

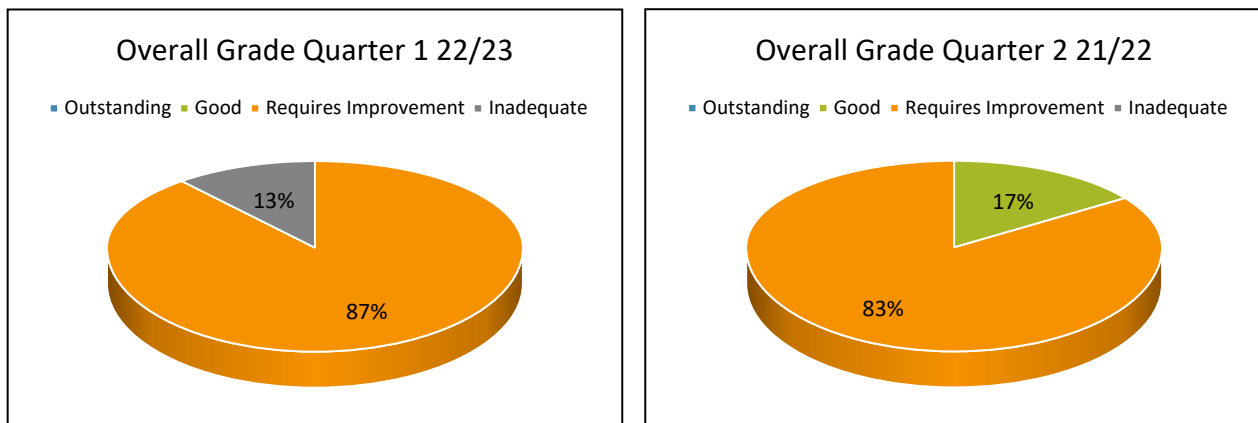
Worcestershire Children First – SEND Services Quality Assurance Programme: Quarter 2 22/23 Report

This is the Quarter 2 22/23 Quality Assurance Report, for WCF SEND Services, presenting key learning and findings from our Peer/Moderated Case File Audits and Service User Feedback opportunities. Our QA Programme launched formally in Quarter 4 (21/22), and this was our baseline findings, this report will give quarter on quarter comparisons, to evidence changes in practice.

This Quarter our WCF SEND QA Framework & Programme was noted as *“The quality assurance framework and all the supplementary info and evidence is absolutely the best I have ever seen”* by SEND Senior Manager for NHS England and WCF have been asked by the Council for Disabled Children to present our Framework and the impact of learning to a Regional SEND Conference in November 2022 based on the recognition of effectiveness of the programme.

Audits:

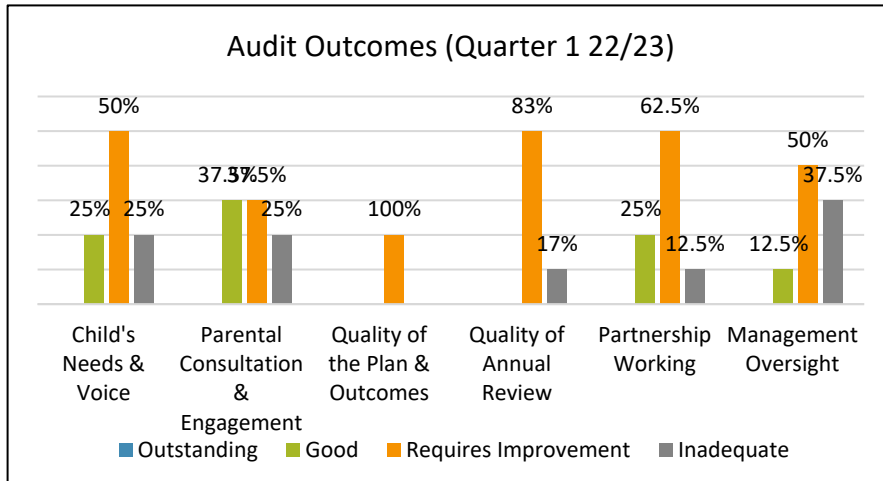
We have now run the programme over three consecutive quarters. In total we have completed 26 Case File Audits, using our Peer/Moderated approach, this equates to 78 pieces of Audit activity by SEND Team & Group Managers.



