

**Accelerated Progress Plan Evidence Record**  
**February 21st – Monitoring Meeting**

**Overview / Context**

In June 2019 Peterborough was subject to a Local SEND Area inspection, during which 5 areas of significant weakness that needed to be addressed. These areas of weakness formed the context of a Written Statement of Action, which was the subject of a revisit by Ofsted and CQC in January 2022. During the revisit, all but one of the areas of significant weakness were shown to have made appropriate progress and the final area of significant weakness, relating specifically to provision associated with Preparation for Adulthood services especially for young people aged 18-25 formed the context for an agreed Accelerated Progress Plan (APP), which was approved by the DfE in August 2022.

The following outline demonstrates the progress made over the first 6 months of the APP. Peterborough continues to face challenges that are both local and national, however, the will and commitment to maintain a consistent focus on improving outcomes for the most vulnerable has continued to be a driving force across the multi-agency workforce. We are determined as a collective to achieve the appropriate progress required to complete the APP within 12 months (August 2023) and believe this interim outline demonstrates we are on track to achieve this ambitious goal.

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**Key actions/progress on the workstreams**

Area of weakness identified in the original inspection
<p>1. Develop a post-16 strategic plan that will support a more coherent approach to improving outcomes for young people aged 18-25 years to ensure they have access to a full range of opportunities as they move into adulthood.</p>
<p><b>Lead: David Rhodes</b></p> <ul style="list-style-type: none"> <li>Develop a Post-16 strategic plan with comprehensive provision for academic and non-academic activities (non-college based)</li> </ul>
<p><b>1.1</b></p> <ul style="list-style-type: none"> <li>Draft Post 16 Strategy in Progress- Feedback received from Health &amp; social Care.</li> <li>Based around the SEND Strategy and Sufficiency Strategy</li> <li>Post 16 Framework for alternative provision approved by the JCB</li> <li>- Specification is currently being consulted on with Family Voice and service areas</li> <li>Mapping taking place with Peterborough Information Network/Local Offer</li> <li>Gaps in Post 16 provision are identified we are working with other service areas to identify these.</li> <li>Links being formed with the Adult Day Opportunities framework to increase options to the 18-25 group</li> </ul> <p><b>Link to Storyboard:</b>  <a href="#">APP Storyboard - Post 16.pptx</a></p>
Evidence of Impact
<p><b>1.1</b></p> <ul style="list-style-type: none"> <li><a href="#">APP Storyboard</a> up to date</li> <li>Draft <a href="#">Post-16 Strategy document</a></li> <li>Increased collaboration around the Peterborough Information Network specifically to Post 16</li> <li>Gaps in provision are beginning to emerge, of which the majority are non-statutory services, therefore collaboration with local businesses and charities will take place and be added to the Peterborough Information Network/Local Offer</li> <li>As a result of the production of the strategy there is a clearer understanding across services as to what is on offer for Post 16 young people</li> </ul>

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- Increased communication with Family Voice and Access Champions
- Increased interest from providers to come on to a Post 16 framework therefore increasing the options for the 18-25 group

**Key next steps**

**1.1**

- Meetings booked in with Family Voice for the document reviews
- Collaborating with Social Care and Health on Documents
- Collaborating with Service Areas on Document
- Obtain up to date forecasting for Post 16
- Arranging to meet with the Access Champions
- Include results of surveys and focus groups once completed and identify gaps in provision and address gaps through a commissioning strategy with a view to adding in to the final document by the end of April 2023
- Co-producing Draft Highlight report and easy read version of the Post 16 strategy by the end of March 2023
- Post 16 Framework specification and tendering process in place for providers to tender by the end of April 2023

**1.2 Lead: Karen Chopping**

*Enhance awareness/promotion on how to access the autism diagnostic pathway with parent, carers and young adults*

**1.2**

- Monthly task and finish group meetings have taken place involving the children and young people’s Learning Disability and Autism Commissioner and CPFT children’s and adults’ autism diagnostic service leads.
- A review of the current Local Offer and CPFT web pages information about Autism diagnosis has been undertaken which showed the information for diagnostic pathway for children was difficult to find.
- Proposed changes to make the diagnostic pathway more prominent (easier to find) have been made and include a link to the Cambridgeshire Lifespan Autism Spectrum Service (CLASS) Clinic web pages, which is the 18 and over service (across Peterborough).
- Proposed changes are being reviewed by CPFT Lead in Children’s Services to ensure the information remains within the agreed standards for CPFT Communications.
- As the new information is being created it is being tested by individuals with lived experience to make sure it is easy to find out what to do if you are worried that you or your child may be autistic.
- The CLASS patient pre-diagnostic interview questionnaire has been amended to include a question about previous/current SEN support or EHCP (previously referred only to Statement of Educational Need).

## APPENDIX 2

- The group established that there is no current policy in CLASS for young adults who may have been on a children's diagnostic waiting list although in Peterborough, young people 17+ are perceived as a priority when they reach 18 and still require assessment.
- Transition pathway information requested from CPFT Neurodevelopmental CAMHs Services about young people aged 16 and above who are on a waiting list for Autism diagnosis but may not be assessed before they are 18.
- 'Supporting your neurodiverse child' information book project has been developed with Family Voice, with grant agreement and additional £41K funding transfer expected early in Jan 2023.

### Evidence of Impact

#### 1.2

- No impact evidenced at this point. Once new information pages are published a test will be undertaken with a group of people to see if they can find the information easily with no prompts.

