



WOKINGHAM BOROUGH COUNCIL

A Meeting of the **CHILDREN'S SERVICES OVERVIEW
AND SCRUTINY COMMITTEE** will be held in
David Hicks 1 - Civic Offices, Shute End, Wokingham RG40
1BN on **WEDNESDAY 1 NOVEMBER 2023 AT 7.00 PM**

Susan Parsonage
Chief Executive
Published on 24 October 2023

The role of Overview and Scrutiny is to provide independent “critical friend” challenge and to work with the Council’s Executive and other public service providers for the benefit of the public. The Committee considers submissions from a range of sources and reaches conclusions based on the weight of evidence – not on party political grounds.

Note: Non-Committee Members and members of the public are welcome to attend the meeting or participate in the meeting virtually, in line with the Council’s Constitution. If you wish to participate either in person or virtually via Microsoft Teams, please contact Democratic Services. The meeting can also be viewed live using the following link:
<https://youtube.com/live/AZ-wPqoLWDA?feature=share>

Please note that other people may film, record, tweet or blog from this meeting. The use of these images or recordings is not under the Council’s control.

Our Vision
<i>A great place to live, learn, work and grow and a great place to do business</i>
Enriching Lives
<ul style="list-style-type: none"> • Champion excellent education and enable our children and young people to achieve their full potential, regardless of their background. • Support our residents to lead happy, healthy lives and provide access to good leisure facilities to enable healthy choices for everyone. • Engage and empower our communities through arts and culture and create a sense of identity for the Borough which people feel part of. • Support growth in our local economy and help to build business.
Providing Safe and Strong Communities
<ul style="list-style-type: none"> • Protect and safeguard our children, young and vulnerable people. • Offer quality care and support, at the right time, to reduce the need for long term care. • Nurture our communities: enabling them to thrive and families to flourish. • Ensure our Borough and communities remain safe for all.
Enjoying a Clean and Green Borough
<ul style="list-style-type: none"> • Play as full a role as possible to achieve a carbon neutral Borough, sustainable for the future. • Protect our Borough, keep it clean and enhance our green areas for people to enjoy. • Reduce our waste, promote re-use, increase recycling and improve biodiversity. • Connect our parks and open spaces with green cycleways.
Delivering the Right Homes in the Right Places
<ul style="list-style-type: none"> • Offer quality, affordable, sustainable homes fit for the future. • Ensure the right infrastructure is in place, early, to support and enable our Borough to grow. • Protect our unique places and preserve our natural environment. • Help with your housing needs and support people, where it is needed most, to live independently in their own homes.
Keeping the Borough Moving
<ul style="list-style-type: none"> • Maintain and improve our roads, footpaths and cycleways. • Tackle traffic congestion and minimise delays and disruptions. • Enable safe and sustainable travel around the Borough with good transport infrastructure. • Promote healthy alternative travel options and support our partners in offering affordable, accessible public transport with good transport links.
Changing the Way We Work for You
<ul style="list-style-type: none"> • Be relentlessly customer focussed. • Work with our partners to provide efficient, effective, joined up services which are focussed around our customers. • Communicate better with customers, owning issues, updating on progress and responding appropriately as well as promoting what is happening in our Borough. • Drive innovative, digital ways of working that will connect our communities, businesses and customers to our services in a way that suits their needs.
Be the Best We Can Be
<ul style="list-style-type: none"> • Be an organisation that values and invests in all our colleagues and is seen as an employer of choice. • Embed a culture that supports ambition, promotes empowerment and develops new ways of working. • Use our governance and scrutiny structures to support a learning and continuous improvement approach to the way we do business. • Be a commercial council that is innovative, whilst being inclusive, in its approach with a clear focus on being financially resilient. • Maximise opportunities to secure funding and investment for the Borough. • Establish a renewed vision for the Borough with clear aspirations.

Appendix Acronyms

CPD	Continuous Professional Development
EYFS	Early Years Foundations Stage
FGB	Full Governing Body
KS1	Key Stage 1
KS2	Key Stage 2
MAT	Multi Academy Trust
NLE	National Leader of Education
NLG	National Leader of Governance
RI	Requires Improvement
RSC	Regional Schools Commissioner
SDP	School Development Plan
SEF	Self Evaluation Form
SIB	School Improvement Board
SIO	School Improvement Officer
SLT	Senior Leadership Team
TSA	Teaching School Alliance
WLP	Wokingham Learning Partnership

MEMBERSHIP OF THE CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE

Councillors

Andrew Mickleburgh (Chair)
Anne Chadwick
Andrew Gray

Jane Ainslie
Graham Howe

Ian Pittock
Phil Cunnington

Substitutes

Pauline Helliar-Symons
Chris Johnson
Michael Firmager

Morag Malvern
Alison Swaddle

Rachelle Shepherd-DuBey
Tony Skuse

Parent Governor Representatives

Vacancy, Parent Governor Representative
Vacancy, Parent Governor Representative

Diocesan Representatives

Richard Lamey, Church of England Representative
Vacancy, Roman Catholic Representative

Community Representatives

Sarah Clarke, SEND Voices Wokingham

ITEM NO.	WARD	SUBJECT	PAGE NO.
42.		APOLOGIES To receive any apologies for absence.	
43.		MINUTES OF PREVIOUS MEETING To confirm the Minutes of the Meeting held on 6 September 2023.	9 - 18
44.		DECLARATION OF INTEREST To receive any declarations of interest.	
45.		PUBLIC QUESTION TIME To answer any public questions A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice. The Council welcomes questions from members of the public about the work of this committee. Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Committee or an item which is on the Agenda for this meeting. For full details of the procedure for	

submitting questions please contact the Democratic Services Section on the numbers given below or go to www.wokingham.gov.uk/publicquestions

45.1 None Specific

Alexandra Smith asked the Executive Member for Children's Services the following question:

Question:

What is happening for the resource bases, send unit plans and 2 new free schools (approved by the DFE) that were discussed at the SVW AGM in March?