Our baseline was “inadequate” was 8% in qtr4 (21/22) 13% in Qtr 1 (22/23) and 0 quarter 2 (22/23) In this last quarter we can also see the identification of some cases with “good” outcome.

6 Case File Audits were undertaken this Quarter, with our peer/moderation approach this is 18 pieces of Individual QA Activity.

Breaking down the audit outcome into the audited section we can also see improvements as detailed below.



Improvements:

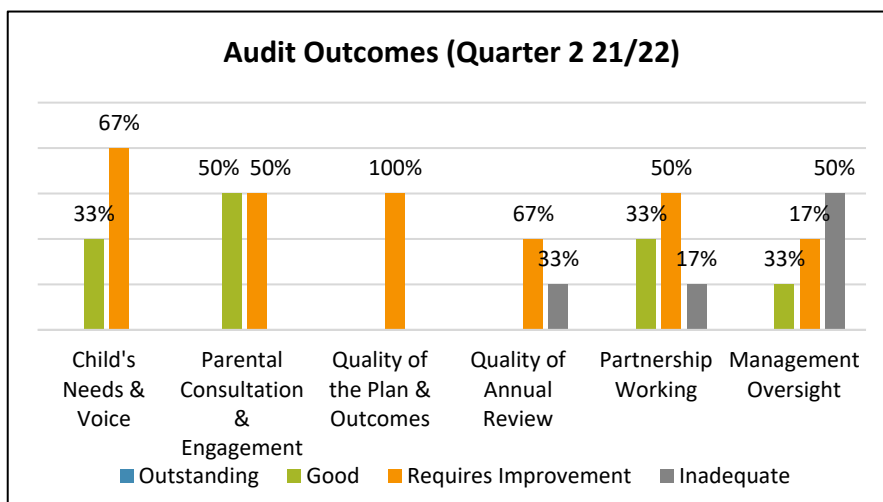
In quarter 2 we see increases in “good” judgements in;

- Child’s Needs & Voice,
- Parental Consultation,
- Partnership Working
- Management Oversight.

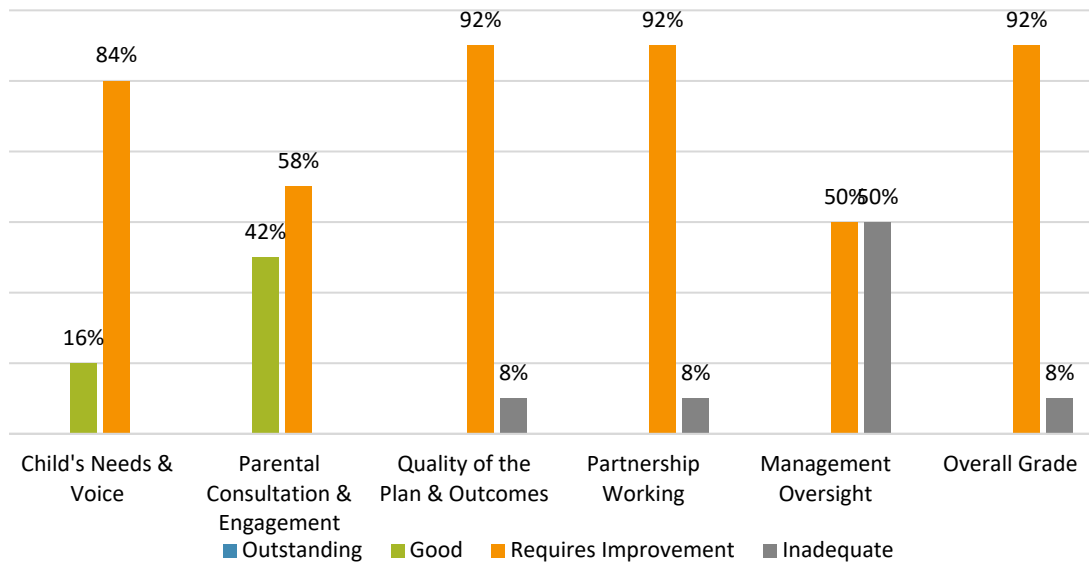
Areas of focus:

