the code of practice. Parents and carers fed back that they wished to have a separate toolkit for those who are Neurodivergent, which we responded to by creating.

The schools and colleges have been consulted on the Graduated Response at the SEND forum on 08.12.22 and co-designed the pilot in schools to be implemented during the Spring Term. Parents and carers have been informed about the progress of the Graduated Response through the monthly drop-in sessions.

There will be parent co-production evenings throughout January run by the leads of the Graduated Response toolkits to get parent/carer feedback on the toolkits and their accessibility and any views from those those experiencing change through the pilot phase. The SEND 'drop-in' acknowledged that the majority of parents and carers didn't know about Graduated Response or SEND Support in Torbay. Raising its profile is imperative and Officers are working with Comms on the marketing of the new Graduated Response once the pilot is concluded.

The multi-agency aspect of the Graduated Response is being tested within the pilot phase by health visitors and colleagues in the SEND service as well as in the Early years. Social workers within statutory teams will be engaged in the pilot also. Teachers and SENCO's that are both newly qualified and experienced will be piloting the documents and using them with families to ensure that progress is understood.

The measure of the success of the Graduated Response pilot will be that children and young people who are registered as needing SEND support, have made progress from their starting point. Further, their provision changed as a consequence of the whole school approach and the application of the toolkits relevant to the child's needs. This is going to be measured through feedback questionnaires for children and young people and their parents/carers and views on the documentation will be collated from SENCOs from Early Years through to Post 16.

We have met our WSOA target for a reduction of Requests for Statutory assessments for the past 3 months, indicating that the local area are looking to meet children and young people's needs more often without the need for an EHCP. Our Next steps meetings, for children and young people who get a 'no to assess' decision have been impactful in parents and carers and mutli agency professionals understanding more about the Graduated Response and the rationale for decision making. Whilst we have an increase in the number of Tribunals, these do not include an increase in the appeals on a decision to assess. It is our understanding that parents and carers are more

aware of their right to appeal and as a Local Authority we are being more consistent with decision making for Section I.

NHS England were looking at extending the learning from the Mental Health in schools' teams and health colleagues are meeting in January 2023 to look at extending the pilot to ensure that that impact from the MHIST teams is felt in more schools.

Suspensions and exclusions remain of concern. A new Belonging Strategy, the graduated Response toolkit and the "Torbay New way of working" are key developments in achieving culture change that will secure a reduction in exclusion data in the short term.

Evidence of impact

- Our WSOA target of reduction of RSA's being submitted has been met for 3 months.
- Tribunals and Appeals are known about and accessible which is evidenced in the increase to Appeals and Tribunals
- All schools and some Early Years settings, health visitors and the SEND team are committed to piloting the new Graduated response
- SEND K figures are close to national targets

Key next steps

- In accordance with parents and families wishes to ensure that the Graduated Response is accessible and layered on our new Local Offer and Family Hub website when it is developed.
- Evaluation of the Graduated Response pilot programme working with parents/carers to seek a revised title which reflects its function within the early help sphere
- Embedding the new Graduated Response and promoting its value to all who need to understand its purpose
- A plan to ensure SALT waiting times are reduced
- Mental health and wellbeing support data to support benchmarking
- Neurodiversity pathway through the Gamechanger

Progress on key actions

The NEET Figures demonstrate that more young people are accessing education, employment and training. We are exceeding our target resulting in a direct impact on young people. We have also proactively worked to secure apprenticeships as an option for young people, we are meeting our target and have additional plans in place for an identified group of SEND care experienced young people to have support for job matching.

We are holding twice termly meetings with Education Providers to discuss potential trajectory of Young People with EHCP and complex presentations to support multi agency working towards shared outcomes.

The Transitions Team are delivering a number of Care Act eligibility training events to Education and Community Providers.

The updated and co-produced protocol has been approved by the Board and is now in use. The one-page guide to transition is now in place also and has been shared with the workforce, alongside the guide and resource pack. This is available on the Local Offer website.

Transitions Panel TOR has been updated to include young people with SEND. Plans are in place to undertake an aspiration audit, to aid discussions about training, work experience and employment opportunities from an earlier age, and this will be co-ordinated through the Transitions Panel.

Closer working between Adults Social Care, Education and Children's services have produced significant benefits including; people being seen sooner, continuity of support delivered via an outcome focussed engagement process driven by the Young person whose aspirations and wishes remain central to their EHCP.

Fluid and responsive reviews are now embedded within practice so that aims and objectives are adapted according to the person's emerging need and commissioning intentions can be modified appropriately.