45.2 None Specific

Helen Corbett asked the Executive Member for Children's Services the following question:

Question:

What are the SEND team doing to resolve the significant issue with COMMUNICATION?

I spoke with Prue and Jamie at the Local Offer Live event about this and other issues due to significant concerns regarding the rise in very unhappy Wokingham parents within the 'SEND Carers United' community. These families have still seen no improvement in communication and this is not only totally unacceptable, but it contradicts the message being sent to families during Wokingham Borough Council's Progress Update at SVW AGM in March.

Families have lost trust as so many promises never materialise and the same issues keep happening i.e despite it being mentioned several times in the past, parents are still receiving automatic response emails that informs them that their case officer has left, leaving them with no idea who to contact or if there has been any handover. We were also told at SVW AGM in March that meetings with parents to ask questions would be a 'regular feature across the calendar' yet there hasn't been one in the 8 months following that statement being made.

45.3 None Specific

Maggie Carroll asked the Executive Member for Children's Services the following question:

Question:

Since WBC started on Safety Valve; please can you provide the numbers by month of EHCP request to assess, number of 'nos' to assess number of 'nos' to issue, also the number of way forward meetings and mediation meetings that then resulted in assessment happening and plans being issued. How many appeals were registered which resulted in a tribunal hearing

and the number of EHCP assessment have taken place and EHCP's issued as a result of appeal and tribunals.

45.4	None Specific	<p>Anwen Page asked the Executive Member for Children's Services the following question:</p> <p>Question: What are the aims and objectives of each of the safety valve workstreams and projects (as listed in the summary update on 6th September 2023)? I am particularly concerned that stakeholder organisations that work with parents such as SEND Voices are not aware of the detail regarding the workstreams and projects, and feel that a greater degree of openness and transparency is needed.</p>	
46.		<p>MEMBER QUESTION TIME To answer any member questions</p>	
47.	None Specific	<p>COMPLAINTS REVIEW To receive and consider the Complaints Review report.</p>	19 - 34
48.	None Specific	<p>DRAFT SEND STRATEGY To receive and consider the Draft SEND Strategy.</p>	35 - 66
49.	None Specific	<p>SCHOOLS UPDATE To receive and consider the Schools Update report.</p>	67 - 76
50.	None Specific	<p>EXECUTIVE MEMBER UPDATE To receive an update from the Executive Member for Children's Services.</p>	Verbal Report
51.	None Specific	<p>FORWARD PROGRAMME To receive and consider the CSO&S Forward Programme of work.</p>	77 - 78
52.	None Specific	<p>ACTION TRACKER To consider the regular Action Tracker report.</p>	79 - 82
53.		<p>EXCLUSION OF THE PUBLIC That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Act (as amended) as appropriate.</p>	
54.	None Specific	<p>SCHOOLS CAUSING CONCERN – PART 2 A report containing details of schools causing concern will be considered in a Part 2 session.</p>	83 - 90

Any other items which the Chairman decides are urgent

A Supplementary Agenda will be issued by the Chief Executive if there are any other items to consider under this heading

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MINUTES OF A MEETING OF THE CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE HELD ON 6 SEPTEMBER 2023 FROM 7.00 PM TO 10.20 PM

Committee Members Present

Councillors: Andrew Mickleburgh (Chair), Jane Ainslie, Ian Pittock, Anne Chadwick, Graham Howe, Phil Cunnington and Andrew Gray

Other Councillors Present

Councillors: Prue Bray (Executive Member for Children's Services)

Others Present

Rebecca Brooks, Senior Transport Planner

Neil Carr, Democratic and Electoral Services Specialist

Gillian Cole, Service Manager, Schools

Adam Davis, Assistant Director, Children's Social Care and Early Help

Viki Elliot-King, Assistant Director, Strategic and Operational Delivery

Zoe Storey, School Admissions and Transport Manager

Helen Watson, Director of Children's Services

Jonathan Wilding, SEND and Safety Valve Consultant

Ming Zhang, Assistant Director, Education & SEND

Diocesan Representative

Father Richard Lamey, Church of England Representative

Community Representative

Sarah Clarke, SEND Voices Wokingham

25. APOLOGIES

There were no apologies for absence.

26. DECLARATION OF INTEREST

A declaration of interest was submitted from Councillor Jane Ainslie on the grounds that she was an adviser to West End Junior School.

27. MINUTES OF PREVIOUS MEETING

The Minutes of the meeting of the Committee held on 20 June 2023 were confirmed as a correct record and signed by the Chair, subject to the addition of Father Richard Lamey in the list of attendees.

28. PUBLIC QUESTION TIME

In accordance with the agreed procedure the Chairman invited members of the public to submit questions to the appropriate Members.

Amit Mehta asked the Chair the following question:

We have been visiting various schools for our 4 year old to understand method and procedure used within schools towards education.

Some of the Schools mentioned as a borough we are looking to move away from Reward System and move towards Therapeutic approach of working/teaching within Borough Primary Schools.

If above is correct, can I please request if there is a General Strategy document which I can access and understand, what does that mean at an execution/operational level or day to day in a school setting ?

Answer

The Government provides guidance for all schools nationally on Behaviour In Schools which can be found at this link : [Behaviour in schools guidance \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

It is for each individual school to interpret this guidance at a local level in a meaningful way for the community that they serve and in line with their school ethos, culture and values.

Every school should have its own behaviour policy which is available to parents and carers to help them understand the ways in which the school supports and promotes excellent behaviour in school.

As a Local Authority we do not issue schools in the Borough with a policy directive on the day to day management of pupil behaviour in their schools. This is for each school to decide.