### Key next steps

#### 1.2

- Publication of updated LO Autism diagnostic information on the new SEND Information hub via portals from and to the CPFT web page.
- Data collection and analysis of young adults who self-refer for autism diagnostic assessment or removal of diagnosis.
- Service specification review of CLASS to include clear expectations of transitions arrangements between children's and adults service for those on the waiting list.

### Area of weakness identified in the original inspection

#### 2

Strengthen the support, co-production and participation opportunities for young people through education, employment and training by:

Ensuring the voice of the young person is heard and responded to, with opportunities for them to influence the planning process around their ongoing support and education, employment and training opportunities.

Ensuring parents are kept aware of these decisions, and how the voice of the young person leads the process.

Ensuring the EET offer is engaging to encourage young people to participate in the full offer.

**2.1 Lead: Emma Harkin**

*Extend Post 16 Review carried out in 2021 to provide an increased focus on parent / carer and young people engagement in person centred planning and appropriate placement decision making.*

**2.1**

- Meeting arranged to co-produce survey questions (true co production started the meeting with no prepared questions)
- Participants in meeting included, Family Voice (FV), Access Champion, Health, Social Care, Education and Commissioning
- White board used so participants in the meeting could write their questions on post it notes
- The questions were taken away and put on a word document
- They were represented to the group
- The group agreed the questions
- The final version was then shared with Family Voice, a college and Access Champions to ensure they are accessible
- The Survey is now live and will be live for one month
- Following the survey, the results will be analysed and used to evidence whether the LA have improved on the areas highlighted in the APP, they will also be used to inform strategic practice
  
- The AR templates now have a dedicated section for Child, Young Person (CYP) and Parent/carers views
- CYP are encouraged in the AR to contribute on their choices around placement and decision making
- There has been an audit of AR and the outcomes
- Audit manager has completed a sample audit of YP aged 18 plus to see how many attended their AR. The SEND team have given the Audit manager a sample of names that could be used for the audit
- Talking to YP about their Health check as part for the AR meeting
- Survey of satisfaction on the statutory processes
- The SEND panel now has FV representative that sit on the panel and are involved in decision making around placements
- The PfA group now has a housing representative that attends the meeting
  
- A listening event has been co-produced with FV, Health and Social Care to listen to parent/carers lived experience and to take the themes back to inform strategic work, SEND strategy and improvements

- Regular listening event with the Access Champions with the Head of SEND to listen to parent/carers lived experience and to take the themes back to inform strategic work, SEND strategy and improvements
- Listening event with Little Miracles to understand parent/carers lived experience and to take the themes back to inform strategic work, SEND strategy and improvements. Also, resolved any case challenges.
- Post 16 consultation event looking at the four areas of PfA, YP aged 14-25 attended the event and participated in answering survey questions
- The Head of Service now has a meeting booked in to meet with the Seldom Heard groups

**Link to Storyboard:**

[APP Storyboard - Extend on post 16 review survey carried out in 2021.pptx](#)

**Evidence of Impact**

**2.1 Impact**

- The number of CYP and families that are very satisfied with the statutory process has increased over time. The communication from the SAM team has improved and CYP and families now feel more informed. We have seen evidence of this in the data from the satisfaction surveys. The schools have also commented that the communication and culture of the SEND team has improved and there is now a good working relationship between the schools and the council. The impact of this is that there are more positive outcomes for the CYP

**Data from December 2022**

Percentage of parent carers who said the process was explained to them	100% (Increase from 80%)
Percentage of parent/carers who said they were happy with the contact and information they received	80% (increase of 13%)

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Percentage of parent/carers who said all their questions were answered	80% (increase of 13%)
Percentage of parent/carers who said they knew how to contact their officer	100%
Percentage of parent/carers who said they panel outcomes and next steps were explained clearly	80% (increase of 13%)
Percentage of those completing the survey who had assessment agreed	80% (increase of 13%)

- Sample audit for 18 – 25 years olds the results below show that the impact of the work that has been done in Peterborough including the box that has now been added to the annual review form show that more YP are now involved in their annual review and decision making.

**Findings:**

- A total of 88 (84%) of young people were recorded as attending their annual review. For the majority of those that did not attend, a reason for non-attendance was recorded on the Section L form
- 88 (84%) parents/carers also attended annual reviews. In 13 (12%) reviews, the young person attended but a parent/carer did not. There were also 13 reviews where a parent/carer attended but the young person did not. In 75 (71%) reviews, both the young person and a parent/carer attended.
- The breakdown of setting types for the sample was:

Setting type	No. of students
FE College	86
Alternative Provision	2
Independent setting	3

Mainstream Secondary	4
No current setting	2
Special School	8

- A higher proportion of annual reviews overall showed that EHCP outcomes were achieved when assessed at the end of the key stage. There is a higher proportion of children achieving their EHCP outcomes in a sample from May/June 2022 than from the December 2021 analysis
- The impact of having Family Voice attending the SEND panel is that FV, schools and families feel that decision making is fair and robust. Schools are aware that Family Voice are sitting on the panel and when schools have observed the panel they have reported that they now understand the panel process and decision making and feel it is fair
- Impact from the parent/carer listening events - a topic that has come up frequently is about the cost of living crisis, getting this information through the listening event meant that PCC could respond to this concern. PCC have a single page on the website [Support with the cost of living - Peterborough City Council](#) that pulls together information about a range of support available. This has been shared widely by PCC with the community but also specifically with Family Voice and Carers networks. Another topic Parents have raised at the listening event is that their children wouldn't need an EHCP if the schools were putting in place universal SEND support or ordinarily available provision – the impact of this being raised has meant that the council have raised this topic with schools and there has been training delivered by the SEND team. The SEND team have also been into individual schools to offer advice and support, over time we will see if this improves, there has also been a OAP toolkit developed in partnership with our Cambridgeshire colleagues, this will be going live on Learn Together, the impact of this will be that schools will have a robust toolkit that they can use to support them in their schools. The overall impact from the listening event is that senior managers from the council understand the topics that parents/carers are raising and are responding appropriately. It has also strengthened the joint working between Health, Social Care and Education
- Impact from the Little Miracles listening event was that Families felt that they had been heard and that their concerns/complaints have either been resolved or progress had been made on the individual cases. The Families were pleased that the Head of Service (HoS) had been out to meet them and taken the time to listen to their concerns, the impact is that senior managers understand the concerns and challenges that families are facing and are being responsive to the themes that are raised, this improves the CYP experience
- Since the Access Champions listening events have been in place the YP have verbally fed back that they feel listened to and they feel their concerns are taken back and shared with the relevant services. They look forward to the



