



## TRAFFORD COUNCIL

# AGENDA PAPERS FOR TRAFFORD PANDEMIC SCRUTINY COMMITTEE

Date: Wednesday, 29 July 2020

Time: 4.00 p.m.

Place: Virtual

The meeting will be streamed live at

<https://www.youtube.com/channel/UCjwblOW5x0NSe38sgFU8bKg>

AGENDA	PART I	Pages
1. ATTENDANCES		
To note attendances, including officers, and any apologies for absence.		
2. MINUTES		1 - 20
To receive and, if so determined, to approve as a correct record the Minutes of the meeting held on 15 June 2020 and 1 July 2020.		
3. DECLARATIONS OF INTEREST		
Members to give notice of any interest and the nature of that interest relating to any item on the agenda in accordance with the adopted Code of Conduct.		
4. QUESTIONS FROM THE PUBLIC		
A maximum of 15 minutes will be allocated to public questions submitted in writing to Democratic Services (democratic.services@trafford.gov.uk) by 4Pm on the working day prior to the meeting. Questions must be relevant to items appearing on the agenda and will be submitted in the order in which they were received.		
5. URGENT BUSINESS (IF ANY)		
Any other item or items which by reason of:-		
(a) Regulation 11 of the Local Authorities (Executive Arrangements)		

(Meetings and Access to Information) (England) Regulations 2012, the Chairman of the meeting, with the agreement of the relevant Overview and Scrutiny Committee Chairman, is of the opinion should be considered at this meeting as a matter of urgency as it relates to a key decision; or

- (b) special circumstances (to be specified) the Chairman of the meeting is of the opinion should be considered at this meeting as a matter of urgency.

6. **EXECUTIVE RESPONSE TO CHILDREN AND YOUNG PEOPLE'S SCRUTINY COMMITTEE REPORT ON SEND** 21 - 88
- To receive a response from the Executive.
7. **HEALTH AND ADULT SOCIAL CARE** 89 - 94
- To receive an update of the position in Trafford and to discuss the boroughs continued response to COVID 19.
8. **SCHOOLS AND EDUCATION**
- To receive an update from the Executive Member for Children's Services and to discuss Trafford's position in relation to COVID 19.
9. **WORK PROGRAMME REPORT** To Follow
- To consider the attached report.
10. **ITEMS FOR FUTURE MEETINGS**
- To suggest and agree items, relating to the COVID 19 Pandemic, to be on the agenda for future meetings of the Committee.
11. **EXCLUSION RESOLUTION**
- Motion (Which may be amended as Members think fit):
- That the public be excluded from this meeting during consideration of the remaining items on the agenda, because of the likelihood of disclosure of "exempt information" which falls within one or more descriptive category or categories of the Local Government Act 1972, Schedule 12A, as amended by The Local Government (Access to Information) (Variation) Order 2006, and specified on the agenda item or report relating to each such item respectively.

**SARA TODD**  
Chief Executive

Membership of the Committee

Councillors D. Acton (Chair), S.B. Anstee, Dr. K. Barclay, Miss L. Blackburn, G. Coggins, J. Dillon, J. Holden, J. Lamb (Vice-Chair), J. Lloyd, J.D. Newgrosh, A. New, B. Shaw, R. Thompson, D. Western, A.M. Whyte, A.J. Williams and B.G. Winstanley.

Further Information

For help, advice and information about this meeting please contact:

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This agenda was issued on **21 July 2020** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall; Talbot Road, Stretford, Manchester, M32 0TH.

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## **TRAFFORD PANDEMIC SCRUTINY COMMITTEE**

**15 JUNE 2020**

### **PRESENT**

Councillor D. Acton (in the Chair).

Councillors Dr. K. Barclay, G. Coggins, J. Dillon, J. Lamb (Vice-Chair), J. Lloyd, J.D. Newgrosh, A. New, R. Thompson, D. Western, A.M. Whyte, A.J. Williams and B.G. Winstanley

### In attendance

Councillor Hynes	Executive Member for Children's Services
Councillor Slater	Executive Member for Health, Wellbeing, and Equalities
Councillor Harding	Executive Member for Adult Services
Councillor Carter	Lead Member for Education
Jill McGregor	Corporate Director of Children's Services
Diane Eaton	Corporate Director of Adult Services
Jane Le Fevre	Corporate Director of Governance and Community Strategy
Eleanor Roaf	Director of Public Health
Karen Samples	Director of Education Standards, Quality and Performance
John Addison	Statutory Scrutiny Officer
Alexander Murray	Governance Officer

### **APOLOGIES**

Apologies for absence were received from Councillors Anstee, Shaw, and Blackburn.

### **8. MINUTES**

Councillor Lamb stated that he had been missed of the list of attendees and requested that it be added.

RESOLVED: That, following the above amendment, the minutes of the meeting held 27 May 2020 be agreed as an accurate record.

### **9. DECLARATIONS OF INTEREST**

No additional declarations of interest were made.

### **10. QUESTIONS FROM THE PUBLIC**

No questions were received.

### **11. POST AND PRE DECISION SCRUTINY**

The Chair informed the Committee that the report was for noting unless any Committee Members had questions relating to any of the decisions and no questions were raised.

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RESOLVED: That the report be noted.

## **12. HEALTH AND SOCIAL CARE**

The Chair introduced the item and explained that the Executive Members and Officers had been provided with a series of questions relating to this item. The Executive Members and Officers were to provide answers to those questions before giving Committee Members the opportunity for further questions and discussion. The Chair added that if any questions could not be answered at the meeting information could be sent to Members by email at a later date.

The Executive Member for Health, Wellbeing, and Equalities explained that the Director for Public Health had been working to provide answers to the Committee's questions. Due to the wide scope of the questions received the Director of Public Health was going to provide written responses to be shared alongside the minutes of the meeting. The Executive Member for Health, Wellbeing, and Equalities then stated that they would be happy to answer any specific questions during the meeting.

The Chair noted that the main areas the Committee were keen to hear about in relation to health and social care were Track Trace and Isolate, the amendments to the Care Act, the impact on mental health services, and the CQC report regarding learning difficulties and autistic spectrum disorder.

The Director of Public Health gave responses to the Committees questions starting with the disproportionate effect of COVID 19 upon the BAME population. The Director of Public Health stated that it was difficult to know whether the position in Greater Manchester reflected the national position as death certificates did not record ethnicity. This meant that cross matching of information need to be conducted in order to build up a picture of the situation within in Greater Manchester and this work was being undertaken.

A paper had been released which looked into the impact of COVID 19 in relation to levels of deprivation which had been linked to higher rates of death from COVID 19. That paper showed that the situation in Greater Manchester did reflect the national picture. The Director of Public Health had conducted some preliminary work looking at the impact of race by cross referencing deaths by ward against ward profiles and it did look as though the position in Trafford would reflect the National position.

Trafford had been making sure that the services that were being provided such as testing and treatment were being properly followed through to ensure that people were not dying from other treatable illnesses due to the impact of COVID 19 on services. Trafford were working closely with community groups to ensure that the message was reaching everyone within the community and that provisions were in place to facilitate people who needed testing to access it. The Community hubs had been very successful in reaching people and the Council were looking at how they could learn from that success going forward. The Director highlighted the co-design of the hubs which had been a key aspect of their success.

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The Director of Public Health then moved on to the question relating to test track, trace, and isolation system. The national system went live on the 28<sup>th</sup> May and it was expected to monitor around 80% of cases with the other 20% being more complex cases that would be handled at a regional level. Complex in this case meant those who would be difficult to trace through the national system due to lack of access to web or phone based systems or if it was in a high risk setting e.g. schools or nursing homes. The Greater Manchester System went live on the 8<sup>th</sup> June 2020 and while there were some problems the system was continuing to be developed and improved. The Director of Public Health added that by the time a case of COVID 19 was confirmed by the national or regional systems Trafford were often already aware and in the process of dealing with the case.

The Chair asked how many cases had been tracked and traced within Trafford. The Director of Public Health stated that since the national system went live there had been over 100 cases within Trafford and 25 of those had been escalated to Greater Manchester. The majority of the escalated cases had been health care workers or people in care homes. There were a few other cases within the area where they were waiting to receive test results.

Councillor Barclay asked how long was it taking to get test results back, what percentage of the people identified by the tracing had been isolated, what support did Trafford Offer to those who were isolated, and how effective was the system. The Director for public health responded to each question in turn.

Local testing was pillar one and conducted by MFT labs and the Council received those tests back in 24 hours. These were mainly tests done for people in high risk groups, care homes, and Health care workers. The National system was not working as well and Trafford had only recently received pillar two data for the first time since the system was set up in March.

The Council only received figures on the number of people that been traced they did not receive information as to what actions had been taken with those people so did not know how many were self-isolating. It was hoped that this would improve as the Greater Manchester system was fully up and running.

The Director of Public Health stated that at the local level the engagement with cares homes, schools, and health care workers meant that there were good levels of self-isolation.

With regards to the support for those who were self-isolating there was not much support being provided as people were able to be supported by family and friends who were furloughed and working from home but this was likely to become an issue locally and nationally as people started to return to work, especially for low paid residents. The Council were looking to tackle this by supporting communities where this was most likely to be an issue, ensuring that they received testing if they were symptomatic, and that the right support was in place for those who needed to self-isolate. The Director of Public Health emphasised that it was important that the Council got the right plans in place and that those plans were co-produced with the communities they served.

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Councillor Lamb asked about the data gathered through track and trace and whether it was detailed enough to enable professionals to look for correlations between the rates of infection and the levels of lockdown that needed to be in place to keep the number for cases at manageable levels. The Director of Public Health responded that it was hoped that would become the case but the system was not providing the data quickly enough or in enough detail at that point. As more comprehensive testing programmes were put in place the quality of the data collected would greatly improve as would the applications of that data.

Councillor Barclay asked whether GPs local knowledge and expertise was being drawn into and utilised by the system. The Director of Public Health responded that as people were being told not to visit their GP with COVID 19 symptoms the level of information they could provide was limited. The Council had recently been given access to data gathered from the 111 service which gave a good indication of what was going on within the area as that was the service people used to enquire about and book tests.

Councillor Coggins asked whether conversations were being held at some level with other countries that had been running similar systems for longer and learning from their experiences. The Director of Public Health answered that this had been happening throughout and one of the main lessons had been that those countries that had outbreaks of similar diseases previously such as SARS were better prepared for the COVID 19 outbreak due to the experience of their populations and governments from those previous outbreaks.

The Executive Member stated that the point about learning from other countries was important. The countries that have done the best have had the most robust tracking and tracing programmes in place which have prevented or reduced the need for lockdown. This showed that tracking and tracing was the way forward and the importance of the work that the Director of Public Health was doing. The Director of Public Health added that tracking and tracing was only possible if the infection rate was kept low enough which was why it was so important for individuals, businesses, and organisations to follow the guidance around handwashing, social distancing etc.

Councillor Barclay asked what size was the team working on Trafford and tracing in Trafford and whether they were coping with the volume of cases they were dealing with. The Director of Public Health responded that in GM most of the tracking and tracing was being done by public health England and GM teams. Trafford was involved in the local hard cases and the team were setting up the programme management and looking at how Trafford link into the GM system. National funding was being made available and Trafford were putting together a plan of how many people they will need to run the system.

The Chair asked if there was anything to add regarding mental health. The Director for Public Health stated that the questions posed by the Committee about mental health were mainly focused upon the services. However, from a Public Health Point of view the Council needed to think about how COVID 19 and the actions taken to deal with it would impact upon the mental health of residents.



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The Chair then moved onto the questions based upon Social Care. The Executive Member of Adult Services stated by addressing the question about the easements to the Care Act 2014. The Committee were informed that the government had introduced a number of easements introduced on the 31<sup>st</sup> March to respond to the COVID 19 Pandemic and manage the pressures on local authorities to deliver services during that time. The Executive Member wanted to stress just how difficult this time had been upon staff working within health and social care and the impact that the pandemic had across all of the services. The response to the pandemic had seen a truly integrated approach taken by health and social care colleagues over the ten weeks since it began.

Some of the easements meant that Councils no longer had the duty to carry out assessments or reduced the detail of assessments and reduced their duty support carers. The Executive Member for Adults stated that Trafford had not moved from stage one of the easements which meant that in many ways it was business as usual. One of things that Trafford had put in place was an increase in discharge to assess capacity. This had enabled the Council to move people out of hospital much quicker to an alternative setting where detailed assessments can take place which has freed up hospital beds needed for those suffering from COVID 19.

The easements of the care act were time limited and there were a number of checks and balances in place to ensure the easements were only used when necessary. The Executive Member for Adult Services explained the different people and Boards that would be involved if Trafford were to move to the other stages of easements.

Councillor Lloyd asked whether the easements were to be in place for two years and whether the Council were going to have a backlog of assessments once the lockdown was lifted. The Corporate Director of Adult Services responded that it was up to two years with 6 month break clauses which could be used to rescind the amendments by the government. Trafford did not have any backlogs and were able to provide the majority of support digitally but were still having face to face visits where necessary. The main concern was around the levels of staff in care homes if the track and trace required large numbers to self-isolate and Trafford were working closely with providers to be prepared for that.

The Corporate Director of Adults added that the new guidance for hospitals, which came out at the same time as the easements, enabled people to move out of hospital to a home without having a choice of their preferred home. The patient does still have the opportunity to choose where they go long term but that choice was made once they had been moved to a care setting rather than in a hospital setting. All of the placements were paid through the NHS so no one was being charged and that would stay in place until new guidance was issued.

The Executive Member for Adult Services responded to the groups question about the CQC Report Regarding Learning Difficulty and Autistic Spectrum Disorder. She informed the Committee that people who had learning disabilities were generally at a higher risk and likely to have underlying health conditions. Trafford had done a lot of work around shielding people at higher risk and people in supported living settings had restrictions on who could visit in place. The

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Executive Member for Adult Services noted the exemplary work of staff in these and other care settings across the borough where some staff had actually moved into the care setting to minimise the risk to residents. The day services the Council usually provided had to close due to lockdown but this put more strain upon family carers. While there was emergency respite facility in place none emergency respite services had also been closed. The Committee were informed that all of the staff members in those services were receiving the same support and equipment as staff in care homes.

The Corporate Director of Adult Services added that five deaths in learning disability services over March and April, which was not necessarily higher than normal. A review was conducted for each person who died as part of the LeDeR process. Nothing of concern had been raised at that stage but more would be known at the end of the review process. The Council were working with providers on a daily basis to reduce the risks for staff. The Corporate Director of Adult Services spoke of the great work that the providers were doing during the unprecedented times.

Councillor Holden asked about the discharge to assess beds and whether testing was in place to stop infection spreading into care homes. The Corporate Director for Adult Services responded that there was an agreement that had been in place since March with MFT that all patients would be tested prior to them being sent to the discharge to assess beds. While this was not perfect it provided reassurance for care homes. The care homes were still isolating those who came from hospital and wearing PPE when working with those residents until it was clear they did not have COVID 19. Testing was also in place for those who were moving from their own home into a care home.

The Executive Member for Adult Services then addressed the Committee's question regarding mental health services. The Committee were informed that the Council's Adult Mental Health Services were operating as usual and they had a daily review of referrals, inpatients, and discharges into the community. The biggest area of concern was around the face to face contacts with people when supposed to be avoiding contact. This had been addressed through providing staff with PPE and training on infection control. There were helplines available across Greater Manchester for those who were known to mental health services and for those who were not engaged with services.

The Executive Member for Adult Services recognised that there was going to be a lot of work to be done after the pandemic as there would be issues around trauma, bereavement, and grief. The situations that had been seen in care homes were very traumatic and the Council had to be ready to provide support to those who had been through that.

The Mental Health transformation Board was being re-established and would be looking at moving away from crisis management to prevention and how to keep communities well and how do people live well at home.

Councillor Williams asked if the Committee hear about work that had already been started before think about the impact of COVID 19. The Councillor was concerned

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that the usual route into mental health services was through GPs but as GP attendance was down during the pandemic that a lot of people who needed help were not receiving it. Councillor Williams then asked that an update be provided on mental health services at one of the Committee's upcoming meetings. The Executive Member for Adult Services agreed with the points made by Councillor Williams and agreed to provide an update on mental health services. The Executive Member for Health, Wellbeing, and equalities added that work had already started with GMMH and an update of the progress of that worked would be shared with the Committee in writing.

**RESOLVED:**

- 1) That the responses be noted.
- 2) That the Executive Members and Corporate Directors be thanked for attending the meeting.
- 3) That written responses to the Public Health questions were to be sent to the Committee when ready.
- 4) That an update on mental health services was to be given at one of the Committee's upcoming meetings.
- 5) That a written update on the progress of work by GMMH be shared with the Committee.

