

# **Joint Commissioning arrangements For Children and Young People (0-25 years) with Special Educational Needs and Disabilities (SEND) in Derby City**

Please note this document is to evidence the underlying work to produce the published SEND Joint Commissioning Strategy

**FINAL v1.2 May 2021**

Version	Updates	By whom
0.2	Accepted all NC changes from 040220 version	NS
0.3	Updated to include agreed priorities, SEND Strategy and JSNA information	NS
0.4	Updated with GN comments	NS
0.5	Added Appendix 4	NS
0.6	LM Review and updates	LM
0.7	NS Accepted LM updates	NS
0.8	Added links to: Local Area Board in section 7 and Co-production Charter	NS
0.9	Added Appendix 5 and statement on transition	NS
0.10	GN/LM amendments	LM
0.11	NS review of v0.10 amendments, removed appendix 3 as a repeat of appendix 1	NS
0.12	Incorporated comments from SEND Delivery group to link Providers	NS

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## **Derby City Local Area SEND Strategy**

The vision outlined in the [Derby City Local Area SEND Strategy](#) is “living my best life”. The vision is the same of that any child or young person from 0-25 years would want and what their parent or carer would want for their child and their family. The strategy states this will be through:

- Commitment to co-production;
- Joint action planning for effective service delivery;
- Effective communications and engagement;
- Data monitoring and quality assurance.

The [Integrated Commissioning Strategy for Children and Young People](#) also supports these principles which are further embedded in our strategy and approach to SEND Joint Commissioning in this document.

## **Statement from Senior Leaders**

The [Derby City Local Area SEND Strategy](#) includes a forward from our senior system leaders. This gives a commitment to joint delivery and co-production through system wide partnerships working together to improve integrated care and delivery of our broader Local Area strategies.

## **Overview**

This document introduces the Derby City Joint Commissioning Strategy for SEND (Special Educational Needs and Disabilities).

Joint Commissioning is a key part of our approach to SEND in Derby City. We support the Local Area SEND Strategic Board whose scope and purpose is to be responsible for the strategic co-ordination of the work of partners to ensure the SEND strategy and vision underpinning the SEND reforms is effectively delivered in the Local Area.

The Board will also oversee the development and subsequent delivery of the Local Area Written Statement of Action written in response to the Local Area inspection of SEND services.

We are working with partners across the city to make sure that children are at the centre of everything we do. We recognise the significant assets that individuals, parents, families, extended families and the wider community have to offer, and seek to find ways to support them. We want to ensure that all children and young people benefit from the proposed changes in what we offer and in the way services are offered. All the organisations signed up to this strategy have agreed to use a personalised approach in delivering services, recognising that each child is a unique individual with their own

needs and wishes. We also acknowledge the expertise and experience our current service providers' hold and the value of their input into change.

Our ambition is that every child or young person from birth to 25 years of age, with a special educational need or disability, living in Derby City, is safe, happy and healthy, enjoys life, is able to contribute positively to their community and has opportunities to learn in a way that suits them best.

This document outlines our plans. It is now up to all of us to work together to make sure that we deliver those plans. This is our commitment to you.

## **1. Introduction**

Our overarching [Integrated Commissioning Strategy for Children and Young People in Derby City \(2020-2023\)](#) presents an overview of commissioning within the local area.

Our [Local Area SEND Joint Commissioning Strategy for SEND](#) builds on that, by specifically setting out our local aspirations and arrangements in relation to commissioning for children and young people 0-25 years with SEN or disabilities (both with and without EHC Plans), with the aim to inform and assist in the ongoing development of commissioning jointly when services can be better developed and delivered with co-production.

In developing our overarching joint commissioning strategy, we undertook a self-assessment against the [Integrated Commissioning for Better Outcomes framework](#) and considered the Department for Education (DfE) framework for assessing whether a local area is meeting the requirements of the SEND Code of Practice, in conjunction with 'Developing an integrated approach to commissioning services for children and young people with SEND 0-25 – prompts to help focus inspection or support' prepared by the Council for Disabled Children (CDC) and CDC guidance.

We recognise that it is only by listening to the views, experiences and contributions of children and young people, parents and their families, that we will be able to make sure that we commission services which meet their needs, aspirations and deliver what matters to them most.

This document sets out how commissioning partners in Derby, including the City Council, NHS Derby and Derbyshire Clinical Commissioning Group (CCG), will ensure the delivery of the best possible services for children and young people with SEND. It will also ensure that Derby meets its duties for commissioning of SEND services as required by the Children and Families Act 2014, the Special Educational Needs and Disability (SEND) Code of Practice, and the Equality Act 2010.

There is a shared ambition of all partners to improve pathways and outcomes for children and young people with SEND and complex needs, whilst at the same time making best use of all of our resources, which can only be achieved through a strong integrated and strategic approach by the Local Area.

This document is summarised in our published [Local Area SEND Joint Commissioning Strategy 2020-2023](#).

## **2. Context – National Policy and local Responsibilities**

The Children's and Families Act 2014, says that children and young people with special educational needs and disabilities are entitled to high quality services delivered by people who work with a person-centred approach, together with the family and other organisations to provide support that reflects ambitions and addresses needs.

It also says local authorities must have a view to ensuring the integration of educational provision and training provision with health care provision and social care provision, where it thinks that this would promote the well-being of children or young people in its area who have special educational needs or a disability, or improve the quality of special educational provision.

Since 2014 there have been a number of other national influences and drivers. These include:

- Duties in Children and Families Act 2014 in relation to commissioning up to 25 years and duties to joint commission;
- Single Route of Redress;
- Significant ongoing funding challenges for both the Local Authority and CCG;
- Changes in Education and schools, including the introduction of Academies and Free Schools;
- NHS 5 Year Forward View and establishment of Sustainability and Transformation Partnerships (locally through the Joined Up Care Derbyshire Board), and Transforming Care Partnerships (TCPs);
- NHS Long Term Plan 2019.

Locally influences and drivers include:

- Separation of Childrens Commissioning teams into Local Authority and CCG,(April 2019)
- Feedback from Local Area SEND Inspection (June 2019).

