



**Cheshire East  
Written Statement of Action for  
Special Educational Needs  
and/or Disabilities (SEND)**

August 2018

**Cheshire East  
SEND Partnership**



## Table of contents

1. Introduction .....	3
2. Our Vision .....	4
3. Our Priorities.....	4
4. Governance .....	5
5. Communication .....	7
6. Measuring impact and success .....	9
7. Our Action Plan.....	11
A. The timeliness, process and quality of Education, Health and Care (EHC) Plans.....	11
B. The lack of an effective ASD pathway and unreasonable waiting times.....	17
Appendix 1: Membership of the Cheshire East 0-25 SEND Partnership Board.....	21
Appendix 2: Action Plan to improve 20 week EHC needs assessment timeliness .....	23

DRAFT

## 1. Introduction

As a partnership, agencies in Cheshire East are committed to providing the best quality education, care and support for all children and young people with special educational needs and disabilities (SEND). This joint Written Statement of Action (WSOA) underpins Cheshire East's Local Area approach to improving support, pathways and provision for children and young people with SEND and also ensuring that the SEND reforms arising from the *Children and Families Act 2014* have been effectively and consistently implemented within Cheshire East.

Cheshire East has developed a number of documents that set out our vision and implementation plans for improving. This document should be read alongside the following key documents:

- **SEND Strategy**
- **SEND Joint Strategic Needs Assessment (JSNA)**
- **SEND Sufficiency Statement**
- **SEND Provision Plan**
- **SEND Scorecard**
- **SEND Toolkit**
- **Joint Commissioning Strategy**

This is an ambitious programme which cannot be achieved without the full commitment from all the key partners at every level, from strategic

directors to frontline practitioners within social care, education, and health across both children's and adult services. We have taken a whole system approach to improving support for children and young people with SEND across Cheshire East. This work is being driven by the **0-25 SEND Partnership**, which was established in 2016. This multi-agency partnership arrangement includes representatives from the local authority, primary, secondary and special schools, further education providers, health, early years, and the Cheshire East Parent Carers' Forum, along with other key stakeholders.



In March 2018, Ofsted and the Care Quality Commission (CQC) carried out a joint local area inspection of Special Educational Needs and Disabilities (SEND) in Cheshire East. This inspection looked at how effectively partners in Cheshire East work together to identify, assess and meet the needs of children and young people aged 0-25 with SEND to improve their outcomes.

A copy of the Cheshire East SEND Inspection letter is available on the **Ofsted website**. This WSoA, along with progress updates and information on SEND developments delivered by the 0-25 SEND Partnership, can be found on the **Cheshire East Local Offer for SEND** available at [www.cheshireeast.gov.uk/localoffer](http://www.cheshireeast.gov.uk/localoffer)

The inspection highlighted both strengths and areas for development in the work carried out by all agencies in Cheshire East.

Highlighted strengths included well-established and strong relationships between leaders that facilitate joint working, and a shared vision to improve outcomes for children and young people in Cheshire East. The Cheshire East Toolkit for SEND and a number of local services, such as the Early Years Complex Care Team, the Children with Disabilities Team and the Cheshire East Autism Team, were also identified as strengths.

The inspection outcome letter also highlighted a number of areas for development and as a result of the inspection, the area of Cheshire East is required to produce and submit a WSoA to Ofsted that explains how the local area will tackle the following areas:

- the timeliness, process and quality of EHC plans
- the lack of an effective ASD pathway and unreasonable waiting times

The local authority and both of the area's clinical commissioning groups (CCGs) are jointly responsible for submitting the WSoA to Ofsted. This outlines what we in Cheshire East are currently doing, and plan to do, in order to improve the above two areas of development.

This document has been co-produced by partners within the 0-25 SEND Partnership and has been amended following feedback from elected members and senior leaders within Cheshire East Council, NHS Eastern

Cheshire CCG and NHS South Cheshire CCG. Final sign-off of the document was provided by the multi-agency Cheshire East Health and Wellbeing Board. More information of the governance and reporting structures for the SEND Partnership can be found in **section 4 – Governance**.

## 2. Our Vision

Cheshire East has a clear vision for its children and young people with SEND, which was co-produced by members of the 0-25 SEND Partnership.

### Our vision

We want all our children and young people with special educational needs and/or disabilities (SEND) to be **HAPI**:

**H**appy and healthy

**A**chieving their potential

**P**art of their communities

**I**ndependent as possible, making choices about their future

## 3. Our Priorities

Our **SEND Strategy** outlines 5 priority areas for SEND in Cheshire East over the period 2017–19, based on the experiences of our key stakeholders: children and young people with SEND, their parents and carers, and professionals across education, health and care.

Following the SEND Inspection, we reviewed our improvement plans. Whilst the majority of previously identified priority areas are in line with the findings of the Ofsted/CQC Inspection, we have refreshed the order of our priorities and moved improvements relating to Autism pathways into a new workstream in recognition of the extent of the improvement work that we have planned in this area.

All agencies within the 0-25 SEND Partnership are therefore working towards improvements in the following **6 priority areas for SEND**:

### Our priorities

- **Timely Child and Young Person-Centred Assessments and Plans of high quality**
- **Efficient, consistent and timely pathways of assessment and support for Autism**
- **Co-production with Families, and Improving Communication**
- **Preparing for Adulthood**
- **Joint Commissioning, Sufficient SEN Provision and Effective use of Resources**
- **Effective and Supported Workforce**

## 4. Governance

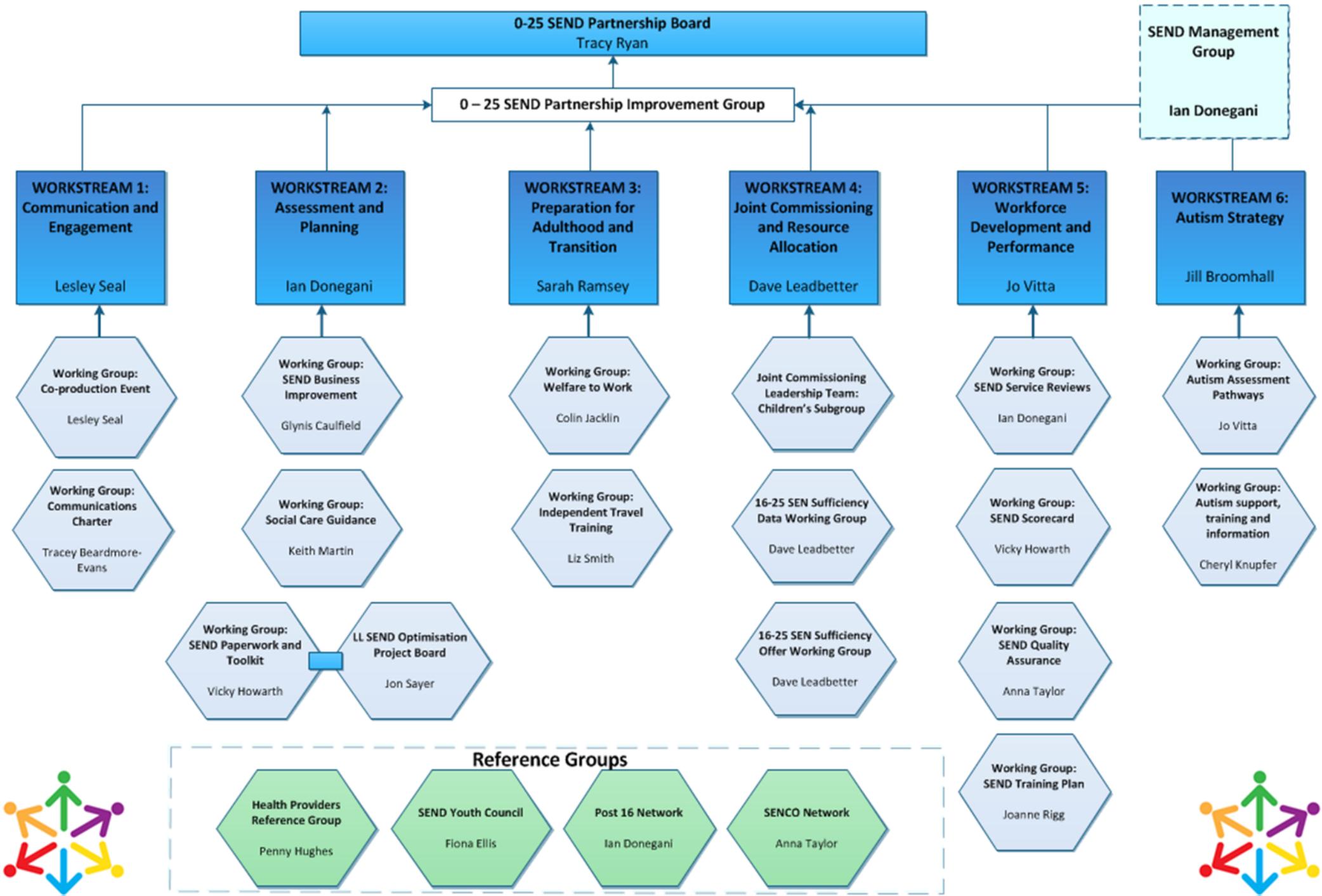
All relevant partners in Cheshire East are committed to providing the best quality education and support for all children and young people; this includes a commitment to work together in order to improve outcomes and support for Cheshire East children and young people with SEND and ensure that we achieve our shared vision.