regular meetings with the HoS. There is now regular collaboration between the Access Champions and the Council. The Access Champions have been involved in a working group about virtual EP assessments and the PfA consultation event

- The post 16 survey is now live and will be live for one month. We will aim to complete the analysis by the end of March and then we will be able to update with further information on the impact of the survey
- PfA consultation event involved approx. 30 YP aged 14 –25. They were engaged in a survey with facilitators on each table with Red and Green cards for yes and no answers to support YP to answer the questions. The YP at the event said they felt they had been listened to and they understood what options were available to them in the future
- At the SENCO network event Health attended and spoke about the annual health checks the impact of this is that the Health person leading on this is now going to meet with MATs and Special Heads to talk about how we can promote this further
- The supported internship programme – the impact that this has had is 4 YP at the PfA consultation event stood up on stage and spoke about their experience and how the programme had helped them in to paid employment, this gave other YP at the event the confidence that they too one day can do this
- The impact of the joint working has meant that the HoS now has an invite to meet with Seldom Heard groups in April
- Housing is now attending PfA meetings the impact of this is that we are now bring together all aspects of PfA as housing is an important issue for YP and something that they often have questions about. There is a now a route for these to be answered and for YP to be given information on the topic

### Evidence

- APP Storyboard - Extend on post 16 review survey carried out in 2021.pptx
- Terms of Reference - Parents/Carers half termly listening meeting 2022
- White board of co-produced post 16 survey questions.docx
- Parent Carer listening event 8.12.22.docx
- Ready to be signed off PfA proposed questions following workshop Nov 2022 v1 (3) - Copy.docx
- SENDQuality Assurance Annual Review Outcomes analysis
- Town Hall Meeting Flyer
- Section L Final, EHC Plan ANNUAL REVIEW MEETING RECORD - the information on this document evidencing the CYP/PC views is highlighted in blue

### Key next steps

**2.1**

- Once the survey closes the results will be analysed
- Use the results to inform strategic work
- The sample audit using the data gathering boxes on the section L (AR) form to analyse how many CYP are now involved in discussions about their education/placement will be extended to feature a larger sample group

**2.2 Lead: Helen Andrews**

- *Develop a programme of work to widen the reach of co-production and engagement, including the voice of seldom heard groups, and ensuring improved opportunities for young people to share their views on existing and future provision*

- **Promoting Coproduction standards and practices:** *Are you Coproducing!* Brings into one place the sources, references, local experts that can be accessed to ensure meaningful coproduction and participation across the Council. It provides practical examples and tools to support and build confidence and skills in carrying out coproduction and participation work. Central to *Are You Coproducing!* is the Coproduction standards that were developed in March 2022 with a wide range of internal and external stakeholders with experts in coproduction.

Impact: Feedback during sense checking has been positive, with many expressing more confidence in applying coproduction elements to their work. The sharing of the reflective storyboards showing ‘*what you’d do differently next time*’ to improve the reach, quality and trust of your coproduction work was well received too.

- **Improving self-identification:** e.g. Capacity Builders working with schools and local groups raising awareness and training in the early identification and support of young carers. This includes working with Senco’s and creating young carer champions in schools. Focus on seldom heard families includes Armed forces families, drug and alcohol misuse families, families where adults who have severe mental health conditions. Currently agreeing the next seldom heard communities to focus on in Peterborough for 2023, within available resources.

Impact: Young carer have produced their own video's:

[Ray's story | Children of alcoholics awareness | Centre 33 – YouTube](#)

[Young Carers: Who are they? | Centre 33 - YouTube](#)

[Centre 33 - YouTube](#)

- **Overcoming System Barriers** e.g. Someone To Talk To Services support mental health of young people 13 to 25 with moderate to severe mental health disorders who routinely go into crisis but are not able to make use of help offered or lack the structural and social capital around them to find and push for timely help. They can self-refer through multiple touch points, and are offered flexible, longer-term support without any restrictive eligibility barriers. Young people received shared decision-making session, starting with a wide assessment of needs, offered choices while a tailored plan is coproduced to establish a clear and accessible way forward.

Impact: STTT evaluation by the Centre for Mental Health shows that the complexity of need does not make a young person 'hard to reach' or seldom heard. Young people simply require a more holistic, flexible and 'no wrong door approach' from mental health services.

[Someone to talk to this Christmas - Rich's story - YouTube](#)

- **Procuring a Service User Participation Service** in Peterborough. Young people with Special Education Needs and/or Disabilities (SEND) aged 14+ will be involved in listening and influencing the care, support, planning and policies of SEND services that affect them e.g. preparing for adulthood. Contract to start 1<sup>st</sup> July 2023.