We recognise that we cannot address the aspirations and needs of children and young people with SEND without collectively assessing need and making changes that will deliver the high quality of services that children and young people are entitled to. In order to achieve this, we will make the best use of the resources across the local area system to deliver efficient and effective provision. The solutions to this cannot lie with each organisation trying to transform services independently, there is a need to understand the contribution that each organisation can make and the added value of working as a whole system, recognising, what we are capable of achieving together, and learning from each other's strengths in commissioning and delivering services.

The collective ambition is for much greater integration across the whole system through shared commissioning and financial accountability and more services being provided together where this will improve experience and outcomes for children, young people and their families. This shows a recognition and support for integrated pathways and services that ensure that the right care is offered at the right time and in the right place, enabling children and young people to stay local, wherever possible. We are also committed to supporting seamless transition into adulthood and service accessibility at this time.

### **3. Joint Commissioning**

#### **3a. What is Joint Commissioning?**

Commissioning is the process of understanding the needs of a group and using resources to meet those needs through the planning and buying of services.

[Joint Commissioning is](#) where this is done in partnership, working together to plan and buy services in a better and more joined up way. Children and young people with SEND and their families' experiences can be complex and involves a number of services and providers across local authority, education and NHS services. Therefore, it is important that we work in partnership to join up care, to ensure children and young people with SEND experience a seamless approach with positive outcomes.

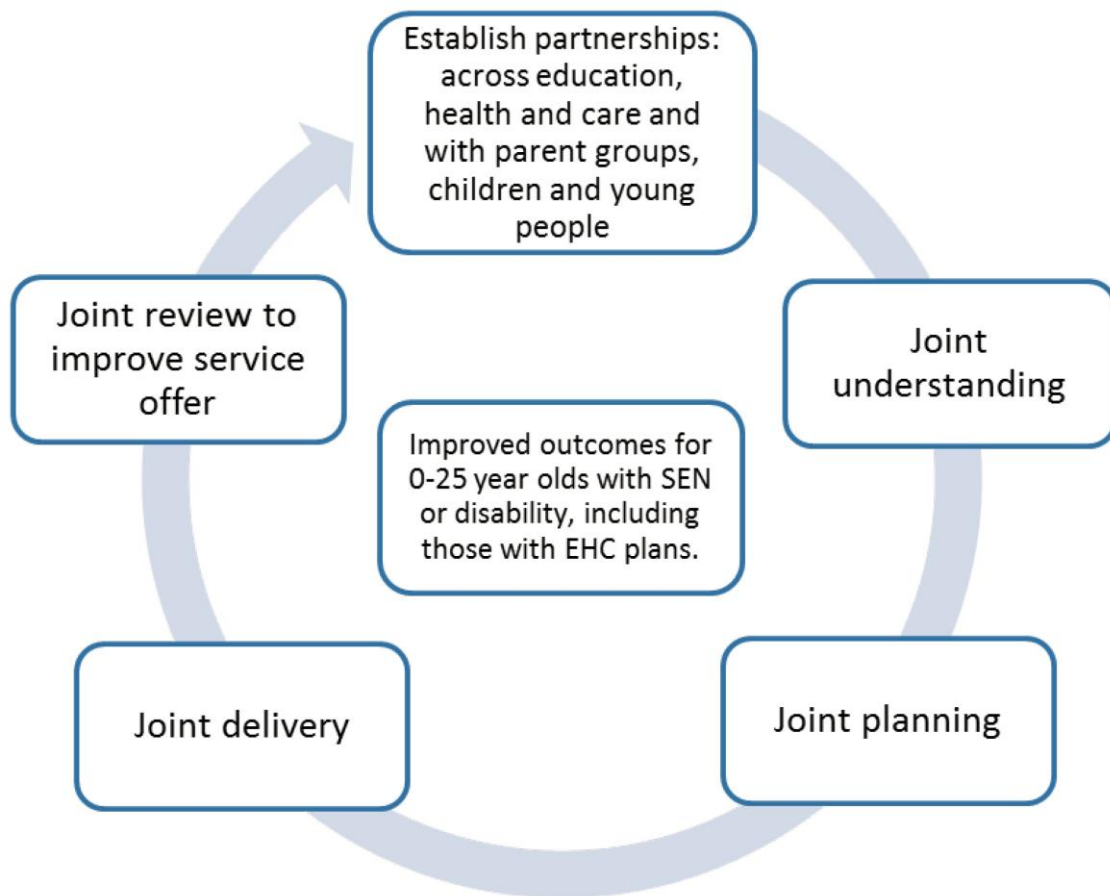
Joint Commissioning is a well-recognised concept in Derby as we have delegated functions and pooled budgets and cooperate with our partners frequently. The overarching [Integrated Commissioning Strategy for Children and Young People](#) outlines joint intentions and plans at a strategic level across the local area.

The Children and Families Act (2014) and Code of Practice for SEN (2014) places explicit duties on Local Authorities and Clinical Commissioning Groups (CCGs) to develop joint commissioning arrangements for education, health and care provision for children and young people with SEN or disabilities. The duty includes the joint arrangements for commissioning services to improve outcomes for 0 to 25-year-old children and young people with SEND, including those with Education Health and Care (EHC) plans.

The duties for joint commissioning of SEND services extend to a range of partners, including Local Authorities, Clinical Commissioning Groups, NHS England, Health and Wellbeing Board, Healthwatch and education providers.