The **0-25 SEND Partnership** has an established structure which has been specifically designed to deliver improvements in the 6 priority areas described above in order to maximise life opportunities and positive outcomes for children and young people with SEND and their families.

A governance chart outlining the structure of our 0-25 SEND Partnership is overleaf.



# 0-25 SEND PARTNERSHIP GOVERNANCE



The 0-25 SEND Partnership structure includes:

- **The SEND Partnership Board** which is made up of senior representatives that drive and monitor the work of the Partnership in line with our joint SEND strategy and this WSoA. The 0-25 SEND Partnership Board meets on a bi-monthly basis to review progress against our SEND Strategy and the action plan outlined within this WSoA.

The full list of members of the SEND Partnership Board can be found in **Appendix 1** of this document.

- **6 multi-agency workstreams** which each have a specific, dedicated focus on one of the priority areas listed above. The workstreams carry out the work of the Partnership; this includes delivering the actions within our action plan in order to address our areas for development. The workstreams form small, temporary working groups in order to deliver specific objectives within their priority area. The working groups are in place until the specific objective has been achieved to an agreed standard. All 6 workstreams report to the SEND Partnership Board and provide information on progress via regular highlight reports.
- **An improvement group** which provides the workstream chairs and key stakeholders with the opportunity to meet and share information and developments across the workstreams, thereby facilitating joint working and reducing duplication. This group is

responsible for maintaining and updating this document and the progress ratings within our action plan.

Parent carer representatives are members of the 0-25 SEND Partnership Board and all workstreams, and we are developing a strong partnership through which we can deliver significant improvements in the experiences of children and young people with SEND.

The Cheshire East Health and Wellbeing Board is the overarching board for the SEND Partnership and they receive regular reports on progress made by the SEND Partnership.

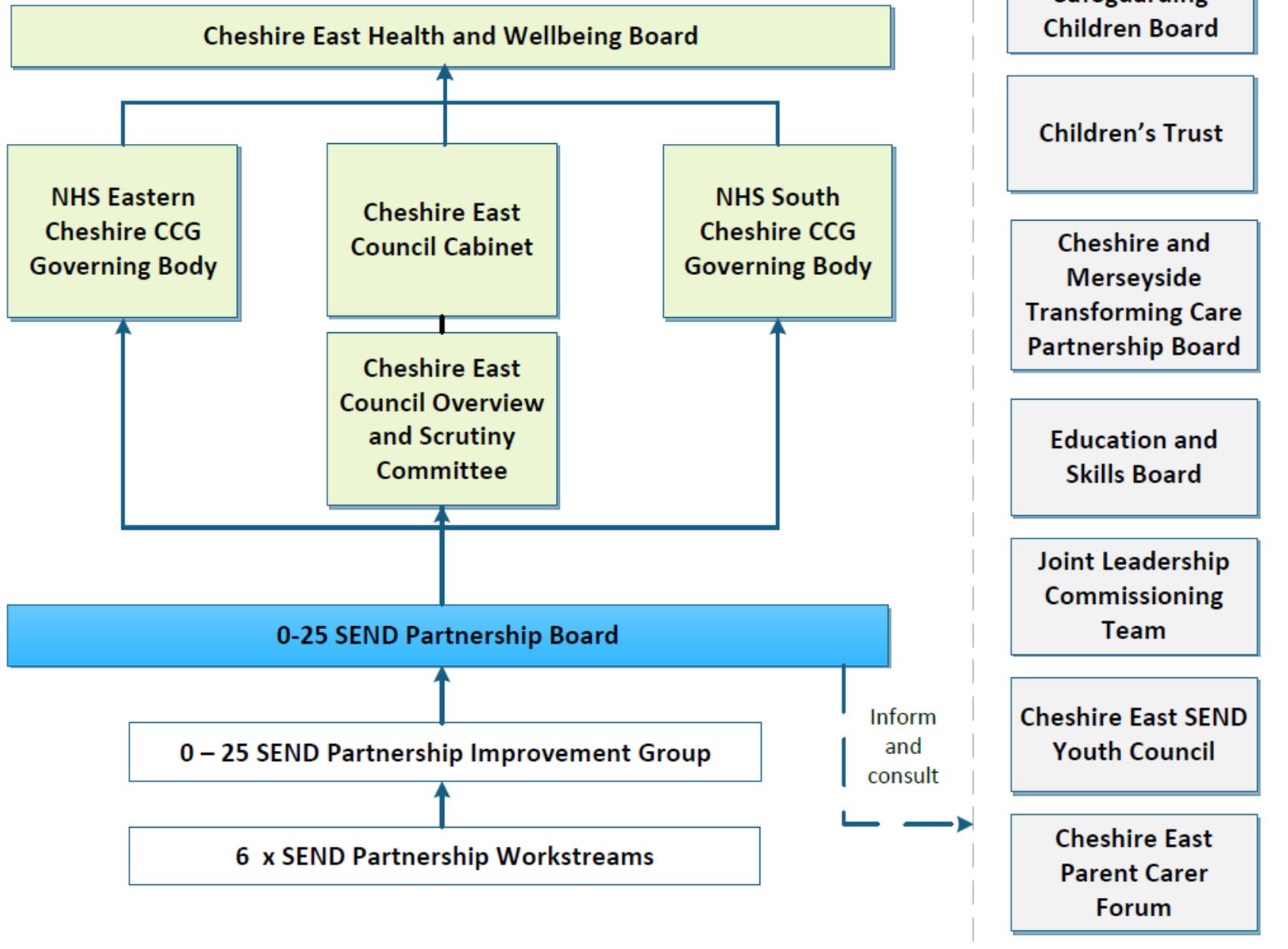
We will seek to inform and consult all other relevant boards and programmes when progressing actions wherever possible and required. A diagram showing reporting and governance arrangements for the SEND Partnership Board is provided overleaf.