Impact: A similar service in Cambridgeshire saw young people contributing to the SEND Accessibility Strategy and SEND pledge, promoting safe space scheme in school and colleges. Learning from Cambridgeshire has been applied to Peterborough's contract.

[What is the Speak Out Council \(Young People's version\). - YouTube](#)

**Link to Storyboard:**

[APP Storyboard on Coproduction Nov 22.pptx](#)

<b>Evidence of Impact</b>
<p><b>2.2</b></p> <ul style="list-style-type: none"> <li>• <i>Are you Coproducing!</i> is being 'sense checked' with individual Council teams, coproduction experts referenced in the document, and Council Managers and staff before being more widely disseminated. So far this has included: Parent carers forums, SEND managers, Youth Support teams, Children in Care Strategic Lead, 0 to 25 Disabilities, .</li> <li>• <i>Are You Coproducing!</i> Has been well received as a central repository of information that supports Council staff confidence in developing meaningful coproduction and participation. Feedback suggestions so far includes: Greater clarity on the difference between coproduction and participation; <i>Consultation is fine and appropriate to use on occasion, just say it's a consultation and not coproduction.</i></li> </ul>
<b>Key next steps</b>
<p><b>2.2</b></p> <ul style="list-style-type: none"> <li>• A project development and communications plan sets out the short terms objective and actions required to disseminate, and share <i>Are you Coproducing!</i> Within the Council and more widely.</li> <li>• <i>Are you Coproducing!</i> Is an interactive and live document. We will encourage completion of reflective storyboards from participation and co-production projects to support learning/impact.</li> <li>• <i>Are you Coproducing!</i> Will eventually be embedded in the Commissioning Team's website.</li> </ul>
<b>2.3 Lead: Siobhan MacBean</b>
<ul style="list-style-type: none"> <li>• <i>Develop a shared resource for the Disability Social Care 0 – 25 service team members to ensure they have the practical resources, templates, training and technology they need to communicate and engage effectively with the children and young people they support</i></li> </ul>
<ul style="list-style-type: none"> <li>• All 20 workers in the Disability Social Care 0 – 25 Service Social Work teams have access to a range of practical communication resources including pecs bundles for each staff member, talking mats sets, Makaton resources, life story work tools, play, crafts and other communication and engagement resources</li> <li>• PCC Disability Social Care Service 0 – 25 have a shared resource folder containing virtual resources, guides and templates – all staff have had a 'virtual' tour of the contents</li> </ul>

- The teams have a single point of access to the Easy Read Photo symbols library and templates
- Staff development sessions taken place on Makaton, Use of Pecs symbols and life story work
- 12 workers have the ImPrint3 Widget software installed on their computers and 9 have attended a training session
- 3 Makaton Champions in place doing learning and regular practice of common signs at team meetings
- 12 staff have attended Life story Work for Children with Disabilities
- We have had an initial exploratory conversation with adult education colleagues about the possibility of further extending this to a wider audience including families, volunteers and other workers with a workshop planned in Feb to develop further.

**Link to Storyboard:**

[APP Storyboard Disability Social Care Shared Communication Resources 3.01 23.pptx](#)

**Evidence of Impact**

**2.3**

- Physical and digital resources in place, known about and accessible to all team members. ‘It’s great to have this’ from a team member about the shared resources and ‘So useful to know how to do this!’ about In-print Widget.
- Team members are more confident and creative in different communication methods and are using them to involve children and young people in assessments, planning and decision making. Examples include using symbols and photos in MCA assessments, using symbols and photos that are right for a child or young person to find out what they think about the things they are doing, adapting a Jenga game to support a young person to understand and influence their situation and using hand painting to seek views.
- Good practice and skills shared in team meetings, during practice development sessions and day to day. Team regularly discusses communication in team meetings, share experience, ideas and come up with creative solutions. The team manager reports ‘The team are ‘chatting’ about this in the office!’
- Programme of workforce development sessions scheduled until summer 2023

**Key next steps**

**2.3**

- Deliver programme of rolling practice development sessions for all as well as training and awareness for new staff

- Makaton champions to do level 1 Makaton Certificate
- Continue to develop and share more templates and resources based on team wish list, including but not limited to, introductory information about team/worker and what they do in different formats and symbol packs on common themes
- Team survey and impact evaluation session in March 2023 – share outcome of this, celebrate impact and plan further workforce development based on results
- Strengthen links with the SEND Communication and Interaction Resource Hub

[Disability Social Care Communication Resources](#)

**2.4 Lead: Sasha Long**

- *Work with the Local Parent Carer Forum and Networks to broaden the reach / membership and create a targeted survey for parents, carers and young people to share their views on how to further develop opportunities for education, employment and alternative community provision including improving health outcomes to better meet the needs of young people as they transition into adult services (18 to 25).*

- A multi-agency meeting took place on 11/10/22 to identify gaps in the reach of the existing programme.
- The working group agreed that the annual Family Voice Survey is an appropriate tool to seek parent/carers/young peoples' views on how to further develop opportunities for education, employment and alternative community provisions (including improving health outcomes) but we need to implement a system to broaden the reach of this survey beyond the existing Family Voice cohort of families.
- A multi-agency meeting took place on 06/12/22 to confirm delivery partners, the scope of the annual survey, the required data collection methods, timescales and ensuring we reach those 'hard to reach' groups.
- An Action Plan was created with clear leads for each area and timescales in place.
- The Action Plan was circulated to all delivery partners.
- The multi-agency group met again in January to finalise the survey / confirm the distribution plans.