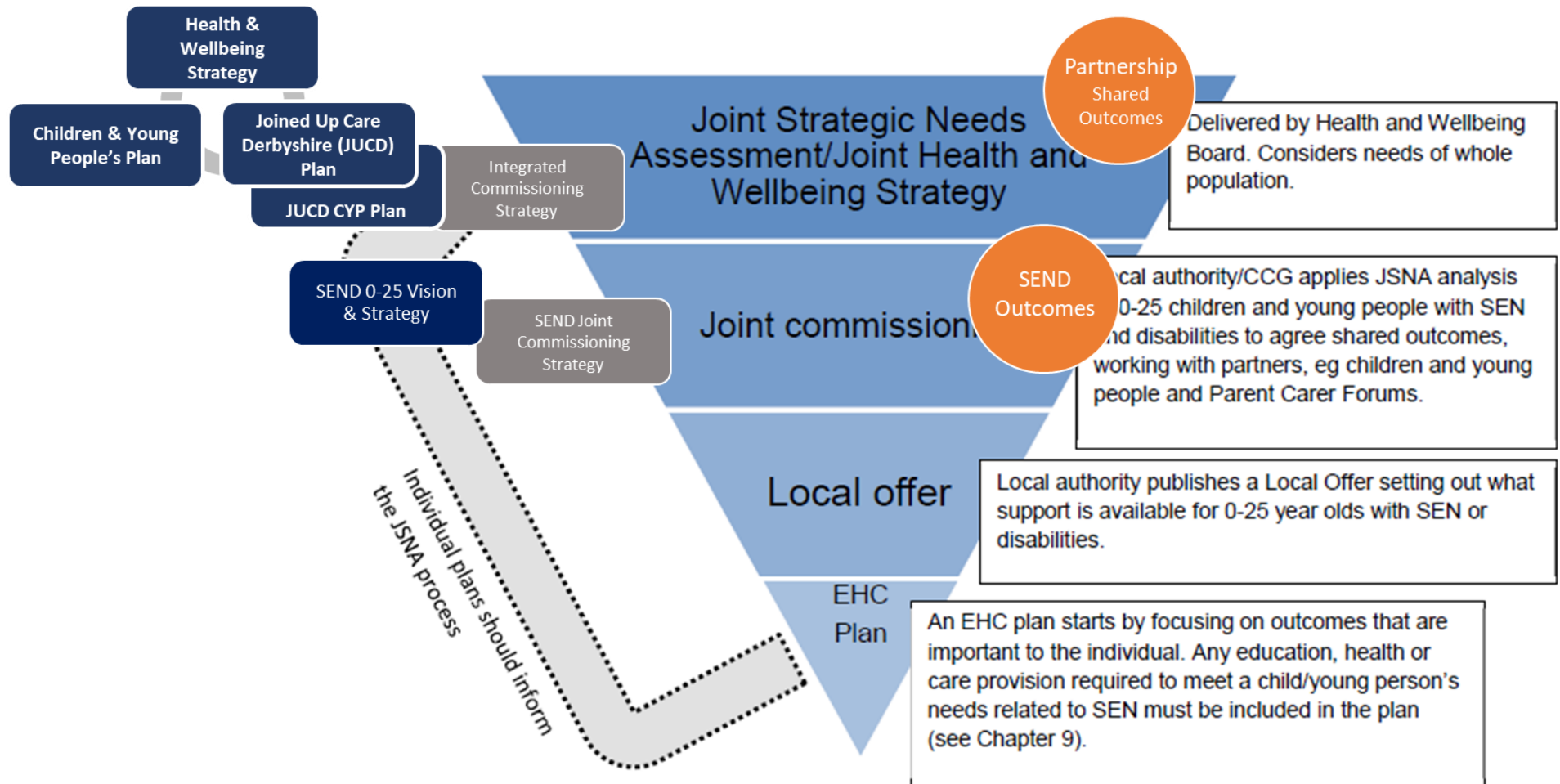
Joint commissioning can apply at individual or strategic level as summarised in the following pictorials:

### 3b The Joint Commissioning cycle



Source: [DfE, Special Educational Needs and Disability Code of Practice: 0 to 25 years](#) (2015)

3c. Joint commissioning applied to all levels - including the fit with Derby's existing strategies and plans is demonstrated below:



Adapted by Derby City Council from: [DfE, Special Educational Needs and Disability Code of Practice: 0 to 25 years \(2015\)](#)



### 3d. How will we know when we have good joint commissioning?

*We will see positive outcomes for children and young people with SEND and their families:*

- Services will be joined-up, consistent and designed around needs;
- Services will be easy to understand, access and navigate;
- Children and young people will move easily between services;
- Young people and families will have a better understanding of the SEND system and Local Offer;
- Young people will have a positive experience as they move from childhood into adulthood with increasing independence;
- More young people with SEND will feel empowered to contribute to their community;
- High levels of satisfaction will be reported from children, young people and families.

*Commissioners and providers will:*

- Jointly and swiftly assess need and identify new ways to deliver outcomes together;
- There will be stronger partnerships and integrated teams;
- Service providers will recognise the expertise of individual children and families and find sensitive ways of listening, enabling, empowering and supporting them to flourish and live their best life;
- Person-centred assessment and delivery, shaped according to individual aspirations and needs;
- Reduce duplication through recognition and sharing of assets and resources
- Support and deliver effective education, health and care provision for all children and young people who have SEND in Derby City;
- Use data and evidence to inform planning, need, impact, outcomes and satisfaction.

Overall, services will be reviewed and planned together within a sustainable system.

### 3e. How we will measure our impact

We will use the data dashboard and associated analysis as part of the SEND Written Statement of Action requirement to ensure a continued shared understanding of need and joint commissioning progress (WSOA action 1.1.2).

We will feed into the meetings and groups that underpin SEND governance and monitor progress (Appendix 1).

We will gather feedback from children, young people and families regarding their views, and feedback which will tell us when children and young people have their needs met through commissioned services.

#### 4. About Derby City and our Children and Young people

Our [population needs data](#) provides an overview of needs in Derby City.

A SEND [Joint Strategic Needs Assessment \(JSNA\)](#) was undertaken in 2016. Since then the [SEND JSNA Insight Pack 2019/20](#) has been published.

This tells us:

Across Derby, there is estimated 3,816 - 4,601 0-24 year olds with a disability (an increase of 57% since 2016):

- 16.8% of the total children and young people's population were identified as having SEND (14.9% in England);
- 3.7% had an Education, Health and Care Plan/Statement (3% Derby 2016; 3.1% in England 2019);
- 13.1% with SEN Support (13.6 Derby 2016);
- 22.7% increase in EHCPs issued (between 2017 & 2019).

More EHCPs are issued to White males of a primary school age, although some of the largest increases are in females, BME groups and pre-school children. It is estimated that not all children and young people in Derby with SEND requiring support have been identified.

36.1% (776) of existing EHCPs issued to CYP regarded as being at increased need. For example;

- 238 children who have been placed out of area
- 168 children in need
- 165 young people being supported by the Preparing for Adulthood (social care) team, and
- 85 fixed term exclusions

The New Communities team are working with 80 children with an EHCP.

