

Notes from Community of Change residential Oct 2017

What we're doing that's working well...

- Planning

Essex County Council:

- One planning (PCP) across health, education and social care
- Collaborative working
- EHC working groups – influence strategic processes
- Social care – pilot – 0-25 years children young people with disabilities team – supporting transition

Essex County Council

- PCP training across all sectors

- Joint working

- Relationship between SEN and parent carer forum - LB Redbridge
- Inter-agency working, SEN and YOT – L.B. Redbridge

- EHCPs

- Overall quality of EHC plans – L.B. Redbridge
- City of York Council – 98% complete on transfer reviews – embedded annual review process
- City of York Council – QA of EHCP and health

- POET

- Good POET engagement – Cambs

- Good lives and relationship

- City of Newcastle – keeping in touch with graduates
- Cumbria - Having my own flat, having my own advocate, having my parents help me, got epilepsy alarms, having my own advocate, having a local autism group
- Cambridgeshire – our son's independent life,

- Reducing out of borough placements

- York – reduced out of city provision – through providing appropriate provision – keeping people local

- Market

Telford and Wrekin:

- Market shaping to enable choice re: personal budgets
- Marketplace events

- Transition

- Hammersmith & Fulham – joint transition meetings with children and adult's social work, SEN and health and parents
- Regular attendance and shared responsibility
- Cambs – single 0-25 SEND service (inc education and social care)

- Cambs - Developing skills for adulthood / real life more acknowledged from an early age (but could do more)
- Nottingham City – strategic vision for whole life disability
- Personal budgets / direct payments
 - Devon CC - We have a joint education, health and care group focussing on personal budgets and working with the parent forum
 - Cambs - Lots of direct payments
 - Nottingham city - Development of direct payments hub – including children and adults payments – care and support planning – support services – resolution service
 - Nottingham City – IPC early adopter
 - City of York council – personalised programmes – a small number of highly bespoke packages with PB
- Wikis
 - Cambs - using wikis – very popular
 - West Sussex – use of wikis (multi-media website) – IPT (intensive planning team) – Partnership working with parent carer forum – true coproduction
- Co-production / parents

Rotherham:

- Development of an SEND Hub
- Strategic leadership for inclusion
- Excellent partnership with parents / carers. Parents much more empowered
- Low number of tribunals

Croydon:

- Autism family carers group hosted and funded by LA – but totally facilitated band run by family carers

Wandsworth:

- Continued co-production between LA/CCG and the parent carer forum on a strategic level

Redbridge:

- Working relationship – PCF ↔ SEN team
- Continued financial support for parental engagement events
- Co-production re: SEN – travel assistance – muster point decision-making matrix

Bradford LA:

- SEND local offer co-production with C&YP 0-25 years and their families using outreach work

Solihull:

- Good partnership between LA / CCG / social SEND panel

Cambs:

- Very good parent carer network – coproduction (in some areas)

York:

- FIRST – family intervention rapid support team – intensive support for families with young people with autism and challenging needs – support in home, education setting and short breaks – as needed

Telford and Wrekin:

- Parent carer engagement = coproduction / participation
- Commissioning /OPS team working together

Things we could do some thinking on...