29. MEMBER QUESTION TIME

There were no Member questions.

30. EXECUTIVE MEMBER UPDATE

Councillor Prue Bray addressed the Committee on the following issues:

Reinforced Autoclaved Aerated Concrete (RAAC) in schools – Councillor Bray stated that, to date, RAAC had not been detected in any of the Borough's schools. One school required a survey to confirm the position. Surveys would be carried out at all maintained schools by 8 September 2023. Academies had been contacted about the situation and would be submitting information to the DfE. The Council was prepared to support any of the academies on request.

Sarah Clarke enquired about any relevant schools outside of the Borough. Councillor Bray confirmed that the Government list of affected schools did not contain any relevant schools.

Andrew Mickleburgh asked about earlier Government requests for information about schools. Councillor Bray confirmed that surveys had been carried out and responses sent to the DfE on an incremental basis.

Ian Pittock asked if there were any concerns about asbestos in schools. Councillor Bray confirmed that there was a register which detailed instances of asbestos in school buildings. The DfE had indicated that it would pay for measures to address this issue from the capital budget. The concern was whether this would mean a reduction elsewhere in that budget.

Extraordinary Scrutiny meeting on Home to School Transport – Councillor Bray referred to the extraordinary meeting of the Committee, held in August 2023, which scrutinised the draft revised Home to School Transport Policy. The Committee's recommendations had been submitted to the Executive and were agreed, with some improved wording.

Councillor Bray thanked Members for their input which had helped to improve the revised policy.

RESOLVED: That the Executive Member update be noted.

31. SOCIAL WORKER RECRUITMENT & RETENTION UPDATE

The Committee considered a presentation, set out on Agenda pages 33 to 40, which provided an update on the actions taken to improve Children's Social Worker recruitment and retention at the Council.

Children's social workers Rachel Bedford, Daisey May, Jo Salmon and Imogen Wilson attended the meeting to share their experiences and discuss their perspectives on recruitment and retention.

The presentation gave details of the structure of the Children's Services social work team and evidence of the local strategic approach to recruitment and retention. Successes included growing our own social workers, the comprehensive training offer and manageable caseloads (although workload stress was seen as an issue for some staff). The Assessed and Supported Year in Employment Programme was felt to be a particular strength for newly qualified social workers.

Ongoing challenges included the national shortage of experienced social workers (permanent and agency), salary and benefits inflation in response to the shortage and levels of staff sickness. Staff also referred to salaries at WBC compared to neighbouring authorities and the lack of car parking adjacent to the Shute End offices which resulted in time consuming trips to the Carnival Hub car park on a daily basis. Staff also highlighted the limited resources to provide support for families in the Borough.

Viki Elliot-King stated that officers were looking at the development of social work apprenticeships, with potentially four apprenticeships over two years. The development of apprenticeships was supported by the DfE.

RESOLVED That:

- 1) the social workers in attendance at the meeting be thanked for their input and Members' appreciation for the efforts and dedication of the social work team be recorded;
- 2) the negative impact on the work and welfare of the team, arising out of the lack of suitable car parking adjacent to the Shute End offices, be highlighted to the Executive;
- 3) Members' concern about the pay disparity between WBC staff and staff at neighbouring authorities be highlighted to the Executive;
- 4) senior officers and the Executive Member be asked to explore options for increasing the level of support provided for families, for example through additional child mentoring and expanded family therapies;
- 5) senior officers and the Executive Member be asked to consider the provision of additional support for care leavers;

- 6) in light of the challenging resource situation facing the Council, partnership working be maximised in order to attract additional resources and support;
- 7) the Committee's support for the development of an apprenticeship scheme for Children's social workers be noted;
- 8) the Committee receive a progress report on these recommendations within 12 months.

32. CHILDREN'S SERVICES PERFORMANCE INDICATORS

The Committee considered the Children's Services Performance report for Quarter 1 (April to June 2023) as set out on Agenda pages 43 to 56.

Members raised the following points and questions.

Dashboard 1 – Funded Education, Health and Care Plans – 85.5% performance within 20 weeks of referral was good and showed a positive direction of travel. Was this improvement being embedded in the system? It was confirmed that this indicator related to multi-agency work, so it was important to keep building positive partnerships. The SEND team were working closely with finance and data colleagues to assess future demand. This was a key part of the Safety Valve programme. The improvement in issuing EHCPs was linked to early intervention, earlier referrals and earlier identification of needs within schools. Q1 performance was above regional and national averages and population growth – benchmarking data would help to inform the narrative around the performance figures.

Dashboard 2 – Early Help – this item would benefit from more narrative on the outcomes delivered for families – what difference was the service making for families.

Dashboard 3 – Children's Social Care Front Door – again the narrative would benefit from evidence of outcomes and any gaps in the process. Also data on contacts progressed into action.

Dashboard 5 – Children in Care – the number of children in care had fallen from 135 in Q1 2022/23 to 123 in Q1 2023/24.

Dashboard 6 – Care Leavers – it was confirmed that a monthly meeting took place during which every NEET was discussed. Was there anything more that the Council could do to support NEETs into employment? There were a number of factors involved, such as disability, anxiety, young parents, etc. Each case was addressed based on the individual circumstances. The joint housing panel was having a positive effect, but it was recognised that finding suitable placements was increasingly challenging.

Dashboard 8 – Children's Services Workforce – as discussed earlier in the meeting, the permanency of the workforce in Children's Services was crucial and the subject of continuous focus.

RESOLVED: That the Children's Services Performance Report for Q1 2023/24 be noted.

33. HOLIDAY, ACTIVITIES & FOOD PROGRAMME

The Committee considered a report, set out at Agenda pages 57 to 62, which gave details of the delivery of the Holiday Activities and Food (HAF) Programme in the Borough.