## 5. Communication

Existing communication arrangements will be maintained and strengthened. In order to keep all stakeholders updated, we will provide regular updates on progress on the actions detailed within this document, along with other local SEND developments delivered by the 0-25 SEND Partnership, via the **Cheshire East Local Offer for SEND** available at [www.cheshireeast.gov.uk/localoffer](http://www.cheshireeast.gov.uk/localoffer)

General queries about the content of this document can be sent to [SENDpartnerships@cheshireeast.gov.uk](mailto:SENDpartnerships@cheshireeast.gov.uk). Any service specific queries or issues should continue to be raised with the relevant service.

## Reporting and Governance Arrangements for the 0-25 SEND Partnership Board



## 6. Resources

Existing resources will be prioritised towards delivering this WSoA. We are currently reviewing whether this resource is sufficient and further capacity will be secured, as appropriate, to ensure that actions are delivered by the required timescales.



## 7. Measuring impact and success

# AFT

Progress against the Action Plan laid out within this WSoA will be monitored and scrutinised by the 0-25 SEND Partnership Board on a termly basis. Actions will be RAG rated and any risks or issues in achieving improvements will be highlighted to the Board.

Progress against the Action Plan within this WSoA will also be shared with NHS England and DfE advisers through meetings which will initially be scheduled to take place every three months.

Progress will be rated based on the following RAG rating:

RAG RATING KEY	
	Action completed
	Action not yet completed, but on track and scheduled for completion within projected timeframe
	Action not on track, risk to implementation

	Longer-term action, not yet started. No risk to implementation currently anticipated
--	--

Regular updates will also be provided through the internal governance routes of the CCGs and the local authority. A six monthly update will also be provided to the Health and Wellbeing Board for scrutiny and to the other partnership boards for information.

To assess the impact of our improvements on children and young people and their families, we will use information from four different sources as set out overleaf.

## Quality Assurance Framework – information sources

What children, young people and parents/carers tell us	What the qualitative data tells us
<ul style="list-style-type: none"> <li>• Feedback from Cheshire East Parent Carer Forum</li> <li>• Health Visiting and School Nursing Friends and Family Feedback</li> <li>• Feedback at 'Parenting Journey' stops by parents</li> <li>• Parent/carers feedback through schools</li> <li>• CAMHS Young Advisors</li> <li>• Parental satisfaction surveys/engagement events</li> <li>• Young people's satisfaction surveys (under development)</li> <li>• SEND Youth Council</li> </ul>	<ul style="list-style-type: none"> <li>• Peer Reviews</li> <li>• Peer Challenges (North West Peer Challenge)</li> <li>• Care Quality Commission (CQC) Audits</li> <li>• Individual school SEFs/Inspection Reports</li> <li>• Audits of Education, Health and Care Plans (EHCPs) and assessments (<i>planned</i>)</li> <li>• Early Years Case Studies – Raising Attainment</li> <li>• Early Years Inspection Reports</li> </ul>
What staff across the Partnership tell us	What quantitative data tells us
<ul style="list-style-type: none"> <li>• Staff surveys</li> </ul>	<ul style="list-style-type: none"> <li>• 0-25 SEND scorecards, including:</li> </ul>

- SENCO conference and forums
- Consultation events
- Training evaluations
- Team meetings
- Supervision

- Local Authority monthly operational scorecard
- Health monthly operational scorecard
- Multi-agency quarterly strategic scorecard
- 2/3/4 year old data (collected termly) via tracking children
- Healthy Child Programme
- School based data /SEFs /internal tracking systems
- Annual Education Report

DRAFT

## 8. Our Action Plan

### A. The timeliness, process and quality of Education, Health and Care (EHC) Plans

**Our overall aim for this priority area:**

As a partnership, we want to provide timely child and young person-centred assessments and plans of high quality

#### i. How we plan to improve our areas for development

What outcomes are we aiming for?	Action Ref.	Actions – what are we doing about this?	When will this be completed?	Which workstream will deliver this?	Who is leading on this?	Progress rating
<p><b>Improved timeliness of the EHC needs assessment process and EHC Plans, meaning that children and young people benefit from having timely assessments of their needs and earlier plans to improve their outcomes</b></p> <ul style="list-style-type: none"> <li>EHC needs assessments and EHC plans are completed within the 20 week legislative timescale</li> <li>There is a person-centred approach in place to identify and meet the needs of children, young people and their families.</li> <li>Professionals with the right skills and experience work together and have sufficient capacity to support families through the assessment and planning process</li> <li>Issues around timeliness are quickly addressed and arrangements are in place to ensure that support is still available so that families are not disadvantaged</li> <li>Children and young people with SEND and their parents/carers report high levels of satisfaction in the timeliness of EHC needs assessments and plans</li> </ul>	A – 1	Implement the specific multi-agency action plan focusing on improvement of 20 week timeliness, including improvement of timeliness and efficacy of admin processes relating to the EHC Needs assessment process, e.g. introduction of a triage process etc. (see <a href="#">Appendix 2</a> ).	March 2019	Assessment and Planning	Head of Service: SEND and Inclusion, Cheshire East Council	In progress
	A – 2	Undertake peer reviews of the Educational Psychology Service, Cheshire East Autism Team and Sensory Inclusion Service in order to improve timeliness of access to these services and increase efficiency of working methods	November 2018	Workforce Development and Performance	Head of Service: SEND and Inclusion, Cheshire East Council	In progress
	A – 3	Review effectiveness of SEND team re-structure	September 2018	Assessment and Planning	Head of Service: SEND and Inclusion, Cheshire East Council	In progress
	A – 4	Bring in short-term additional capacity to process ongoing annual reviews and EHC needs assessments	September 2018	Assessment and Planning		In progress
	A – 5	Establish robust contract monitoring with commissioned health providers which picks up issues with timeliness and quality	September 2018	Workforce Development and Performance	Designated Clinical Officer, NHS Eastern Cheshire and South Cheshire CCGs	In progress
	A – 6	Track all requests for health advice as part of EHC needs assessments and establish root causes in instances of failure to meet the required timescales for provision of advice	September 2018			In progress
	A – 7	CCGs to follow up contract queries to relevant Trusts to ensure services not meeting the timescales for health advice are highlighted to Trust executives and mitigating strategies are put in place	September 2018			In progress
<b>Children, young people and their parent/carers experience a consistent, clear and effective EHC needs assessment and annual</b>	A – 8	Co-produce and publish clear information on our Local Offer on requesting an EHC needs assessment for young people and parent carers, including roles and responsibilities for all involved	October 2018	Assessment and Planning	Project Manager (SEND), Cheshire East Council	In progress