- Local offer (1st only, Sarah and Kath B)
 - Bradford LA - Local offer website online feedback to save capacity and filter function search
 - Cambs – local offer website – needs work! Lots of useful info but tricky to find
- PHBs (next event?)
 - Personal health budgets
 - L.B. Redbridge - Personal budget development within health
 - York – personal health budgets
- Transition / PFA (Jess, Helena)
 - How to plan for transition 16+
 - Preparing for adulthood needs work
 - Support with transition to adulthood needs early intervention than waiting until the YP turned 18
 - Redbridge - Transition to adulthood commencing at 18!?!?!?
 - City of York – QA re: PFA – e.g. how we measure independence skills – QA of all provision – increasing nos
 - Cumbria – Always short staffed, staff not keeping to time, staff not yet trained in pathological demand avoidance, not yet had my support plan done, not having regular staff, maintenance always taking a long time
 - No continuity – people seconded to lead on a piece of work – but secondment isn't long enough to embed it
 - Recruiting PAs in rural areas and small urban areas where there is a high employment rate
 - Redbridge – never-ending personal changes not linking with PCF and locums not handing over
- System / process (1st session, 2nd session, Kate)
 - Redbridge – appeals being assessed by the same staff
 - Hammersmith and Fulham - Timeliness of completion of care act assessments
 - Criteria for access to DCT vs. inclusion services
 - Telford and Wrekin - Challenges in accessing health i.e. CAMHS / mental health
 - Nottingham city – Adult RAS – transparency of personal budget
 - Devon CC – how to approach personal budgets from a special education perspective, marrying our statutory obligations and funding models
- Parents / coproduction (Sue, Sarah)
 - Redbridge - Parent communication from SEN team lacking esp. when things go wrong. Parents being passengers.
 - Getting parents to engage with person-centred planning and not just view it as a way of cutting budgets/services
 - Redbridge – timely and high quality communication with parents, not routine
 - Redbridge - Barring transport matrix, coproduction is more like consultation
 - Q. how do other boroughs meet the challenges of supporting parent/carers to work or volunteer? Especially when this is more than a short break support package?

Main points from discussion:

- Engagement is not coproduction
 - All stakeholders should be part of it from the outset.
 - We agreed that we don't have a shared understanding
 - TLAP one page description of coproduction is really good make everyone aware of it
 - Coproduction tool to see if its working Tricia and Sam's tool needs to be shared
 - TLAP resource people process (around person centred thinking)
 - Video the parable of the blobs and the squares useful to share with everyone
 - TLAPs national advisory group has members with lived experience of disability - we should get familiar with their work and see how we can engage with them.
 - We talked about Ambassadors - Clenton shared that it was something the coproduction advisory group were looking at - maybe explore this further so that we can have really skilled coproduction ambassadors in lots of places.
 - People will dip in and out and that's ok - do we talk about 3 levels of coproduction around ourselves and our support, with services then strategic.
 - We talk a lot about rights but these must go hand in hand with responsibility.
 - Coproduction is a relationship, it's a vehicle to discuss potentially difficult things. Co-production has to begin with the person and their social worker or similar - if you don't get it right at this point then there's no hope!
- Culture / ethos / values (Helena, Clenton)
 - Rhetoric vs reality gap – challenges of moving forward with developing responsibility to users in context of overspend
 - Hammersmith and Fulham - Whole life planning – difficulty stepping outside/adapting established ways of working and facilitating different types of conversations – challenges in changing understanding of partner agencies
 - Redbridge – not all staff understand and actively engaging in new ethos or agreed criteria
 - Wandsworth – losing the ethos of the SEND reforms, lack of aspirations from professionals – quantity over quality
 - Cambridgeshire – ‘capacity to live in the community with support’ – assessments process – new social workers not knowing what a ‘circle of support’ is!
 - Rotherham – the focus on conversions.... Feels like a hamster wheel – increase requests (54% in requests for statutory EHC assessment) – insufficient specialist provisions

Main points from discussion:

- Promote transparency – more open dialogue, less scripted from professionals
 - Act personal to reduce defensive responses
 - Whole life approach is key moving forward. MUST invest in community.
- EHCPs (Kate, Sue)
 - Solihull - Quality of EHC plans not only education based! – lack of health and social care
 - Wandsworth – lack of social care/health outcomes within an EHCP for children / young people
 - Cambs - EHCP process – timescale – variable person centeredness – (some excellent, some less so, some none)
 - Essex county council – still have a lot transfers to EHC plans to do
 - Health and social care still view EHC process as solely education
 - Redbridge – timescales and falling through the gaps

- City of York council – quality assurance of educational settings being compliant with the provision listed in EHCP