The report stated that the programme was a DfE funded initiative which offered free activities and healthy meals to children and young people in receipt of benefits-related free school meals and those on the edge of eligibility, during school holidays.

For 2023/24, the Council received £306k in grant funding to deliver the HAF. The Council had the discretion to use up to 15% of the funding to provide free or subsidised holiday club places for children who were not in receipt of benefits-related free school meals but would benefit from HAF provision. Overall, the number of children accessing the HAF provision was increasing, from 620 in the summer of 2021 to between 1,200 to 1,400 this summer.

The report gave details of the activities offered in the summer of 2023. These included paddleboarding, swimming, tennis, football, archery and art, with “masterchef” and game zone activities. Specialist activities were also provided for children and young people with special needs, including trips to Camp Mohawk and forestry activities. It had become clear to officers that the relationships forged with children and young people, families and partners had the potential to deliver outcomes beyond the original remit of the programme. In order to support future development of the programme new funding sources were being pursued.

In the ensuing discussion, Members raised the following points and questions.

In terms of inclusion, what level of additional needs were accommodated in the programme? It was confirmed that the needs of children and young people were assessed on an individual basis. Officers worked with schools to identify specific needs.

In relation to the Government grant to support the HAF programme, was this likely to increase in future years? Officers were hopeful that the level of grant would increase but were also mindful of the increasing demand for the programme. Officers stated that the new booking system would provide more data on the level of demand and the number of sessions attended by children and young people. This data could be shared with the Committee.

Was the HAF programme restricted to children and young people in receipt of free school meals – could it be extended to friends of these children and young people? Officers confirmed that the programme was still evolving, so this could be a consideration in future.

The collaboration with Camp Mohawk was welcomed. Would this be a part of a sustainable offer moving forwards? Officers gave details of the day of activities at Camp Mohawk and stated that working in this way with partners provided a win-win situation.

RESOLVED That:

- 1) Lisa Hookway and Viki Elliot-King be thanked for attending the meeting to present the report and answer Member questions;
- 2) that the aims of the HAF programme, the local delivery strategy and programme take-up to date be noted;
- 3) the future plans to expand the programme’s reach, impact and links with other Council services, be supported;

- 4) further information on levels of demand, sessions attended and the range of activities provided be circulated to Members.

34. HOME TO SCHOOL TRANSPORT - TRAINING FOR ESCORTS AND DRIVERS

The Committee considered a report, set out at Agenda pages 63 to 69, which gave details of the training provision for drivers and passenger assistants involved in the Home to School Transport service.

The report stated that, when providing home to school transport, the Council was responsible for making suitable arrangements including employing appropriate transport companies and ensuring that their staff were suitably trained and experienced. Statutory guidance placed a responsibility on the Council to decide on the training to be provided and the best way of delivering it. This included training on issues such as safeguarding, pupil management techniques, challenging behaviour, autism and epilepsy awareness. All training must be refreshed at least every three years.

The report gave details of the training programme delivered and the way in which home to school transport was commissioned and monitored. As part of the continuous improvement process, Members were invited to comment on the current arrangements and make any suggestions for improvement.

In the ensuing discussion, Members raised the following points.

What standards were there in place for potential service providers to meet? It was confirmed that providers had to be registered on the Council's procurement system. That required evidence of meeting a number of standards, including health and safety, safeguarding and manual handling, etc. Staff were also required to be trained to handle emergency situations, e.g. medical emergencies.

Did the safeguarding training cover professional boundaries? It was confirmed that the training did cover boundaries. Officers were planning additional training relating to behavioural management techniques. It was suggested that details of incident reports be circulated to Members in order to increase understanding of the day-to-day issues arising.

Sarah Clarke suggested that further consideration be given to the way in which drivers and escorts communicate with families. This was an important element in building confidence and assurance at the start of the relationship.

RESOLVED That:

- 1) Rebecca Brooks be thanked for attending the meeting to present the report and answer Member questions;
- 2) the current training provision for drivers and escorts, as set out in the report, be noted;
- 3) Rebecca Brooks meet with Sarah Clarke to discuss ideas for improving the communication between drivers/escorts and families;
- 4) consideration be given to highlighting the importance of effective communication as part of the roll-out of the revised Home to School Transport Policy.

35. POST OFSTED ACTION PLAN

The Committee considered the Post Ofsted Action Plan, set out on Agenda pages 71 to 93, which had been developed following the Ofsted inspection carried out in March 2023 under the Inspecting Local Authority Children's Services Framework (ILACS).

The report stated that the Ofsted inspection report highlighted five core areas for improvement, as follows:

- The timeliness of assessments of children's needs;
- The quality, clarity and timeliness of child-in-need, child protection and pathway plans;
- The quality and impact of frontline supervision and management oversight at all levels;
- The timeliness, accuracy and accessibility of children's records;
- The response to children who were vulnerable to exploitation.

The Post Ofsted Action Plan, appended to the report, set out the key actions that the Children's Services department would be taking in response to Ofsted's findings. Progress was scrutinised via an Improvement Board which met monthly. The Action Plan was submitted to Ofsted in August 2023. It would be the subject of ongoing discussion between the Lead Inspector and senior Council officers.

In the ensuing discussion, Members raised the following points and questions.

Would the Action Plan be updated to indicate the completion of specific tasks? It was confirmed that completed tasks would be moved to a section at the end of the plan.

In relation to the priority of preventing exploitation, what measures were under consideration? It was confirmed that a specialist post was under consideration. There would also be external audit and tracking of cases in the system and the development of relevant performance indicators.

RESOLVED That:

- 1) officers be thanked for their efforts in developing the Post Ofsted Action Plan;
- 2) the Action Plan be noted and be the subject of further regular updates to the Committee.

36. SCHOOLS UPDATE

The Committee considered the Schools Update report, as set out at Agenda pages 95 to 99, which gave details of schools which had received Ofsted inspection reports since the previous meeting of the Committee.