### **13. SCHOOLS AND EDUCATION**

The Executive Member for Children's Services acknowledged the challenging and difficult time. She expressed her gratitude for Council staff working in Children's services, the Council's partners, foster carers, and schools. People had been working around the clock to put support in place and assess risks in a way that had never been done before and at a rapid pace. The Executive Member for Children's Services noted that the questions had been received the Friday before the meeting and thanked the Corporate Director of Children's Services, Director of Education Standards, Quality and Performance, and the Lead Member for Education for the work they had done to put the responses together. The Committee were told that if any of the questions were not covered fully during the meeting that they would be followed up afterwards in writing.

The Executive Member for Children's services informed the Committee that it was for Schools to decide how and when they would reopen. The Council's role in terms of the wider reopening of schools across the borough was one of providing support and guidance for schools to aid them in making those decisions. In May the Prime Minister announced that schools would reopen for nursery, reception, year one, and year six with some face to face contact for year 10 and year 12 pupils. Trafford had recommended that schools prepare to re-open more widely on the 10<sup>th</sup> of June. However, following an announcement regarding the R rate in the North West on the 5<sup>th</sup> June a further recommendation was made for schools to be able to take more time to review their risk assessments.

The Lead Member for Education told the Committee that all schools were opening on the 15<sup>th</sup> June. By the 12<sup>th</sup> June 71 primary schools had reopened and 2006 children were in school. The Council had offered schools more time to prepare if they needed it along with support to review their risk assessments. It was too early

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to say how many children had attended school on the 15<sup>th</sup> June but it was expected to be a large increase as all schools were opening. The Chair requested that the figures for the first day back be given to the Committee and the Director of Education Standards, Quality and Performance confirmed that the data would be shared.

The Lead Member for Education stated that there were expected to be variations in the level of attendance across the borough. It was anticipated that demand would be higher in the South of the borough than the North although the exact picture would not be known until the data was available. The Director of Education Standards, Quality and Performance added that the figures were likely to change on a daily basis as schools would be implementing different rotas and the position was likely to continue to change over the days and weeks following the reopening. Additional guidance had been released by the DFE stating that schools could open to more year groups if they had sufficient resources to do so. The Council had made it clear to schools that all wider admittance was to be done on top of providing places to the children of key workers and vulnerable children.

The Lead Member for Education then moved onto the question regarding childminders. The guidance relating to childminders and schools stated that children should stay in a single setting where possible, which had made things very difficult for childminders. The week commencing 8<sup>th</sup> June 99 out of 239 childminders across Trafford were open but 30 of those had no children, which reflected parent's lack of confidence.

Councillor New had been contacted by childminders saying that schools had been preventing them from collecting children. There were instances where childminders had been looking after children during lockdown but now were unable to do so. The Councillor asked whether anything would change so these situations would not occur. The Director of Education Standards, Quality and Performance responded that in the meetings with head teachers this issue had been raised around managing the risk outside of schools, children coming into schools, and the chances of cross infection. The early year's strategic board was meeting on the 16<sup>th</sup> June and there was a meeting with primary school cluster leads on the 17<sup>th</sup> June. The Committee were assured that this issue would be raised at both of those forums. The Director of Education Standards, Quality and Performance asked that Councillor New provide information as to where this was happening so it could be taken up with the relevant head teachers.

The Corporate Director of Children's services added that they had attended a meeting with the regional schools commissioner where the issues of interpreting the guidance and the sustainability of the sector had been raised. It was recognised that Trafford needed a flexible wrap around childcare offer but COVID 19 had made more it difficult to provide that offer due to infection control. The Director of Public Health pointed out the importance of having honesty from people regarding their situation. It was better to have flexibility and stability with a known risk than being too strict leading to people not engaging.

The Lead Member for Education concluded the discussion of the topic by informing the Committee that due to COVID 19 it was highly likely the number of

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children eligible for 2 and 3 year old funding would rise due to the increase in deprivation.

The Lead Member for education then responded to the question on the relaxation of key legislation and reasonable endeavours. The Committee were informed that 73% of EHCPs were being completed within the statutory time frame, which was an improvement from 61% the last time the data was collected. All decisions were being made within the six week timescale and no exceptions had been applied so far. SEND was performing as business as usual with all panels occurring with the same frequency and with the same representation across education, health, and social care. All assessments were being completed by educational psychologists and other professionals were available online or via telephone. Peripatetic services, while not working within schools, were working with schools on risk assessments.

The Corporate Director of Children's services stated that Children's services were in a similar position to adult services. There had been amendments to the Children's act and the adoption act and Trafford had not used the freedoms and flexibilities that were available. Trafford had laid out circumstances where the freedoms and flexibilities might be used within an assurance document. The document included the process that the Council would go through in order to sign off the use of those freedoms and flexibilities.

The Director of Education Standards, Quality and Performance made it clear that the panels and decision making process had not changed. Trafford were collating information about the decisions schools had made regarding the delivery of EHCPs. Trafford had sent communications to all schools and SENCOS as to what the legislation meant for pupils in their care. Trafford were also contacting every SENCO to find out whether reasonable endeavours were being used and how they were meeting children's needs.

The Chair stated that he found it reassuring that Trafford were continuing with business as usual. The Chair requested that the Pandemic Scrutiny Committee be informed if there were to be any changes to this position.

The Lead Member for education added that a lot of support was being delivered online with the sensory impairment service and speech language therapists sending packs out for parents. Teachers of deaf pupils were checking in with schools on a weekly basis and other services were still being delivered just not in the traditional way. The Director of Education Standards, Quality and Performance added that Trafford had asked for detail around the therapies that were being offered for children with additional needs. This information would give Trafford a good understanding on the current position of therapy and aid in planning how it would be delivered as more children went back to school.

The Executive Member for Children's services added that the Children and Young Peoples Scrutiny Committee had presented a report to the Executive and the response had been ready for some time. The response had been delayed due to the pandemic and was being updated to reflect what had happened.

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The Executive Member for Children's Services moved onto the response to the questions in relation to children in care. The Council had not reduced the frequency of visits to children in care during the pandemic. Social workers had been flexible and creative in the ways that they had carried out their visits, with as many face to face visits being conducted as possible and others being carried out virtually. There had been a focus on ensuring that the quality of visits was maintained with weekly updates provided through the performance reporting process and two full audits had been conducted.

A clear system of contact and liaison with schools had been established for vulnerable children who should have been attending school but were not. This included decision making around the levels of contact needed with families. The Executive Member stated that this had a positive effect upon the Council's relationship with schools and had opened up a new dialog that the Council would look to maintain and strengthen going forward.

The Council had also been working with the police and the Trafford safeguarding partnership to address concerns regarding new cases as children were not able to present themselves at the usual settings. There were further concerns regarding possible increases in domestic violence during lockdown. The Council had been working with police to ensure incidents were flagged at the earliest opportunity. Plans were being developed to deal with any surges in referrals that may occur once the restrictions were eased and services were resumed.

Councillor Thompson asked whether the council had any predicted figures for the number of new cases that may arise. The Corporate Director of Children's services responded that the Council had seen a decrease in demand up to 30% so that would be the highest increase expected. However, the previous year, which the figures were based upon, had seen higher demand than usual so demand would have been expected to reduce. In addition the proactive work that had been done by the Council's and their partners led the service to believe that demand would not increase by that amount.

The lead Member for Education then moved on to answering the Committee's questions on disadvantaged and vulnerable school children. The Lead Member for education informed the Committee that the full picture of the impact on disadvantaged children would not be available until after they had returned to school. In Trafford there were 251 children with EHCPs in place, 185 children who were supported by social workers, and 237 other vulnerable children. Those children had been prioritised in accessing school places and were being monitored by children's services. Schools had been working to ensure that all children entitled to free school meals had been receiving vouchers throughout the pandemic.

Work had been done around supporting these children with home learning. The Council promoted the use of BBC bitesize website as well as the Oak National Academy that had been set up by the government for online lessons. In addition, packs had been delivered to children's homes, there had been Zoom lessons where possible, and weekly phone calls had been held with parents and children. There was a problem around children who had not attended school and schools were working on how to get those children back in.

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The Director of Education Standards, Quality and Performance added that the Council were aware of the issue of lost learning and had created additional sub groups with a range of partners focused on teaching, learning, and recovering the curriculum. A lot of work was being planned to improve reading and vocabulary as the Council were aware that the ability gap was going to increase, which would impact on all parts of the curriculum. Trafford were linking in with the work at the GM level and the education endowment fund was producing materials aimed at catching up and rapid improvement programmes that schools could adapt. The Council were focused upon getting children ready to learn and were looking at the impact of the pandemic on children's mental health, including attachment and trauma based challenges that children might have, with educational psychologists providing support for schools. Trafford's approach was to equip schools to deal with lower level issues to prevent them escalating and reduce the demand for mental health services. There was particular concern around the learning that had been lost by year one pupils and work was ongoing at the GM level to look at how to support those pupils.

The Executive Member for Children's services then addressed the question relating to mental health and the waiting lists for the Healthy Young Minds Service. The Committee were informed that the service was still taking referrals and that they had a waiting list of 11 children, who all had telephone assessments booked for June and July. This was a reduction from a waiting list of 105 children in March before the pandemic. The majority of work had switched to remote working but the service was still offering face to face meetings where needed. The Council was putting surge plans in place for the service in case there was an increased demand as the restrictions were reduced. The Kooth online service had been working to support children with mental health issues in Trafford and had expanded their service for children and young people up to the age of 19.

The Corporate Director of Children's services assured the Committee that the Council had a dedicated work stream for response and recovery of mental wellbeing and mental health. While there had been a reduction in the demand for services like Healthy Young Minds online services, including Kooth, had seen an increase in demand. Children's services were working with commissioners and providers to ensure that there was a wide range of offers available. A mapping exercise was underway to review the totality of the Trafford offer to see what the support needs were for different age groups and types of issues. This exercise would identify gaps in service which needed to be addressed to meet the changing needs of children and young people.

The Executive Member for Children's services added that if there were any further questions that they would be happy to come back provide answers at a later meeting.

**RESOLVED:**

- 1) That the Executive Member of Children's Services, the Lead Member for Education Services, The Corporate Director of Children's Services, and the Director of Education Standards, Quality and Performance be thanked for attending the meeting.

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- 2) That the figures for the number of pupils attending school on the first day back be shared with the Committee.
- 3) That Councillor New provide information as to where issues with the collection of Children had happened.
- 4) That the Pandemic Scrutiny Committee be informed if Trafford implemented any flexibilities or freedoms.

#### **14. ITEMS FOR FUTURE MEETINGS**

The Chair informed the Committee that there was to be an agenda setting panel meeting later in the week. The Chair asked Committee Members to contact officers if they had any further questions, topics, or possible recommendations that they would like the panel to consider for future meetings.

Councillor Western noted that there was a quick turnaround for Members to provide their responses for the panel given the large amount of information that had been given. The Chair responded that Committee Members could take longer in their considerations and send them to officers when they were ready but they would not be considered by the panel for the meeting on the 1<sup>st</sup> July.

Councillor Coggins noted that there had been a lot of changes to the active transport network and asked that considered as a topic for a future meeting. The Committee agreed to add active transport as a topic for consideration.

Councillor Lamb suggested that Committee Members should put together a list of the key messages, questions, or information that they took away from the meeting.

Councillor Barclay asked that figures on track and trace be provided at each meeting. The Chair agreed to that and added that school attendance would be another area that the Committee would like regular figures on.

**RESOLVED:**

- 1) That Committee Members are to provide any further questions, topics, or possible recommendations they would like to be consider for future meetings.
- 2) That active transport be added as an item for consideration for future meetings.
- 3) That figures on Track and Trace as well as school attendance should be provided regularly to the Committee.

The meeting commenced at 4.00 pm and finished at 6.04 pm



## **TRAFFORD PANDEMIC SCRUTINY COMMITTEE**

**1 JULY 2020**

### **PRESENT**

Councillor D. Acton (in the Chair).

Councillors S.B. Anstee, Dr. K. Barclay, Miss L. Blackburn, G. Coggins, J. Dillon, J. Holden, J. Lamb (Vice-Chair), J. Lloyd, J.D. Newgrosh, A. New and R. Thompson

### In attendance

Councillor A. Western	Leader of the Council
Councillor T. Ross	Executive Member for Finance and Investment
Councillor J. Harding	Executive Member for Adult Services
Richard Roe	Corporate Director of Place
Jane Le Fevre	Corporate Director of Governance and Community Strategy
Diane Eaton	Corporate Director of Adult Services
Graeme Bentley	Deputy Director of Finance
John Addison	Statutory Scrutiny Officer
Alexander Murray	Governance Officer

### **APOLOGIES**

Apologies for absence were received from Councillors B. Shaw and J. Wright

### **15. MINUTES**

The Chair informed the Committee that the minutes of the meeting held 15 June 2020 would be tabled at the next meeting.

RESOLVED: That the minutes of the meeting held 15 June 2020 be tabled at the meeting 29<sup>th</sup> July 2020.

### **16. DECLARATIONS OF INTEREST**

No additional declarations were made.

### **17. QUESTIONS FROM THE PUBLIC**

No questions were received.

### **18. IMPACT OF COVID 19 UPON THE COUNCIL'S BUDGET, INVESTMENT, AND THE TRAFFORD ECONOMY**

The Executive Member for Finance and Investment gave a brief update on the Council situation. Local authority finance had been in the news recently due to the increase in costs and decrease in expected income. The Council had calculated that with existing pressure for the 2020/21 financial year plus the impact of COVID 19 the Council's in year deficit was £42.1m. Grants from government had covered £11.2m and £4.7m had been identified from the Council's reserves. This left a gap of around 26.1m that the Council needed to address. The Executive had been

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looking at all options to bridge the gap, including potentially issuing a section 114 notice. The Committee were informed that issuing a 114 Notice was for the section 151 officer to decide rather than the Executive.

The Deputy Director of Finance added that in February the Council set a balanced budget prior to the COVID 19 pandemic. All councils had been hit by the pandemic differently in Trafford the Council's budget for 2021 was around £175m of which £100m came from Council tax with the remainder mainly coming through attained business rates. The Council's position was under constant review with new estimates being generated as to the overall impact as new information became available. The Council submitted updates to MHCLG on a monthly basis and MHCLG were collating data from all councils to build up the national picture.

The Council had received grants of £12.5 million from the Government but some of this had been used in the previous financial year as COVID 19 had started at the end of the 2019/20 fiscal year. The Government were looking at possibly providing funding but they were looking at other options as well. Councils were expected to help themselves as much as possible to share the financial burden. The first annual budget monitoring report was being written for the executive on the 20<sup>th</sup> July. Extra funding was being provided to aid in COVID 19 specific work, for example track and trace, but that funding could not be used to reduce the £42m deficit.

The Deputy Director of Finance then moved onto answering the questions that had been provided by the Committee. The First question related to council tax reduction by 5% which may increase as furlough came to an end. The director stated that in April council tax was down by 6% and just over 5% in May. The Council had seen an increase in take up of the council tax support scheme and there was funding available from Government for that uptake. The Council were monitoring the situation month by month. The Executive Member for Finance added that Trafford had a large number of self-employed people and many of them had to apply for universal credit due to the impact of COVID 19, which had led to them claiming council tax support.

The Executive Member for Finance and Investment moved onto the question relating to the Council's reserves. The Committee were informed that a line by line review of the Council's reserves had been completed and £4.7m had identified as available for use within the year.

The Executive Member for Finance and Investment then answered the question about the process for a 114 notice. If the 151 officer felt it was necessary they would give notice to the Executive that a report would go to full Council in 21 days. During the 21 days the Executive would look to agree a budget with the Chief executive and 151 Officer improve the financial position. If improvement was not made then in normal times the Leader and the Executive would be removed and consultants would come in. However, MHCLG had told all councils that the 151 officer needed to contact them before issuing a 114 notice. If the Council had been in a similar financial position in normal times a 114 notice would have already been issued but this was not the case due to COVID 19.

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The Deputy Director of Finance added that a 114 notice was designed to address financial mismanagement over a long period of time not to address a national crisis such as the COVID 19 pandemic. MHCLG had asked to be consulted by Council's considering a 114 notice as it puts an embargo on spending, which they wanted to avoid. The Corporate Director of Governance and Community Strategy agreed that the 114 notice was a measure of last resort when the 151 Officer and Chief Executive had been unable to agree a balanced budget with Members. The Council were working to have a balanced budget within the year but there were a large number of unknowns which would impact upon the Council's ability to do so.

