

WSoA Local Offer Workstream Action Plan

Key

Red	Outstanding
Amber	Slightly Delayed / Issues Progressing
Green	Fully on Track
Blue	Complete

Objective	WSoA Action No	Action/s	Task No	Task	Responsible	Due Date	Progress to date	Next steps required	RAG Rating
To involve children, young people and their families / carers in all stages of strategic planning and evaluation to influence service planning and commissioning	4.1.3	Produce a SEND communication s strategy which will set out how the local area will engage with Children, Young People, Parents and Carers.	4.1.3.1	Create a diary of consultation events over the next year to include as an annex in the joint comms strategy	RCBC Local Offer Officer and Service Improvement & Participation Officer/ CCG officers	Dec-20	A joint SEND Communications and Engagement Strategy was drafted by CCG in Nov 18 but never signed off and finalised. This now requires updating and a diary of consultation/engagement agreeing with key stakeholders. New Service Improvement & Participation Officer will support to review this plan alongside representative from NECS. In March 2019 it was suggested to include a consultation methods document as an appendix. Meeting are taking place to	11/06/2021: Diary of consultation to be initiated with dates for reviews, workstream meetings.The Joint SEND Communication Strategy is now final and needs signing off. ~This is something that we are looking to set up. The mapping exercise will aid this but we need to understand what is going on within the authority with different groups.	

						<p>update the strategy between LA and CCG and create a diary of engagement events</p> <p>26/04/21: The joint SEND Communication and Engagement Strategy has now been completed. Katie Cramphorn, Service Improvement and Participation Officer has been employed to support with reviewing the plan. Workstream meetings are regularly planned for every 2/3 months to review plan.</p>	
<p>To involve children, young people and their families / carers in all stages of strategic planning and evaluation to influence service planning and commissioning</p>	4.1.4	<p>R&C Local Authority to work in partnership with Tees valley CCG to widen consultation activity as set out in the Communications Strategy with groups of parents, carers, children and young people from across RCBC</p>	4.1.4.1	<p>Task and finish group to be set up</p>	<p>RCBC Local Offer Officer</p>	<p>Dec-20</p> <p>Early Help Participation Co-ordinator created a stakeholder map of young people's groups to be used for any engagement activity required. This needs updating to include all parent/carers groups too and should also include their preference for consultation methods and reviewed annually.</p> <p>Checkers Young People's group was stand alone but is now part of the Join Us Plus youth group but has not been</p>	<p>The consultation template to be discussed with Young Inspectors with discussion on how and who to consult and how. Scaling questions will be developed with YI group for all services to use in their interactions with C&YP. Mapping exercise to be undertaken - Terry Colley to support with this. A Local Offer/Communications working group meets</p>

						<p>consulted for some time due to COVID restrictions. LA and CCG reps are meeting monthly to take forward WSOA actions and linking in with wider colleagues.</p>	<p>regularly 2/3 months to update. The group Join Us Plus has now been consulted and have worked with Emily Ahearne to develop the Facebook/Local Offer site. Facebook Local Offer site will be up and running on Friday 24th September - this will be shared with sendco/early years teams etc.</p>	
		4.1.4.2	<p>Design a consultation template with Checkers that can be embedded in services for future consultations</p>	<p>RCBC Local Offer Officer</p>	<p>Dec-20</p>	<p>To be discussed at next meeting with The Checkers rep in March</p> <p>17.04.19 This action will now be linked to the consultation methods doc (outlined in task 4.1.4.1), Checkers to stamp and approve the document is fit for purpose. The group can use the methods for their own engagement.</p>	<p>The consultation template has been discussed with Young Inspectors with discussion on how and who to consult and how. Scaling questions are developed with YI group for all services to use in their interactions with C&YP. Mapping exercise has been undertaken and service providers have been returning their updated offers to Local Offer</p>	