<ul style="list-style-type: none"> <li>• The survey was launched in Jan 2023 and will run until Feb 2023, with the delivery partners each taking responsibility for circulating the survey to their respective agencies / contacts.</li> <li>• The collation of data and presentation of findings will take place at the SEND Partnership Board March 2023.)</li> </ul> <p><b>Link to Storyboard:</b>  <a href="#">APP Storyboard Engagement.pptx</a></p>
<p><b>Evidence of Impact</b></p>
<p><b>2.4</b></p> <ul style="list-style-type: none"> <li>• We now have a good understanding of the gaps in the current system which have previously failed to promote opportunities for ‘hard to reach’ families to engage in sharing their views.</li> <li>• We now have a list of delivery partners who are committed to circulating the survey within their networks and ensuring this is promoted / highlighted / responses encouraged.</li> <li>• This piece of work will provide comparable data in relation to the survey responses for 2021/22 in order to evidence greater impact and that a wider reach has been achieved.</li> <li>• We now have a governance and feedback loop in place via the collation of data and presentation at the SEND Delivery Board in March 2023.</li> </ul>
<p><b>Key next steps</b></p>
<p><b>2.4</b></p> <ul style="list-style-type: none"> <li>• Survey to run Jan 2023 – Feb 2023.</li> <li>• Collation of data and presentation of findings at the SEND Partnership Board March 2023.</li> </ul>
<p><b>2.5 Lead: Toni Bailey</b></p> <ul style="list-style-type: none"> <li>• <i>Provision of a local forum for young people that includes all SEND including young people who are electively home educated.</i></li> </ul>
<ul style="list-style-type: none"> <li>• Meeting with Attendance team completed to consider best way of engaging with EHE families and young people</li> <li>• We know there is a closed Facebook group that is well used by EHE families – strategy is to share message on this group to direct families to mailbox (focussed messaging post 16 Transitions )</li> <li>• Attendance team have provided List of EHE in PCC</li> </ul>

<ul style="list-style-type: none"> <li>• Attendance team to provide list of 10/12 families that have good record of maintaining contact</li> <li>• TB to contact selected group and ask for availability for a focus group meeting</li> <li>• Email mailbox <a href="mailto:EHESupport@peterborough.gov.uk">EHESupport@peterborough.gov.uk</a> has been created in preparation for contacts</li> </ul>
<p><b>Evidence of Impact</b></p>
<p><b>2.5</b></p> <ul style="list-style-type: none"> <li>• We now have list of EHE parents which we didn't have allow us to focus our comms strategy for this seldom heard group</li> </ul>
<p><b>Key next steps</b></p>
<p><b>2.5</b></p> <ul style="list-style-type: none"> <li>• Collate identified list of EHE parents and email to request engagement</li> <li>• Co-produce message for Facebook group</li> <li>• Collate responses to message</li> <li>• Co-ordinate engagement sessions on Teams / Zoom</li> </ul>
<p><b>Area of weakness identified in the original inspection</b></p>
<p>3 Promoting the information on the local offer and ensuring it meets the needs of young people and their families.</p>
<p><b>3.1 Lead: Jacky Cozens</b></p> <ul style="list-style-type: none"> <li>• <i>Review and update the following information on the Local Offer for young people, parents and carers in partnership with the Peterborough Youth Council, the Network Team, Family Voice and relevant teams/organisations:</i> <ul style="list-style-type: none"> <li>• <i>Disability Social Care 0-25 Service, including moving from children to adults' social care / or accessing adult social care</i></li> <li>• <i>Range of support, living, social and leisure options available in Peterborough</i></li> </ul> </li> </ul>





- The SEND Information Hub is continuously reviewed, and we have named leads for all areas
- A new SEND Information Hub is being designed, with a dedicated section for young people. The design has been given approval by Travis, an Access Champion. The Young People's Section will be totally co-produced with young people. A link to view the new site is included here. [Peterborough SEND Information Hub Test Site](#)
- The new site will go live in **April 2023**.
- To ensure that the PfA section is fit for purpose we have undertaken an in-depth review. The [PfA Independent Living page](#) has been completely reviewed with new information included about housing and benefits. The [City College Peterborough Day Opportunities page](#) has also been reviewed. A new page has been created for [Disability Social Care Personal Budgets](#). A new page about [Adult Social Care](#) has also been developed. Links have been made to other useful pages on both the SEND Information Hub and Adults pages on the Peterborough Information Network. Wording/photos on the adult pages are being reviewed to be more inclusive for younger people. **The new pages are live.**
- We work closely with organisations such as [Cross Keys Homes](#), [Vivacity](#) and [Youth Inspired](#) to ensure that events and activities are up to date. All Family Voice events are featured on the SEND Information Hub and are linked on the [Parent Carer Participation page](#).
- A termly newsletter is produced, and we use this to promote events locally. A link to the most recent one can be viewed [here](#).
- The SEND Information Hub team engage with families and young people through a range of promotional activities – both in person and virtual. We work closely with the Network Team and Access Champions to ensure co-production is at the heart of what we do.
- There is already a lot of information on the adults' pages on the Peterborough Information Network about support, living, social and leisure options available in Peterborough, but these are not adequately linked back to PfA. Links are being made to Reablement, Occupational Therapy, Equipment, City College Day Opportunities, Money and Benefits. Where appropriate records are being tagged and categorised as 18-25.