The report stated that the following schools had newly published Ofsted reports:

- Alder Grove Primary School – rated Good.
- Shinfield St Marys CE Primary School – remains Good.
- Waingels College – remains Good.

The report also stated that, since the reintroduction of school inspections, three of the Borough's outstanding schools had been inspected. Two of the schools had retained their

Outstanding judgement. As of August 2023, seven further outstanding schools were awaiting re-inspection.

RESOLVED: That the Schools Update Report be noted.

37. SAFETY VALVE UPDATE

The Committee considered a report, set out at Agenda pages 101 to 114, which gave details of progress relating to the Special Educational Needs and Disabilities Safety Valve Programme. The report included updates on special free schools, the High Needs Capital Bid and the SEND Strategy Refresh.

The report stated that the DfE was satisfied with progress made under the Safety Valve Programme. The second instalment of Government funding was due in January 2024.

In relation to the SEND Strategy Refresh, the report stated that a SEF working group had been established involving engagement with a wider group of stakeholders. The new SEND Strategy was being developed in conjunction with other key documents including the Autism Strategy. It was noted that the fast pace of the Safety Valve Programme had placed a strain on relationships with the Council's partners.

In the ensuing discussion, Members raised the following points.

In relation to the strain on relationships linked to the pace of the Safety Valve Programme, what steps were being taken to rebuild positive partnerships? It was confirmed that there was a commitment to co-production of the SEND Strategy Refresh. This involved working closely with SEND Voices and SEND youth groups. It was confirmed that the draft SEND Strategy Refresh would be submitted to the next meeting of the Committee for scrutiny and comment.

RESOLVED That:

- 1) officers be thanked for their efforts in progressing the Safety Valve Programme and the SEND Strategy Refresh;
- 2) progress on the Safety Valve Programme be noted;
- 3) the draft SEND Strategy Refresh be considered at the next meeting of the Committee.

38. FORWARD PROGRAMME

The Committee considered its forward programme, as set out at Agenda pages 115 to 116.

RESOLVED That:

- 1) two items be added to the Agenda for the next meeting of the Committee on 1 November 2023 – SEND Strategy Refresh and the SEND Voices Annual Survey;
- 2) officers discuss the timing for an item on Early Help Provision with the Chair and Vice-Chair.

39. ACTION TRACKER

The Committee considered the Action Tracker report, set out at Agenda pages 117 to 118.

RESOLVED That:

- 1) the Action Tracker be expanded to cover meetings from the past twelve months;
- 2) Unaccompanied Asylum Seeking Children – Members noted that a letter to the Secretary of State and local MPs, seeking an increase in the grant for UASC care leavers, had been prepared;
- 3) Members be notified of upcoming Virtual School Governing Body meetings and notify Helen Watson if they wish to attend.

40. EXCLUSION OF THE PUBLIC

RESOLVED: That, under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for Item 41, on the grounds that it involved the likely disclosure of exempt information, as defined by Paragraph 3 of Part 1 of schedule 12A of the Act.

41. SCHOOLS CAUSING CONCERN – PART 2

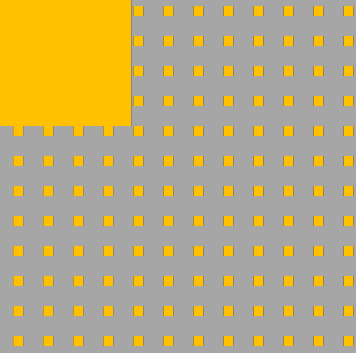
This item was considered in a Part 2 session.

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CS Overview & Scrutiny Committee

Children's Services – Complaints & Compliments

2023¹⁹-24 – Quarters One & Two



Agenda Item 47.



The purpose of this report is to...

1. Apprise the Committee of the position with complaints and compliments for Children's Services – focussing on quarters one and two of the present financial year (2023-'24)
2. Highlight data around the volumes
3. Draw out key themes from complaints
4. Provide updates on what action is taken in response to complaints
5. Address any queries that are raised by Members of the Committee and/or the public

There are two complaints processes that we follow within Children's Services...

Children's/YP social care complaints



This is a *statutory* process – the requirement for which is set out in the Children Act 1989. We work in accordance with guidance issued by the DfE around the process called ['Getting the Best From Complaints'](#)



The scope of the process covers any complaints about the Council's children's social services provision. It is intended to provide a platform for children and young people to voice their concerns, and for us to understand and learn from these



The key differences with this process are at the latter stages – with stage two involving an independent investigator and stage three involving an independent panel

CS Corporate complaints



This is a *local* process – whilst not statutory at present, it will soon be required to be so from April 2024. The process followed for corporate complaints is defined in the Council's ['Customer Voice Policy'](#)



The scope of the policy essentially covers *any other* complaints about Children's Services that are not covered by the scope of the social care process – i.e. SEND, School Admissions



Similar to the social care process, the intention of the corporate process is to provide a voice to customers wishing to express dissatisfaction, and gives us the opportunity to respond and learn



Key differences in process are that (i) there is no stage three panel and (ii) the stage two investigations are completed locally by our Customer Relations team

In case anyone is unfamiliar with the complaints processes, the following is a brief breakdown of each stage...

Children's/YP social care complaints

Early resolution

An informal stage of the process where attempts will be made to resolve concerns through discussion – either on a call or face to face

Stage one

An investigation completed and a formal, written response sent by the Team Manager for the relevant service (**10-20 working days**)

Stage two

Appointment of independent professionals to complete investigation and submit report detailing findings/recommendations (**25-65 working days**)

Stage three

Appointment of – and arrangements for – independent panel to consider adequacy of stage two investigation and submit report detailing findings/recommendations (**30-45 working days**)

CS Corporate complaints

Early resolution

As has been detailed for social care complaints

Stage one

As has been detailed for social care complaints

Timescale: **15 working days**

Stage two

An investigation is completed and a formal, written response is prepared by Customer Relations on behalf of the Assistant Director/Director for the relevant service

Timescale: **20 working days**

In view of the highlighted differences between the two processes...