							Assistant. This information will be shared with Katie Cramphorn who will use with her network group.	
		4.1.4.3	Consult with parents/carers about the new Neurodevelopmental Pathway which will provide needs led support for both the child and family before, during and after diagnosis from April 2021.	Healthwatch South Tees	Apr-21	Survey monkey survey launched and communicated across wide networks inc Parent/Carers Forums, schools, disability register, on Local Offer. Also promoted to parents through SENDIAS service and Pioneering Care Centre have also offered to complete questionnaire with parents over the phone if this is better for them.	Direct engagement has been undertaken to work with families with pathway. This was reconvened and a positive session occurred and assurance was given on how to access the neurodevelopmental pathway for professionals and families. Families will get support that they will need wherever they are on the pathway. This support can be given by CONTACT. Other local forums are invited to share their information with Redcar to explain how the	

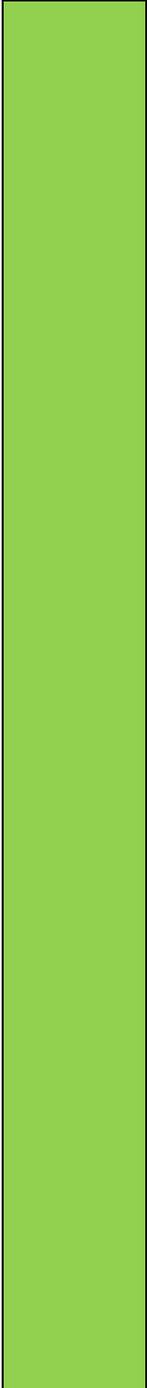
								<p>system has worked in their area. The continuation of parent/carer forum drops including neurodevelopmental pathway. The expectations of the group were reframed and this has allowed for more constructive discussion. Stockton parent/cafer forum in Stockton discussed this with RCBC parent/carer forum. Pre meeting questions were raised to enable the CCG to be able to respond. The trust are hoping to develop the sunflower programme as a bid. The neurodevelopmental pathway is now live from September 6th and SENDCo network cluster will be informed of pathway on October 7th 2021.</p>	
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			4.1.4.4	To produce a SENCO handbook and a SEN parents handbook to be used in R and C	Lead for SEN	Feb-21	<p>To be reviewed Annually at the SENCO networks. Parent pack to be finalised Senco Handbook produced and shared with all schools, services and parent carer forum. SENDCo's informed to share with parents/carers.. The SENDCo handbook is to be reviewed termly. This can be adapted to be suitable for parent/carers but has been shared with Parent Carer Forum and in turn shared with their parents. SENDCO cluster were also asked to share with their parent/carers</p>	<p>SENDCo handbook was distributed via email in march 2021 and will be updated each term with updated information and contact details.</p>	
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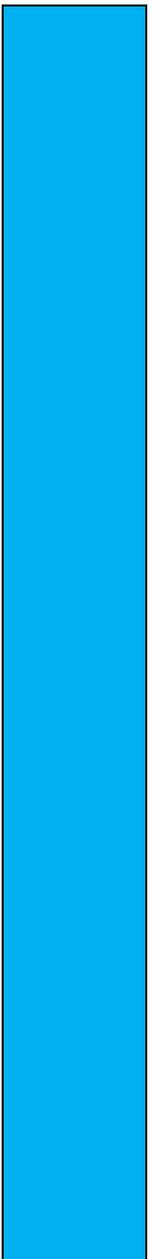
						<p>Our Short Breaks Offer is kept under constant review and is set up in way that now allows services to change to best meet the needs of children, young people and their families.</p> <p>Family consultations take place annually regarding our Short Breaks Offer. Feedback from these consultations is used to shape the offer for the following year particularly the self-referral clubs. The last consultation took place in November 2019 with further consultations due to take place in November 2020 (social worker referral provision) and February 2021 (universal services and self-referral provision). Evidence of how our offer is meeting the local cohorts needs and details of how families can feedback at any time is outlined in our published Short Breaks Statement.</p> <p>What has been achieved:</p>	<p>short break information service is set up in a way that is very flexible and can be adapted to what parents want. The short breaks webpage is set up with a holding page in the Local Offer which is the live page and is always updated . In response to parents feedback, more information about social work referral. There is a statutory duty for short breaks with a statement which is currently being updated. Shortbreaks information needs to have an updated page that parents know has the most recent information. The statement is now finalised in June 21. The clubs offer has been refreshed from feedback in April 21 and this is available from 1st September. Also,</p>	
		4.1.4.5	To review and consult with families and other stakeholders on the short breaks offer	RCBC Children & Families Commissioning Officer	Annually			