Councillor Anstee asked what the impact of the business rates reset in 2021 would have on the Council's budget and what measures were the council looking at regarding economic growth and regeneration to stimulate income in the future. Councillor Anstee also asked what savings proposals the Executive were considering and what plans would be put in place to ensure that any savings plans delivered. Councillor Anstee's final question was what was being done around procurement, the Council's supply chain, and ensuring the Council was getting the best value for money.

The Executive Member for Finance and Investment addressed the question relating to economic growth and development. The Council were pleased that they had decided to partner with Bruntwood on Stretford Mall and Stampford quarter in Altrincham as it gave the Council a steer as to what they wanted to see in town centres across the borough. One of the impacts of COVID 19 had been that due to residents being furloughed or working from home they had reduced travelling which meant they were spending more in the local area and local markets. This represented an opportunity for the Council to help adapt town centres to make sure that people continued to spend locally. The Council were also looking at housing developments to ensure areas were able to provide services locally to residents coming into the borough.

The Executive Member for Finance and Investment was not able to confirm the Council's savings plans however they would come back to the Committee once a cogent set of savings plans had been put together. Work was underway on creating a plan of the savings that the Council would make to present to MHCLG. The Council were working closely with STAR Procurement to ensure that they were getting value for money while boosting local spending.

The Leader commented that the business rates reset was being moved back to 2022 which would aid the Council in receiving the benefits from the local economy in the next financial year. The Committee were informed that the local spend had tripled in the last few years according to STARs statistics and the Council were looking to continue that trend. A number of savings plans had stalled due to COVID 19, including the modernisation programme and digital offer, and the impact of the slippage of those plans would become clear in the next few months.

The Corporate Director of Place told the Committee that planning applications were still coming through at a scale similar to the previous year. This included large scale applications and applications for home development, which were vital in stimulating the local economy. Town centres remained critical to the local

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economy and the Council were looking to bring forward the Stretford Master Plan. Intu, who owned the Trafford Centre, had gone into administration which was of concern as the Trafford Centre was a large part of the Trafford economy. The Trafford Centre had continued trading and the Council were in discussions with Intu.

Trafford Park was another significant part of the Trafford economy and the Council were working with the Trafford Park Business Neighbourhood Network to understand the challenges that they were facing. Economic growth would form an integral part of the Council's recovery plan and link into other aspects of the recovery such as schools and employment.

Councillor Williams asked whether Trafford's low level of reserves made the Council particularly vulnerable and whether there had been any clarification from MHCLG as to the use of reserves. Councillor Williams also enquired whether the 20<sup>th</sup> July would be a point where the Council would have a more concrete understanding of the position so that action could be taken. The Executive Member for Finance and Investment responded that the Council's low level of reserves did put them in a weak position compared to those with more reserves available. This was a historical situation that the Council had been looking to improve by increasing the reserves as part of the budget plan. The Deputy Director of Finance added that MHCLG were asking what reserves the Council were able to use but that did not reflect the Council's wider statutory requirements in terms of risk management. National statistics from CIPFAs resilience index and the institute of fiscal studies showed that Trafford's reserves were a high risk for the Council and so they had to show caution when using them.

The Executive Member for Finance and Investment stated that the report due to go to the Executive on the 20<sup>th</sup> July would present what the gap was expected to be for the year and set out how the Council were going to address the financial gap.

Councillor Coggins asked about the impact of the new way of life on the Council's estate and whether the Council were considering leasing out parts of their estate. The Councillor also asked about plans to support the town centres and whether supporting active travel was being considered as an option. The Executive Member for Finance and Investment responded that some positives had come from the pandemic such as the large increase in the number of people working from home. Many of the Council's employees had embraced working from home and they would be allowed to continue as long as it did not impact on their ability to carry out their roles. The Council would look at how to put any free space created to the best use.

Regarding active travel the work that had been done in Stretford had been particularly successful and this was something that the Council would look to incorporate in their plans for Stretford town centre. The Council were looking at all options to encourage shopping locally and to support local businesses.

Councillor Newgrosh asked about the impact upon the Council's investment fund and investment in Manchester Airport. The Executive Member for Finance and

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Investment answered that the two main retail purchases in Altrincham and Stretford had been acquired as part of the regeneration of those areas rather than money generation. The Committee were assured that there was no cause for concern in relation to the investment fund. The Council would not be receiving the dividend from the airport for a few years however it did remain a key part of the Trafford economy and a large source of jobs for the area.

Councillor Anstee asked which of the costs due to COVID 19 would a financial impact for a single year and which ones were going have a recurring impact on the budget. The Councillor asked whether the Council was looking at adjusting the local plan to maintain the level of development in the area. Councillor Anstee also asked, in light of the new ways of working, whether a view had been taken on what estates the Council needed, how those assets could be used, and whether any of the assets would be sold with the revenue utilised to aid in meeting the funding gap.

The Executive Member for Finance and Investment responded that the Council was projecting that the recurring financial pressure for the next year would be £17.2m. However, it was difficult to say with any certainty as to what the long term impact would be. The Council was already predicting a budget gap of around £15m for 2021/22 and so that would leave the Council with a £32m gap to address.

In response to the question about development the Corporate Director of People responded that the Council wanted to remain easy to do business with but it had to be balanced against the needs of the communities where development was taking place. Trafford was continuing to develop their local plan which was reliant upon the Greater Manchester Spatial Framework, as the local plan sat within the wider framework. The administration was focused upon affordable housing but that was to be balanced against the viability of developments.

With regards to use of estates there was an ongoing debate among property owners of how office space would be used. While it was expected that many employees would continue to work from home some employers required more space so workers who did come into the office could work safely in accordance with guidance. It was hoped that these two aspects would balance each other out. The Council were considering reducing their office estate and continuing with their strategy of redeveloping assets.

Councillor Anstee then asked if central Government allowed the Council to capitalise revenue pressure would the Council consider large asset sale. The Corporate Director of Place responded that if the Government allowed the capitalisation of the revenue deficit then that would be something the Council would have to consider but it was not something they were considering at the moment. The Leader added that due to the changes brought about by COVID 19 it was possible that the Council may not require all of its assets and that was something to be reviewed on a case by case basis. The Leader assured the Committee that the administration was putting the needs of people before assets.

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The Chair asked what the view was as to whether further funding would come from Government. The Executive Member for Finance and Investment stated that the Government had provided funding to address additional costs due to the pandemic but they had not yet addressed the issues around the loss of income. The Leader had written a letter requesting more resources and there was work going on with the LGA to push for more funding for local government. It was felt that there was not a clear understanding of everything Council's delivered and would disappear if Council's did not receive more funding. It was hoped that the value of that work would be realised in time that funding could be provided successfully to maintain those services.

The Chair asked about the impact of COVID 19 on statutory services and what savings could be made from non-statutory services. Councillor Ross stated that the work was ongoing in that regard and that he would come back to the Committee to update them as the work and proposals developed further.

The Vice Chair asked that the July update be shared with the Committee and whether the Council had any steer on how the burden sharing balance may fall. The Executive Member for Finance and Investment responded that he hoped that the Government would take the burden on for local authorities so that they were able to continue delivering services. If the burden remained solely on local authorities then that would lead to very difficult position for Councils. The Executive Member for Finance and Investment stated that he would come back to the Committee after the July executive meeting to answer the committee's questions.

The Vice Chair followed on by asking what the minimum amount of funding was that the Council needed to maintain business. The Executive Member for Finance and Investment answered that the work looking at how they could address the full £26m was ongoing but it was hoped that further government support would be forth coming.

The chair asked whether there was any work that the Committee could do to aid with the Executives work around the budget. Councillor Ross recognised the experience within the Committee asked that the Committee continue to review aspects of the budget and apply that expertise as it would aid the Executive in the work they were undertaking.

**RESOLVED:**

- 1) That the reports be noted.
- 2) That the Leader, the Executive Member for Finance and Investment, the Corporate Director of Place, and the Deputy Director of Finance be thanked for attending the meeting.
- 3) That the Executive Member for Finance and Investment attend a meeting after the 20<sup>th</sup> July to answer the Committee's questions.

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**19. WORK PROGRAMME REPORT**

The Chair introduced the work programme report and asked Committee Members if they had any comments or amendments that they wanted to make. No comments or comments were made and the report was noted.

RESOLVED: That the report be noted.

**20. ITEMS FOR FUTURE MEETINGS**

The Chair opened the item by asking all Committee Members whether there were any items they wanted to add to the Committee work programme. The Vice Chair stated that the Committee would continue to have interest in the Council's work around the budget. In particular the Vice Chair felt that the Committee should focus on how to ensure Trafford was open for business and provide value by looking at coming up with views that the Executive may not have thought of.

Councillor Anstee added that everything was currently very uncertain and felt that the Committee could aid the executive in turning that uncertainty into certainty. It was suggested that this be done through pre-decision scrutiny and asking the Executive to bring plans to the Committee as they were being developed so that the Committee could help to shape them.

The Chair agreed with both Councillors' suggestions and asked that they be added to the work programme along with the continued review of the Council's overall budgetary position.

RESOLVED: That the topics raised be added to the Committee work programme

The meeting commenced at 4.00 pm and finished at 5.31 pm

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## TRAFFORD COUNCIL

**Report to:** Trafford Pandemic Scrutiny Committee  
**Date:** 29<sup>th</sup> July 2020  
**Report for:** Information  
**Report of:** Director of Education, Standards, Quality and Performance

### Report Title

**Response to the Children and Young People's Scrutiny Committee Task & Finish Group Review into the Education, Health and Care Plan (EHCP) Process in Trafford.**

### Summary

**Following the publication of the Task and Finish Group Review into the EHCP process, Trafford officers have produced a response to the information and recommendations made.**

Contact person for access to background papers and further information:

Name: Karen Samples  
Extension: 8686

Background Papers: None.

## **FOREWORD: Councillor Catherine Hynes, Councillor Karina Carter on behalf of the Executive**

We would like to sincerely thank the Children and Young People's Scrutiny Committee and everybody involved in the Task and Finish Review into the Education, Health & Care Plan (EHCP) process in Trafford. We are really grateful for the commitment of committee members in undertaking this review and for highlighting the experiences of Trafford children and young people and their families.

The Executive fully endorses the Vision for Trafford SEND Provision which has been co-produced through the SEND Board. We are committed to ensuring this Vision is a reality for all children and young people with Special Educational Needs and Disabilities in Trafford.

### **The Vision**

"Our vision in Trafford is to have a well-planned provision that meets the needs of children and young people with SEND and their families. This means integrated services across education, health and social care which work closely with parents and carers, which ensure that individual needs are met without unnecessary bureaucracy or delay. It also means a strong commitment to early intervention and prevention so that early help is provided in a timely way.

We believe that every Trafford child and young person should have their needs met, as far as possible in their local community. We expect every provider to make effective provision for children with SEN and disabilities so that they make good educational progress and can move on easily to the next stage of their education and later into employment and independent adult life. We aim to achieve this by using the best expertise and knowledge in all services, to increase capacity throughout the borough by sharing best practice and by promoting a model of collaborative working and shared responsibility.

We expect education, care and health services to be delivered in an integrated way so that the experience of families accessing services is positive and children's and young people's learning and development, safety, well-being and health outcomes are well promoted alongside their educational progress and achievement.

To deliver our plan, we must identify children with SEND at the earliest possible opportunity and provide them and their families with the support they need to have the best possible start in life and achieve their potential".

The Executive were very concerned about the timeliness of the delivery of EHC Plans and welcome the significant improvements in this area, which have seen performance rise from 14.8% (in 2018) to 76% of plans now being issued within the 20 week timeframe. Whilst we are pleased to see these improvements and thank the Officers for their commitment to improving performance in this area, the Executive also recognises there is more to do in ensuring the quality of plans is consistently high. The Executive has been keen to see the development of a Quality Assurance Framework which will focus on the quality of EHC Plans. This framework is being developed and the Executive Member for Children's Services and the Lead Member for Education will monitor performance.

We would like to draw your attention to the Strategic SEND Action Plan at Appendix 1 of this report which provides further details of plans to improve the quality of service delivery. The plan outlines further Ambitions for SEND Services and the Executive Member and Lead Member will monitor progress against the targets set in the plan. Data monitoring is also fed back to the SEND Board and the DfE on a monthly basis.

The Executive is eager to see the SEND Peer Review take place, which had been planned for May 2020 but which has unfortunately been temporarily put on hold, due to COVID. In addition, the pandemic has also impacted on the Inclusion Charter which was launched for all schools earlier in the year, and following full reopening of schools the aim is that this will be embedded within the school community to make every school in Trafford an Inclusive School.

The Task and Finish report raises concerns around decision making processes in respect of assessing children for EHCP and whether these processes meet legal requirements. Officers of the Council have provided the Executive with assurances that EHCP assessment processes are compliant with the law. In order to better understand the decision making processes undertaken by the Panel, the Executive Member for Children's Services will periodically attend Assessment Panels, as an observer.

Where decisions are taken not to assess children for EHCP, the Executive believe it is vital decisions are communicated clearly and in a supportive way so that families understand why decisions have been made, what help is available for their children and how to access relevant support. The Executive recognises the impact that Tribunals can have on families and is keen to ensure that all steps are taken to mediate with families as effectively as possible.

Understanding the experience of children, young people and families is critical in ensuring continuous improvement in service delivery. The Executive welcomes and encourages initiatives to support this, including proposals for a parental walkthrough of the service and a project to develop an outcomes-based framework for SEND, recently launched through training from the Council for Disabled Children.

The Executive recognises the importance of early identification of need and of linking children and families with the right help and support at the earliest opportunity. In order to do this effectively the service must work closely with commissioned services and partners; particularly with schools and healthcare providers and be able to identify and address the impact of any blockages within those systems. We believe that jointly commissioning services will help to support better outcomes for children with SEND and are pleased to see this reflected in the SEND Action Plan.

We champion the strengthening of relationships with Trafford families, Trafford Parent's Forum, schools, providers and our communities. The Executive would like to highlight the very positive work of the Communication and Engagement Group and urge Members to study the Strategic Plan and Engagement Report within the document to gain a detailed insight into the amount of work that is being undertaken in order to support parents through this often confusing process.

The Task and Finish Group have requested the Executive support them to carry out further work and we would like to confirm our support for this. The Executive have asked Officers to provide a response to the Task and Finish Review and we thank them for the work they have carried out in compiling this response.

## **1.0 Background**

- 1.1 Following a previous report in 2016, recommendations had been made to Executive. Councillors wanted to see whether progress had been made in these areas while looking to see whether any new issues or areas of good practice had developed.
- 1.2 It was agreed in July 2018, that a task and finish group would be formed to carry out the review.
- 1.3 The review encompassed the following activities:
  - Initial meeting with officers
  - Meeting with Trafford Parent and Young Peoples' Partnership Service (PYPPS), Trafford Parent Forum, 2 parents and a Special School Headteacher
  - Meeting with the Trafford EHCP team

A report was then published by the Task & Finish group.

## **2.0 Trafford's Inclusion Service's response to the Task & Finish Group's Review**

- 2.1 Officers would like to thank the Councillors for their detailed report and for sharing their findings of discussions and meetings with a range of stakeholders. Whilst the report was a challenging read, we remain committed to listening to these views and proactive in our endeavours to improve the service in collaboration with children, young people, families and professionals.
- 2.2 Trafford Education Services pride themselves on the positive relationships they have with all of their schools and settings. Senior leaders from a range of providers are represented on a number of boards, as well the Strategic SEND Board, enabling us to gain a representative picture across the landscape of mainstream and special educational provision, particularly as different schools have very different areas of expertise and practice.
- 2.3 Trafford's SENDIASS service (previously PPYPS) is now represented on the Strategic SEND Board, as well as the Communication and Engagement Group. This provides an opportunity for regular performance reports to be shared and issues to be presented as they arise. All LA officers welcome frank and thorough communications and would hope to move forward with this as a key area for development so that we are all able to support the children young people and families of Trafford together. Through our revised strategic plan, co-production and partnership remains the number one ambition and one where communication and dialogue will feature. (See Appendix 1)
- 2.4 We were concerned to read the point raised relating to the Council not recognising the SEND needs of 'high performing' children . Understanding these issues specifically would be very helpful to enable us to address these concerns as schools determine which children are priorities for a needs assessment. In order to address this particular issue, we have asked SENCOs to have a meeting in the first instance with families to discuss their concerns in order to reach a suitable solution.

In addition, the training on the Trafford Autism and Social Communication (TASC) Pathway explicitly directs SENCOs to complete the questionnaire/screening document with parents so that it was possible to understand where the differences

or discrepancies are. This message has also been shared with the Trafford Parent/Carer Forum.