1. This report/presentation has been split between two different sections
2. The first part will focus on those complaints/compliments received under the statutory children's social care process
- 23
3. The second part will focus on complaints/compliments received by Children's Services under the corporate complaints process

CS Overview & Scrutiny Committee

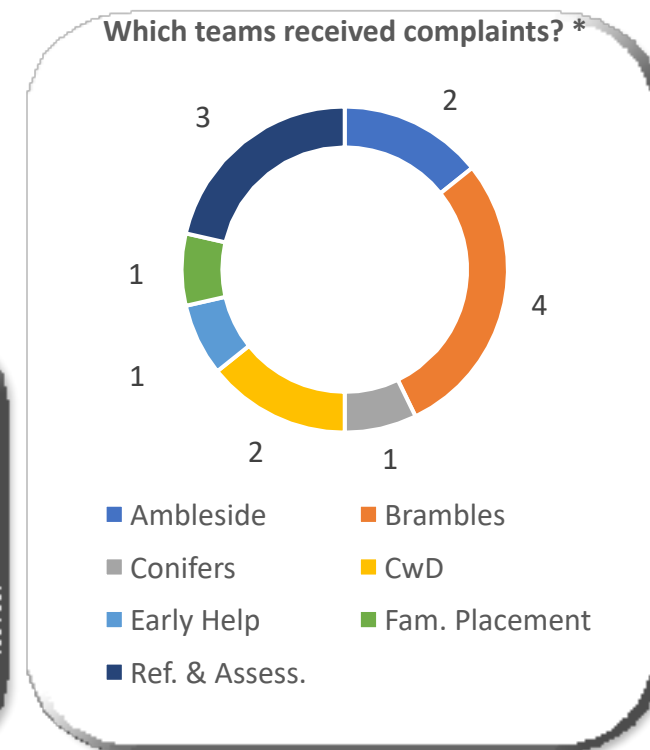
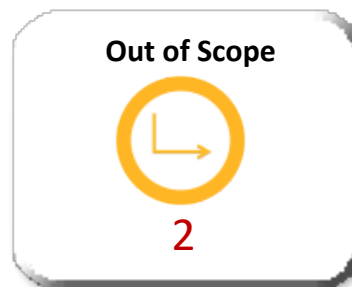
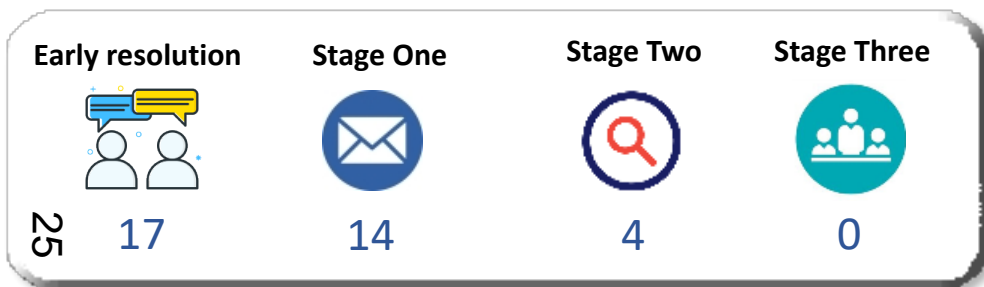
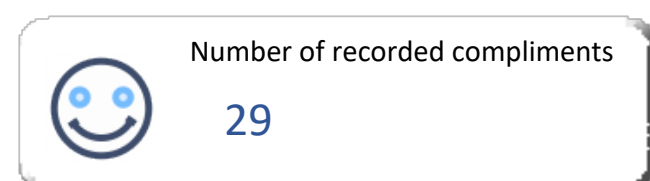
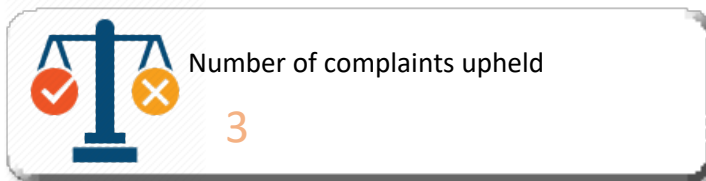
Statutory Social Care – Complaints & Compliments

2023-'24 – Quarters One & Two


24



Children's Services – Complaints & Compliments | Statutory Social Care Dashboard



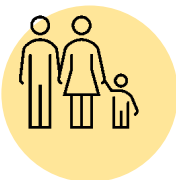
Ombudsman cases



0 In the first two quarters of this financial year we have received no new cases from the LGSCO

There is of course still the possibility that complaints received in this quarter could be escalated to the LGSCO at a later date

Analysis of social care data

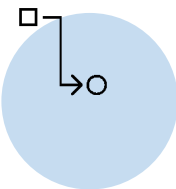


Volumes of complaints for **children's social care** have been relatively even in terms of those received by the long-term care teams, Referral & Assessment, CwD and Family Placement



When focussing on **complaint outcomes** for those considered at formal stages, we had three that were upheld, six partially upheld and four not upheld

26



Service users raised concerns about **strategy decisions made, alleged misconduct of staff, communication** (i.e. tone, delay) and **alleged inaccurate records**

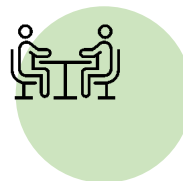


As has been the case for the last three financial years, the **number of compliments received by services outweighs the volume of complaints** – examples of these have been provided later in the report