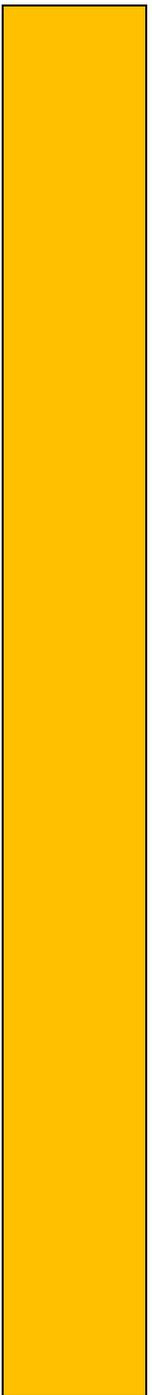
- Better outcomes for children, young people and their families due to our Short Breaks Offer better meeting their needs.
- In January 2020 the LA updated the Short Breaks Statement. Families, The Parent Carer Forum and other key stakeholders were involved in this piece of work.
- We have increased our self-referral clubs offer which also now includes new provision for children with complex needs, free sibling offer and support with transport.

there is a max card pilot to SEN families for a period of six months. Then we can evaluate the use to families as there is a cost incurred by LA. A survey monkey will be undertaken after six months to evaluate the usage of the card. In previous consultations, the max card has always been mentioned. A dedicated section has been included. Families previously were given these automatically. Some families found them beneficial but others did not such as out of borough organisations. The Max card will be available for two years. Another piece of work is to find out where families like to go in the local area. This will enable us to



			4.1.4.6	Establish a new Parent/Carer Forum and ensure they are fully representative and involved in co-production, strategic planning and evaluation.	??	??	Work with Contact has taken place to re-establish the Parent Carer Forum following the departure of the previous chair in Dec 2020.	Identify any ongoing support needs of the PCF beyond December 2021 (the point at which Contact will withdraw their external support for the forum). WE need to ensure that the Parent/Carer forum will be supported . Michelle Caddy has contact with the Local Offer Assitant on an as when needed basis..	
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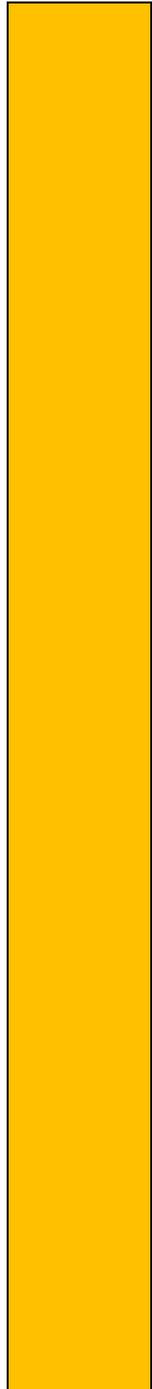
<p>To involve children, young people and their families / carers in all stages of strategic planning and evaluation to influence service planning and commissioning</p>	<p>4.1.5</p>	<p>Arrange open consultation sessions to provide opportunities to reach wider groups of parents/carers</p>	<p>4.1.5.1</p>	<p>To hold a briefing about changes to SENDIAS service and the new Children and Young People's IAG Officer role with parents and consult them about the Local Offer</p>	<p>C&YP IAG Officer in FIS</p>	<p>Mar-20</p>	<p>4th March 2020 a Parent Carer Forum event was held, inviting members from the SENDIAS Service and SENETA who carried out training on the SEND framework. A second event was scheduled for the 18th of March – unfortunately this had to be postponed due to COVID-19. 8 parents completed a short survey about the local offer which showed that knowledge of the Local Offer was limited, and some who had been onto the site briefly, finding it difficult to navigate.</p>	<p>Parent Carer forum have been involved in the commissioning of Barnardos as SENDIASS and have raised their concerns about the service to Commissioning Officer. This has been addressed. MW attends parent carer forums to hear concerns and address them immediately or bring back to SEN team. Becky Dale will contact Kellie Gorman to get an update. Parent Carer forum have engaged well with Local Offer Assistant. SENDCo's have been sent updated paperwork for annual review and statutory assessment with updated SENDIASS information.</p>	
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<p>To involve children, young people and their families / carers in all stages of strategic planning and evaluation to influence service planning and commissioning</p>	<p>4.1.6</p>	<p>Strengthen consultation links with Redcar and Cleveland's SEND young persons group and the wider population of young people with SEND.</p>	<p>4.1.6.1</p>	<p>To consult with children and young people with SEND about service development or improvements.</p>	<p>RCBC Local Offer Officer</p>	<p>Ongoing</p>	<p>The Checkers Young Person's consultation group have been involved with the following: Increased involvement of Children With Disabilities team and the Disability Service. Involved with interviewing a new Manager for Residential setting in Kirkleatham and have prepared questions. In They also were part of the interview panel for the C&YP IAG Officer job which is now filled and works with the group to support any consultation work.</p> <p>The Participation Apprentice: consulted with Young People using "All AboutMe" booklet. shared on SEN database. Attends EHC planning meetings to advocate yp's views from participation sessions. Supports yp where appropriate with school/college transitions ensuring it it a yp centered transition. Carried out consultation work on</p>	<p>Katie Cramphorn will look at developing a guidance for consultation linking current methods being used.</p> <p>We need to identify where there is scope for young people to be involved with service development and improvement and then subsequent actions around those opportunities maybe? Actions relating to the work of young inspectors going forward could also go in here. No changes from this at moment. Andy Hames/Terry Colley have discussed new way of consulting that are being used nationally. KC there are a few different things going on at once: such as developing workforce training</p>	
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behalf of Travel Training team to ascertain views and opinions from yp about whether yp value the Travel Training. Healthwatch – visit from Healthwatch team on Tuesday 12th November 2019 to Checkers and Join-Us+.