Derby has a proportionally younger population than England and other Unitary Authorities. Health & Wellbeing of children & young people is worse than average in Derby. Proportionally more live in poverty, are at risk of family homelessness and have emotional and mental health needs. Four in ten school children are from minority ethnic groups.

Children from poorer backgrounds are at greater risk of poorer development.

Moderate Learning Difficulties has increased significantly and is over-represented as the most common type of primary need in Derby at 28% (in England, this is Speech, Language and Communication Needs at 23%).

Similarly to England, Autistic Spectrum Disorder is the most common type of primary need for those with an EHCP but overrepresented at 37% (29% in England)



### What does it tell us we need to prioritise for joint commissioning:

- We have to deliver the Written Statement of Action;
- Engagement and working together especially with parents and carers is incredibly important and must be central to our joint commissioning;
- EHCPs are increasing above what we expected whilst the system understands why and investigate if it can be reduced we need to ensure we can respond to the demand as part of what we commission and that we support the system wide understanding of EHCPs what they are and why they are important to get right;
- We need to respond to autism and speech and language needs both in terms of their identification and how needs are met.
- Once Moderate Learning Difficulties is understood, we need to develop what joint commissioning response and actions are needed.

## What is next for Derby City Local Area SEND Joint Commissioning?

### Our Commissioning Priorities

Our commissioner self-assessment, undertaken against the [Integrated Commissioning for Better Outcomes framework](#), identified 'building strong foundations' as key for Commissioner improvement across the system, and an Action Plan has been developed in support.

Building on what the [SEND JSNA/Insight Pack](#) tells us we need to prioritise, we have held discussions and engaged with Parent Carers Together, SEND Delivery Group and the SEND Impact and Analysis Group (appendix 4) and mapped existing SEND services (section 5).

From this our four SEND Joint commissioning priorities are:

#### Improve visibility and accessibility of services

Increasing support and visibility of local services available - Local Area provision mapping of services, pathways, referrals and thresholds (how do they join together and how do families access)

#### Consideration of support, self help tools and strategies

Support for families that don't meet thresholds for services (preventing families going into crisis), and

Accessibility/availability of self-help tools & strategies (some families not wanting to access 'services')

#### Review of specific pathways across the system

Focus on access, impact and outcomes of specific Local Area services/pathways:

- i. ND pathway (complicated, lack of join up across different services, waiting times);
- ii. Graduated Response (and pre-Graduated response)
- iii. Children's Mental Health and Emotional Wellbeing;
- iv. Occupational therapies

#### Robust joint commissioning governance

Enabling delivery, through improved working together and coproduction, aligned to our ['building strong foundations'](#) integrated commissioning priority.

Our Local Area SEND Joint Commissioning Plan is outlined in appendix 6.

## 5. Summary of Children's commissioning current services

In order to evaluate the effectiveness of services, plan, identify gaps and duplication, it is necessary to understand what services are available.

A holistic [SEND Service Provision map](#) has been compiled which identifies all commissioned services in the local area. It identified:

- A significant number of services are provided/commissioned by educational settings, particularly those at a universal/targeted level, and are outlined in the [Derby Graduated Response in schools](#). The content and [communication of the Graduated Response](#) is therefore a key part of the commissioned service offer
- There are a range and breadth of services available in Derby. However, these are not well known or easily navigated by parents/carers/professionals.
- Some service gaps were identified.  
These findings have influenced our Action Plan (appendix 6).
- Whilst we have individual organisation requirements that must be fulfilled, we all have a responsibility to engage in joint commissioning as a system.
- It is acknowledged that Individual services are subject to regulatory compliance e.g. NICE, CQC and Ofsted.

SEND services are also reflected in Derby's Local Offer which is continually refreshed [SEND information - Local Offer | Derby City Council](#). This is being refreshed to include the age ranges for service availability ensuring coverage for ages 0-25 years.

Appendix 2 provides a summary of services that are commissioned by the Local Authority (including Public Health), and CCG, plus those that are joint commissioned.

## 6. Engagement with children, young people and families

A key intention of the Children and Families Act was to put children and families at the heart of the reforms and the jointly produced framework for communication and engagement details how we will do this. Completion of Section 5 of the Written Statement of Action which is focused on engagement will also support this.

In drafting the SEND Joint commissioning Strategy, we held co-production meetings with parents/carers and professionals including existing providers of services. The comments and priorities identified from those meetings are detailed in Appendix 4.

As a joint commissioning group, we will use the engagement sessions already in place through the "Shoes on Wheels" programme, and other forums such as SENCO network groups and SEND Partnership Coproduction Group, together with our own engagement sessions as guided by our communication and engagement specialist teams in each

organisation, and within Joined Up Care Derbyshire (the Derby and Derbyshire System Transformation forum).

This will include:

- Direct communications with our Parent Carer Forum - Parents and Carers Together;
- Engagement with providers currently delivering services;
- Face to face (in person where possible or via video calls) at parent groups and or coffee mornings where we are invited and it is appropriate for us to attend;
- Representation at joint meetings;
- Online and by post surveys;
- Using qualitative feedback from complaints, mediation and tribunals;
- Using feedback collected by providers and/or partners.

We would also like to work with our partners and parent/carers to:

- Facilitate stakeholder consultations;
- Develop and deliver joint training;
- Co-produce proposals for change;
- Analyse the likely impact of proposed changes and advise commissioners so that where necessary plans can be altered;
- Collate and publicise helpful information in easily accessible formats, including digitally;
- Write accessible guidance about personal budgets and about Education, Health and Care Plans;
- Be involved in the recruitment of key officers working within the SEND agenda.

Children and young people are regularly involved in shaping commissioning through the regular [participation forums](#) in place, such as [Voices In Action](#), [Children In Care Council](#) and [MH:2K](#).

Partners are supported with a [Voice of the Child toolkit](#) and supportive good practice is outlined in the [Partnership Participation Strategy](#) to enable individual views of children and young people to be embedded within local processes.

Our [Local Area SEND Co-production Charter](#) outlines our intentions for working together.