**Link to Storyboard:**

[APP Storyboard -SEND Information Hub \(Local Offer\).pptx](#)

**Evidence of Impact****3.1**

- Analytics show increased volume of hits on new pages. **April 2022 Google analytics** show a sustained improvement in PFA web page views year on year for the last 3 years. **432%** increase from April 2019 to April 2022
- From April 2019 to April 2022 the individual webpages increased views by:
  - PFA good health **11,100%**
  - PFA friends and community **329%**
  - PFA independent living **196%**
  - PFA employment **127%**
- The new site will be more visually appealing to young people.
- It is now much easier to find out about all the important things young people need to know about becoming independent.
- Local events are publicised and promoted. These will also feature through the new Young People's Zone on the new SEND Information Hub.
- The newsletter is a vehicle for getting information out to parents and young people.
- Tagging records as 18-25 should help with searching. Examples are Safe Soulmates, Diverse, Scope, Vivacity, City College Peterborough.
- Examples of events are:
  - October 22 - City College with 18-25 focus group (15 attendees)
  - November 22 - Peterborough College (20 plus attendees)
  - January 23 - Engagement Day with young people. (40 plus attendees including school staff and several organisations in Peterborough)

**Key next steps****3.1**

- Continue to review and update pages and identify records to be tagged as 18-25
- Work with Family Voice and young people on the development of the refreshed SEND Information Hub
- Work with teams to get information events held and/or questionnaires sent out to review knowledge and useability of the SEND Information Hub

<p><b>3.2 Lead: Amanda Rose / Karen Newton ( TBC )</b></p> <p><i>Develop and implement a Local Offer awareness raising / sharing plan to include a range of activities and resources to suit different purposes and audiences and which is circulated to all post-16 provision.</i></p>
<ul style="list-style-type: none"> <li>• Tripartite funding for Marketing Strategy developed and agreed between Education, Social care and Health - £5K agreed by SEND Executive</li> <li>• Outline for Marketing Strategy agreed to increase awareness of SEND Information Hub (Local Offer)</li> <li>• First stage planning meeting scheduled</li> </ul>
<p><b>Evidence of Impact</b></p>
<p><b>3.2</b></p> <ul style="list-style-type: none"> <li>• Development meetings due to be undertaken February 2023</li> </ul>
<p><b>Key next steps</b></p>
<p><b>3.2</b></p> <ul style="list-style-type: none"> <li>• Marketing Strategy to be finalised and implemented</li> </ul>
<p><b>Area of weakness identified in the original inspection</b></p>
<p>4 Improving the transition of young people for children’s health services to adult health service (to ‘make transitions easy’)</p>
<p><b>4.1 Lead: Siobhan Weaver</b></p> <ul style="list-style-type: none"> <li>• <i>Co-produce a PfA Health Shared Purpose. This will act as the driver of decisions and actions towards the goal that young people will experience better transitions between children’s and adult healthcare services.</i></li> <li>• <i>Co-create a dynamic action plan (DAP) which prioritises improving earlier engagement with primary care for children with (i) mental health and (ii) complex health conditions leaving specialist paediatric services.</i></li> <li>• <i>Implement and evaluate the transition pathway improvements using measurement for improvement prepare, collect, analyse, and review cycles.</i></li> <li>• <i>Adaptation of the systemwide transitions principles based on learning from the 2 areas of focus followed by identification of other identified areas of transitions need.</i></li> </ul>

- *Develop and mobilise a sustainable learning and development schedule to facilitate spread and adoption of improvements in healthcare transitions.*

[PfA Health Dynamic Action Plan Jan 2023.pptx](#)

**Our Shared purpose and how it will be achieved...**

**We believe the purpose of a good and safe transition in healthcare is for 14–25-year-olds with the most complex needs to have a person centred, organised and seamless experience.**

That children, young people and their families will feel empowered and fully informed with pathways, information and signposting at milestones as part of early intervention.

We believe that children and young people will be listened to and are supported to take increasing responsibility for their own health, at their own pace, and that they will feel involved at all key points of transition.

Children, young people and their families will feel part of the quality improvement and monitoring throughout their transition pathway, with their care and support delivered as close to their home as possible. We believe it helps services manage expectations through honest, transparent and regular two-way-communication.



**We believe this can be achieved by working with children, young people and their families holistically to ensure that transitions happen at the right time for the young person.**

By ensuring children, young people and families are involved and have clear, consistent information that is communicated effectively in an open, honest and realistic way, and from having organisations that continually reflect and learn from lessons and best practice.

The PfA Health working group have co-produced 'Our Shared Purpose'.

Using collaborative, inclusive and participatory quality improvement methods, the group have identified **5 themes** and **7 objectives** for improving the safety and experience of young people with complex health needs moving on to adult healthcare services.

Each objective has identified leaders, steps to take and success measures. While working through the objectives there are always checks back with Our Shared Purpose to make sure the Dynamic Action Plan stays true to what has been co-produced.