Transition plans for all children and young people with SEND support needs are now subject to multi-agency oversight of their transition plans from the age of fourteen. This enables practitioners and senior leaders from Children's social care, adult social care, carer's support, Education, SEND and Health to have oversight of transition planning from a much earlier stage, and ensure that relevant actions are progressed to ensure that the young person and their parent/carer's needs are fully understood and met throughout this journey.

A learning and development programme has been established for Social Care Practitioners to progress improvements in the quality of support plan writing.

Evidence of impact

Apprenticeship and NEET targets have been met showing an improvement for these young people.

Key next steps

- Reviewing the new transition protocol with Young People and their Parents/Carers and continue to make improvements based on their feedback.
- Service leads and commissioners are working closely with independent providers to develop support programmes that will enable people to be successfully employed and/or reaching their identified aspirations.
- Torbay Council's HR are currently working on a proposal to aid employers to support care experienced young people and young people with SEND to gain internal employment.
- A number of smaller projects are underway to consider how links with local area employers can be strengthened, and employment opportunities for young people can be supported.
- An application has been made to the SEND Innovation Fund, in respect of a proposed project entitled 'Preparing for our Future, which will expand the Short Breaks offer for 16-25 year olds with SEND who are unlikely to meet Care Act eligibility.
- A Transitions parent/carer guide is being drafted.
- Professional analysis and feedback sourced from young people and parents is undertaken on a termly basis to identify; successful outcomes and why they were so, and those where improvements could have been made. A report detailing the outcomes will be provided to the SEND Strategic Partnership Board and taken forward into a learning plan.
- There is an increase in apprenticeships and supported internships and traineeships offered across the local area. Plans are in place to include this information within the building of the Family Hubs website, which will incorporate the Local Offer and information relating to transition and preparing for independence. There is purposeful delay to enable this to be incorporated in the family hubs web development, to ensure that families in Torbay have access to the information they need, in one place.
- Engaging with commissioning managers to progress a 'hub and spoke' model that can meet the core business of Care Act eligible support, whilst also flexing to provide satellite services to non-eligible but vulnerable cohorts, e.g., a specialist Foyer for young adults with moderate to severe LD, but with satellite provision for vulnerable neurodivergent young adults. Anticipated delivery date 2024/25.
- Impact Lead to progress engaging Young People and their Parent/Carers through attendance at the Parent/Carer forum.
- Identified Impact Lead to oversee and pull together improvement work across Health, Education and Social Care to ensure actions begin to have an impact.

Progress on key actions

Following an end-to-end review there have been changes to SEND processes as part of our commitment to ensure that children and young people receive services at the earliest point after identification and for those children who require EHCP's we will work to ensure that they are timely, comprehensive and correctly focused involving those professionals who are required to make contributions. The SEND auditors have worked with SEND Family Voice Torbay and the participation officer to co-produce how child/young people and parent/carer contributions will be captured as part of the QA framework. Plans are being made to involve parents and carers in the development and delivery of QA training. We met with Send Family Voice Torbay to get feedback on what good looks like, this is included in the framework and alongside feedback from children and young people for the SEND pledge, will form the golden thread throughout all quality assurance activity.

SEND auditors have finalised the co-produced SEND QA Framework. A baseline audit of 70 new EHCP and 50 amended EHCP's is being undertaken, once completed the report will go to SEND strategic board for review and approval of actions. This is externally moderated by our SLIP Islington also and any feedback will be taken on board. Learning for individual services will be shared and impacts of actions will be evaluated by the SEND Strategic Board. The first QA panel was held on the 13/01/22 in which the TOR was co-created. The purpose of the QA panel will be to review the draft audit report as a multi agency group and the group will moderate 4 of the 25 EHCP's and share their findings. Learning required from feedback, data analysis and service development has been collated into a workforce development plan. This includes understanding the learning requirements of the local area workforce from the perspective of SEND Family Voice Torbay. A coproduction event with parents will be held in February to codesign a workforce development plan for the whole area and plans are being made for parents to codesign and co-deliver individual training and learning sessions. The impact from training and learning will be measured via the Quality Assurance Framework.

Improvements have been evidenced within the work experience placements and apprenticeships strand within the data set

Evidence of impact

The improvements within the data set for work experience placements and apprenticeships has meant young people preparing for independence have received more opportunity to access and gain meaningful employment..

30 SENCO's attended the Annual Review training on 12.01.23 to support the quality and compliance of Annual Reviews and subsequent Amendments.

Key Next Steps

- NASEN training on providing quality advice and guidance to be delivered.
- Strengthen internal QA process for each agency writing advice and guidance
- Recruiting Designated Social Care Officer to improve advice, guidance and timeliness.

- Recruiting SEND advice line officer.
- Commence 3 monthly Audit Cycle
- Share learning and actions from Baseline audit
- Implement Invision 360 Audit and Annual Review Tool

End of Report