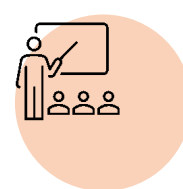
Actions/responses



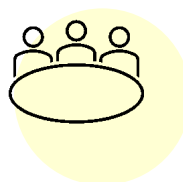
Where there was evidence of fault on part of services, these were immediately **acknowledged in formal responses** and **actions were taken** in response



If something had gone wrong, **apologies have always been made** by services as a first step – something that is common practice with social care complaints



With regard to learning from complaints there have been a number of steps, such as **discussions within supervision, training sessions** scheduled for wider teams, **inaccurate records being amended**, and **working practices clarified**

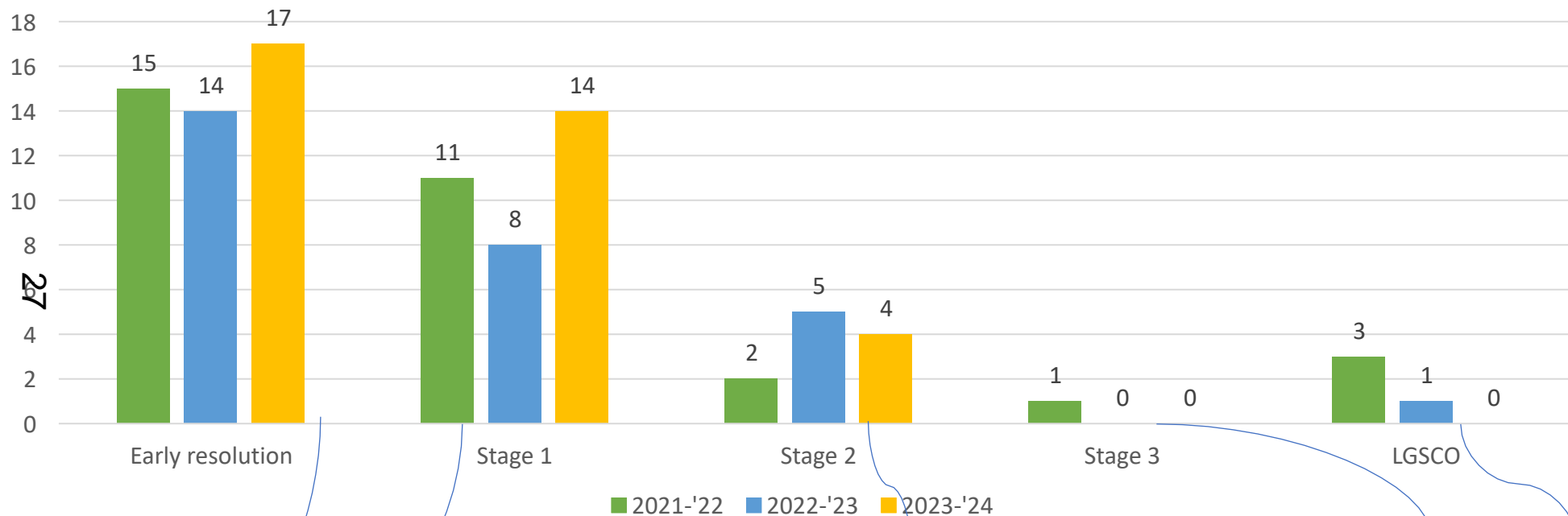


Where we have been unable to resolve cases locally – either at early resolution or stage one – we have always **highlighted the option to escalate** and **assisted service users in doing so** where they have decided to take their concerns further



Children's Services – Complaints & Compliments | Comparison

Q1 & Q2 - Comparison with previous financial years



Focus on earlier stages



Over the last few financial years the large majority of cases have either been resolved informally through discussion or at stage one. This is beneficial for both the service user and the LA

Consistent volumes



The number of cases we have seen escalate to stage two has remained relatively consistent over the last three years

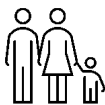
No new cases



We have not had any cases escalated to stage three panel or the Ombudsman so far this year. This is positive as it demonstrates a focus on resolving complaints at an early a stage as possible



Children's Services – Complaints & Compliments | Social Care Compliments



Feedback from School Safeguarding Lead for Social Worker

"He said he wanted to thank you to the SW for all his hard work that he had done in supporting the family and how it had made a difference. Really lovely words from education shared within the conference"



Young person giving feedback for SW at CiC Council

"One of your young people was absolutely singing your praises about the excellent support you have given him over many years. He said you are so helpful and supportive.."

Foster carer giving feedback for service after 25 years of care



"I'd like to say THANK YOU for the last 25 years. All of the children have made us better human beings, better able to cope with our own lives and still inspire us every day, so again ... Thank you!"

28

Feedback from school worker to SW



"Continuing on with the theme of feedback, I just wanted to add to my email below that, having now had some time to build a more or a relationship with the SW, she is just as wonderful and I still have only positive things to say about the incredible support I am getting 😊"

ICPC positive feedback for the Chair



"I felt it was really well managed and structured. It was my first unborn experience and the way you have chaired the meeting made it a positive experience for me."