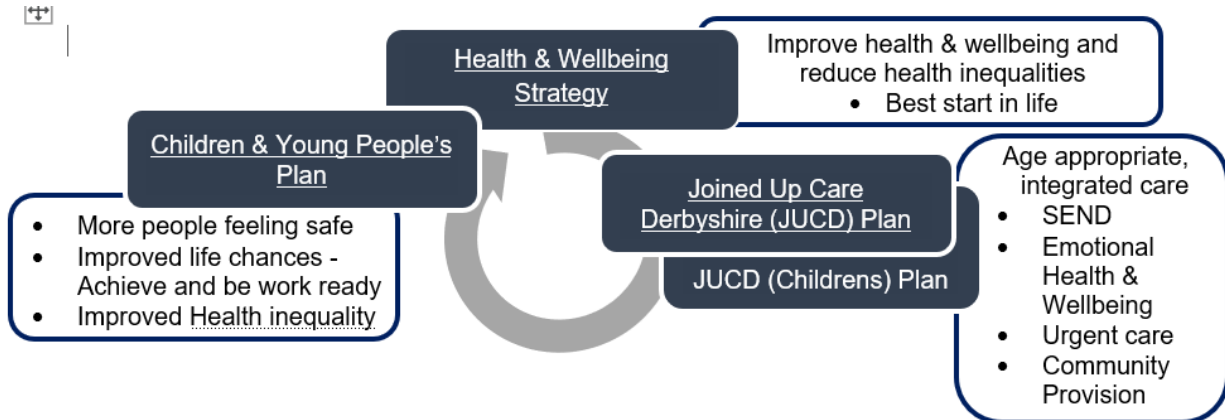
## **7. Local Area SEND Governance**

The Local Area SEND Strategy defines robust local area SEND governance in which all stakeholders participate as equal partners as in Appendix 1.

Documentation relating to Local Area SEND can be found [here](#).

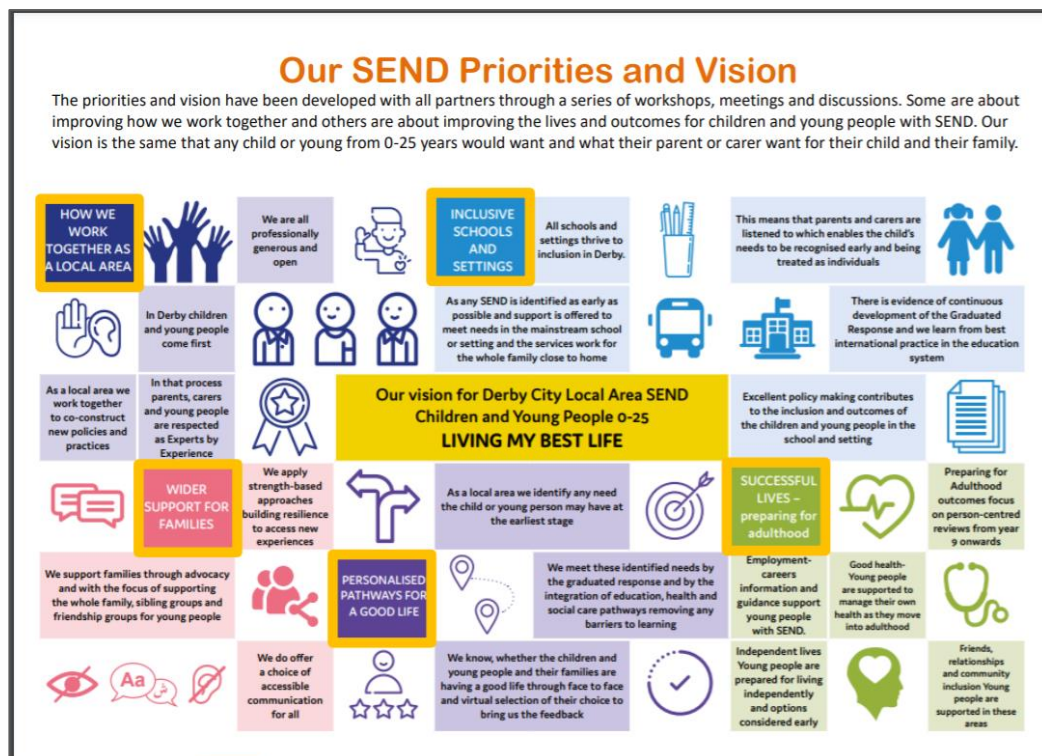
## 8. Strategic Planning, Governance, Commissioning Intentions and Principles

There are a number of strategies and plans that underpin the work we do, such as:



- Derby's [Health and Wellbeing Strategy](#) which outlines the vision of the Health and Wellbeing Board, which is to improve the health and wellbeing of the people of the city and to reduce health inequalities.
- The Derby's [Children and Young People Plan 2020-2022](#) which sets out the wider context for working in partnership in children's services in Derby City.
- Our [Joined Up Care Derbyshire](#) (Children) Plan (STP) outlines the work of the Joined Up Care Derbyshire (Children) Board, bringing together NHS organisations and Derby and Derbyshire Councils to develop 'whole-system' plans for the future of health and social care. In Children's services, this includes simplification of the provider and commissioning landscape, a stronger focus on improving outcomes and a stronger emphasis on prevention.
- [Derby City Integrated Commissioning Strategy for Children & Young People](#), which sets out commissioning direction across all groups of children & young people.
- [Derby City Local Area SEND Strategy](#), outlining SEND Vision and direction across the local Area with 5 key priorities:





- [Local Area SEND Co-production Charter](#), outlining intentions for working together

How these plans link to the overall governance underpinning Childrens SEND joint commissioning is demonstrated in section 3c.

## 9. Commissioning Priorities

Our Commissioning priorities (on page 12) are determined against local priorities and link to the strategic objectives in the [SEND Strategy and Vision](#), and actions developed through the [WSOA](#).

As part of any new joint commissioning we undertake we will:

- Ensure services can respond to EHCP demand;
- Learn from what our engagement tells us including intelligence from tribunals and complaints;
- Consider how we can offer a digital offer as part of any re-commissioning;
- Consider increasing commissioning of the voluntary and community sector;
- Increase use of personal budgets;
- Support all schools to understand and implement the graduated response;
- Increase understanding and awareness of parents and a wide range of stakeholders in how to support children and young people who are on the autistic spectrum, recognising that diagnosis is not an answer;



- Ensure that any newly commissioned service is offered out of school time, as well as at more traditional times;
- Support all schools to understand that additional resource is not based on diagnosis, but is based on evidence of need, as outlined, with the child/young person and their parent/carer in their EHCP;
- Ensure active involvement of children, young people and their parents/carers in the assessment process and in production of their EHC Plans;
- Ensure existing providers are linked into our processes
- Adhere to our commissioning principles as defined below.