Equally, with the creation of the Educational Psychology Facebook page, we are now offering parental consultations to support families in such cases. These are not assessments but opportunities for parents to speak to an EP and get advice, guidance or support through signposting to an alternative service.

Officers would be more than happy to consider other ways around this commissioning situation with partners.

We would also like to create an opportunity for parents to participate in a walk-through of the EHCP process to highlight where some of the challenges are, so we can work in partnership to address these. The services remain committed to ensuring that this journey is as smooth and supportive as possible, and most importantly, has a positive impact on the outcomes of children and young people. This is clearly outlined in our future ambitions and remains a priority for the Strategic SEND Board.

2.5 Officers are in agreement that there has been an increase in parental applications and our intelligence and data suggests that the following are some factors which contribute to this:

- Parental anxiety around transition from Y6 – Y7
- Lower legal test has seen a national increase in parental applications
- Trafford's selective school system and the pressure this can create on children to obtain grammar school places

Once again, further to the report, transition at all key points, is a priority for the SEND Board from 2019-2021. Through one of our teaching schools, Trafford Teaching School Alliance, we have established a research and development project, based on Transition which has received commitment from the vast majority of secondary schools and over half the primary schools. This will provide a unique opportunity to develop key relationships and establish a co-ordinated approach to transition into year 7 based on examples of good practice.

2.6 Officers are keen to offer assurances with regard to the following statement: 'The Councillors note that the legal requirements for whether to conduct an EHC needs assessment are set very low and they want assurance that the Council is not (illegally) making it more difficult for Children and Young People to receive an assessment.'

Trafford's assessment and resources panels are multi-agency and they include operational managers across education (including LA officers as well as school representatives), health (Community Paediatrician) and social care (Early Help and Complex Needs representatives). This ensures that decision making processes are robust, transparent and consistent. These panels meet on a weekly basis which has enabled the Local Authority to demonstrate a significant improvement in the timeliness of this process and completion of EHC Needs Assessments. (See Appendix 2) We were delighted to have Sara Todd, our Chief Executive, attend a panel as an observer quite recently. Clearly, where parents are not satisfied with the outcome of the panel's decision, mediation is offered to ensure there is a shared understanding of the outcome.

- 2.7 The Trafford SENCO Forums have been in operation for a number of years and have continued to develop and evolve based on need and at the request of schools and professionals. It continues to act as a means of enabling professional development for SENCOs, sharing current information and changes in policy, procedure and where appropriate legislation, and for SENCOs to feedback their concerns about Education, Health and Social Care Services.

They continue to be well attended as follows:

Feb 2019 – 52 Primary colleagues (49 mainstream, 3 special), 11 Secondary schools (including 1 special school)

June 2019 – 23 secondary colleagues (18 schools), 45 primary colleagues (40 schools)

During lockdown, the SENCO forum has focused on Annual Reviews and related issues (eg developing PfA outcomes). The service was delighted that over 80 participants logged into the virtual platform from all sectors.

### **3.0 EHCP Panels and decision-making processes**

- 3.1 The two panels, Trafford Assessment Panel (TAP) and Moderation and Resource Panel (MAR) continue to meet on a regular basis; the TAP and MAR meet fortnightly on alternative weeks and a whole day panel is held every month to ensure that decisions keep to statutory timelines. As stated previously, membership on these panels has been strengthened over time, with representatives from all agencies including operational managers. As a result of these changes, the timeliness of issuing plans has improved significantly and current performance has moved from 14.8% to 76% being completed within 20 weeks. There are a number of reasons which we believe have contributed to this improving picture which include:

- A relentless focus on transferring existing statements to EHC plans and addressing the backlog
- Delivery of training to schools has contributed to improvements in referrals therefore a high percentage of applications are converted in to EHCPs
- The Graduated Approach document which was produced in partnership with schools has enabled a more robust evidence-based approach to referrals. Indeed Trafford's model for this has been shared as an example of good practice with other local authorities
- A restructured panel which meets more frequently has enabled a more effective and efficient process
- Improved stability in the EHC team

We can also confirm that all LA panel members have been on IPSEA training in the last 12 months.

Councillors were provided with a document that related to the composition and decision making processes of both TAP and MAR and the on-line Trafford Local Offer provides relevant information for service users. (A recent independent review of the information on the Local Officer has just taken place by Mott MacDonald, the findings of which are enclosed within the following document.

Local Offer SEN Support Analysis

Compliance ● Medium

The colour of the bubble denotes the extent to which the LA's Local Offer complies with the statutory requirements. Green represents high compliance, and red reflects low compliance.

Please use the below tiles to select which Local Authority you wish to be displayed

Local Authority

Blackburn with D...	Knowsley	St. Helens
Blackpool	Lancashire	Stockport
Bolton	Liverpool	Tameside
Bury	Manchester	Trafford
Cheshire East	Oldham	Warrington
Cheshire West a...	Rochdale	Wigan
Cumbria	Salford	Wimbor
Hallon	Sefton	

General Considerations	
Yes	1 - Easily accessible online, and signposts to the Family Information Service.
Yes	2 - Clear feedback process, with a published you said we did. Best Practice: established SEND Communi Engagement Group, who work together to improve the LO.
Yes	3 - Clear information regarding SEN funding for education practitioners.
Yes	4 - Clear information around applying for a needs assessment, alongside what to expect (graduated approach) for both parents and providers.
Yes	5 - Clear information given regarding disagreement resolution services.
Additional Comments: 6 - Best practice: initially being able to state whether you are a practitioner, parent, or young person. This then tailors the	
EY Specific Considerations	
Yes	1 - n/a
	2 - n/a
Partial	3 - LO links to the code of practice, however does not explicitly call out the need for reviewing of the child's progress.
Additional Comments: 4 - n/a	
School Specific Considerations	
Yes	1 - LO clearly outlines the institutions available to young people, alongside published SEN information report. Also links to Setion 41 schools.
Yes	2 - Clear information is provided regarding the Graduated Approach. LO contains specific SEN information reports.
Yes	3 - LO contains clear information regarding "Staying on in education" post-16.
Additional Comments: 4 - n/a	
Post-16 Specific Considerations	
Yes	1 - n/a
No	2 - Cannot find information relating to youth offenders with SEN in the given timeframe.
Additional Comments: 4 - n/a	

The two points that were rated red and amber were both addressed immediately.

We have also revised the letters that are going to parents following a decision to ensure that they are specific and informative and we would welcome further work with parent groups in developing practice in this area through the Communication and Engagement Group.



- 3.1 The comment below does not provide any specific information.  
*'The Councillors are concerned that the panel process may not stand up to legal challenge and may be found to be unlawful policy which has denied children assessment of needs. Children are entitled to an appropriate not just an adequate education.'*

A detailed look at the LA's tribunal information may be helpful to the Councillors in this respect and the most recent data is presented in **Appendix 2**.


We would welcome more positive and supportive involvement from SENDIASS before parents feel they have to lodge cases with tribunal so that direct and early dialogue is encouraged. The figures reflected in the report relating to tribunals may also need further clarification. It is not clear what year they relate to. LA officers would welcome further exploration of the issues in this area and in particular how the LA can work closely with parents to avoid any unnecessary stress and anxiety related to this process. This will be part of the new SEND action plan as we continue our focus on the quality of the EHCP process and use customer journey mapping to support our self-evaluation.

### Further responses for recommendation

Training	Trafford Response
1. That all staff involved in SEND services receive legal training from an independent source, such as IPSEA, to	All LA panel members have been in receipt of IPSEA training and new members of teams and services regularly

ensure that those working in the authority are fully aware of, and able to meet, their legal obligations	access IPSEA training when it is on offer
2. That the training and guidance for SENCOs be provided to the Task and Finish group and that rolling this out on a larger scale for Council and School staff be considered.	<p>A joint Trafford Teaching School Alliance and LA training and support document is already available alongside all training and support provided by the Educational Psychology Service.</p>  <p>Training Menu (2).docx</p>
<b>Service Change</b>	
3. To develop and publish a SEN communication policy which makes it clear to parents and carers how and when the authority will communicate with them regarding their children.	<p>The communication and engagement group has a strategic plan which would support work in this area.</p> <p>We would welcome support in the development of this through members of the Communication &amp; Engagement group and Trafford Parents Forum.</p> <p>Officers from the LA attend regular drop ins with Trafford Parent Forum to provide training and advice on specific issues such as the Graduated Approach and the Trafford Autism and Social Communication Pathway.</p> <p>The EPS also offers free parent workshops on the Graduated Approach that all schools can access. A copy of the latest C&amp;E group report can be found here. It remains draft as it is to be signed off at the next SEND board meeting.</p>  <p>SEND CE Engagement Report 1</p>
4. Consideration to be given to how to include the parental voice within the panel process, e.g. allowing parents to attend SEND Panels, in the interests of openness and transparency.	LA officers conduct a survey of all NW LA panels looking at composite, parent voice, process and recording. Out of 22 local authorities, 10 responded to the questions about the composition of panel. None of those reported direct parental representation.
5. That formal minutes be taken at Panel Meetings which are compliant with public law (taken in a prescribed way, circulated for approval, and then approved) and made available to those involved in the process.	Whilst we do not feel that parental representation can be achieved in a fair and equitable way for all families as not all parents would be able to attend during the day, officers will continue to work with Trafford Parent/Carer forum to ensure the voice of the families are represented through the completion of documentation and ensure communication of outcomes is effective. Again, our ambition to build



	<p>stakeholder confidence by delivering a high quality statutory assessment process which meets timescales and ensures that children and young people with SEND, and their parents and carers, are considered at every stage of the process will enable us to reflect on the panel process. Our Exec Member for Children's Services has also been invited to observe the Panel.</p> <p>Officers can also confirm that meetings are minuted.</p>
6. That a leaflet be created for parents with the contact details of Trafford Parents Forum and PYPPS	<p>PYPPS is now known as Trafford SENDIASS (Trafford SEND Information, Advice and Support Service)</p> <p>They have their own website and social media pages. Leaflets are available and shared with families and the schools in Trafford. The service has their own merchandise that is given out at events and they have attended the SENCO forum to introduce the service to all of the SENCOs in conjunction with Trafford Parent/Carer forum.</p> <p>The service is also advertised as part of the Independent Advisory Service network and the Council for Disabled Children share the link for SENDIASS through their website.</p>
7. That a work group be formed to consider innovative ways the Council can work with schools to support them in being more inclusive, e.g. support schools to gain the Inclusion Quality Mark. That this group is to include Officers from the Council and School Staff.	<p>Through the work of the Education Board and Inclusion Collaborative, an Inclusion Charter has been developed to be adopted by all Trafford schools. Once schools fully re-open, this work will commence once again. A copy of the charter can be found here.</p> <p></p> <p>Inclusion Charter.pptx</p>
8. That the Council look at how additional support can be given to PYPPS to increase their capacity and utilise the service more.	<p>Again this service has been restructured and has a new manager in place. They are an active member of the Strategic Board and share regular reports.</p>
<b>Service Review</b>	
9. That a full review of all documentation relating to SEND in the authority be conducted to ensure that all wording is clear and concise.	<p>A Local Offer review has already been undertaken by an independent body – Mott MacDonald as stated earlier.</p> <p>The council has also commissioned a Peer Review which will provide another forensic view on all SEND documentation and processes.</p>
10. That early signposting for parents	<p>The Trafford Local Offer continues to be a</p>

be reviewed to ensure that there is easy access to all necessary information.	source of rich information for families and at the latest survey carried out by Trafford Parent/Carer Forum, there was a significant increase in service users being familiar with this webpage.
11. That a full review of EHC Assessments be conducted, including a comparison with other Councils' and private assessments, and that the review be carried with the support of independent experts.	We are currently engaged with other LAs in a moderation process of our plans and assessments. The manager of the EHCP team is leading on this. The Education Psychology Service is also undertaking a Quality Assurance review of the service and assessments specifically as outlined by the British Psychological Society.
<b>Further work of the Task and Finish Group</b>	
12. That Task and Finish Group to look in further depth at the following aspects of SEND in Trafford; <ul style="list-style-type: none"> <li>• SEND Tribunals including mediation and use of barristers,</li> <li>• EHCP assessments and reports, referrals, EHCP annual reviews,</li> <li>• The Councils provision of SEND training for staff (including school staff)</li> <li>• Exclusions within Trafford</li> </ul>	The service is more than happy to work with members and awaits further information from the Task & Finish group as to what is required.
13. That the Task and Finish Group be supported in reviewing the Council's Mediation process.	
14. That the Task and Finish group be supported in reviewing what happens when other support is required.	We can provide further information on this if the task and finish group can be specific in the type of support they are referring to.
15. That the task and finish group be supported in conducting an anonymised survey with EHC staff	The council can support members in setting up a survey when it is convenient.
<b>Request for Information</b>	
16. That the task and finish group be supplied with referral data, including those received from parents, so that they can look at trends within the area.	The performance report in <b>Appendix 2</b> provides an overview of parental referrals as requested.
17. That the Task and Finish group be informed of the training, especially legal training, given to staff involved in writing EHCPs.	As stated previously, All LA panel members have been in receipt of IPSEA training and new members of teams and services regularly access IPSEA training when it is on offer
18. That full process maps and customer journeys for each stage of the EHCP process be provided for the Task and Finish group, if these are not available then they should be developed in collaboration with TPF and PYPSS.	This is to be developed as a priority for the SEND board 2019-20 under Ambition 2. These can be provided as updates to the group as we progress the action plan in the autumn term.

19. That the Task and Finish Group be provided with a breakdown of the time it took for the Council to issue EHC plans in 2018 and to date in 2019.	Please see the data capture in <b>Appendix 2</b> .
20. That a report on the causes of the delay in issuing EHC Plans, including proposed improvements, be provided to the Task and Finish group.	Information regarding this has been provided throughout the report.
21. That the Task and Finish group are to be given a random selection of anonymised EHC plans so that they can look at the standard.	We would be happy to anonymise plans as part of this process. Again we would need expressed consent to share this information from parents and children/young people (dependent on age). The plans are bespoke to the needs of the child so there is a risk that individuals may be identified as part of this process and we would need to be mindful of GDPR.

LA officers are committed to working together with all stakeholders to improve practice.

**Further comment**

The appendices that are referred to in the Task and Finish group’s report were not accessible or attached to the document, therefore LA officers were not able to refer to them directly.

**4.0 Current position 2020**

A number of changes have taken place since the Scrutiny Task & Finish Group review, which officers would wish to share with members in addition to the report.

**I. Governance Structure**

The Chair of the SEND Strategic Board in partnership with officers and previous members of the board reviewed and refreshed the terms of reference of the Board and the associated governance arrangements. This was to ensure the Board provides strategic direction to the work of professionals, service providers and parents/carers associations in Trafford who are involved in SEND.



**II. Revised Action Plan**

The previous SEND Action Plan had been written to address the outcomes from the SEND inspection in 2017. It was a very comprehensive plan, which had addressed many of the previous actions. Following the Visioning Workshop last year, it was agreed that a revised plan was required built on the agreed priorities from all partners at the workshop.

**III. Performance Reports for SEND**

As stated previously, monthly monitoring reports are created to ensure our statutory deadlines continue to be met within timescale. Since our last reported dataset, we have seen a rapid improvement in this area. In addition, performance outcomes for children and young people with SEND remain strong and have shown improvements in many areas in the 2019 attainment outcomes.

2019 SEN Support	Trafford %	National %	2019 EHCP	Trafford %	National %
GLD	30.3	28.5	GLD	8.3	4.5
Phonics	50	48	Phonics	14	20
KS2 Reading Writing & Maths combined	33	25	KS2 RWM	13	9
Reading progress	+0.70	-0.55	Reading progress	-2.89	-2.96
Writing progress	-1.03	-1.50	Writing progress	-4.62	-4.27
Maths progress	+0.32	-0.60	Maths progress	-2.90	-3.48

#### IV. The Council for Disabled Children training: Developing an Outcomes-based Framework for SEND

The CDC was approached to carry out a training event to focus on developing an outcomes-based approach for SEND and embedding Children and Young People's voices. This has provided a starting point for partners to develop and agree a draft set of high-level outcomes for SEND that can be translated to meet area-wide and service-level needs, with a focus on the children and young people's voice and lived experience.

#### V. SEND Peer Review

Finally, the SEND Board had commissioned a SEND Peer Review through the Local Governance Association which was due to take place in May 2020. Unfortunately, this has had to be rescheduled in light of COVID and will take place at a later date.