Join us and Join Us Plus Youth clubs for children with disabilities met with representatives from Healthwatch and took part in a number of activities and discussions with the team and gave verbal feedback about the Healthwatch survey. The survey covered: personal experiences of mental health issues, thoughts on what services are like for children and young people and how services could be improved. In total during the consultation session there were 20 cyp attended with over half contributing to the discussions had with the Health Watch

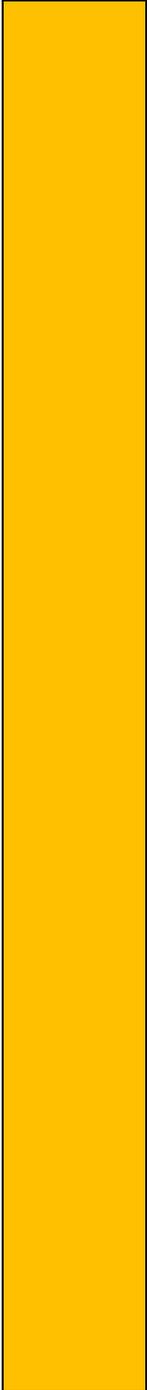
around consultation and guidance of this. This is hopefully for March 2022. KC will be gathering views on this from November 21.



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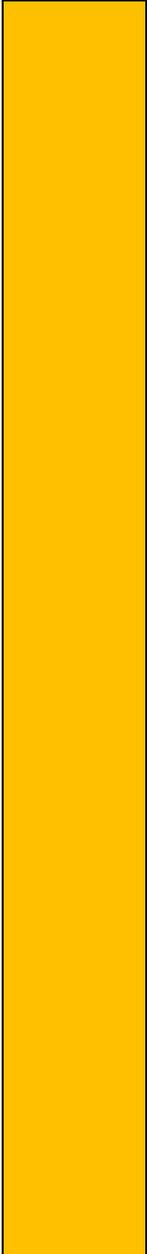
**Checkers & Join-Us+
Staying Alive
Conference – film
creation and
presentation – 13th
February 2020**

Throughout September – October 2019 the Checkers group and Join-Us+ groups met with Carolyn Granthier from Skills for People to develop a presentation for a conference being held around poor health outcomes for individuals with learning disabilities. The conference was held in February 2020. The group of young people worked together to create a small film explaining what help they need to enable them to stay healthy and have healthy lives. This work involved group discussions, personal stories about experiences and film planning/making activities. The short film was then presented at the actual Staying Alive conference (which was



attended by a range of professionals involved in health services across the region) by a representative from Checkers along with representatives from the Independent Voices group which is a group for Adults with Disabilities from the Redcar & Cleveland area.