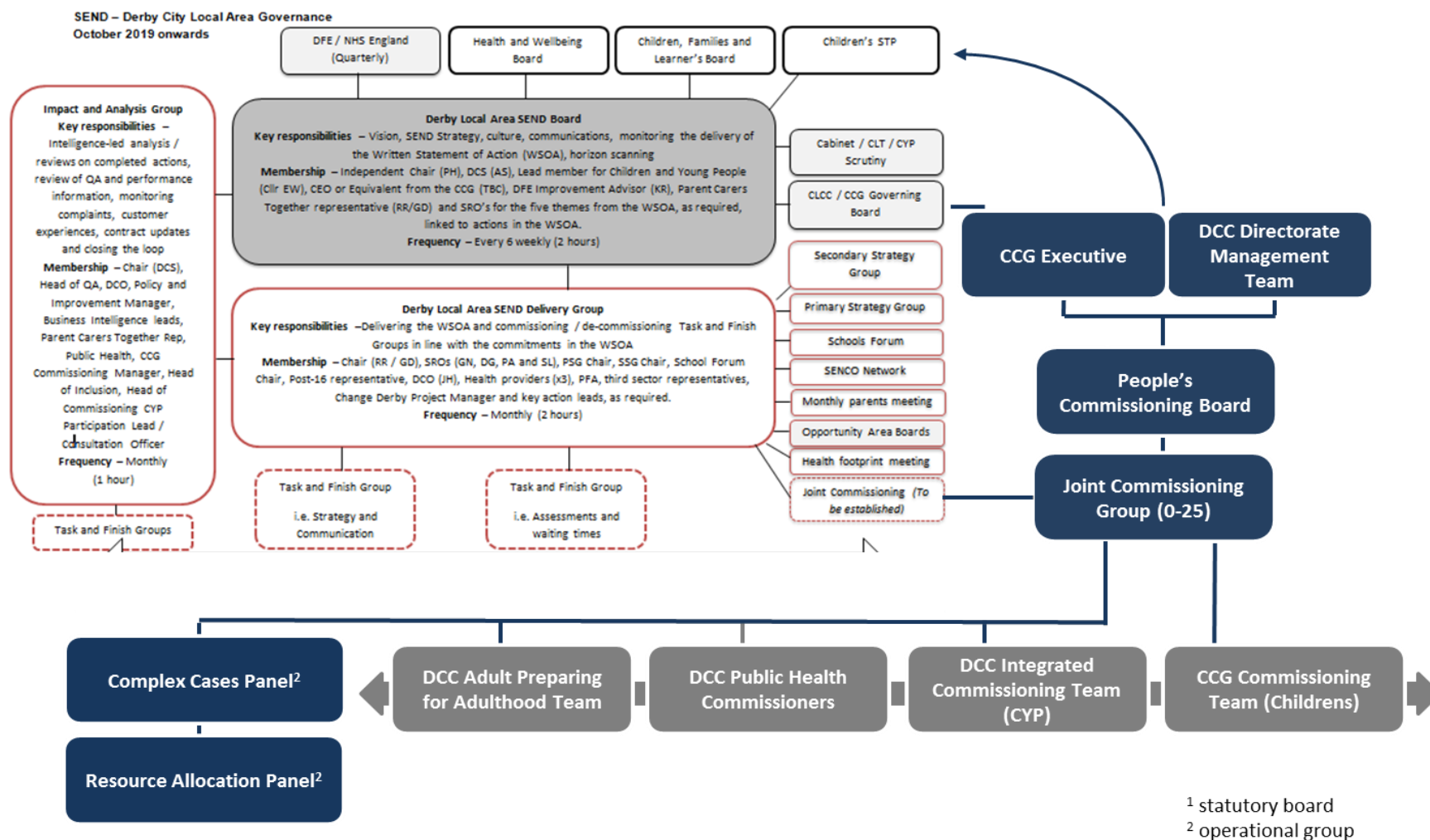
## **10. Commissioning Principles**

The principles underpinning our SEND joint commissioning activity are to:

- Review response to need system wide and as part of a graduated response;
- Be Outcome focused and evidence based high quality provision;
- Use an asset based approach, focused on the strengths of individuals, families and communities to benefit children and young people with SEND;
- Work together in a coordinated way, to address the needs of children with SEND;
- Focus on identification, prevention and where necessary early targeted intervention;
- Children, young people and their parents and carers have opportunities to influence decision making and work in partnership with leaders to plan, review and evaluate services;
- Ensure evidence of value for money through efficient and effective commissioned services;
- Work in collaboration to foster relationships, jointly commission services and make best use of resources across the local area;
- Listen to and act on the voices of children and young people and their families;
- Focus on achieving sustainable outcomes, for example, preparing young people for adulthood, rather than commissioning on activity;
- Reduce demand by better early help, increasing self-reliance, community resilience and independence;
- Strengthen the Local Offer wherever possible, and consider social value.

Whilst some of these principles are more embedded than others, they underpin how we intend to provide commissioning services in the future to meet the changing local and national landscape.