The agreed themes that will frame the peer challenge are:

- Leadership and governance of SEND across the local area
- Capacity and resources (including Finance)
- The identification of children and young people who have special educational needs and/or disabilities
- Assessing and meeting the needs of children and young people who have special educational needs and/or disabilities
- Improving outcomes for children and young people who have special educational needs and/or disabilities

The following key lines of enquiry are specifically considered within these themes:

- √ Co-production
- √ Transition at all milestones
- √ The quality of the SEND Support and EHCP experience
- √ Quality Assurance – how well do we know our services?

## APPENDICES

### APPENDIX 1: The Trafford Strategic SEND Action Plan: 2019-2021

Following a Trafford SEND visioning workshop in partnership with Trafford Parent/Carer Forum during the autumn term of 2019, our vision for SEND was produced alongside the key priorities for the strategic plan as highlighted in the powerpoint presentation.



SEND ambitions plan  
2019-21.pptx

### APPENDIX 2: Monthly 2020 EHCP Report

Every month, a data highlight report is produced which is shared with Board members and used to monitor performance, including timeliness. This is also shared with the DfE during our catch-up meetings.

As we have continued to hold decision-making panels albeit virtually, this is the latest report for information.



Copy of 2020  
Monthly EHCP Report



Overview of parental  
requests 2019.xlsx

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**TRAFFORD EDUCATIONAL PSYCHOLOGY SERVICE – TRAINING OFFER 2019**

All requested packages are bespoke and tailored to the needs of the school or schools requesting the training. We would be keen to discuss with individual schools or school clusters about how the EPS can meet specific training needs.

<p style="text-align: center;"><b><u>Support for Learning</u></b></p> <ul style="list-style-type: none"> <li>• Precision Teaching</li> <li>• Improving attainments of pupils with SEN</li> <li>• Approaches to the teaching of pupils with literacy and numeracy difficulties</li> <li>• Memory and Attention</li> <li>• Motivational Interviewing</li> <li>• Self Organised Learning</li> <li>• Motor Co-ordination Difficulties</li> <li>• Co-operative Learning</li> <li>• Differentiation</li> </ul>	<p style="text-align: center;"><b><u>Promoting Positive Behaviour School</u></b></p> <ul style="list-style-type: none"> <li>• Emotion Coaching</li> <li>• Working with disaffected young people</li> <li>• Functional analysis of behaviour</li> <li>• Positive Behaviour Management</li> <li>• Solution Focused Approaches – Kid Skills</li> <li>• Training for Lunchtime Supervisors and Welfare staff</li> <li>• Circle Time</li> <li>• Circle of Friends</li> <li>• Conflict resolution</li> </ul>
<p style="text-align: center;"><b><u>Developmental Difficulties</u></b></p> <p>Awareness raising and techniques for supporting children and young people with;</p> <ul style="list-style-type: none"> <li>• ASD</li> <li>• ADHD</li> <li>• Down’s Syndrome</li> <li>• Selective Mutism</li> <li>• Developmental differences</li> </ul>	<p style="text-align: center;"><b><u>Whole school Issues and Policy Development</u></b></p> <ul style="list-style-type: none"> <li>• Research project to support school development</li> <li>• Promoting positive relationships with Parents</li> <li>• Developing Inclusive Practice</li> <li>• Strategies for Improving attendance and behaviour</li> <li>• Bully and/or Cyber bullying</li> <li>• Promoting Nurture Group Principles</li> <li>• Transition planning primary/secondary, Yr 9, Post 16</li> <li>• Critical Incident training and support</li> </ul>
<p style="text-align: center;"><b><u>Promoting Positive Mental Health and Emotional Wellbeing</u></b></p> <p>Training in Therapeutic approaches;</p> <ul style="list-style-type: none"> <li>• Cognitive Behavioural Therapy</li> <li>• Solution Focused Approaches</li> <li>• Personal Construct Psychology Approaches</li> <li>• Anger Manager</li> <li>• Promoting Self Esteem</li> <li>• Promoting Emotional Literacy</li> <li>• Developing active listening skills</li> </ul>	<p style="text-align: center;"><b><u>Early Years and Child Development</u></b></p> <ul style="list-style-type: none"> <li>• Developing effective play plans</li> <li>• Promoting language development</li> <li>• Promoting Positive Behaviour</li> <li>• SEN practice and procedures</li> <li>• Transition planning</li> </ul>

**Trafford Teaching School Alliance (TTSA): SEND Training Offer**

TTSA have worked in collaboration with the Local Authority to provide an extensive package of training for schools. This can be found in their training brochure as advertised on

<http://www.ttsa.co/assets/cpd-brochure-2019-20-web.pdf>

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# Special Educational Needs and Disability (SEND) Communication and Engagement Group Report

2019/2020



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## What is the SEND Communication and Engagement Group?

The SEND Communication and Engagement group plans and coordinates an ongoing programme of engagement with children and young people who have special educational needs and/or disabilities and their parents and carers.

The group's remit includes:

- Involving the individual child or young person, and their parent carers, in decision making processes.
- Supporting SEND families and those who work with them to make full use of the Local Offer to access help, advice and signpost to services.
- Communicating with children and young people, and their parents or carers, to ensure that they are clear about assessment processes and the criteria used to make decisions.
- Engaging with children and young people, and their parents and carers, to inform decisions about the strategic commissioning of services.

The group comprises of representatives from:

- Commissioning Team
- Complex and Additional Needs teams
- Educational Psychology Service
- EHC Team
- Family Information Service
- SEN Advisory Service
- Trafford Parents Forum
- Trafford SENDIASS
- Youth Advocacy

## SEND Communication and Engagement Activity 2019/2020

### SEND Local Offer on the Trafford Directory

Trafford Directory is the single online platform for publishing information on services, activities, events and community groups in our area together with advice and guidance on how to access support. The directory is managed by the Family Information Service and includes the SEND Local Offer.



In 2019/2020 there were 43,322 of page views on the SEND Local Offer, **7,467 (21%) more page views than the previous year.**

We co-produced a newly structured website that was launched in April 2019. All pages comply with government digital standards and content has been audited against requirements of SEND Code of practice. Content is continually reviewed and is a standing item on the agenda at our meetings.

Trafford's SEND Local Offer was said to have achieved a high level of compliance by Mott McDonald during an unannounced SEND Local Offer support audit. The tailored content for parent carers, young people and professionals were specifically highlighted as an example of best practice.

We have developed a programme of professional engagement to support Health and Social Care teams to use the Trafford Directory and SEND Local Offer. This including delivering training through the FIS outreach service on how to use the Directory and get the best use of the functions available to confidently support families.

Since we started this programme at the beginning of the year we have delivered the programme to 26 individual health and social care teams across the council.

Professionals who have received the training to date have been particularly keen to learn about functionality such as the Browsealoud screen reader and translation software, the sharing of shortlists and SMS messages. They have been especially interested in learning more about specific SEND services such as Short Breaks.

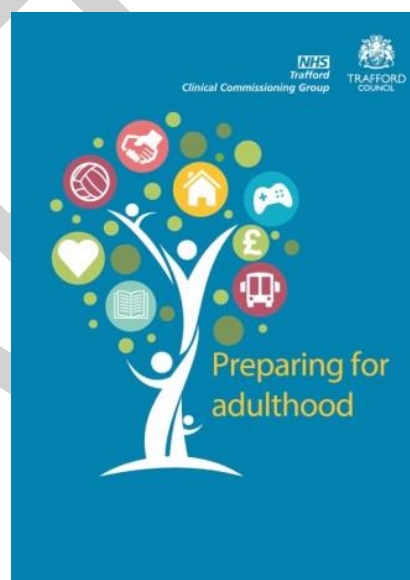
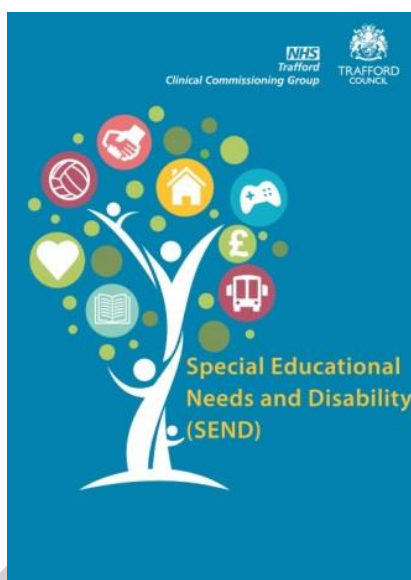
We have been responsible for creating a dedicated hub for Autism which can be accessed via the Local Offer or directly at [www.trafforddirectory.co.uk/autism](http://www.trafforddirectory.co.uk/autism). Similarly a hub for Trafford's Early Help Offer can be accessed via the Trafford

Directory Children and Families area or directly at [www.trafforddirectory.co.uk/earlyhelp](http://www.trafforddirectory.co.uk/earlyhelp)

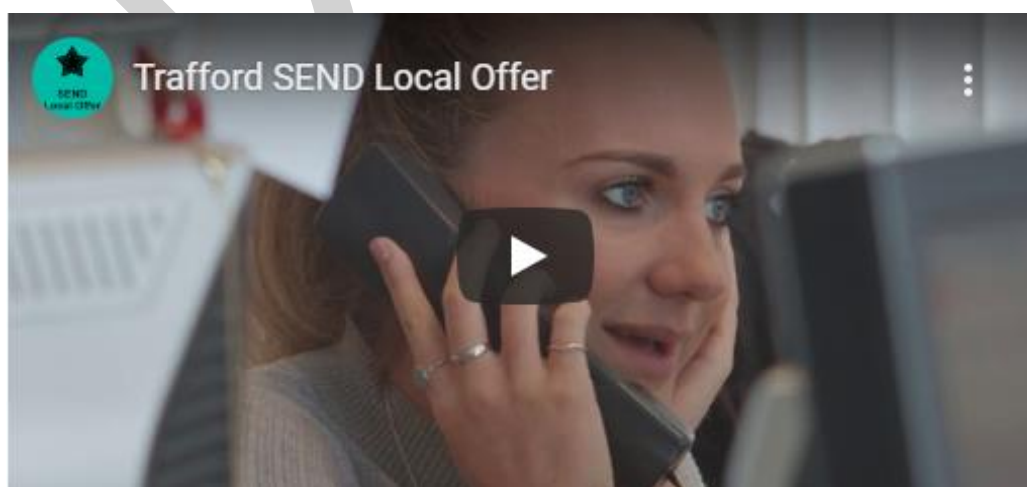
## Branding

A strong, identifiable Trafford SEND and Preparing for Adulthood brand has been developed. The new branding has been used to produce a suite of marketing materials intended to promote the SEND Local Offer.

The leaflets are included in all correspondence to families from Education Health and Care (EHS) Assessment Team and Special Educational Needs Advice Service (SENAS) Family Information Service (FIS) and SEND Information Advice and Support Service (SENDIASS). Information is also included the children's health red book distributed by health visiting teams and information packs are available on request to all multiagency teams.



## SEND Local Offer Video



In conjunction with a local media company we designed a number of promotional videos aimed at parent carers, children and young people to promote the SEND

Local Offer website. The Family Information Service were instrumental in delivering outreach activity and managing the social media marketing campaigns to promote the videos. The video has been presented to SENCO Forums and schools, who are encouraged to embed this on their websites.

## **Outreach activity**

The group provides a forum for identifying opportunities to engage with parents of children and young people with SEND at community venues and at local support groups during their regular programme of activity.

This has resulted in a wide-ranging programme of outreach activity including:

- Regular attendance at the SENCO forums; Early, years, Primary and Secondary to promote awareness of the Local Offer.
- Training for key stakeholders and professional teams on how to navigate around the Trafford Directory and SEND Local Offer so that they can better support and empower the families they are working with to find and access the services or advice that they need.
- Educational Psychologists delivering workshops to parents of children and young people with SEND. The workshops take place at mainstream schools delivering information on Trafford's Graduated Approach, the SEND Local Offer, the SENDIASS service and Trafford Parents Forum.
- Trafford Parents Forum regularly delivering drop in sessions and SEND surgeries to provide information to families on the Local Offer and to support parents looking for specific information or services.

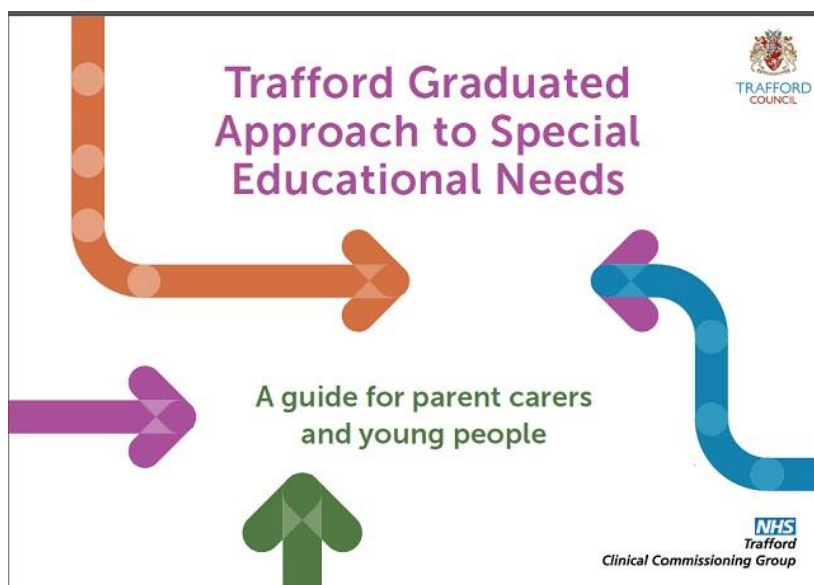
## **SEND Local Offer Advisor**

This role was commissioned through the short breaks review and in conjunction with the SEND Communication and Engagement Group.

The SEND Local Offer Adviser (SLOA) provides advice and guidance, connecting families to appropriate levels of support. With strong links to education, health and care services, the SLOA helps families to understand what is on offer locally and support them to navigate the Trafford Directory website.

The post is crucial for delivering a bespoke brokerage service to families with disabled children, particularly at the universal levels. The SLOA also responsible for managing the allocation process for commissioned short breaks.

## Trafford Graduated Approach Parent Guide



We worked extremely hard to co-produce an easy read guide to Trafford's Graduated Approach which has been exceptionally well received by parent carers, SENCOs and other professionals working with SEND families. It is available as a hard copy or in digital format on the SEND Local Offer.

The FIS are responsible for ensuring the guide is promoted and distributed to families of children on SEND Support, SENCOs and other key professionals and teams.

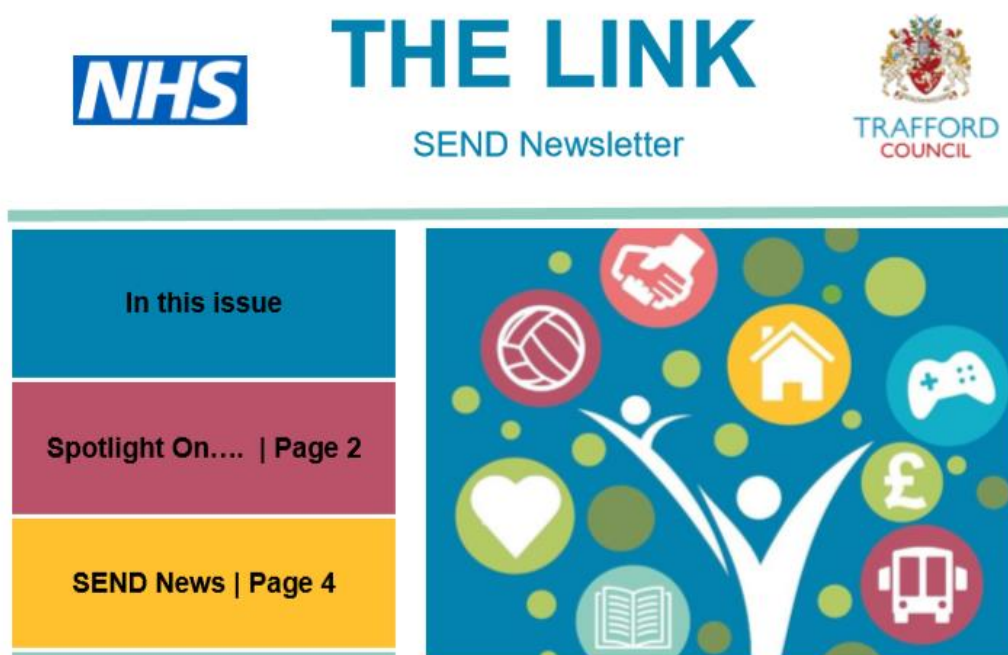
As a parent carer of an SEN Child I would have found this guide invaluable. It is clear, concise and would suit any reading style with lots of white space and visuals.