The Neighbourhood Youth Officer for SEND supported Checkers to redesign the children with disabilities evaluation form for Youth Services. The Young Person Chair of Checkers stated YP with autism don't recognise facial expressions so suggested we stop using smiley faces and instead a sliding scale is now being used. **Emily Ahearne and Terry Colley have worked with Young Inspectors group and been into 25K to discuss consultation methods.**



			4.1.6.2	Task and finish reps to meet Checkers group	Neighbourhood Youth Officer for SEND	Jul-19	<p>The Checkers group met with SEND Managers and spoke about the group and introduced themselves and their services. They enjoyed fish and chips together! The C&YP IAG Officer has also met with the Checkers group and is supporting their development. Emily Ahearne/Terry Colley continue to meet Young Inspectors group.</p>	<p>consultation has taken place. Emily Ahearn and Terry Colley continue to work with Young Inspectors on a weekly basis at Youth Group in 25K. The group are carrying out visits to local services such as the Firebrigade. Discussion has been around introducing the possibility of an award that these services can be given if they pass teh children/young people's assesment. .</p>	
			4.1.6.3	Checkers to develop an evaluation questionnaire to be used by SEND link Officers after EHCP finalised.	Neighbourhood Youth Officer for SEND	Feb-21	<p>Evaluation of the EHCP process questionnaire to gain young people's views was designed by Checkers and sent to the SEND team to start using to gather young people's views.They also looked at the 'About Me' document and come up with a slightly different format for that too. The SEND team now use the 'About Me' form to gather the young</p>	<p>MW to send evaluation questionnaire to KC to create a survey monkey survey from the questions or to look at alternative methods of gathering child&YP evaluation of EHCP process such as sending papercopy, emailing or phone call. KC has now</p>	

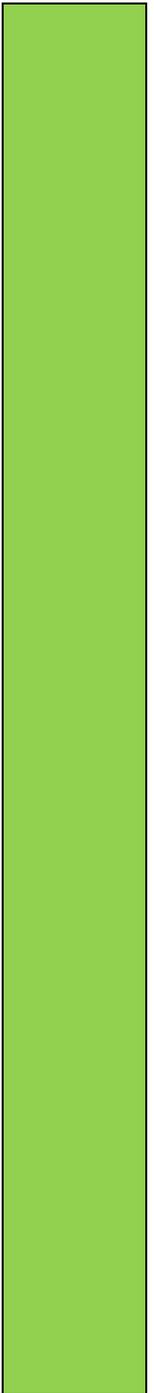
person's views as part of the EHC process.
The evaluation questionnaire has been completed and is to be sent once plan is formalised.

completed this and has been forwarded to SEND team. We will need to collect email addresses for this to be sent out to young person or their family. Will be shared with Michelle Caddy - SEND Family Voice. This has been made accessible to mobiles phones/tablets. ~If emailed the link will open on mobiles. A flyer can be sent out with the EHCP that C&YP can scan and then answer on their phone ((KC to support with this).
KC to resend MW the link to send out and this is to be discussed with SEND team on Wednesday 22nd September 21. SEND team need to consider how we will undertake this.