<p style="text-align: center;"><b>Co-production and person-centred planning</b></p>  <ol style="list-style-type: none"> <li>1 Find or form a Healthcare Transitions Community of Practice/Network whose function is to support co-production, engagement and monitoring for improving healthcare transition, <u>so that healthcare services can work together with people with lived experience to make transitions good and safe.</u></li> <li>2 Find, adapt or create a systemwide template for good and safe transitions that is person-centred, quick and easy to use and update, that is communicated well and adopted by healthcare services in C&amp;P <u>so that young people feel safe, included, informed and in control of their transition.</u></li> </ol> <p style="text-align: center;"><b>Organisations and Workforce</b></p> <ol style="list-style-type: none"> <li>3 Create a visual map of good and safe transition pathways that is clear, consistent and well communicated on the SEND Information Hub web pages <u>so that young people and their families know where to find quality, up to date information about what they can expect from health services.</u></li> <li>4 Be ready for the new Health Education England Transitions Standard Competencies and training schedule for NHS organisations to enable the ICS partners to implement systemwide training quickly and effectively <u>so that we do not delay our ICS workforce competencies for supporting good and safe transitions.</u></li> </ol> <p><a href="http://www.epics.org.uk">www.epics.org.uk</a></p>	
<p style="text-align: center;"><b>Information and Communication about transitions in healthcare</b></p>  <ol style="list-style-type: none"> <li>5 Create a health organisations good and safe transitions map which includes reviewing the policies, standards and performance indicators <u>so that children and their families know what they can expect from the organisations who support them through transitions.</u></li> </ol> <p style="text-align: center;"><b>System Leadership</b></p> <ol style="list-style-type: none"> <li>6 Tell the Boards about good and safe transitions often to keep it important and current for system leaders, <u>so that they know that good transitions improve healthcare outcomes through real life stories, excellent data and knowing where the gaps are.</u></li> </ol> <p style="text-align: center;"><b>Relationships, trust and attachment to Children's services</b></p> <ol style="list-style-type: none"> <li>7 Create a relationship building networking space for children's and adult practitioners to improve positivity and find solutions for good and safe healthcare transitions across the ICS <u>so that children feel the services are working together effectively during their adolescence</u></li> </ol> <p><a href="http://www.epics.org.uk">www.epics.org.uk</a></p>	

**WHAT:** Create a visual map of good and safe transition pathways that is clear, consistent and well communicated on the SEND Information Hub web pages so that young people and their families know where to find quality, up to date information about what they can expect from health services.

**WHO:** Becca Cooke (Lead), Abbey Rowley, Roger Valentine, Sam Littlechild

Steps we will take	By who	By when	Done
Convene a T&F Group – agree ToR's	Lead	Nov 22	
Agree what types of health services are on the list and find our people – split into local areas (Hunts, PB, Cambs, Fenland)	BC	Jan 2023	
Co-produce waht information that is needed from each service – quality, up to date, expectations, gaps	RV	Feb 2023	
Agree what the accessible 'visual map' looks like, create and publish on SEND IH	BC/RV	Feb 2023	
Work out how to make it sustainable - seek agreement of named responsibilities going forwards for checking/updating	SW	April 2023	

**SUCCESS IS.....**

- The SEND Information Hubs have up to date and accessible Health Service specific information about Transition Pathways for children with complex needs.
- The information is regularly updated and there is service level responsibility of the processes to ensure it is sustainable.
- Health Services signpost to the SEND Hubs as a trusted place to find information.

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www.epics.org.uk

Information and Communication about transitions in healthcare

Dec 2022

Each objective has identified leaders, steps to take and success measures. While working through the objectives there are always checks back with Our Shared Purpose to make sure the Dynamic Action Plan stays true to what has been co-produced.

**Making Healthcare Transitions Good and Safe: Document Library**

Name	Date	Name	Date
PfA Health Group Our Shared Purpose presentation	June 2022	PfA Health Meeting Notes & Actions	Nov 2022
Values and Beliefs Clarification exercise with all comments	July 2022		
Values and beliefs Clarification Exercise Summary	August 2022		
Building the Dynamic Action Plan Actions speed date session 1	August 2022		
Building the Dynamic Action Plan Actions speed date session 2	Sept 2022		
Good & Safe Transitions PfA Group Outcomes (incl. actions collated)	Oct 2022		
DAP October 2022	Nov 2022		

www.epics.org.uk

All the co-production work is stored within the library for ease of reference. This contains the rich detail of each of the quality improvement steps for the groups to draw from, which ensures the co-production is not diluted or forgotten.

**Evidence of Impact**

**4.1**

- SEND PfA Health Group is well attended by a wide group of people with lived and learned experiences, despite the pressures experienced by people in the context of the challenges of NHS service delivery. 40 representatives with lived and learned experience from across Cambridgeshire and Peterborough have attended the PfA Health groups Good and Safe Transitions Project and have contributed to the Shared Purpose and Dynamic Action Plan development.
- Health Transitions Network Community of Practice has been reinstated with the first meeting scheduled for the 31<sup>st</sup> January 2023. The Network will be working on Objective 2 of the Dynamic Action Plan: To find or co-create a systemwide good and safe transitions template

**Key next steps**

**4.1**

- Collate current transition documents used across Cambridgeshire and Peterborough by April 2023
- Representatives of the Transitions Network to attend the Primary Care Network meeting to update GPs and Primary Care Teams about the Transitions
- Network and invite key representatives to join by April 2023
- Creating an easy read version of the Shared Purpose and Dynamic Action Plan for the SEND Information Hub by March 2023.

**4.2 Lead: *Siobhan Weaver / Nandi Mukhopadhyay:***

- *Increase the number of 14- to 25-year-olds on the GP Learning Disability register through improved use of data intelligence for 14–25-year-olds in special schools and FE. Use a target approach in to increase the number of 14–25-year-olds invited to and attending their learning disability annual health checks.*

**WHAT:** Increase the number of 14 to 25 year olds on the GP Learning Disability Register and the number having their LD Annual Health Check.



**WHO:** Speak out Council, Enabling Independence Network, Jen Wagner, Ryan Witney-Hill, Rebecca Ford, Nandi Mukhopadhyay, Siobhan Weaver,

System Work Plan:	By who
1. Engagement, SOC and EI Network presenting their LD AHC and Health engagement work to LD Summit in March 2023, recruitment, co-production,	SOC, EI Network
2. CYP AHC Pilot 22/23. 12 month Project Manager focus on 13-18 year olds; awareness, education, co-producing resources, CYP workforce liaison, transitions, linking with LDP Pilot.	JW, SW
3. LDP Pilot 22/23: 12 month Registered Nurse and Admin support; data, RA's, targeting low uptake surgeries,	RF/RW-H
4. Primary Care pilot (2 PCN's). Care Co's, Nurses & Pharmacist, WFT/training, quality HAP's, health screening, RA's,	NM

**SUCCESS IS.....**

Senior Leaders understand how LD AHC's, Health Action Plans and Health Screening reduces health risks.  
 People with lived and learned experience have coproduced the models of care and interventions for healthcare equality.  
 75% People are on the LD Register and know about AHC's, are supported to attend and have quality Health Action Plans.  
 Creating a sustainable model from the pilot projects.