I particularly found the EHC Assessment section useful as I think a lot of parents get lost in this process.

**Parent of a young person with SEND**



## The Link Newsletter



The Link Newsletter is made up of topical articles contributed and written by individual members of the group. The FIS are responsible for bringing the content together and communicating the finished article to families and professionals.

The content is aimed at SEND families and professionals to communicate what support is available, keeping them up to date with what is going on across Trafford in the world of SEND.

It is published termly and includes information and updates about:

- Competitions
- Changes to legislation
- Ideas of things to do
- Parent feedback
- Specialist activities and events
- Support network groups

There is also a topical “In the Spotlight” section in each edition which can be used to showcase a new service or service development.

A registration form is now available on the SEND Local Offer website as a pop-up notification to encourage more people to join the distribution list.

There is currently 500 members signed up to receive the newsletter of which 372 are parent carers and 128 are professionals who are working with families who have a child or young person with SEND.



## Social Media

The group regularly contributes social media content to be included on, FIS, SENDIASS and TPF social media platforms to raise the profile of the groups' activity in support of SEND families in Trafford.

Social media content signposts users to Trafford's SEND Local Offer to find relevant information and support. This could include highlighting a new service, launching a new advice and guidance page or section, providing a quick link to frequently used content such as EHC guides, highlighting video content and publishing the Link Newsletter.

Social media is also used to support campaigns led by the Communication and Engagement Group and other local SEND organisations; and also support awareness campaigns for individual health conditions and disabilities to raise their profile, for example #AutismAwarenessWeek,

Social media is of particular importance in delivering information to young people with SEND, their parent carers and professionals working to support them. These campaigns include:

- Events for young people with SEND such as Let's Talk SEND
- Holiday activities and short breaks
- Opportunities for employment, training and internships.
- Social events such as Funtastic Fridays and Everyone Can gaming sessions
- Training, events and surgeries for parent carers

'The Family Information Service ... Facebook page is a superb and well utilised source giving updates, invitations and competitions which provides in my opinion a great community feel.

I look forward to the information given on a daily basis, reminders which are both timely and helpful providing accurate details in a 'nutshell' format! Keep up the good work!"

**Trafford Parent**

## Social media stats

Twitter analysis SENDIASS					
	Tweets	Times seen	New followers	Times profile looked at	Times mentioned by other users
March	50	11,289	17	105	13
April	76	16,411	15	204	7
May	56	11,962	7	97	9

Facebook analysis SENDIASS				
	Number of posts	Times seen	Number who engaged with posts	New followers
March	52	4,962	240	11
April	88	10,003	434	15
May	60	3,308	355	12

Twitter analysis Family Information Service					
	Tweets	Times seen	New followers	Times profile looked at	Times mentioned by other users
March	85	26,297	4	152	106
April	104	37,721	15	262	94
May	128	30,580	8	204	39

Facebook analysis Family Information Service				
	Number of posts	Times seen	Number who engaged with posts	New followers
March	85	25,440	626	25
April	101	48,516	1,590	32
May	134	52,837	1,441	23

Facebook analysis Trafford Parent Forum				
	Closed Group Membership	No of likes	People reached	Posts Shared
Jan/Feb	244	1,043	9,000	125
March/April	284	1,145	5,500	270
May/June	304	1,226	5,500	170

Trafford Children's Rights Service	
SM Platform	Followers
Twitter	321
Instagram	114
Facebook	5
Newsletter subscribers	
Young people	65
Aftercare	44

## Preparing for Adulthood

The group are working on Preparing for Adulthood protocol for professionals. It was recognised that it was important to have relevant and easy to read information for young people and their parent carers to help them navigate this journey in life.

A multi-agency subgroup was tasked with organising two workshops, hosted by Trafford Parents Forum and , to listen to and capture the honest experiences, views and thoughts of parent carers of a young person with SEND who is going through, or has gone through, preparing for adulthood stages.

This will serve as the basis for the co-production of family friendly information on Preparing for Adulthood on Trafford's SEND Local Offer.

## Youth Engagement Events

The Communication and Engagement group has, for a number of years has worked with key partners to deliver the annual Let's Talk SEND and Let's Talk Youth annual events. The group work closely with Gorse Hill Studios who have been commissioned to run the Youth Cabinet and deliver the Let's Talk SEND events in 2020/2021.

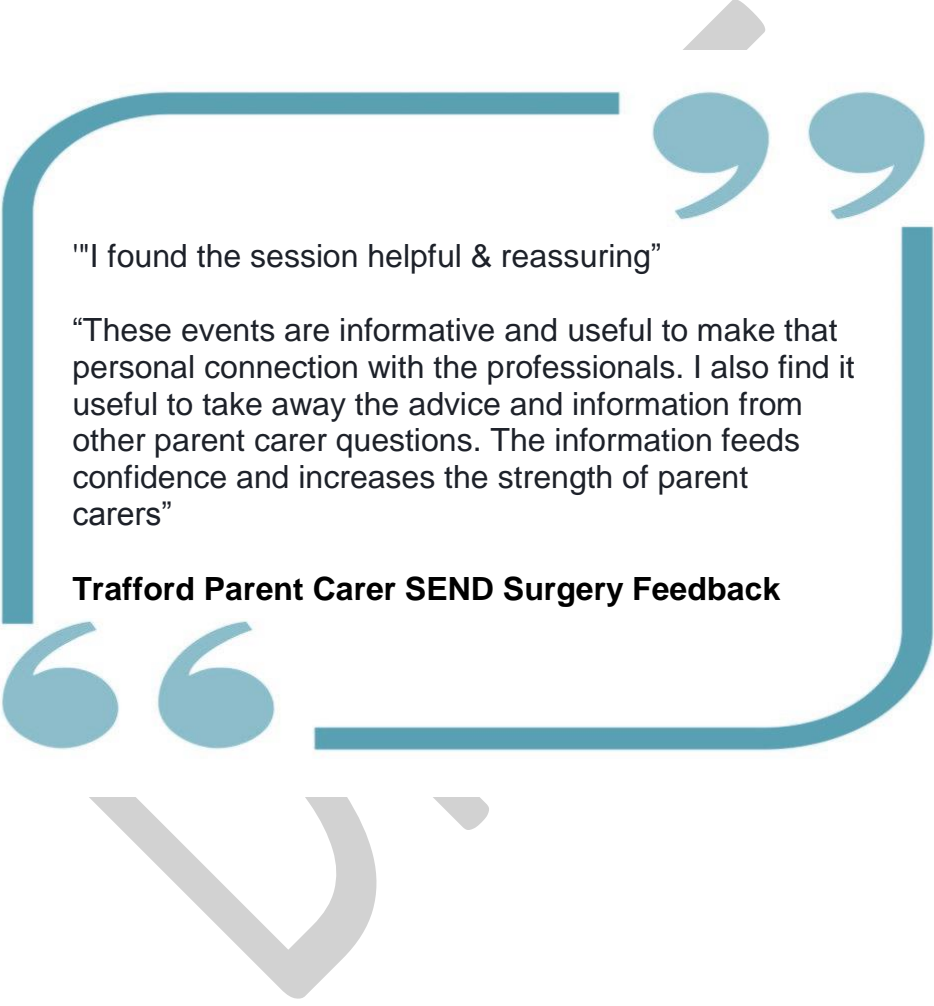
## SEND surgery

The EHC Team, Family Information Service, SENDIASS and Trafford Parents Forum specialists deliver a joint surgery for parent carers to answer any questions from families in relation to SEND. Surgeries take place on a minimum half termly, on a drop in no need to book, just turn up basis. The sessions are well attended and now are delivered virtually.

Through these sessions parent carers have made new friends, been able to meet their peers and many attending, have reported never having met a fellow parent carers facing similar issues. Parent Carers are encouraged to chat and network while waiting for their allotted timeslot with one of the specialist services.

This opportunity has provided a great forum for conversations around being an SEND family, in Trafford. The Family Information Service have used the waiting area as an opportunity for small group's chats and individual conversations about things available to families in particularly through the SEND Local Offer.

The relationship built with other services has really impacted on the services confidence when signposting families to the most up to date and correct information. Being able to put faces to names and understand in a practical sense, how other services work has been really helpful in directing families to the most appropriate service.



"I found the session helpful & reassuring"

"These events are informative and useful to make that personal connection with the professionals. I also find it useful to take away the advice and information from other parent carer questions. The information feeds confidence and increases the strength of parent carers"

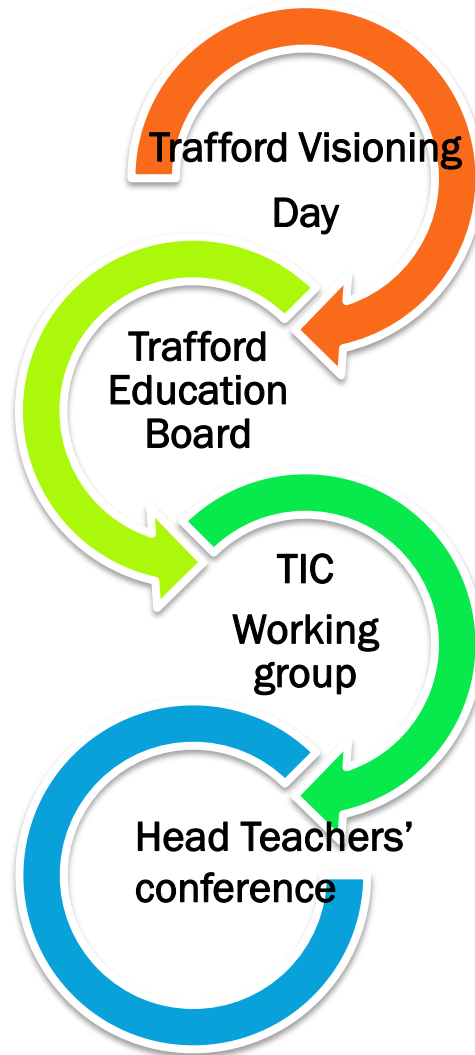
**Trafford Parent Carer SEND Surgery Feedback**



# Trafford's Inclusion Charter (TIC)



# The Process...



- ✓ Emerged from the **SEND Visioning day** – held with Trafford Parent Forum and LA
- ✓ **Re setting of key principals and articulation of ethos**
- ✓ **Co produced activity to set a positive SEND vision**
- ✓ **Agreed action on the re authored SEND action plan**

# Working Group Participants

- 3 meetings (Oct, Nov, Dec 2019)
- The following participants involved in the development of the draft charter;
  - ✓ 4 head teachers (primary , secondary, special)
  - ✓ 4 SENCOs (primary, secondary)
  - ✓ Three parents
  - ✓ Social care manager
  - ✓ SENDIAS manager
  - ✓ Sensory Impairment Service manager
  - ✓ Trafford Parent Forum Director
  - ✓ Councillor Dillon
  - ✓ SENAS
  - ✓ Virtual School /EPS representative

# The challenges ...

- ❖ Inclusion is a process, never an arrived destination.
- ❖ Inclusion can mean different things to different people – we need to arrive at a point of consensus.
- ❖ We want to ensure balance between being comprehensive and tangible as well as keeping the TIC short and accessible.
- ❖ Working inclusively takes time.



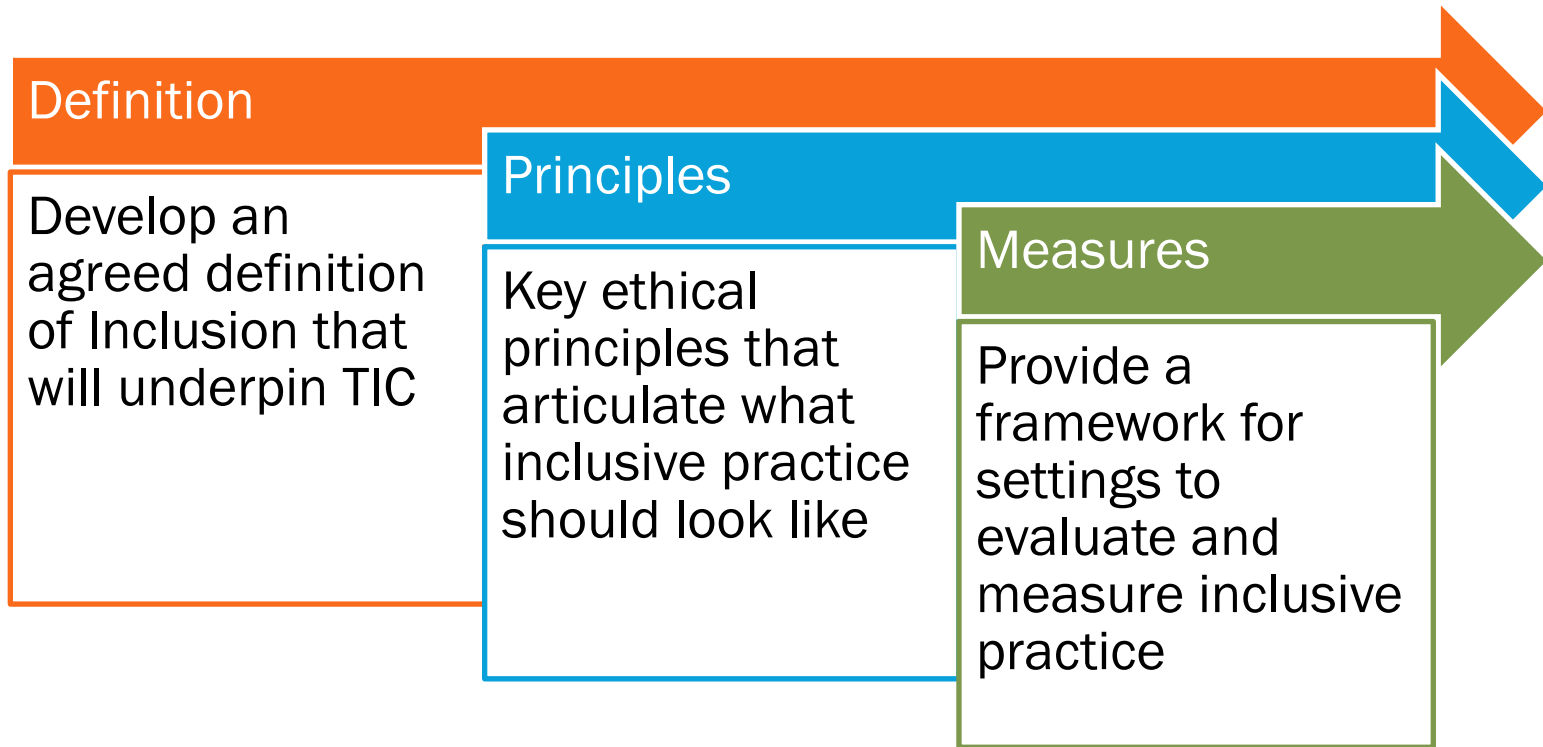


# What helps....

- ✓ **Keeping the purpose at the forefront – keeping in mind where the ask came from**
- ✓ **Understanding that the TIC is an articulation of a lot of good practice that already exists**
- ✓ **Reminding ourselves that perfection is the enemy of progress**



# Proposed structure of TIC



# In Trafford we believe that our Inclusive ethos will....

*promote equal opportunities for all children and young people, whatever their age, gender, sexuality, disability, ethnicity, attainment and background. We recognise that we need to be mindful of the provision made for each individual child and young person so that they are able to achieve their best outcomes.*

*(Developed from the IQM)*

# Trafford Inclusion Charter – Themes: SEND Visioning workshop

**L**ocal Provision – having confidence that local schools are committed to meeting the needs of children in their local community

**O**utcomes - keeping them child centred, measurable and tangible

**C**ommunication – regular, clear

**A**ccountability – everyone has a part to play, we are all accountable and responsible for supporting inclusion in Trafford

**L**anguage – being mindful of how we use language to include, describe and involve all

# **TIC principles**

## **In Trafford...**

### **(Language Theme)**

#### **We will.....**

**ensure that the language we use to communicate with you is clear, simple and accessible**

#### **So you can...**

**feel empowered and included when we have discussions with you, about how best to support you.**

# **TIC principles**

## **In Trafford...**

### **(Outcomes Theme)**

**We will....**

**work with you to identify  
your strengths and agree  
with you what you  
want to change.**

**So you are...**

**confident that the  
outcomes and provision  
agreed are focused on  
what you want to achieve.**

# TIC principles

## In Trafford...

### (Communication Theme)

#### **We will.....**

ensure that our communications are

- reciprocal
- regular
- honest
- consistent
- timely

#### **So you ...**

know that your views are valued and central to decisions that are made with you.

