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| Concern | Response | Lead and Deadline |
| 1. **Delays in naming appropriate school or college placements for this September for children and young people with EHCPs at a key Transition stage** | The County is reviewing its Key Stage Transition arrangements and processes - consultation on the proposed changes will begin in July 2020.  In addition, joint working protocols between SEND case officers and the SEND admissions team have been agreed. These changes will ensure that there are clear decisions about provision early on in the process, to ensure the County meets the 15th February deadline.  Surrey would wish to acknowledge the anxiety that parents experience because of the delay in identifying and confirming a school place. We have agreed with the SEND admissions team that parents will receive regular updates from their case worker whilst they are waiting for a school place to be confirmed. For the small number of young people without a school place in September, we will be happy to discuss with parents how they can be supported whilst a place is sought for their child.  Delays are often compounded by the lack of available places the council has undertaken a sufficiency study and is consulting with schools about the provision of additional school places. | Eammon Gilbert  Sandra Morrison Sandra Bingham March 2021 |
| 1. Poor practice re EHC Plans: e.g. unspecified advice, outcomes and targets that are not SMART,   Provision removed following Annual Review without evidence to support the change,  Failure to include right of appeal advice when final plans are issued,  Long delays in issuing amended plan following Annual Review. | An overarching improvement plan is being developed for SEND which identifies the need to improve the quality of plans  There are several contributory actions that have been identified   * Quality of the contributory advice from other agencies * Training for case officers to ensure they are aware of what constitutes a good plan * Training on SMART outcomes for all agencies across the county * Training plan developed for case officers which includes staff achieving specialist qualifications in SEND * In addition, the County Council has instigated a regular programme of audits of plans and casework. The learning from the audits should increase awareness of what a good plan looks like and lead to improvement in practice.   Examples of where this has occurred would be helpful for us to target our training and guidance to staff.  Final EHCP template letter has been amended to ensure it complies with the Code of Practice.  This is acknowledged and we have begun a specific project to address outstanding Annual Reviews and the implementation of recommendations made at Annual Review.  Assistant Directors for SEND Services are monitoring this situation on a weekly basis and the completion of Annual Reviews is being tracked by senior officers. | Sandra Bingham  Sandra Morrison  Ongoing  Family Voice  31 July 2020  Sandra Bingham  Sandra Morrison  01 July 2020  Sandra Bingham  Sandra Morrison  Quadrant managers  June 2020 – on going |
| 1. Communication problems: difficulty getting hold of caseworkers or other SEND officers, not being told in advance that caseworker has changed, long delays in responding to informal enquiries and to formal complaints, incomplete responses to complaints. | This is acknowledged – we are aware that there has been a high turnover of staff and we understand that this must have impacted on families’ experience of the SEND System. We will commit to informing parents of a change of case officer within 4 working days. We are holding a webinar with all SEND staff to clarify expectations around timely and effective communication.  We have set quality standards in relation to responses to telephone calls – 1 working day  and in response to emails – 2 working days. These will be monitored by senior officers.  To help with the communication and the monitoring of these standards, we will provide Family Voice with contact details for the escalation process for each Quadrant. We would welcome feedback on the way that we have responded to your concerns and complaints. | Sandra Bingham  Sandra Morrison  June 2020  Sandra Bingham  Sandra Morrison  June 2020  Sandra Bingham  Sandra Morrison  July 2020 |