What outcomes are we aiming for?	Action Ref.	Actions – what are we doing about this?	When will this be completed?	Which workstream will deliver this?	Who is leading on this?	Progress rating
<p><b>review process</b></p> <ul style="list-style-type: none"> <li>● Young people, parents and carers, and all professionals experience a consistent EHC needs assessment pathway and are clear about: <ul style="list-style-type: none"> <li>✓ who can request an Education, Health and Care (EHC) needs assessment</li> <li>✓ how requests can be made</li> <li>✓ the responsibilities of everyone involved in the EHC needs assessment process and how different services will work together</li> <li>✓ the steps of the assessment process and how decisions are made</li> <li>✓ where their individual assessment is up to</li> </ul> </li> <li>● Assessment and plans are informed through high levels of involvement from children and young people and their families</li> <li>● Annual Reviews and subsequent changes to EHC Plans are completed within expected timescales</li> <li>● The Local Offer is effective in making sure that children, young people and families can access the right information at the right time and are able to make informed choices</li> <li>● Parents/carers, children and young people report high levels of satisfaction in the EHC needs assessment and planning process</li> </ul>	A – 9	Publish clear information on our Local Offer regarding how other professionals (not educational settings) can bring individuals to the attention of the LA on our Local Offer	October 2018	Assessment and Planning	Project Manager (SEND), Cheshire East Council	In progress
	A – 10	Publish clear pathway on our Local Offer for children and young people brought to the attention of the LA by other professionals	October 2018	Assessment and Planning	Project Manager (SEND), Cheshire East Council	Not started
	A – 11	Review and update the Cheshire East Toolkit for SEND in line with feedback and to reference, link and align with all information and guidance relating to the EHC needs assessment process	October 2018	Assessment and Planning (SEND Paperwork and Toolkit Working Group)	Project Manager (SEND), Cheshire East Council	In progress
	A – 12	Continue to further develop, improve and standardise paperwork associated with an EHC needs assessment request (knowledge and agreement form and provision map)	October 2018	Assessment and Planning (SEND Paperwork and Toolkit Working Group)	Project Manager (SEND), Cheshire East Council	In progress
	A – 13	Embed improved EHC needs assessment process which: <ul style="list-style-type: none"> <li>• incorporates recommendations from parents and young people regarding coproduction, including initial meeting and information pack within 2 weeks of decision to assess</li> <li>• standardises process for all ages and areas</li> <li>• captures and evidences coproduction has taken place</li> </ul>	July 2018	Assessment and Planning	Senior Business Improvement Analyst, Cheshire East Council	In progress
	A – 14	Refresh and roll-out young people and parent carer feedback surveys following involvement in the EHC needs assessment process and annual reviews of EHC Plans	September 2018	Communication and Engagement	SEND Service Manager, Cheshire East Council	In progress
	A – 15	Assess and report results from a survey of the Statutory Assessment Panel members regarding efficacy of the panel process	May 2018	Assessment and Planning	Head of Service: SEND and Inclusion, Cheshire East Council	Completed
	A – 16	Refresh membership, plus decision making and accountability process of the multi-agency EHC needs assessment panel	September 2018	Assessment and Planning	Head of Service: SEND and Inclusion, Cheshire East Council	In progress
	A – 17	Refresh Early Years Forum, including <ul style="list-style-type: none"> <li>• Terms of Reference and detailed purpose</li> <li>• Membership</li> <li>• Meeting and information sharing arrangements</li> </ul>	September 2018	Assessment and Planning	Early Years and Childcare Manager, Cheshire East Council	In progress
	A – 18	Refresh Post-16 Panel to become Preparing for Adulthood (PfA) Transition Forum, including: <ul style="list-style-type: none"> <li>• Terms of Reference and detailed purpose</li> <li>• Membership</li> <li>• Meeting and information sharing arrangements</li> </ul>	July 2018	Assessment and Planning	Area Delivery Manager, Youth Support Service, Cheshire East Council	In progress
A – 19	Refresh and publish annual review paperwork for EHC Plans	December 2018	Assessment and Planning	Project Manager (SEND), Cheshire East Council	In progress	

What outcomes are we aiming for?	Action Ref.	Actions – what are we doing about this?	When will this be completed?	Which workstream will deliver this?	Who is leading on this?	Progress rating
	A – 20	Revise and implement a streamlined annual review process which: <ul style="list-style-type: none"> <li>• is standardised across all ages</li> <li>• incorporates a clear forecast for upcoming reviews</li> <li>• is focused on issuing high quality revised plans within legal timescales</li> </ul>	December 2018	Assessment and Planning	Project Manager (SEND), Cheshire East Council	In progress
	A – 21	Optimise an electronic Annual Review workflow in the local authority's IT case management system and roll this out to schools and post-16 providers in first instance	December 2018	Assessment and Planning	Project Manager, ICT Services, Cheshire East Council	In progress
	A – 22	Optimise an electronic SEN Support workflow in the local authority's IT case management system and roll this out to schools and post-16 providers in first instance	December 2019	Assessment and Planning	Project Manager, ICT Services, Cheshire East Council	Not started
	A – 23	Ensure Dynamic Support Database (which rates individuals for risk of admission and/or increase of behaviours of concern) links with the EHC needs assessment process in order to embed the new Care Education and Treatment Review (CETR) policy and align this with EHCP annual reviews where appropriate.	December 2018	Assessment and Planning	Commissioning Manager, NHS South Cheshire CCG and NHS Vale Royal CCG	Not started
<p><b>High quality EHC plans are effective in improving outcomes for children and young people</b></p> <ul style="list-style-type: none"> <li>• High quality Education, Health and Care (EHC) Plans which: <ul style="list-style-type: none"> <li>✓ are holistic and capture the individual child or young person's health and social care needs, in addition to their educational needs, in line with the SEND Code of Practice</li> <li>✓ are outcome focused and contain SMART meaningful outcomes</li> <li>✓ are ambitious for children and young people, preparing them for adulthood from the earliest age</li> <li>✓ contain clear intended outcomes and are accessible to the children and young people for whom they were intended or</li> </ul> </li> </ul>	A – 24	Develop a multi-agency SEND Quality Assurance Framework outlining how different quality assurance and performance activities will be carried out and by whom, along with how learning will be reported and shared	September 2018	Workforce Development and Performance	Quality Inclusion Officer, Cheshire East Council	In progress
	A – 25	Develop a calendar outlining when quality assurance activities (e.g. case audits) will take place	September 2018		Not started	
	A – 26	Develop Practice Standards for EHC Plans	December 2018		Not started	
	A – 27	Develop Practice Standards for advice/reports from professionals across education, health and care	December 2018		Not started	
	A – 28	Develop and embed Practice Standards to assess quality/inclusivity of mainstream provision	December 2019		In progress	
	A – 29	Develop Quality Assurance and moderation processes (based on agreed Practice Standards) for EHC Plans	February 2019		Not started	
	A – 30	Develop Quality Assurance and moderation processes (based on agreed Practice Standards) for advice/reports from professionals across education, health and care	February 2019		Not started	
	A – 31	Develop Quality Assurance and moderation processes (based on agreed Practice Standards) to assess quality/inclusivity of mainstream provision	February 2019		Not started	
	A – 32	Seconded SENCOs to work with educational settings to ensure they are following and implementing the	July 2019		In progress	