Quality of Annual Reviews – increase in RI and decreased in Inadequate but this remains a key focus of all staff and partner through our APP Workstream 4 Plan.

Management Oversight remain a weakness with an increase this qtr in those judged “inadequate” through it is positive to see an increase in those judged good. We are fused on getting a constancy in quality



Audit Outcomes Qtr 4 21/22 - Base Line



What's Working Well?

- Children's views being represented into Plans and use of first-person language enabling plans to be more personal
- Aspirations of young people being included in Plans
- Educational Psychologist Advice included wishes & feelings of children & young people
- Examples of Voice of the Child being weaved into various areas of EHCPs
- Examples of trusted adults working to gain children's views for Plans & Annual Reviews
- Evidence of parental views included in the Family Conversation and into EHCPs
- Examples of Case Work Officers pulling parental views into Plans
- Family Conversation used to inform Plans
- Parent Carer Views captured in Annual Reviews
- Examples of Good Practice where what young people want to achieve is present with outcomes of how we will achieve this
- Examples of reflection of needs of children & young people and their impact
- Examples of strengths and challenges well evidenced
- Evidence of outcomes being relevant to need
- Outcomes written by Educational Psychologists are good quality
- Wide range of professional advice sought to support EHCPs – examples of Case Work Officers weaving these together into plans
- Evidence of working relationships and liaison with the Designated Clinical Officer (DCO) where there are late reports from Health and their support in progressing this

Areas of Focus & Learning?

- To further develop the Child's Voice using a variety of different tools and approaches
- Capture the child's views on their needs and/or diagnosis to evidence impact
- Ensuring Case Work Officers consistently bring the child's views, wishes and feelings into Plans and promoting best practice for Schools and Colleges doing so in Annual Reviews
- Ensuring that Parent Carers/Families are updated at regular intervals through the Assessment and Plan Writing stages to ensure they are aware of progress and what is being achieved