[www.cpicb.org.uk](http://www.cpicb.org.uk)

Reducing Health inequalities

Dec 2022

- **New commissioning arrangements between CPICB and the Enabling Independence Network (and Speak Out Council in Cambridgeshire)** means there is now the lived experience voice to understand health needs including the barriers to uptake of LD AHC's. Lived experience group presented their findings to the network and will present to senior system leaders at the next Learning Disability Summit in March 2023.
- **Children and Young people Annual Health Check project manager** started in post in September 2022. 12-month project to focus on how universal health child programme services will promote LD AHC's including
  - identification of CYP who should be invited to be on the LD Register,
  - improving knowledge and resources available for CYP, families and health, education and social care workforce
  - improving communication to CYP and families about AHC's – including trialling a 'birthday card' initiative which has been used in Norfolk.
  - Co-Creating an LD AHC video for the websites with local young people, from local schools and colleges.
  - Exploring a new LD AHC app that has been created by a social enterprise company.

**Learning Disability Partnership Pilot** includes the Peterborough Local Area. LDP have faced issues with recruiting LD nurses although recruitment process continues. Speak Out Council have been involved with recruitment.

Once recruited the Nurse will:

- act as a point of contact for GP surgeries.
- provide training to GP link workers through the Primary Care Learning Hub
- seek to understand and address the barriers to uptake of LD AHC's.
- visiting surgeries that have poor uptake to offer support to increase numbers.



- link with the locality teams for implementing reasonable adjustments.
- Work with CYP Project manager to align work

Admin support function will improve:

1. data analysis from pilot to inform future plans,
2. support for GP's to validate people on the LD register
3. GP and locality team working together

Peterborough **Primary Care Network Pilot**: Implementing a new delivery model for LD AHC's with regional funding for pilot phase, this will be self-funding going forwards.

Consists of Care Coordinators who:

- are tenacious on contacting patients, reaching out in a personalised way that suits the individual.
- support referrals back to GP's for other health screening and social prescribing.
- Nurses who will co-create high quality health action plans for individuals and monitor their effectiveness.
- Pharmacists who will undertake medication reviews to stop over prescribing of medications (STOMP/STAMP).

### Evidence of impact

#### 4.2

- System Leaders are more aware of the impact of health inequalities for people with Learning Disabilities and are committed to senior focus and steer to priorities addressing health inequalities for people with Learning Disability.
- The LD AHC Young People's Project Worker has developed an engagement plan engaged with parents and young people to promote annual health checks through parent's coffee mornings at Lime Academy, attended a Special Schools Heads meeting with GP Clinical Lead Nandi Mukhopadhyay to promote AHC's and discuss ways that schools can help integrate the LD AHC message into schools' culture, working with the Specialist Community Services Teams.
- There is improved access to and quality of training through the Primary Care Training Hub:
- Annual Health Check pilot for LD – Session 1 (vimeo.com); Video available for Primary Care about LD Annual Health Checks, presented by people with lived experience. · <https://cptraininghub.nhs.uk/resource/learning-disability-health-check-resources/>
- The average percentage of Annual Health Checks completed in Cambridgeshire and Peterborough are in line with last year to meet the 2021/22 target of 60% completion, however the impact of the winter pressures has yet to be seen in the data.
- The 4th quarter has usually been a time of surge for completing LD AHC's, partly due to previous national funding incentives available to increase the numbers. Incentives have not been made available this financial year, and it is

anticipated that this, along with the prioritization of urgent and emergency care work during December and January 22/23 will impact negatively on the number of completed AHC's by year end. Up to December 2022, there also remains a gap in the percentage of completed AHC's in the 14-to-25-year age group (33%) compared with the 26 and over age group (42%).

[Annual Physical Health Checks for Learning Disability and Serious Mental Illness Patients.pptx](#)

### Key next steps

#### 4.2

Refining the strategic approach for improving numbers of people on the GP LD Register and LD AHC's:

- February 2023: NHS Cambridgeshire and Peterborough to send letter/ communication at all in primary care as a reminder regarding 6 priority areas for general practice, with targeted communication for GP practices that have very low figures for AHC completion and highlighting the training resource that are available through the Primary Care Training Hub.
- April 2023: produce data and evidence of impact for the 2 March 2023: 14-25 years AHC Project worker will attend the Primary Care webinar introduce herself as a support for primary care for the younger age group.
- April 2023: Primary Care to include regular information section about supporting people with Learning Disabilities (including promotion of the LD AHC) to the monthly bulletin.
- Providing an AHC stall at the SEND PfA Conference on March 24<sup>th</sup> 2023, with a set of locally developed promotion resources to promote the GP LD register and uptake of LD AHC's.
- Implement a pilot of the new LD AHC app that has been created by a social enterprise company to target 14- to 25-year-olds using SEND funding to buy a set of licenses. The LD AHC app has functionality to identify people with LD for the LD reg. Engage with the Cambridgeshire and Peterborough Innovation Hub team to help with implementing LD AHC app.

### Links to other Storyboards:

[Storyboard Pinpoint and FVP Nov 22.pptx](#)