What outcomes are we aiming for?	Action Ref.	Actions – what are we doing about this?	When will this be completed?	Which workstream will deliver this?	Who is leading on this?	Progress rating
their parents/carers. ● Parents/carers, children and young people report high levels of satisfaction with their EHC Plan		SEND Toolkit effectively				
	A – 33	Identify and appoint practice Auditors and Champions	February 2019			Not started
	A – 34	Commission and deliver multi-agency training from the Council for Disabled Children (CDC) on producing EHC plans which are outcome-focused, holistic and include SMART outcomes and provision	December 2018	Workforce Development and Performance	Workforce Development Project Manager, Cheshire East Council	In progress
	A – 35	Deliver the following NDTi training sessions to health professionals: <ul style="list-style-type: none"> <li>Education, Health and Care Planning – linking aspirations to outcomes and provision – the importance of professional/clinical advice in this process (July 2018)</li> <li>Joint working, holistic planning and writing outcomes for children and young people with special educational needs and disabilities (October 2018)</li> </ul>	October 2018	Workforce Development and Performance	Designated Clinical Officer, NHS Eastern Cheshire and South Cheshire CCGs	In progress
	A – 36	Develop and publish guidance relating to Social Care input into EHC needs assessments and EHC Plans	June 2018	Assessment and Planning	Service Manager – Children with Disabilities, Cheshire East Council	In progress
	A – 37	Train all early help and social care professionals across children’s and adults’ services on the EHC needs assessment process and input into EHC needs assessments and EHC Plans	September 2018	Assessment and Planning	Service Manager – Children with Disabilities, Cheshire East Council	In progress
	A – 38	Carry out an audit of health professionals’ knowledge and skills around the EHC assessment process, followed by bespoke training to services/individuals by the DCO to address any specific areas of development	September 2018	Workforce Development and Performance	Designated Clinical Officer, NHS Eastern Cheshire and South Cheshire CCGs	In progress
	A – 39	Produce and publish guidance for health providers on the EHC needs assessment process and input into EHC needs assessments and EHC Plans (incorporating learning from national guidance and areas which have received ‘good’ or ‘outstanding’ for this area of assessment)	July 2018	Assessment and Planning	Designated Clinical Officer, NHS Eastern Cheshire and South Cheshire CCGs	In progress
	A – 40	Train all health professionals on processes for requesting an EHC needs assessment and input into EHC needs assessments and EHC Plans via the SEND Health Providers Reference Group	December 2018	Assessment and Planning	Designated Clinical Officer, NHS Eastern Cheshire and South Cheshire CCGs	In progress
	A – 41	Review format of the EHC Plan template to ensure it is outcome focused across education, health and care	December 2018	Assessment and Planning	SEND Service Manager, Cheshire East Council	Not started
	A – 42	Review templates for advice provided by professionals across education, health and care as part of the EHC needs assessment to ensure advice is of high quality and focused on outcomes.	December 2018	Assessment and Planning	SEND Service Manager, Cheshire East Council and Designated Clinical Officer, NHS Eastern Cheshire and South Cheshire CCGs	Not started

## ii. How will we know if we have made a difference?

As mentioned in section 6 of this document (“**Measuring Impact and Success**”), we collect information from a range of sources in order to measure the success and impact of our improvement work. This includes a range of performance measures on 0-25 SEND Scorecards. As an area, we currently have two monthly operational scorecards which cover performance measures within a) the local authority and b) health. We are also developing targets for key performance areas and a joint multi-agency strategic scorecard that will be produced on a quarterly basis. The below performance measures are extracts from our 0-25 SEND Scorecards.

Performance Measure	Current performance – May 2018	Cumulative Target for October 2018 (since May 2018)	Cumulative Target for January 2019 (since May 2018)	Cumulative Target for May 2019 (since May 2018)
<b>Increase</b> in percentage of full EHC needs assessments (with final EHCP issued) completed within 20 weeks (performance for individual months)	16%	Percentage increase of 15%	Percentage increase of 30%	Percentage increase of 40%
<b>Increase</b> in percentage of full EHC needs assessments (with final EHCP issued) completed within 20 weeks (cumulative for year since January 2018)	19%	Percentage increase of 10%	Percentage increase of 30%	Percentage increase of 40%
<b>Reduction</b> in average number of weeks taken for EHC plans to be issued (performance for individual months)	32.8 weeks	Percentage decrease of 10%	Percentage decrease of 20%	Percentage decrease of 30%
<b>Increase</b> in percentage of annual reviews of EHC Plans completed within 12 months of EHC Plan issued or previous review (performance for individual months)	49.4%	Percentage increase of 6%	Percentage increase of 20%	Percentage increase of 40%
<b>Evidence of variation</b> in source of request for EHC needs assessment (performance for individual months)	Establishment Request	91%	Evidence that EHC needs assessments result from more than one source	Evidence that EHC needs assessments result from more than one source
	Parental Request	9%		
	Young Person Request	0%		
	Notification from Professional	0%		
<b>Significant number</b> of staff attend commissioned training from the Council for Disabled Children on EHC Plans	n/a	> 45 people have attended training	> 90 people have attended training	n/a
<b>Reduction</b> in number of complaints received relating to EHC needs assessments and EHC Plans (performance for 12 months prior to 1 <sup>st</sup> of specified month)	110	Percentage decrease of 10%	Percentage decrease of 30%	Percentage decrease of 50%
<b>Reduction</b> in number of appeals registered with the First-tier Tribunal (performance for 12 months prior to 1 <sup>st</sup> of specified month)	30	Percentage decrease of 10%	Percentage decrease of 20%	Percentage decrease of 30%

Using feedback and audits to measure our performance			
Children and young people with SEND	Parents and Carers	Professionals	Audits
Feedback collected during and after the EHC needs assessment shows that children and young people with SEND feel that: <ul style="list-style-type: none"> <li>- they had a positive and timely experience during the EHC needs assessment</li> <li>- the assessment process was clear</li> <li>- they were included in the process and had opportunities to clearly share their views</li> </ul>	Feedback collected during and after the EHC needs assessment shows that parents feel that: <ul style="list-style-type: none"> <li>- they had a positive and timely experience during the EHC needs assessment</li> <li>- the assessment process was clear</li> <li>- they were included in the process and had opportunities to clearly share their views</li> <li>- EHC Plans contained all relevant</li> </ul>	Professionals report that, as a result of guidance, training and clear paperwork, they are confident that they are able to contribute to the EHC needs assessments and EHC Plans in a timely and effective manner. <p>Professionals are confident that the established quality assurance processes are appropriately supportive and challenging and will increase the quality of EHC Plans.</p>	Audits show that EHC Plans: <ul style="list-style-type: none"> <li>- contain relevant, holistic information across education, health and care</li> <li>- reflect high quality input from professionals</li> <li>- are focused on meaningful SMART outcomes</li> <li>- describe provision which is specific and reflects the needs of the child or young person</li> </ul>

<ul style="list-style-type: none"><li>- EHC Plans contained all relevant information</li><li>- the support detailed within their EHC plans is meeting their needs and helping them to achieve positive outcomes</li></ul>	information		
---	-------------	--	--

DRAFT

## B. The lack of an effective Autistic Spectrum Disorder (ASD) pathway and unreasonable waiting times

**Our overall aim for this priority area:**

As a partnership, we want to provide efficient, consistent and timely pathways of assessment and support for Autism