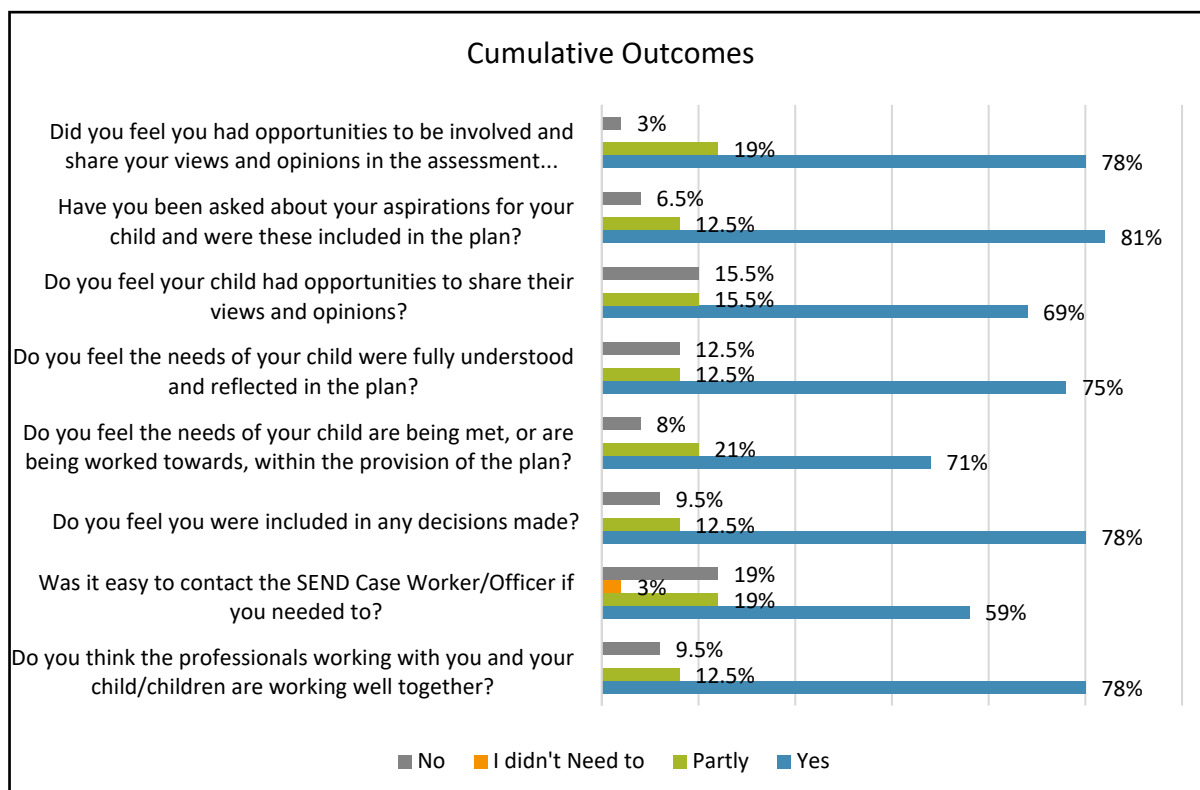
- Ensure partners develop the quality of Outcomes within Advice for EHCPs as this will support Case Work Officers in writing plans
- Ensuring all key Health Agencies provide advice – for example CAMHS did not provide advice although were involved; some Health Information not consistently within Advice and is identified through other agencies
- Development of the Promoting Independent in PFA Outcomes
- Ensuring Plans are Quality Checked for inaccuracies, spelling mistakes
- Outcomes to be further developed to ensure they are consistently SMART – timescales and reviews
- Ensuring all agencies are invited, attend/contribute to Annual Reviews
- Development of Annual Reviews to evidence measuring impact of outcomes for children & young people
- Ensure Annual Reviews are timely, and that Schools ensure families receive paperwork consistently and in a timely manner

Closing the Learning Loop

- Individual case feedback discussion between the manager and case officer – reflected and evidenced within supervision
- Briefing on lessons learnt for internal staff and partners to be published for staff and partners
- Feedback session with all SEND Group & Team Managers
- Review individual audit actions within 8 weeks of audits being completed to evidence individual case learning

Feedback on the Quality of our Services – Education, Health & Care Plans

Understanding the experiences of families is a key element of our Quality Assurance approach & framework – this helps us understand the impact of our practice and the difference we are making to children, young people, and parents’ lives; the below feedback is from families where a new EHCP has been made – 32 families have given feedback to date



We can see in all areas most families do report positively, key strengths are particularly families feeling they have opportunities to share their views, are asked about their aspirations and are included in decisions that are made. The key area where families report yes less is in respect of being able to contact the Case Work Officer allocated to their child. The below graph evidences the quarter-on-quarter improvements/outcomes.

Question	Quarter 4 21/22	Quarter 1 22/23	Quarter 2 22/23
Did you feel you had opportunities to be involved and share your views and opinions in the assessment process?	62%	85%	100%
Have you been asked about your aspirations for your child and were these included in the plan?	70%	100%	100%
Do you feel your child had opportunities to share their views and opinions?	56%	85%	67%
Do you feel the needs of your child were fully understood and reflected in the plan?	63%	85%	100%
Do you feel the needs of your child are being met, or are being worked towards, within the provision of the plan?	76%	71%	67%
Do you feel you were included in any decisions made?	70%	71%	100%
Was it easy to contact the SEND Case Worker/Officer if you needed to?	70%	71%	50%
Do you think the professionals working with you and your child/children are working well together?	63%	85%	100%

Feedback on the Quality of our Services – Annual Reviews

In Quarter 1 we introduced feedback from families in respect of how they experience Annual Reviews, all families receive an Annual Review Outcome Letter, within this there is a link and QR code for them to follow to complete a short online survey regarding their experiences, we also ask families at the point of Case File Audits when it focuses on an Annual Review. 14 families have given us feedback so far, they told us...