## Appendix 1: Children and Young People SEND Commissioning Governance Structure (ICS Structure currently under development)



## Appendix 2: Summary of Services commissioned

Does not include all services commissioned in the Local Area by all Commissioners. For a full list see [SEND Service Provision mapping](#)

Derby & Derbyshire CCG	Derby City Council	NHS England
<ul style="list-style-type: none"> <li>• Paediatrics</li> <li>• Community paediatrics</li> <li>• Children's community nursing</li> <li>• Children's Therapies (PT/SLT/OT)</li> <li>• Continuing health care</li> <li>• Health needs of LAC</li> <li>• Continence (level 2/3)</li> <li>• Wheelchair services</li> <li>• LD/core CAMHS, CAMHS Rise</li> <li>• Emotional and wellbeing services</li> <li>• Audiology &amp; Ophthalmology</li> <li>• Psychology</li> <li>• Dietetics</li> <li>• GP</li> <li>• Personal Health Budgets (PHB)</li> </ul>	<ul style="list-style-type: none"> <li>• LAC &amp; Care leavers</li> <li>• Virtual School</li> <li>• SEND Support –STEPS – Ed psychology, Hearing Impaired, Physical impairment, Visual impairment, specialist teachers, Autism support, early intervention team Early Help</li> <li>• Youth Offending</li> <li>• SENDIASS</li> <li>• Children's Centres</li> <li>• Children's &amp; Adult Social Care</li> <li>• Integrated Disabled Children's Service (OT, Youth service, Community Short Breaks (including personal budgets)</li> <li>• Personal Budgets (Care and Education)</li> <li>• High Needs school placements (INMSS and colleges)</li> <li>• High needs support in schools/colleges</li> <li>• Care placements</li> </ul>	<ul style="list-style-type: none"> <li>• Health services for young offender</li> <li>• Forensic CAMHS</li> <li>• Deaf CAMHS</li> <li>• Immunisations &amp; Vaccinations</li> <li>• Specialist paediatrics care eg Cochlear</li> <li>• Tier 4 CAMHS /beds</li> <li>• Sexual Assault Referral Centre (SARC) paed's</li> <li>• Universal screening for midwifery etc.</li> <li>• Communication (Augmentative and Alternative Communication) Hub</li> </ul>
	<b>Public Health</b>	
	<ul style="list-style-type: none"> <li>• School Nurses, Health Visitors 0-19yrs</li> <li>• Continence level 1</li> </ul>	
<b>Joint Commissioning - CCG and Derby City Council</b>		
<ul style="list-style-type: none"> <li>• Integrated Disabled Childrens Service at The Lighthouse, including: Residential Short Breaks, Community and Home Support team</li> <li>• Specialist community equipment</li> <li>• Emotional Health and Wellbeing Service for children in care</li> <li>• Some school/care placements and packages</li> <li>• Section 117 care packages</li> <li>• Specialist Children Home for young people with a disability</li> </ul>		

### Appendix 3: Mapping of the strategy to SEND Code of Practice

Reference in SEND Code of Practice		Link to this document
3.1- 3.8	The legal framework	2. Context – National Policy and local Responsibilities
3.9-3.12	Scope of joint commissioning arrangements	5. Summary of Children's Commissioning current services
3.13-3.17	Establishing effective partnerships across education, health and care	3. Joint Commissioning
3.18-3.19	Partnership with children, young people and parents	6. Engagement with children, young people and families
3.20-3.24	Joint understanding: Joint Strategic Needs Assessments	4. About Derby City and our Children and Young people
3.25-3.26	Responsibility for decision-making in joint commissioning arrangements	8. Strategic Planning, Governance, Commissioning Intentions and Principles and 10. Commissioning Principles
3.27-3.30	Using information to understand and predict need for services	4. About Derby City and our Children and Young people
3.31-3.39	Joint planning	3. Joint Commissioning
3.40-3.41	Joint delivery	3. Joint Commissioning
3.42-3.44	Joint review to improve service offered	3. Joint Commissioning and 9. Commissioning Intentions
3.45-3.67	Education, Health and Care: roles and responsibilities	2. Context – National Policy and local Responsibilities
3.68-3.69	Regional commissioning: meeting the needs of children and young people with highly specialised and/or low-incidence needs	3. Joint Commissioning
3.70-3.71	Local accountability	7. Local Area SEND Governance

## **Appendix 4: Co-production meeting comments and agreed priorities**

### **Local Area SEND Joint Commissioning Strategy 2020 – 2023 - priorities:**

1. Improve visibility and accessibility of services – including referral criteria, system join up, ease of navigation, through mapping
2. Consideration of support, self help tools and strategies – for families that don't meet thresholds for specialist services, or when waiting for services
3. Review of specific pathways across the system – focus on access, impact and outcomes – initially Neuro-developmental pathway, links to (pre) Graduated response, Mental health & wellbeing, Occupational Therapy in doing this we will review transition and where required align services to ensure seamless transition.
4. Robust joint commissioning governance – enabling delivery, through improved working together and coproduction.

### **Co-production Parent Partnership Group meeting - 11 December 2020**

#### Comments:

#### **Accessibility and Co-ordination of Services:**

- Bring services closer the community and families, in local areas; Community Hub;
- Early support services would prevent escalation and operationalise that first contact – early level support “golden level”; Early intervention;
- Initial point of contact is not available in Derby for parents, as a result matters escalate up to higher level;
- The system is not easy for parents to navigate;
- Focus on “front door”. How do you get through the front door, and access universal services?
- First port of call has to be easy for parents to access services;
- Is there a system fear as this may open the flood gates for access to services, and services won't able to cope?
- Parents given reassurance, guidance will enable parents to take a bit of control of their situation; Parents would then feel they have achieved something in there own right to help themselves, which gives confidence and stops the parents being dependent;
- Families asking for support groups; student support groups
- Support for vulnerable parents is essential as a key group to ensure they have a voice, and making sure they are support; May not be able to do it themselves, for example, language as a barrier, or confidence to engage, seek help and support;
- Providers also struggle to get help for parents, and providers can't navigate as so many layers, and delays.

- Health visitors identifying needs, no where else to refer to, and families can't connect to services. Layer of support needed;
- Front door - for some children it will be the health visitor - but the last universal contact for a family is 2 ½ half years - although health visitor will support families up to 5 if a need is identified;
- System doesn't join up. Lack of connected and joined up services; Services work in isolation and not joined up;
- Parents need to be discharged from one service to get to get support from another service; Better co-ordination of services;
- Somebody to help link and support parents up to the right support/ service of information;
- The Children's Social Care MASH Team approach may offer a good research model; Responsibilities to accept and identify referral;
- The "natural support" to parents has been lost over the years; *"Co-ordinated for parents, and led by parents"*;
- Key worker roles; Help them to get to know the SEND system, as currently everyone knows a bit, but very difficult to get a response from services. Is this due to pressures on support services?
- We have had these link roles about 10yrs ago and they worked well;
- Local Area Co-Ordinator's model; Children Centres opportunities; Key workers; Family Support workers;
- Children's Centre, Local Area Co-ordinators, Family Workers may initially be flooded, but this could result in significant improvements;
- Leicestershire PCF have a hubs model
- Local Area Co-ordinators help stopping families going into crisis;
- Pilot an approach / model?
- Piloting the "Thrive", "Trauma practices", "Restorative" model.
- Personal budgets and personalisation
- Does parent need help to next step?