### i. How we plan to improve our areas for development

What outcomes are we aiming for?	Action Ref.	Actions – what are we doing about this?	When will this be completed?	Which workstream will deliver this?	Who is leading on this?	Progress rating
<p><b>Improved Autistic Spectrum Disorder/Condition (ASD/ASC) pathways and waiting times, meaning that children and young people benefit from having timely assessments of their needs</b></p> <ul style="list-style-type: none"> <li>Autism diagnostic pathways which are: <ul style="list-style-type: none"> <li>✓ effective and of high quality</li> <li>✓ timely</li> <li>✓ consistent across all areas of Cheshire East</li> <li>✓ compliant with NICE guidance</li> <li>✓ available and suitable for all ages within the 0-25 age</li> <li>✓ ensure children, young people and their families are able to access appropriate information and support at the right time</li> </ul> </li> <li>Children and young people with Autism feel they are able to access appropriate support to help meet their needs</li> </ul>	B – 1	Undertake an external review of Cheshire East Autism and ADHD assessment and support practice and processes to identify areas for development	August 2018	Autism Strategy	Autism Team Manager, Stockport Metropolitan Borough Council	In progress
	B – 2	Establish a multi-agency and all-age working group to drive improvements and focus on: <ul style="list-style-type: none"> <li>Developing a refreshed Autism strategy</li> <li>Reviewing the Autism Joint Strategic Needs Assessment (JSNA)</li> </ul>	July 2018	Autism Strategy	Director of Adult Social Care Operations, Cheshire East Council	In progress
	B – 3	Review the Cheshire East Autism JSNA and refresh as appropriate	December 2018	Autism Strategy	Director of Adult Social Care Operations, Cheshire East Council	Not started
	B – 4	Review, refresh and publish an all-age Autism Strategy for Cheshire East	December 2018	Autism Strategy		Not started
	B – 5	Establish a multi-agency and all-age working group to focus on improving Autism assessment pathways	June 2018	Autism Strategy	Commissioning Manager, Women, Children and Young People, NHS South Cheshire CCG & NHS Vale Royal CCG	Completed
	B – 6	Establish multi-agency and all-age working groups to drive improvements around Autism support, training and information	June 2018	Autism Strategy	Autism Team Manager, Stockport Metropolitan Borough Council	Completed
	B – 7	Finalise the mapping/baseline of the current service pathways commissioned by the two CCGs and the LA, and identify any gaps and associated risks. This will also include demand and prevalence across Cheshire East. All service providers to complete the current service provision narrative	August 2018	Autism Strategy (Assessment Pathways Working Group)	Autism Team Manager, Stockport Metropolitan Borough Council	In progress
	B – 8	Complete the Baseline Assessment Tool for Autism Spectrum Disorder in Under 19s: recognition, referral and diagnosis (NICE Clinical Guidelines CG128)	August 2018	Autism Strategy (Assessment Pathways Working Group)	Commissioning Manager, Women, Children and Young People, NHS South Cheshire CCG & NHS Vale Royal CCG	In progress

What outcomes are we aiming for?	Action Ref.	Actions – what are we doing about this?	When will this be completed?	Which workstream will deliver this?	Who is leading on this?	Progress rating
	B – 9	Review the pool of staff trained in using diagnostic assessment tools to ensure we have a sufficient number of appropriate staff trained to contribute to the assessment process	August 2018	Autism Strategy (Assessment Pathways Working Group)	Commissioning Manager, Women, Children and Young People, NHS South Cheshire CCG & NHS Vale Royal CCG	In progress
	B – 10	Coproduce a single service specification for ASD assessment and diagnosis for 0-25 across Cheshire East, including any additional costs and impacts on the system this may have. Also develop a standardised referral process to support the single specification	September 2018			In progress
	B – 11	Carry out consultation and engagement on the service specification for ASD assessment and diagnosis for 0-25 across Cheshire East, resulting in sign off from all relevant governance (see Governance section above)	November 2018			Not started
	B – 12	Set up and launch ASD single service specification for 0-25 to be delivered by all providers across Cheshire East	April 2019			Not started
	B – 13	Map current training offer relating to Autism across all education, health and care organisations and identify gaps and/or duplication	September 2018	Autism Strategy (Support, information and training working group)	Autism Team Manager, Stockport Metropolitan Borough Council	In progress
	B – 14	Map current pre- and post-diagnostic support offer for children, young people and their families in relation to Autism and identify gaps and/or duplication	September 2018			Not started
	B – 15	Produce a post-diagnostic information pack for families	September 2018			In progress
	B – 16	Improve access to information on Autism within Cheshire East Local Offer for SEND	October 2018			Not started

**ii. How will we know if we have made a difference?**

As mentioned in section 6 of this document (“**Measuring Impact and Success**”), we collect information from a range of sources in order to measure the success and impact of our improvement work. This includes a range of performance measures on 0-25 SEND Scorecards. As an area, we currently have two monthly operational scorecards which cover performance measures within a) the local authority and b) health. We are also developing targets for key performance areas and a joint multi-agency strategic scorecard that will be produced on a quarterly basis. The below performance measures are extracts from our 0-25 SEND Scorecards.

Following the Inspection it was highlighted by the Inspectors (Ofsted and CQC) that more rigorous assurance is required on the performance of the contract regarding ASD. Presently both providers do collate information around waiting times and referral times; however these are universal figures and not clearly broken down to the ASD cohort of patients.

The Table below shows the current dataset that NHS South Cheshire CCG collects from the current commissioned provider Mid Cheshire Hospitals NHS Foundation Trust - Community Paediatric Services (data shown is for 2017/18):

INDICATOR		Clinics	TARGET	YTD	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4	Jan	Feb	Mar		
Activity	No of Initial HealthAssessments(IHA)		1916	163	41	9	15	17	45	11	27	7	43	25	11	7	34	23	11	13		
	No of Child Protection Medicals			53	16	4	3	9	12	5	4	3	16	4	7	5	9	3	6	8		
	Number of Referrals to Community Paediatrics			1604	454	135	148	171	418	170	112	136	491	169	161	161	241	147	94	58		
	New	ATTENDED	ADHD	1369	178	43	16	13	14	64	20	21	23	48	13	18	17	23	4	19	8	
			Ad-Hoc		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
			Adoption		49	7	3	2	2	13	4	2	7	17	8	7	2	12	6	2	4	
			ASD		179	36	14	4	18	51	12	26	13	43	22	14	7	49	16	18	15	
			Development		158	53	22	11	20	43	9	21	13	28	7	12	9	34	10	24	7	
			Mainstream School		345	82	33	28	21	82	21	23	38	119	48	58	13	62	24	38	32	
			Special School		40	12	4	6	2	7	3	0	4	15	5	7	3	6	2	4	3	
	Follow-Up	ATTENDED	ADHD	2435	1777	470	140	161	169	443	173	117	153	494	187	190	117	370	194	176	166	
			Ad-Hoc		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
			Adoption		3	2	2	0	0	0	0	0	0	0	1	1	0	0	0	1	0	0
			ASD		242	58	17	18	23	56	14	20	22	77	33	23	21	51	19	32	24	
			Development		322	100	37	28	35	101	25	35	41	75	30	26	19	46	29	17	33	
			Mainstream School		149	45	18	13	14	26	8	8	10	43	17	21	5	35	14	21	9	
			Special School		95	40	6	14	20	15	7	0	8	30	16	11	3	10	4	6	10	
	DNA	DNA RATE %	ADHD		10%	10%	11%	10%	9%	11%	11%	9%	13%	10%	6%	10%	13%	8%	7%	9%	10%	
			Ad-Hoc		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
			Adoption		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
			ASD		7%	10%	11%	14%	4%	8%	13%	7%	5%	7%	8%	7%	5%	5%	4%	5%	4%	
			Development		10%	12%	7%	11%	18%	11%	11%	12%	10%	7%	8%	2%	10%	9%	13%	6%	5%	
			Mainstream School		15%	14%	16%	14%	13%	19%	19%	20%	18%	14%	11%	13%	16%	14%	12%	17%	12%	
			Special School		8%	9%	9%	9%	9%	0	8%	0%	29%	0	4%	9%	0%	0	8%	7%	21%	
	Average Waiting Time from initial referra lto first attendance	WEEKS	ADHD	13weeks	14	13	11	13	14	19	16	17	23	17	18	21	12	9	9	9	17	
			Ad-Hoc	13weeks	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Adoption			13weeks	4	3	3	2	3	3	2	4	3	6	3	4	11	4	4	4	2		
ASD			13weeks	14	15	13	14	19	15	16	16	12	12	9	16	10	13	11	14	15		
Development			13weeks	13	10	10	10	10	12	15	11	11	14	12	16	13	16	15	17	15		
Mainstream School			13weeks	13	8	5	7	11	15	13	18	15	14	13	15	13	16	16	16	16		
Special School			13weeks	8	7	4	13	5	8	2	0	21	7	2	10	8	9	5	16	6		
Safety	No. of serious unto ward incidents			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	No of completed analysed incident reports			3	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	0		

NHS Eastern Cheshire CCG data to be provided from their current commissioned provider Cheshire and Wirral Partnership NHS Foundation Trust.