	Yes	Partly	I didn't Need to	No
Have you received a copy of the updated EHCP/Annual Review Documents?	71%	N/A	N/A	29%
If changes needed to be made to the EHCP, have these happened within 20 days of the review?	50%	N/A	14%	36%
Was it easy to contact the SEND Case Worker/Officer if you needed to?	29%	N/A	14%	57%
Do you feel you were included in any decisions made?	86%	7%	N/A	7%
Did you feel that you were given the opportunity to include your thoughts about preparing for the future?	71%	N/A	N/A	29%
Do you feel the needs of your child were fully understood and reflected in the review?	79%	7%	N/A	14%
Do you feel your child had opportunities to share their views and opinions?	93%	N/A	N/A	7%
Have you been asked about your aspirations for your child, and these were included in the review?	93%	N/A	N/A	7%
Did you feel you had opportunities to be involved and share you views and opinions in review process?	93%	N/A	N/A	7%
Did the right agencies attend and/or contribute to the review?	50%	14%	N/A	36%
Did you receive the relevant paperwork two weeks before the annual review?	71%	N/A	N/A	29%
Were you invited to an annual review for your child?	79%	N/A	N/A	21%

We see **most families have opportunities to involved within the review**, being asked about aspirations, and being included in decision made; however, there are **still too many that don't** and there is a range of feedback where we need focus on ensuring we have **timely and consistent communication** and outcomes. **However this is an improving picture**; below evidence quarter on quarter improvements.

Question	Quarter 1 22/23	Quarter 2 22/23
Have you received a copy of the updated EHCP/Annual Review documents?	73%	80%
If changes needed to be made to the EHCP, have these happened in timescales?	55%	40%
Was it easy to contact the SEND Case Worker if you needed to?	27%	40%
Do you feel you were included in any decisions made?	82%	100%
Did you feel that you were given the opportunity to include your thoughts about preparing for the future?	73%	80%
Do you feel the needs of your child were fully understood & reflected in the review?	73%	100%
Do you feel your child had opportunities to share their views and opinions?	73%	60%
Have you been asked about aspirations for your child, and these were included in the review?	91%	100%
Did you feel you had opportunities to be involved and share your views?	91%	100%
Did the right agencies attend/contribute to the review?	55%	40%
Did you receive the relevant paperwork two-weeks before the review?	64%	80%
Were you invited to an Annual Review for your child?	73%	100%

Quarter 2 – 22/23 Quotes from families from our Audits and Feedback Questionnaires

“It’s been much easier this time, I went through this with my older child, and it took years of fighting to get somewhere. I’ll be honest I was dreading it this time, I was exhausted by the whole process last time, but this time it turned out to be good. When I came to do it, I didn’t want to, but I thought no I must do it for my son, and it’s been a largely positive experience”

“The agencies involved all work well together; we are fortunate that the pre-school and school have put the things in place that Grace needed. In the beginning they would go through me to sort things out, but now OT etc and the school liaise together and do what’s needed - they let me know, but I don’t have to be involved all the time and I’m happy with that. Getting the EHCP was a paper exercise to ensure that the support Grace needs continues and that it’s updated when needed”



“It's a very detailed process which was well handled. I had plenty of opportunities to discuss Harrison's' needs at length and we had lots of contact with the lady writing the plan. I was able to give my views and my wishes for the future – 100%. Harrison was very much included, part of the process and his views included. The whole thing was generally well executed - there wasn't anything that stood out or that I would change. His needs are being met and college are supporting him, we are-able to move forwards”

“Everything has been handled better than we could have hoped. Thank you for all the help. Very grateful for all the hard work put in to help Reggie and us”