# **TIC principles**

## **In Trafford...**

### **(Accountability)**

#### **We will....**

**ensure that in our practice  
we are fair, accountable  
and responsible.**

**We will look to how we can  
add value and work in a  
solution focused and  
courageous manner.**

#### **So you feel..**

**safe**

**protected**

**treated fairly**

**respected**

**supported &**

**considered**



# **TIC principles**

## **In Trafford...**

### **(Local Provision )**

**We will ensure...**

**access for all to a full, broad, balanced and appropriate curriculum.**

**We will work with you to ensure that provision can be flexible to meet individual need through consultation and collaboration with you.**

**So you ...**

**are fully engaged in all meaningful and purposeful experiences as a valued member of our learning communities.**

# Next steps...

- 1. SEND/Inclusion Survey-emailed-closing 28.03.20**
- 2. Inclusion collaborative –**  
developing this as a subgroup of the Education Board  
Working up SEN review models and tools
- 3. Engaging wider**  
EY / FE settings  
Engaging directly with pupil and student populations in your schools  
Trafford Parent Forum  
Communications and Engagement Group



## **Special Educational Needs and Disabilities (SEND) 0-25 Partnership Board**

### **Terms of Reference**

#### **Purpose of the SEND Partnership Board**

The SEND Partnership Board will provide strategic direction to the work of professionals, service providers and parents/carers associations in Trafford who are involved in SEND. In doing so the Board will ensure that children and young people from 0-25 with SEND:-

- achieve well in their early years, at school and in further education
- find suitable employment
- lead happy, safe, healthy and fulfilled lives

#### **Our purpose will be to:**

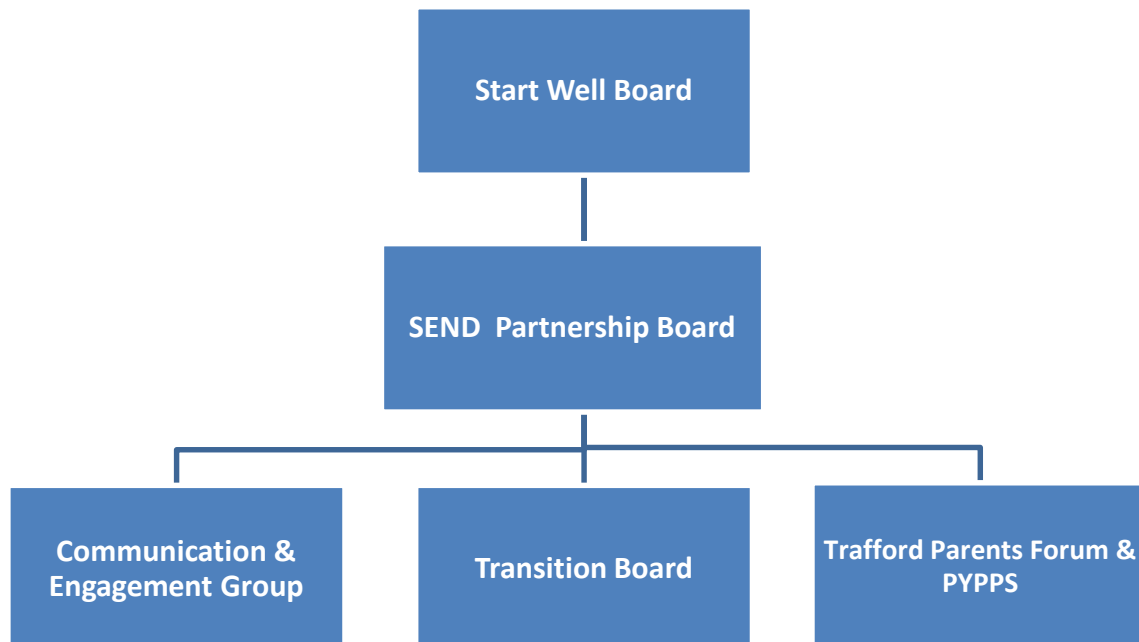
- Ensure best policy, practice, service and provision for children and young people with SEND across the Local Area
- Ensure that services are child and family-centred and responsive to need
- Collaborate effectively across services, school, settings and parent partnerships for the benefit of children and young people with SEND
- Strengthen the local offer for SEND across all services
- Intervene in a timely and effective manner where appropriate
- Ensure sufficiency of places

#### **Membership**

<b>Karen Harris</b>	Principle Educational Psychologist and Head of Inclusion
<b>Sarah Butters</b>	Head of Early Years, School Places and Access
<b>Cathy Rooney</b>	Director of Early Help and Social Care
<b>Paula Lee</b>	Interim Strategic Lead – Complex Needs
<b>Emma Brown</b>	Strategic Lead-North Neighbourhood/Professional Lead
<b>Justine Bailey</b>	Trafford Parents Forum
<b>Caroline Woodhead</b>	Trafford Parents Forum
<b>Claire Ball</b>	Interim Specialist Commissioner
<b>Jo Gibson</b>	Head of All Age Commissioning
<b>Polly Goodson</b>	Primary Headteacher
<b>Jude Lomas</b>	Special School Headteacher
<b>Karen Samples</b>	Director of Education

<b>Jo Moore</b>	Access & Inclusion Team Co-ordinator
<b>Cllr Hynes / Cllr Carter</b>	Elected Members

### Governance Structure



#### What we will do:

- ✓ Oversee the work/activities identified in the Trafford Strategic SEND Action Plan
- ✓ Ensure there is effective partnership with children and young people with SEND, their parents/families, carers and providers
- ✓ Hold to account the SEND Task & Finish Groups by supporting and challenging them
- ✓ Ensure that appropriate strategies, actions plans, policies and practices are fit for purpose and being implemented
- ✓ Evaluate the difference that our support and services has made to the lives of children and young people with SEND

#### Who reports to the SEND Partnership Board?

- The Partnership Board will receive a summarised report from the SEND Task & Finish Workstreams in advance of each Board meeting
- Where required the Lead for any Task & Finish Workstreams will attend the Partnership Board to present reports on progress
- The SEND Executive Group will also report by exception, any issues / risks and relating to the work of the Group or any T&F Workstream

**Meeting timescales:**

- The Partnership Board will meet quarterly
- Meetings will last approximately 2 hours and within school hours to accommodate parent carer representation
- All members of the SEND Partnership Board will be expected to attend each meeting
- If members cannot attend they will be expected to send apologies before the meeting and must send a deputy who can act on their behalf and make decisions
- The Partnership Board must be quorate in order for decisions to be made

**Meetings of the Partnership Board**

The agenda and related documents for each Partnership Board meeting will be made available ahead of each meeting.

The key notes/agreed actions from each meeting, once approved by the Chair, will be circulated quickly to allow follow-up by members, as noted

The business and administration for the Board will be supported as appropriate by a local authority appointed coordinator

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# Vision

Our vision in Trafford is to have a **well-planned provision** that meets the needs of children and young people with SEND and their families. This means **integrated services across education, health and social care which work closely with parents and carers**, which ensure that individual needs are met without unnecessary bureaucracy or delay. It also means a **strong commitment to early intervention and prevention** so that early help is provided in a timely way.

We believe that every Trafford child and young person should have their needs met, as far as possible in their **local community**. We **expect every provider to make effective provision for children** with SEN and disabilities so that they make good educational progress and can move on easily to the next stage of their education and later into employment and independent adult life. We aim to achieve this by using the **best expertise and knowledge** in all services, to increase capacity throughout the borough by sharing best practice and by promoting a model of **collaborative working and shared responsibility**.

# Vision continued...

We expect education, care and health services to be delivered in an integrated way so that **the experience of families accessing services is positive** and children's and young people's learning and development, safety, well-being and health outcomes are well promoted alongside their educational progress and achievement.

To deliver our plan, we must identify children with SEND at the earliest possible opportunity and provide them and their families with the support they need to have **the best possible start in life and achieve their potential**



# Our agreed priorities

To promote **co-production** at the heart of professional practice so that the voice of children, young people and their families is at the heart of all we do.

Build stakeholder confidence by **delivering timely information, advice and support and a high quality statutory assessment process which meets timescales** and ensures that children and young people with SEND, and their parents and carers, are considered at every stage of the process.

Develop the **quality and capacity of early years providers, schools and colleges** to meet the needs of local families and their children with SEND.

Deliver greater local integration and co-ordination of education, health and social care services and plans for children and families to promote **positive and seamless transitions** at all stages between the ages of 0-25 years.

Develop **outcome-focused approaches to joint commissioning and integrated working** to promote early identification and intervention.

Maintain **strong outcomes for Trafford SEND pupils**, so that they achieve outcomes which are above national expectations for similar pupils and where possible, **prevent school exclusions**.

## Our ambition: To promote co-production at the heart of professional practice so that the voice of children, young people and their families is at the heart of all we do.

### What we have to do:

- Ensure co-production is an equal relationship between service users and people who are responsible for services.
- Ensure children, young people and their families have a direct influence in decision-making and shaping services.
- Enable service users have opportunities to express their views
- Enable children and young people have a greater sense of ownership and responsibility in decisions that affect their lives

### Key performance indicators

- There is a shared understanding about what is meant by co-production across the SEND community
- Plans and associated reports demonstrates co-production
- Examples of the impact of co-production on the lives of children, young people and their families

### Action plan

- 1.1. Embed a culture of co-production throughout the SEND community
- 1.2. Explore how engagement with children and young people supports the development, delivery and evaluation of outcomes based commissioning through the CDC
- 1.3. Review the Local Offer to improve its impact on the lived experiences of children and families

**Our ambition: Build stakeholder confidence by delivering timely information, advice and support and a high quality statutory assessment process which meets timescales and ensures that children and young people with SEND, and their parents and carers, are considered at every stage of the process**

**What we have to do:**

- Ensure timescales are met throughout the EHCP process
- Produce high quality, person-centred plans
- Ensure the EHCP process is transparent and understood by all stakeholders
- Ensure children and young people receive the right support at the right time

**Key performance indicators**

- Performance data for timeliness is consistently above national expectations
- Contributions from health & social care partners are completed and timely
- Quality of EHCP audits are good and outstanding
- Parental feedback demonstrates satisfaction in the assessment process
- Earlier intervention strategies lead to a reduced number of requests for EHC Needs Assessments

**Action plan**

- 2.1. Review policies and procedures to ensure a clear and transparent process
- 2.2. Establish a multi-agency audit process to improve the quality of EHC Plans
- 2.3. Ensure the voice of the young person and parent/carers views are considered and reflected in plans
- 2.4. Ensure all plans meet the social care needs identified in the assessment processes
- 2.5. Develop a Quality Assurance Framework to ensure the plans are high quality and person-centred

## Our ambition: To develop the quality and capacity of early years providers, schools and colleges to meet the needs of local families and their children with SEND

### What we have to do:

- Ensure all Trafford education settings adopt the Inclusion Charter.
- Improve inclusive practice so that children and young people with SEND are enabled to successfully remain in mainstream settings

### Key performance indicators

- QA processes evidence that schools have adopted the Inclusion Charter
- Feedback from children, young people and families reflect an improvement in provision at SEND support
- Moderation of provision at SEND support reflects greater consistency across settings

### Action plan

- 3.1. Achieve greater consistency of the educational sector's engagement with families of children and young people with SEND.
- 3.2. Achieve greater consistency in provision in schools at SEN support and in the understanding of decision-making guidelines for the subsequent EHCP process.
- 3.3. Develop a strategic, universal and targeted workforce offer for education settings and partners
- 3.4. Co-produce information about the assessment and planning process for SEND support

## Our ambition: Develop outcome-focused approaches to joint commissioning and integrated working to promote early identification and intervention.

### What we have to do:

- Plan and jointly commission services to improve outcomes for those with SEND
- Target resources to ensure services reflect identified needs
- Deliver a joined-up approach to the planning and commissioning of services

### Key performance indicators

- The Trafford Joint Commissioning Strategy is shared and understood by all stakeholders
- Parent/carer rate the level of support received
- Improvement in health outcome measures for individual services
- Time from referrals to assessments is within timescale

### Action plan

- 4.1. Undertake a joint commissioning baseline assessment of current commissioned SEND services
- 4.2 Develop a commissioning plan which is informed by the JSNA and co-produced
- 4.2. Ensure easier and earlier access to specialist services
- 4.3 Continue to review service provision and diagnostic pathways to ensure effectiveness
- 4.4. Establish an outcomes-based performance framework

**Our ambition: Deliver greater local integration and co-ordination of education, health and social care services and plans for children and families to promote positive and seamless transitions at all stages between the ages of 0-25 years.**

**What we have to do:**

- Ensure CYP with SEND are appropriately supported throughout all transition milestones
- Publish the PfA Strategy and ensure this is implemented and embedded.

**Key performance indicators**

- The number of young people with SEND engaged in education, employment and training will increase
- All EHCPs will reflect aspirations for future training or employment
- Young people with continuing care needs will have support and transitions

**Action plan**

5.1. Embed the Preparation for Adulthood protocol

5.2 Empower children, young people and their families to make informed decisions about preparing for adulthood

5.3 Ensure person-centred planning supports the planning of transitions

5.4 Develop integrated health and social care services to enable young people to understand and manage their health and care needs

## Our ambition: Maintain strong outcomes for Trafford SEND pupils, so that they achieve outcomes which are above national expectations for similar pupils and where possible, prevent school exclusions

### What we have to do:

- Improve the outcomes for CYP with SEND including educational progress and attainment.
- Ensure that the attendance of CYP with SEND is above national expectations
- Create a robust offer to meet the SEMH needs of children and young people
- Reduce the number of exclusions for CYP with SEND

### Key performance indicators

- The attainment for children and young people with SEND is above national and statistical neighbours
- The number of young people with SEND in education and training is high
- The attendance of children & young people is high
- The percentage of SEND pupils who are excluded is consistently below national

### Action plan

6.1 Ensure children and young people achieve in their education at least as well as their statistical neighbours

6.2 Develop a coherent model to deliver support to schools and providers to support improved outcomes

6.3 Develop 16-19 provision which supports increased choice and independence to prepare young people for adulthood

6.4 Establish a coherent SEMH offer for children and young people

6.5. Develop a multi-agency approach to supporting CYP who are at risk of exclusion

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## 2019 Monthly EHCP Report

## 1. Plans issued in 2019

Report Date	No of Requests	Total Issued	Total Issued in 20 Weeks	% Issued within 20 Weeks
2018 Year	331	317	47	14.83%
04/03/19	67	38	9	23.68%
01/04/19	109	57	17	29.82%
06/05/19	141	111	36	32.43%
03/06/19	178	140	53	37.86%
01/07/19	204	163	70	42.94%
05/08/19	241	208	105	50.48%
02/09/19	244	233	127	54.51%
07/10/19	257	265	153	57.74%
04/11/19	274	280	165	58.93%
02/12/19	309	306	182	59.48%
06/01/20	337	327	197	60.24%

## 2. No of EHCPs

Report Date	Total no of EHCP	Variance	% Increase in Plans Issued
2018 Year	1786		
04/03/19	1820	34	1.9%
01/04/19	1839	19	1.0%
06/05/19	1878	39	2.1%
03/06/19	1913	35	1.9%
01/07/19	1932	19	1.0%
05/08/19	1965	33	1.7%
02/09/19	1956	-9	-0.5%
07/10/19	1985	29	1.5%
04/11/19	2000	15	0.8%
02/12/19	2017	17	0.9%
06/01/20	2034	17	0.8%
<b>13.9% increase on 2018</b>			

## 3. Refuse to Assess and Issue

Report Date	No of Requests 2019	No of Refuse to Assess	% Refuse to Assess	No of Refuse to Issue	% Refuse to Issue
2018 Year	331	52	15.71%	4	1.21%
04/03/19	67	5	7.46%	0	0.00%
01/04/19	109	8	7.34%	1	0.92%
06/05/19	141	11	7.80%	1	0.71%
03/06/19	178	16	8.99%	1	0.56%
01/07/19	204	20	9.80%	1	0.49%
05/08/19	241	23	9.54%	1	0.41%
02/09/19	244	22	9.02%	1	0.41%
07/10/19	257	24	9.34%	1	0.39%
04/11/19	274	25	9.12%	1	0.36%

02/12/19	309	31	10.03%	1	0.32%
06/01/20	337	33	9.79%	2	0.59%

#### 4. No of EHCPs Ceased

Report Date	Transferred Out to other LA	Other Plans Ceased	Total no of EHCP Ceased
2018 Year	42	10	52
04/03/19	7	0	7
01/04/19	8	1	9
06/05/19	8	9	17
03/06/19	10	9	19
01/07/19	14	20	34
05/08/19	20	32	52
02/09/19	22	69	91
07/10/19	30	68	98
04/11/19	32	69	101
02/12/19	34	74	108
06/01/20	36	77	113