The CCGs currently collect different data from the providers, and therefore the CCGs are taking on board the advice and recommendation from the Inspection and are ensuring that a single service specification will be in place which will include a set of single performance measures across Cheshire East.

In order for the CCGs to be able to get accurate data and a baseline that focuses primarily on ASD patients, we are working with the providers to implement the below performance measures to begin to collate data that will set the baseline for improvement by 1<sup>st</sup> October 2018. From this CCGs will set quarterly targets for the providers to improve.

The table below shows the 9 key areas that commissioners are to monitor improvement on, using achievable performance/progress targets over time and adhering to both key performance targets within the contract as well as the NICE Guidelines.

Key Performance Indicator	Performance Measure East Cheshire CCG and South Cheshire CCG 1 <sup>st</sup> October 2018 Implementation
KPI 1	Number of children and young people awaiting assessment at the end reporting month (total)
KPI 2	Average length of wait for an assessment (from referral) at the end reporting month (total)
KPI 3	Longest length of wait for an assessment (from referral) at the end reporting month (total)
KPI 4	Average waiting time from assessment to intervention at the end reporting month (total)
KPI 5	Longest waiting time from assessment to intervention at the end reporting month (total)
KPI 6	Number of referrals received at the end reporting month (total)
KPI 7	Number of inappropriate referrals received at the end reporting month (total)
KPI 8	Number of assessments undertaken (in total) at the end reporting month (total)
KPI 9	% of referrals for diagnostic assessment started within 13 weeks

Using feedback and audits to measure our performance			
Children and young people with SEND	Parents and Carers	Professionals	Audits
<p>Feedback collected from engagement events, SEND youth groups/participation groups, and special school councils shows that children and young people with Autism know who their key worker is (who helps coordinate their care and the support detailed in their personalised plan).</p> <p>Children and young people with Autism feel they are able to access appropriate support to help meet their needs.</p>	<p>Feedback collected during the revision of ASD assessment and diagnostic pathways, and from pre-and post-diagnostic surveys, shows that parents:</p> <ul style="list-style-type: none"> <li>- feel engaged with, and fully involved in, the process to review the diagnostic pathway</li> <li>- sign up to revised pathway</li> <li>- report a clear and consistent assessment and diagnostic experience across Cheshire East</li> </ul>	<p>Professionals across the SEND Partnership report that the ASD assessment and diagnosis pathway is clear and consistent across Cheshire East, and they are confident about roles and responsibilities within the pathway.</p> <p>Professionals also report that, following assessments, children and young people with Autism have a personalised plan that has been developed and implemented in partnership with the child and young person, their family and carers (if appropriate) and the Autism team.</p>	<p>Audits show that the referral and assessment pathway:</p> <ul style="list-style-type: none"> <li>- is consistent across Cheshire East</li> <li>- complies with NICE Guideline</li> <li>- is clear and easy to follow</li> <li>- results in children and young people with Autism having person centred plans and/or being signposted to appropriate support</li> </ul>

## Appendix 1: Membership of the Cheshire East 0-25 SEND Partnership Board

Name	Role	Organisation
Tracy Ryan	Director of Prevention and Support (Chair of the SEND Partnership Board)	Cheshire East Council
Ian Donegani	Head of Service: SEND and Inclusion	Cheshire East Council
Andy Hodgkinson	eCAPH Chair	East Cheshire Association of Primary Heads (eCAPH)
Mark Bayley	Head of Service: Education Infrastructure and Outcomes	Cheshire East Council
Tracey Beardmore-Evans	SEND Service Manager	Cheshire East Council
Gill Betton	Head of Service: Children's Development and Partnerships	Cheshire East Council
Kerry Birtles	Head of Service: Cared for Children	Cheshire East Council
Chris Jaydeokar	Co-Chair of Cheshire East Parent Carer Forum	Cheshire East Parent Carer Forum
Anne Casey	Child and Adolescent Mental Health Service (CAMHS) lead	NHS Cheshire and Wirral Partnership Trust
Chris Chapman	School Governor	Middlewich High School and Cheshire East Association of Governing Boards
Chris Baggs	Director of Learning and Learner Services	Cheshire College - South & West
Curtis Vickers	0-19 Contract Manager, Adult Social Care and Public Health	Cheshire East Council
Keith Evans	Head of Service: Mental Health and Learning Disability	Cheshire East Council
Fleur Blakeman	Director of Strategy and Transformation	NHS Eastern Cheshire Clinical Commissioning Group
Councillor Dorothy Flude	Councillor – Crewe South	Cheshire East Council
Councillor Jos Saunders	Children and Families Portfolio Holder	Cheshire East Council
Jacky Forster	Director of Education and 14 -19 Skills	Cheshire East Council

Name	Role	Organisation
Sarah Gill	Headteacher	Ivy Bank Primary School
Jamaila Tausif	Associate Director of Commissioning	NHS South Cheshire and Vale Royal Clinical Commissioning Groups
Jo Vitta	Commissioning Manager: Women, Children and Young People	NHS South Cheshire and Vale Royal Clinical Commissioning Groups
Tracey Shewan	Director of Quality and Safeguarding	NHS South Cheshire and Vale Royal Clinical Commissioning Groups
Dave Leadbetter	Head of Service: Children's Commissioning	Cheshire East Council
Sandie Isherwood	Headteacher	Marlfields Primary School
Keith Martin	Service Manager: Children with Disabilities	Cheshire East Council
Nigel Moorhouse	Deputy Director of Children's Services & Director of Children's Social Care	Cheshire East Council
Lorraine Warmer	Headteacher	Park Lane School
Penny Hughes	Designated Clinical Officer	NHS Eastern Cheshire and South Cheshire Clinical Commissioning Groups
Richard Hedge	Headteacher	Macclesfield Academy
Carol Sharples	Early Years and Childcare Manager	Cheshire East Council
Tom Dooks	Senior Manager: Partnerships, Prevention and Business Development	Youth Justice Services
Nicola West	Principal Educational Psychologist	Cheshire East Council
Claire Williamson	Head of Service: Education Participation and Pupil Support	Cheshire East Council
James Pullé	Headteacher	Wilmslow High School
Vicky Howarth	Project Manager	Cheshire East Council
Karen Morrey	PA to Director of Prevention and Support	Cheshire East Council