<p>To involve children, young people and their families / carers in all stages of strategic planning and evaluation to influence service planning and commissioning</p>	<p>4.1.7</p>	<p>Refresh the Disability Register (Currently at 800+ members) to encourage sign up for an email consultation group. This will be used and promoted via the Local Offer Lead in the Local Authority and Project Officer in the CCG for health.</p>	<p>4.1.7.1</p>	<p>Ensure the LA Disability Register is updated annually and fully utilised as a consultation vehicle</p>	<p>FIS and RCBC Children & Families Commissioning Officer</p>	<p>Jan-21</p>	<p>In January 2020 a direct mailshot was sent to all members of the disability register asking them to register their email addresses and Facebook promotion to encourage sign up.</p> <p>We now have 792 records on the Disability register and 496 have email addresses (62%). MW has also addressed the SENDCo cluster and asked them to encourage their parents to update information or to register any children.</p>	<p>The max card pilot has been successful in further interest on who has updated and new requests for registration. AM to update on how many children are now registered. 758 currently registered with 28 to update as new users. It is the email address that is needed to ensure that we are able to contact families. 2/11/21 = Max card continues to be extremely popular with staff struggling to cope with demand currently. Kickstarters may support to ensure the cards are sent out in timely manner. The disability registration form has been updated to include a box that referrers can tick to register their agreement for consultation to help the voices of</p>	
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								children/young people to be heard. It has also been adapted to choose to receive information via text or email. The parent carer can also indicate whether they agree to taking part in consultations around services and also whether they would be interested in joining SEND family voice (parent carer forum). The Local Offer Officer will contact the chair of Parent Carer forum to inform her of a parent's interest in joining the forum. The registration form now includes the section for MAX Card and this enables us to identify the card owner. Each card would be for each card. The evaluation that is being undertaken will look to see where the card is	
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<p>To ensure there is an effective Local Offer website which is used by all stakeholders</p>	<p>4.2.1</p>	<p>Review and update Redcar and Cleveland's local offer website in partnership with children, young people, parents/carers and all partners.</p>	<p>4.2.1.1</p>	<p>Continually improve and develop the website in response to customer feedback and changes to local service provision</p>	<p>RCBC Local Offer Officer CCG Project Officer</p>	<p>Dec-20</p>	<p>Recent additions to the website include links to training for parent/carers from CAMHs eg Autism training. In addition, during the national lockdown, the Local Offer website became the main way to communicate changes to the way short break services and other SEND services would be operating. It is regularly updated by the Local Offer assistant and FIS team with news and information received from service providers for children with SEND and their families.</p> <p>Consultation with health professionals on the Local Offer. The request for the survey to be completed was sent to all service managers within acute and community services which SEND patients were of a high proportion, e.g SALT, Physio, Paediatrics, CAMHs. There were 22 responses in total. A report was produced and shared with the</p>	<p>AM (local offer assistant) is working with other authorities to look at updating the website and improving accessibility for all. Updates and training opportunities are continually updated onto local offer. Parent/carers forum and sendco's have been updated with the information about local offer and to share with children and their families. There will be a new facebook page available from 24th September. SENDCo handbook also contains links to the local offer to access updated forms etc. This has raised awareness of the local offer. Schools are also annually asked to update their SEND information</p>	
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					<p>Local Offer Officer on how these health staff use the Local Offer and suggestions on content they would like to see on the website which was progressed. In July 2020, the Senior Commissioning Officer at the CCG completed a spot - check audit of Redcar and Cleveland's Local Offer to ensure that Health services were featured. It was felt that there are some helpful 'wider resources' provided and signposted which cross over into health services. There are a series of links to health services eg therapies but in some cases there is limited detail included about who provides, what it is, who is it for, how it is accessed (without referring to the doc at the link above) NB – OT and Physio provide more detail however. In summary it was felt that this Local Offer is quite helpful and there is definitely health input and information available, although perhaps work is</p>	<p>reports and reminded if not done so. As an authority, we are looking to develop our own platform and move away from the current provider (IDOX). This would enable us to make our own changes as and when needed. The FaceBook page is now up and running - we have 43 followers and 38 like it but posts are reaching more than that. For example, one post was shared to over 200 people. Information on training, support goes onto this platform such as CONTACT, vaccinations. Facebook provision enables information to get out to users quickly and efficiently. The contact information for AM has gone out to users and this</p>	
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						<p>needed to make it more intuitive (i.e. keywords people may use to search for each service).The CCG Project Officer is now compiling a local guide to health services for Redcar and Cleveland which will feature as a pdf on the local offer website but will also be used to ensure each health service directory entry is updated. This will include the CCG suggesting keywords to link to the services to enable more intuitive searches to take place. The CCG are attending regular virtual parent/carer drop ins with a theme per drop in to give parents the direct opportunity to feedback their views. This wil be monitored by the Parent/Carer forum.</p>	<p>is proving to be popular as she receives emails from parents who previously had no direct contact. AM is being contacted by other professionals seeking advice around services.</p>	
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