

# SEND Improvement Update

March 2022



**Making a positive difference** every day to people's lives

# SEND Improvement and SENAR Service

Commissioner is finalising his report at the moment and will submit to DfE – exact timeline not yet known

In the meantime we continue to progress the Accelerated Progress Plan and SEND Improvements:

## APPENDIX C

We have created and recruited over 50 new officers into the SENAR service which has increased capacity to complete casework - initial number of service staff was 22 FTE in April 2021 – we now have over 80 FTE and we are still redefining the structure

We have improved on our 20 weeks statutory compliance with Education, Health and Care Needs Assessments (from 53% in April 2021 to 62% in February 2022, this is a 12-months average, compares to 58% national average)

We've been making progress on addressing the Annual Review backlog. % annual reviews actioned within 4 weeks of the meeting was at 0.4% in September, our latest performance is 32.5% in February 2022 (that's 96 out of 295 completed reviews actioned within 4 weeks in February 2022)

# SEND Improvements and SENAR Service

- We are now in a position to be sharing the interim SENAR structure and reinforcing how officers can contact the services
- Currently sitting at 18 complaints in SENAR (18/03/22) – this is a significant improvement from 147 in September. We know there is still more to do!
- When the Local Offer website was relaunched in April 2021, there were 15k unique views that month. In the last 6 months unique views have averaged at 24k month, with a peak in October at 37k
- The percentage of young people who are Not in Education, Employment or Training with an Education, Health and Care Plan has dropped from 9% in April 2021 to 4.2% in February 2022 bringing us closer to national performance of 2.5% (latest available comparator data 2021)
- The average wait time for Speech and Language Therapy (SLT) has also improved, from 75 weeks in April 2021 to 21 weeks in February 2022, as has the longest wait time for SLT from 128 weeks to 44 weeks in the same time period

## APPENDIX C



# SEND Accelerated Progress Plan: Getting the Basics Right

(update provided to SEND Improvement Board February 2022)





## Progress To Date...

- Secured additional funding from Cabinet to fulfil capacity issues in the service
- Recruited 48 new officers into the SENAR service – increased capacity to complete casework - initial number of service staff was 22 – we now have 70
- Rearranged the SENAR service into 4 area teams – North, East, South & West
- Added in further management capacity – this will drive the change and improvements into the service
- Changed the decision making process from the DMG (decisions making groups) back to multi layered decisions including SEN officers and SEND panel attended by partnership representation.
- Developed the training plan for NEXUS – the upgraded case management system - and delivered to SENAR staff to allow for the upgrade to be implemented
- Reviewed and Identified the needs from the Nexus case management system upgrade
- Reviewed the Quality Assurance processes and a holding regular meeting with partners to develop a Quality Assurance framework



## Impact / Green Shoots...

- We have increased staffing levels in the service teams and introduced senior officers to track and monitor work and timescales.
- Upgrading contact points for SENAR officers – providing all officers with phones to work alongside the parent link service.
- **Reviews** - Although we are currently still dealing with a backlog that is impacting on timescales we expect to be back within timescales by end of September 2022
- **Assessments** - We are working to bring the Assessment timeframes back in line with the 20 weeks. There is a current backlog that we are working through but once cleared we can impact positively. Within the last 12 months rolling we have completed **60%** on time in December 2021, up from 53% in May 2021 and better than national average of 58%.
- We are building a new assessments process through coproduction (further info to follow)
- **Complaints** for SENAR are currently sitting at **14** (was 137 in November). Dedicated officers have been assigned and training delivered to corporate complaints team to align the corporate procedure. More officers in the service has led to fewer complaints around communication and the majority of complaints are in relation to lack of special school places.

# SEND Complaints



# Complaints overview

	Citizen	Member	Total
<b>Q1</b>	168	28	196
<b>Q2</b>	145	54	199
<b>Q3</b>	177	97	274

Root causes (Dec)	
<b>Policy and procedure</b>	45%
<b>Service quality</b>	40%
<b>Communication</b>	9%
<b>Service failure</b>	3%
<b>Staff conduct</b>	3%

**Service quality:** in Q3 most of these related to SENAR and Home to School Transport

**Policy and procedure:** in Q3 most of these related to School Admissions (eg parents unhappy with an offer).

# SENAR Complaints

Dedicated officers have been assigned to resolve complaints coming into the service through all channels. They have focused on key themes and communication with parents/carers, councillors, MPs and officers to improve outcomes.

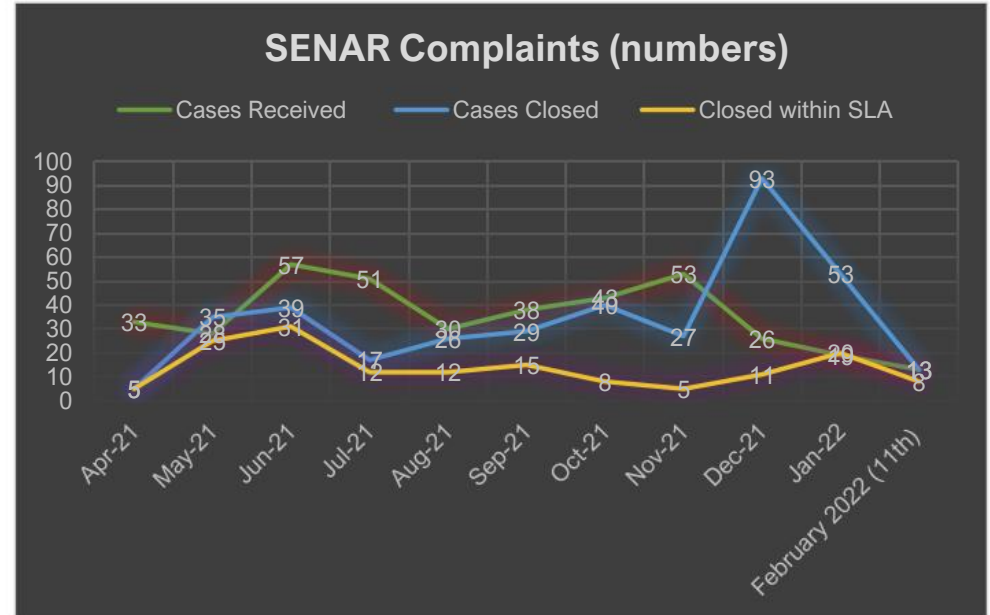
Training has been delivered to the business support corporate complaints team to align the corporate procedure and to provide further investigative support to the service teams.

We have aligned more officers in the service to complaint resolution and this has led to quicker responses and more answered within SLA.

There are now fewer complaints around communication and statutory functions and the majority of complaints are in relation to lack of special school places.

# SENAR Complaints

Month	Cases Received	Cases Closed	Closed within SLA	Percentage Closed within SLA
April 2021	33	5	5	100%
May 2021	28	35	25	71%
June 2021	57	39	31	79%
July 2021	51	17	12	70%
August 2021	30	26	12	46%
September 2021	38	29	15	51%
October 2021	43	40	8	20%
November 2021	53	27	5	18%
December 2021	26	93	11	11%
January 2022	19	53	20	37%
February 2022 (11 <sup>th</sup> )	13	13	8	61%
Total:	391	377	152	Average: 51%



## APPENDIX C