## Appendix 2: Action Plan to improve 20 week EHC needs assessment timeliness

Action Ref.	Action	Responsible Lead	Progress
<b>1. SEND Team - Process improvements</b>			
1.1	Undertake a Business Improvement Review of the EHC needs assessment process including associated internal admin tasks and implement an action plan to deliver the improvements identified which include the following:	Senior Business Improvement Analyst	Completed Oct 17
1.2	Implementation of a triage system to ensure requests for EHC needs assessments are processed as appropriate without delay. Process also identifies schools which require support in creating robust referrals.	SEND Service Manager	Completed and in place – Jan 18
1.3	Implementation of category recording of all client concerns raised (phone calls and emails) to enable repetitive process issues to be identified and resolved	SEND Service Manager	Completed and in place – Jan 18
1.4	Introduction of standard agendas for all parental contact and co-production points throughout the process to ensure that consistency of service is delivered across the SEND Team and information sharing is optimised.	SEND Service Manager	In progress Implement in June
1.5	Review all standard letters and templates to ensure that we are giving parents the right level of information in the right way	SEND Service Manager	In progress Commence in April
1.6	Review of management of the panels to improve efficiency and ensure decision making is structured and evidenced in local authority IT case management system	Head of Service: SEND and Inclusion	In progress Complete by September
1.7	Streamlining of consultation process (with schools/settings) to improve efficiency and evidence decision making. Reporting process also highlights schools which require support on Cheshire East inclusion strategy	SEND Service Manager	In progress Complete by September
1.8	Appoint SEND Team leaders to co-ordinate and oversee the workload of the 0-25 SEND Officers and related processes	Head of Service: SEND and Inclusion	Completed and in place Jan 18
1.9	Review undertaken on how internal communications are managed and revised communication	SEND Service Manager	Completed May 18

	structure implemented at all levels for managing both day to day communications and project change		
1.10	Implement a proactive tracking and reporting structure to ensure that every stage of the 20 week process is monitored. This will include early warning flags to ensure that delays are highlighted proactively and can be investigated and managed appropriately	SEND Service Manager	In progress Complete by Aug 18
1.11	Create checklist and specification for settings to guide/train them towards the level of quality expected when sending in Needs Assessment requests.	SEND Service Manager	Completed June 18
1.12	Revise the annual review process to proactively manage review dates and the associated paperwork, ensuring that reviews are managed within a coproduced, timely and consistent manner which optimises the case system functionality	SEND Service Manager	Complete by Dec 18
1.13	Develop timeliness, consistency and quality assurance around the consultations process optimising the case management system functionality in order to track and record all stages of the process with dates and outcomes	SEND Service Manager	In progress Complete by Aug 18
1.15	Identify and reduce the non-value added activity within the Tribunals process to create a more timely and efficient process, creating feedback and learning loops to reduce the future number of cases going to tribunal	SEND Service Manager	Complete by Mar 2019

## 2. Educational Psychology Service – Process Improvements

2.1	Introduction of a weekly meeting between the Principal Educational Psychologist and the SEND Service Manager to discuss cases approaching 16 weeks in order to facilitate introduction of support at an earlier stage if child or young person is likely to require additional support in line with an EHC Plan	Principal Educational Psychologist and SEND Service Manager	Completed and in place
2.2	Review format and content of Educational Psychologists' reports in order to maximise efficiency	Head of Service: SEND and Inclusion	Pending
2.3	Agreement in place with schools to highlight priority cases to Educational Psychology Service.	Principal Educational Psychologist and Head of Service: SEND and Inclusion	Completed and in place

2.5	Develop full set of criteria to facilitate prioritisation of cases awaiting an Educational Psychologist assessment.	Principal Educational Psychologist and Head of Service: SEND and Inclusion	Ongoing
2.6	Principal Educational Psychologist to manage and use a tracking spreadsheet to list the required number of hours for a particular assessment and to assign cases to individual Educational Psychologists, thereby ensuring team members share an equal caseload of more complex cases.	Principal Educational Psychologist	Completed and in place
2.7	Principal Educational Psychologist to monitor full-time equivalent capacity in the service and report this to Head of Service: SEND and Inclusion, and Director of Prevention and Support, on a weekly basis	Principal Educational Psychologist	Completed and in place
2.8	Undertake a full, independent service review of the Educational Psychology Service (along with the Cheshire East Autism Team and the Sensory Improvement Service) to ensure team structures, practice and processes are fit for purpose and as efficient as possible	Head of Service: SEND and Inclusion	Pending
<b>3. Educational Psychology Service – Recruitment and Retention</b>			
3.1	Recruit a Trainee Educational Psychologist	Principal Educational Psychologist	Completed and in post
3.2	Introduction of a sponsored bursary placement with Manchester University to ensure trainee Educational Psychologists spend Year 2 and Year 3 placed within Cheshire East Council, and later work for Cheshire East Council	Head of Service: SEND and Inclusion	Pending
3.3	Ensure a suitable recruitment and retention policy is in place and implemented.	Head of Service: SEND and Inclusion	Completed November 2017
3.4	Undertake a comparative assessment of salaries for Educational Psychologists across the North West region	Head of Service: SEND and Inclusion	Pending
3.5	Advertise and recruit 2 permanent members of staff to Educational Psychology service	Principal Educational Psychologist and Head of Service:	Ongoing

		SEND and Inclusion	
3.7	Gain approval from Director of People and senior management team for additional, temporary funding for 3 x agency posts to alleviate capacity issues during recruitment of permanent staff	Director of Prevention and Support	Completed and in place
3.8	Recruit 3 x agency staff to increase capacity temporarily during ongoing recruitment of permanent staff	Principal Educational Psychologist and Head of Service: SEND and Inclusion	Completed and in place (plus 1 locum officer, and 1 part-time officer)
<b>4. Health – process improvements</b>			
4.1	Fully embed data on EHC needs assessments into NHS Standard Contract monitoring arrangements by both Clinical Commissioning Groups. To include: a) how many requests for EHC needs assessment the service has received in the last month b) the percentage of requests for advice that were completed within the 6 week timescale	Lana Davidson, Contract Manager NHS Eastern Cheshire CCG and Steve Evans Contract Manager NHS South Cheshire CCG	In progress
4.2	Report data on performance of relevant health services on the monthly operational health scorecard (which covers both CCGs) to Quality and Performance Committees and Governing Bodies at both CCGs. Data to include measures of outcomes as well as waiting times for first and follow up appointments, caseload size and discharges.	Jo Vitta, Commissioning Manager, Women, Children and Young People, NHS South Cheshire CCG & NHS Vale Royal CCG	In progress
4.3	Addition of a provider portal to the local authority's IT case management system, thereby allowing health providers to submit health advice directly into the system. This will also facilitate management oversight of advice requests by the Designated Clinical Officer (DCO)	Project Manager – EHM Liquid Logic Phase 2 and DCO	Completed and in place
4.4	Increase capacity of Designated Clinical Officer role by increasing post to full time (from 3 days/week). Review arrangement on a quarterly basis.	Fleur Blakeman NHS Eastern Cheshire CCG and Tracey Shewan	Completed and in place

		NHS South Cheshire CCG	
<b>5. Social Care - process improvements</b>			
5.1	Make improvements to workflows within the local authority's IT case management system for social care advice – in particular, ensure that requests for advice are assigned to individual social worker and family service worker work-trays and management alert system is in place	Project Manager, ICT Services, Cheshire East Council and Interim Service Manager – Children with Disabilities, Cheshire East Council	Completed and in place
<b>6. Miscellaneous</b>			
6.1	Use data and analysis on monthly, operational scorecards within the local authority and health to identify services and processes that are demonstrating delays or bottlenecks which require intervention. Scorecards to be used as means of accountability of partners to one another and to allow for challenge to be provided via the SEND partnership board.	SEND Management Team and SEND Partnership Board	Ongoing
6.2	Second 4 x SENCOs from local schools and settings to embed the ethos and practices outlined in the <a href="#">Cheshire East Toolkit for SEND</a> in order to ensure that requests for EHC needs assessment are appropriate and contain relevant and high-quality information (thereby managing demand and reducing potential delays in the assessment process)	Head of Service: SEND and Inclusion	Completed and in place



# Your thoughts matter

If you have any views on this document or how we can improve our services, please do contact us at [SENDPartnerships@cheshireeast.gov.uk](mailto:SENDPartnerships@cheshireeast.gov.uk)