2020 Monthly EHCP Report

1. Plans issued in 2020

Report Date	No of Requests rec'd	Total Issued inc 2019 requests	Total Issued in 20 Weeks	% Issued within 20 Weeks
2019 Year	337	327	197	60.24%
06/01/20	1	1	1	100.00%
03/02/20	35	8	5	62.50%
02/03/20	68	18	13	72.22%
06/04/20	106	42	29	69.05%
04/05/20	124	71	51	71.83%
01/06/20	153	93	68	73.12%
06/07/20	181	130	99	76.15%

2. No of EHCPs

Report Date	Total no of EHCP	Year on Year Variance	Year on Year % Increase in Plans Issued
2019 Year	2034		
06/01/20	2035	1	0.05%
03/02/20	2034	0	0.00%
02/03/20	2049	15	0.74%
06/04/20	2059	25	1.23%
04/05/20	2087	53	2.61%
01/06/20	2109	75	3.69%
06/07/20	2146	112	5.51%

3. Refuse to Assess and Issue

Report Date	No of Requests 2020	No of Refuse to Assess inc 2019 requests	% Refuse to Assess	No of Refuse to Issue inc 2019 requests	% Refuse to Issue
2019 Year	337	33	9.79%	2	0.59%
06/01/20	1	0	0.00%	0	0.00%
03/02/20	35	3	8.57%	1	2.86%
02/03/20	68	6	8.82%	1	1.47%
06/04/20	106	9	8.49%	2	1.89%
04/05/20	124	9	7.26%	2	1.61%
01/06/20	153	10	6.54%	2	1.31%
06/07/20	181	13	7.18%	3	1.66%

4. No of EHCPs Ceased

Report Date	Transferred Out to other LA	Other Plans Ceased	Total no of EHCP Ceased
2019 Year	36	77	113
06/01/20	0	0	0
03/02/20	7	1	8
02/03/20	8	1	9
06/04/20	17	3	20
04/05/20	19	3	22
01/06/20	20	3	23
06/07/20	22	5	27







2020 Monthly EHCP Report  
Plans issued in 2020

Report Date	2019 Request plan issued	2019 Request Plan Issued in 20 Weeks	2020 Request plan issued	2020 Request Plan Issued in 20 Weeks	Total Issued	Total Issued in 20 Weeks	% Issued within 20 Weeks
06/01/20	1	1	0	0	1	1	100.00%
03/02/20	8	5	0	0	8	5	62.50%
02/03/20	18	13	0	0	18	13	72.22%
06/04/20	42	29	0	0	42	29	69.05%
04/05/20	69	49	2	2	71	51	71.83%
01/06/20	78	53	15	15	93	68	73.12%
06/07/20	81	53	49	46	130	99	76.15%







Tribunal Analysis 2016 to 2020

2016 Cases Lodged: Reason	No	Reached Agreement Prior to Hearing	Reached Agreement at Hearing	Parents' Position Upheld	Council's Position Upheld
Refuse to carry out a needs assessment	2	2			
Refuse to Issue an EHCP	1	1			1
Parent/Young Person disagreed with the placement/SEN Provision	13	11			1
<b>Total</b>	<b>16</b>	<b>14</b>			<b>2</b>

2017 Cases Lodged: Reason	No	Reached Agreement Prior to Hearing	Reached Agreement at Hearing	Parents' Position Upheld	Council's Position Upheld	Tribunal Suspended
Refuse to carry out a needs assessment	7	3	0	3	1	0
Refuse to Issue an EHCP	1	0	0	0	1	0
Parent/Young Person disagreed with the placement/SEN Provision	6	1	3	0	1	1
<b>Total</b>	<b>14</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>

2018 Cases Lodged: Reason	No	Parent withdrew	Reached Agreement Prior to Hearing	Reached Agreement at Hearing	Part Upheld	Parents' Position Upheld	Council's Position Upheld	Case not yet heard	Case File Trans to other LA
Refuse to carry out a needs assessment	8		6			2			
Refuse to Issue an EHCP	2		1				1		
Parent/Young Person disagreed with the placement/SEN Provision	16	1	10	1	1	1	1		1
<b>Total</b>	<b>26</b>	<b>1</b>	<b>17</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>

2019 Cases Lodged: Reason	No	Parent withdrew	Reached Agreement Prior to Hearing	Reached Agreement at Hearing	Part Upheld	Parents' Position Upheld	Council's Position Upheld	Case not yet heard	Case File Trans to other LA
Refuse to carry out a needs assessment	2		1			1			
Refuse to issue an EHCP	2					1	1		
Parent/Young Person disagreed with the placement/SEN Provision	7		3			1		2	1
<b>Total</b>	<b>11</b>		<b>4</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>

2020 Cases Lodged: Reason	No	Parent withdrew	Reached Agreement Prior to Hearing	Reached Agreement at Hearing	Part Upheld	Parents' Position Upheld	Council's Position Upheld	Case not yet heard	Case File Trans to other LA
Refuse to carry out a needs assessment	3		2					1	
Refuse to issue an EHCP									
Parent/Young Person disagreed with the placement/SEN Provision	3							3	
<b>Total</b>	<b>6</b>		<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>

Tribunal Cases Heard in 2020: Reason
Refuse to carry out a needs assessment
Parent/Young Person disagreed with the placement/SEN Provision
Refuse to carry out a needs assessment
Refuse to carry out a needs assessment
Refuse to carry out a needs assessment
Refuse to issue an EHCP

Date of Hearing	Year Lodged	Parents' Position Upheld	Council's Position Upheld	Part Upheld	Reached Agreement Prior to Hearing
	2019				2

Parent/Young Person disagreed with the placement/SEN Provision

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**Parental Requests 2019**

	NURSERY	RECEPTION	YR 1	YR2	YR 3	YR 4	YR 5	YR 6	YR 7	YR 8	YR 9
JAN	4	2		1		2	1		1		
FEB	5	1						2	1		
MAR	4	1					1	1	1	1	1
APR				1							2
MAY	1				1	2	1	1	2		
JUN	2					1	1		1		2
JUL	1			1			2		1	2	3
AUG	1										
SEP							1	1	2	2	1
OCT	3					1	2	2	1	1	
NOV	2			1			2	1	3	1	2
DEC			1			1			1	1	

# MFT Outpatient Programme: Clinical and Operational Transformation Strategy

## Trafford Pandemic Scrutiny Committee

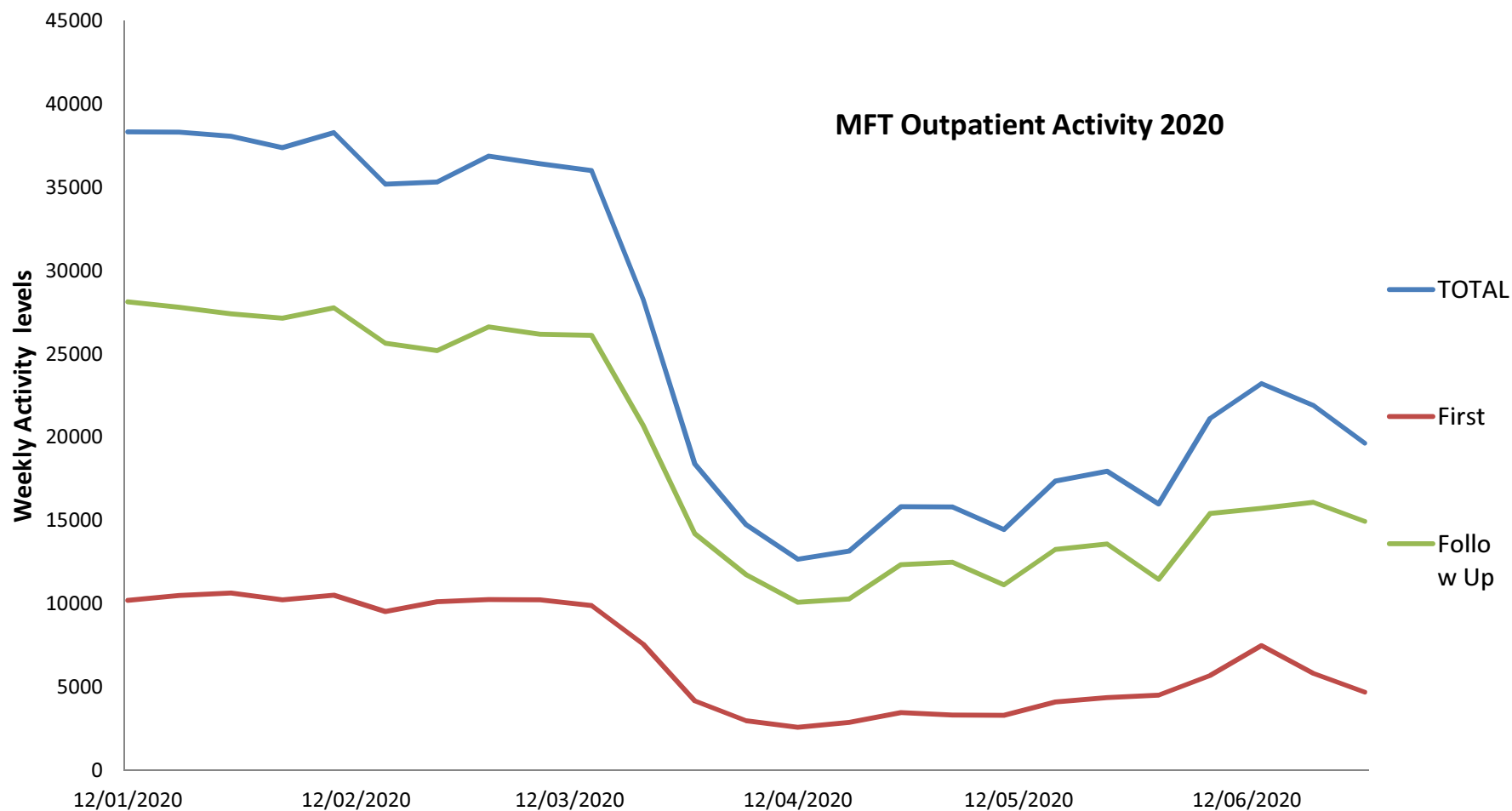
July 2020



# Introduction

- In response to COVID-19 MFT set up an Outpatient recovery workstream as part of the overall recovery programme. This was initially focused on the internal levers to re-establish activity within the new normal. However, the constraints imposed by COVID are forcing a re-think of how Outpatient activity is best delivered and COVID has acted as a natural catalyst for rapid change
- MFT are working with commissioners (MHCC and Trafford CCG as leads) and primary care in a collaborative effort to re-design how hospitals engage with referrals and provide Outpatient services. This programme is the principle programme of work for commissioners and the hospital, with the Outpatient Board acting as the primary site for discussion and agreement about future models
- The programme is overseen by the Joint Group Medical Director of MFT and the Chief Executive of RMCH, and is engaged with clinical leaders from across Manchester and Trafford to ensure alignment of priorities. The Manchester and Trafford community cell has identified this program as one of it's 3 priority transformation priorities
- Recently the Northwest was selected as the lead region for the re-design of the Outpatient model across the NHS, through NHSI's "Adopt and Adapt" programme. Last week we attended a regional call led by the NHSI national team that sought to develop and prioritise a long-list of ideas for Outpatient reform. Many of the identified ideas already form part of the following programme of work. However, it has been a good opportunity to re-confirm many of these ideas whilst also identify some areas in which we could refine this programme.
- Phase One of this programme has focused on a number of regional mandates based on the greater use of technology to support patients, including: roll-out of Advice and Guidance whilst hospitals have been unable to accept the same level of Outpatient activity; the implementation of video clinics (Attend Anywhere platform for MFT) to support increased patient contacts and reduce physical presence on site, and the clinical triage of patients with a cancelled Outpatient appointment following the COVID reduction of activity
- Phase Two of this programme will shift to focus on the referral pathways, supporting infrastructure (diagnostics, medicines) required for greater virtual working and greater precision in how follow-up activity is arranged (PIFU models, partial booking)

**Context: 60% reduction in activity during COVID-19 and ongoing challenge around face to face capacity forces a re-think of how Outpatients will need to be delivered in the new normal**



MFT activity has fallen to very low levels during the course of the pandemic with focus being on emergency, cancer and maternity work throughout.

As we work through the recovery phase outpatient activity has started to increase earlier than inpatient activity but services have been undertaking additional telephone activity as part of the triage process for displaced activity.

## A number of transformation initiatives have been identified as part of the Outpatient programme

Initiative type	Phasing	Initiative	Rationale	Progress to date
Referral management	Phase 3 (November – onwards)	Primary care referral protocols	Facilitate the management of the patient in the right place and provide information on when a referral should be made to the different services and what information will enable effective triage. Support development of enhanced shared pathways	Prior to COVID-19 progress was being made to develop a range of guides for Gynaecology
Referral management	Phase 3 (November – onwards)	GP education events	GP education events: to bridge the gap between primary and secondary care in the longer term – without the need for additional triage	Initial scoping discussions with MCCG and TCCG to explore how we take this forward
Referral management	Phase 3 (November – onwards)	Community and interface service provider review	This will support a reduction in patient handoffs between services and reduce the burden of care on both GP's and specialist services	There are already a range of effective models within the localities but some of these are under resourced and these do not cover all applicable specialties
Referral management	A&G - Phase 1 (May – July)	Advice & Guidance	A truly virtual first triage model enabled to drive patient/condition centric decisions for patient management will reduce system inefficiency by ensuring right place right time care	Advice and Guidance roll-out to services accounting for 80% of referrals by end of July
Patient pathway (new)	RAS - Phase 2 (August – October)	Virtual Triage (RAS)	A truly virtual first triage model enabled to drive patient/condition centric decisions for patient management will reduce system inefficiency by ensuring right place right time care	Initial internal scoping meetings have taken place to begin to understand how best to operationalise the most efficient model of this internally, to include direct to diagnostics etc.
Patient pathway (new and follow-ups)	Phase 1 (May – July)	Attend Anywhere (Video Consultation)	Adoption will support patient engagement in their care, making it more convenient for them , reducing their need for travel and the time spent on attending hospital appointments as well as being safer for them during the pandemic	Attend Anywhere is being rapidly deployed across the Trust in line with national strategy, with a target of services accounting for 80% of outpatient activity live with a clinic by the end of July
Patient pathway (new and follow-ups)	Phase 2 (August – October)	Partial booking	This is considered best practice as patients are booked in accordance with required recall rather than in line with capacity. This will allow better management of waiting lists	This is in place in areas of MFT and we are looking to standardise this offer across all services. To ensure consistency of approach for all of our patients
Patient pathway (follow-ups)	Phase 2 (August – October)	Patient-initiated follow-ups	Patients would only be booked where they themselves think it necessary, this will reduce avoidable follow ups and increase system capacity	Model being developed that is clinically sound, need to engage with clinical teams to develop this further – national and regional mandate to implement this
Patient pathway (follow-ups)	Phase 2 (August – October)	MFT waiting list review/validation	In partnership with PIFU and a clinical review of patient requirements this will ensure clinical capacity is focused on the highest priority patients	Joint working between primary care clinicians and specialists to conduct clinical review of long-waiters in Benign Gynaecology on non-admitted pathways
Patient pathway (diagnostics access)	Phase 2 (August – October)	Phlebotomy and investigations service review	There are differing offers for patients across both MFT and the local community, these will need to be reviewed in order to make them fit for purpose when considering virtual assessment etc.	Scoping has begun to understand point of delivery, workforce and estates implications. LCO taking a lead on business case development.
Patient pathway (pharmacy)	Phase 2 (August – October)	Pharmacy delivery to patients	Virtual consultations require a different model of prescribing and delivery model for drugs	Scoping underway with Transformation, Informatics and Pharmacy teams around prescribing



## Next steps

- MFT recovery programme fully implemented over the summer months and into early autumn
  - All patients risk stratified and seen in clinical priority order
- Establish principles for how we engage GPs through the Outpatient recovery programme
- Clinical Advisory Group (Manchester and Trafford) to act as Clinical Reference Group for Outpatients recovery and transformation going forwards
- CAG to support Advice & Guidance within GP practices, and to support patient engagement with video platforms in hospital
- Primary and secondary care to work together on a community-based model of phlebotomy, supporting GP demand and virtual clinics in hospital
- Primary and secondary care teams to work together to develop patient-focused solutions for delivery of hospital drugs to the community
- Gynaecology to pilot joint clinical review of long waiters as part of an integrated approach to Outpatient demand

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