#### **Parent, Customer focused services, quality standards:**

- Something fundamental about "customer service" practices and having standards of how we interact;
- Parents feel this lack of respect; Better tone of approach to interface. Listening;
- Any parental contact needs to be treated with respect, for example, the approach we would take as family member, in internally between professional agencies;
- Listening to constructive feedback from parents about services. Learning from complaints and parental concerns;
- Services and people don't respond positively or timely;
- Tone of correspondence; Communication;
- Need to go back to fundamentals, as service are lacking in that; Quality Customer standards.
- A more personable approach is needed when contacted by parents; Correct spirit and tone;

## Appendix 5: Linking of SEND Commissioning Strategy Priorities to SEND Strategy Priorities

SEND Commissioning Strategy Priority	SEND Strategy Priority				
	How we work together as a local area	Inclusive schools and settings	Wider Support for families	Personalised pathways for a good life	Successful lives – preparing for adulthood
Improve visibility and accessibility of services	Our <a href="#">Local Area SEND Co-production Charter</a> , defines how we will do this	Section 9 above defines that as part of any new joint commissioning we undertake we will support this priority	SEND services are reflected in Derby’s Local Offer and in Section 10 we commit to strengthen the Local Offer wherever possible	Section 9 states a priority to increase use of personal budgets	We have an identified priority to consider and ensure seamless transition to adult services.
Consideration of support, self-help tools and strategies			This is a direct link		
Review of specific pathways across the system			We have identified a priority to focus on access, impact and outcomes of specific Local Area services/pathways		
Robust joint commissioning governance	Local Area SEND Governance Structure (appendix 1) provides this join up				

## Appendix 6: Derby City Local Area SEND Joint Commissioning Plan 2020-23 (high-level)

SEND Strategy Priority					Action
How we work together as a local area	Inclusive schools & settings	Wider support for families	Personalised pathways for a good life	Successful lives - Preparing for Adulthood	
Joint Commissioning Priority 1 - Improve visibility & access to services					
					Improve Joint understanding of Local Area services through SEND provision mapping
					Input into the evaluation of the Local Offer and joint commission as required
					With Parent Carers Together, develop a Peer Support and System Navigation model
					Increase capacity to undertake Neurodevelopmental Assessments to reduce waiting lists
					Establish SEND Flags on Health Systems to improve communication
Joint Commissioning Priorities 2 & 3 - Review of specific pathways across the system with Consideration of support, self help tools and strategies to improve outcomes					
					Input into the Local Area SEND Strategic Action Plan and joint commission as required
					Undertake System-wide redesign of Neuro Development pathway, progressing joint commissioning actions as identified
					Undertake review of Community paediatric nursing and Occupational therapy services, developing joint understanding of provision/need and options for improvement
					Complete an audit of Public Health School Nursing wait times
					Target Health Visitor activity in wards where lower uptake of 2yr mandated checks
					Improve performance of antenatal reviews through a commissioner/provider support plan
					Evaluate School Nursing/Health Visitor integrated 2 year review pilot
					Enable access to Sensory Assessments, piloting a commissioned offer
					Improve access to Speech & Language Therapy by establishing joint understanding of existing services and referral pathway and improve local communication
					Improve Augmentative Alternative Communications (AAC) pathway
					Undertake review of the Equipment pathway
					Recommission Short Breaks service
					Deliver the Children's Obesity Programme priority as part of the long term plan
					Reduce conflict as evidenced through Tribunals (SRoR cases) by developing joint understanding through deep dive into specific cases and implementing learning as required
					Review the current use of, and implement actions to improve the use of Personal Budgets
					Review Special school nursing provision, developing joint understanding of provision/need and options for improvement
					Review Mainstream school arrangements to meet health needs, considering equality and equity of provision to support need and options for improvement
					Input into the Graduated Response review, progressing joint commissioning actions identified as required
					Following development of the Single Operational Guidance, use this to drive joint commissioning arrangements
					Review nursing input to Youth Offending Service to ensure alignment across Derby & Derbyshire

continued



## Derby City Local Area SEND Joint Commissioning Plan 2020-23 (high-level) continued

SEND Strategy Priority					Action
How we work together as a local area	Inclusive schools & settings	Wider support for families	Personalised pathways for a good life	Successful lives - Preparing for Adulthood	
					Review Youth Offending Service Enhanced Multi-Disciplinary Team Proof of Concept
					Improve Urgent Care Pathways for Mental health, developing a service model for Crisis, Liaison and Intensive home treatment teams and reviewing requirements for crisis 'wrap around' care
					Develop the Eating Disorder home treatment offer and offer for CYP with eating problems linked to autism or ARFID (Avoidant Restrictive Food Intake Disorder)
					Implementation of wave 4 of the Mental Health Support Teams in schools & further development of Whole School approach engaging all city schools
					Further develop trauma informed approaches across the ICS, including a trauma informed pathway across D2N2 and pathways between core services and the Emotional Health and Wellbeing service for Children in care
<b>Joint Commissioning Priority 4 - Robust Joint Commissioning Governance</b>					
					Develop our joint commissioning arrangements and working arrangements across organisations and with parents/carers, including: -Developing the SEND Joint Commissioning Strategy and Plan, Operational guidelines and Governance structure - Reviewing the LA/CCG Dispute Resolution process - Reviewing the wider arrangements and impact
					Design & implement a Quality Assurance framework for CYP in independent schools and colleges, ensuring robust monitoring arrangements
					Refresh Section75 pooled budget arrangements, including future proofing for future provision
					Improve the visibility of the quality of Local Area SEND services by publishing holistic outcomes from external quality assessments
					Improve shared health & care data by working with data colleagues to ensure reporting of population needs informing future years planning and impact monitoring
					Establish protocols and procedures for agreement of jointly commissioned packages of care, for Continuing Care and Complex Cases (including those not covered by Continuing Care)

This high-level plan is underpinned by a detailed action plan.