Compliment from child to SW



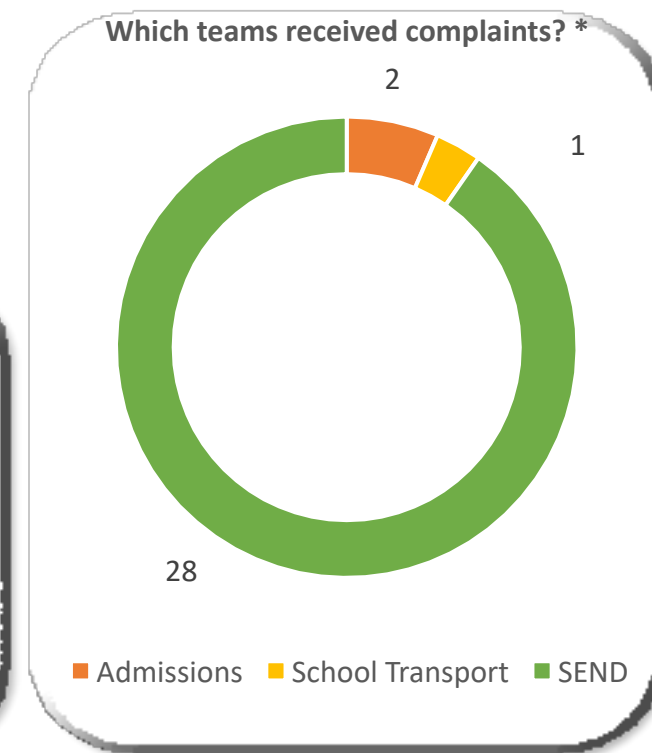
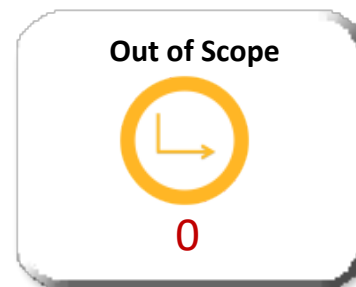
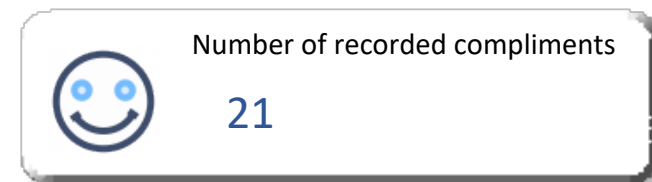
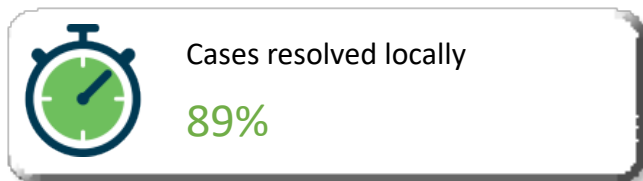
"She said you were absolutely lovely, you listened to her and are very professional. Just thought I would feed it back to you although I agreed with her you are indeed! and I am glad she had such a positive experience."

CS Overview & Scrutiny Committee

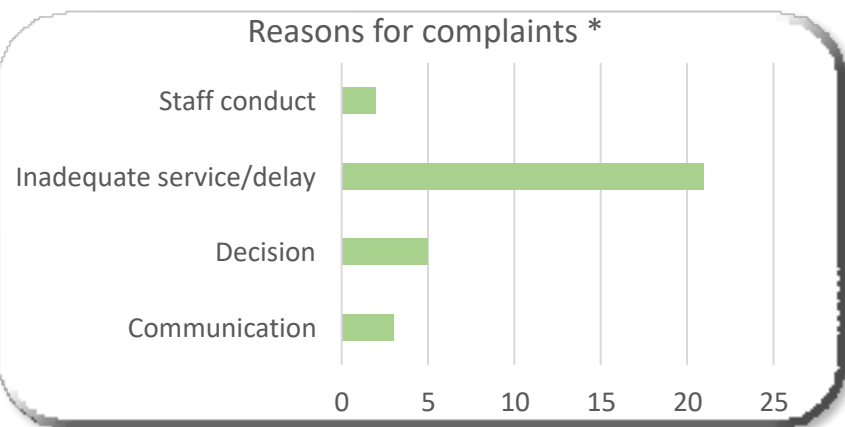
Corporate Process – Complaints & Compliments

29
2023-'24 – Quarters One & Two





30

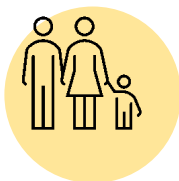


Ombudsman cases

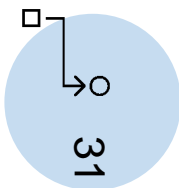
3 In the first two quarters of this financial year we have received three new contacts from the LGSCO on corporate complaints

Two are in connection to SEND and provision under Education, Health & Care Plans; one is in connection to provision of school transport

Analysis of corporate complaint data



As has been highlighted on the previous slide, the large majority of cases received under the corporate complaints process are for SEND



Service users raised concerns about **inadequate service delivery, inadequate communication** and **delays in providing services**



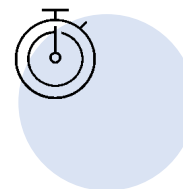
Having liaised with SEND, it has been confirmed the rise in complaints can be **attributed to greater scrutiny of assessment requests and draft EHC plans**. This shift in practices is essential to balance the Council's SEND statutory obligations without neglecting its financial responsibilities

Although this adjustment period may generate a higher number of complaints, **the aim is to work collaboratively with families and schools** so that they better understand the assessment process and what funding is available

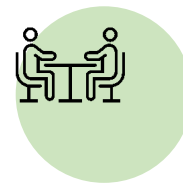


SEND also receive the bulk of the formally recorded compliments under the corporate process – with **21** being received as feedback for excellent services

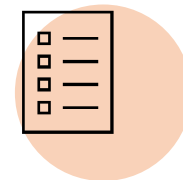
Actions/responses



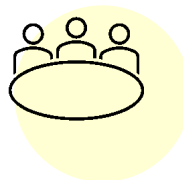
As highlighted in the volumes for cases, the majority of complaints are **resolved at the earlier stages** – demonstrating a commitment by the services to work **with families to resolve issues locally**



Services take a transparent approach when responding to complaints – **acknowledging where fault has occurred and apologising** for this



As complaints have predominantly been around service delay and/or inadequate service, the key actions taken by services in response to concerns have been to **highlight delays within the discussions/supervision, provide services that were outstanding, and outline actions to reduce likelihood of reoccurrence**

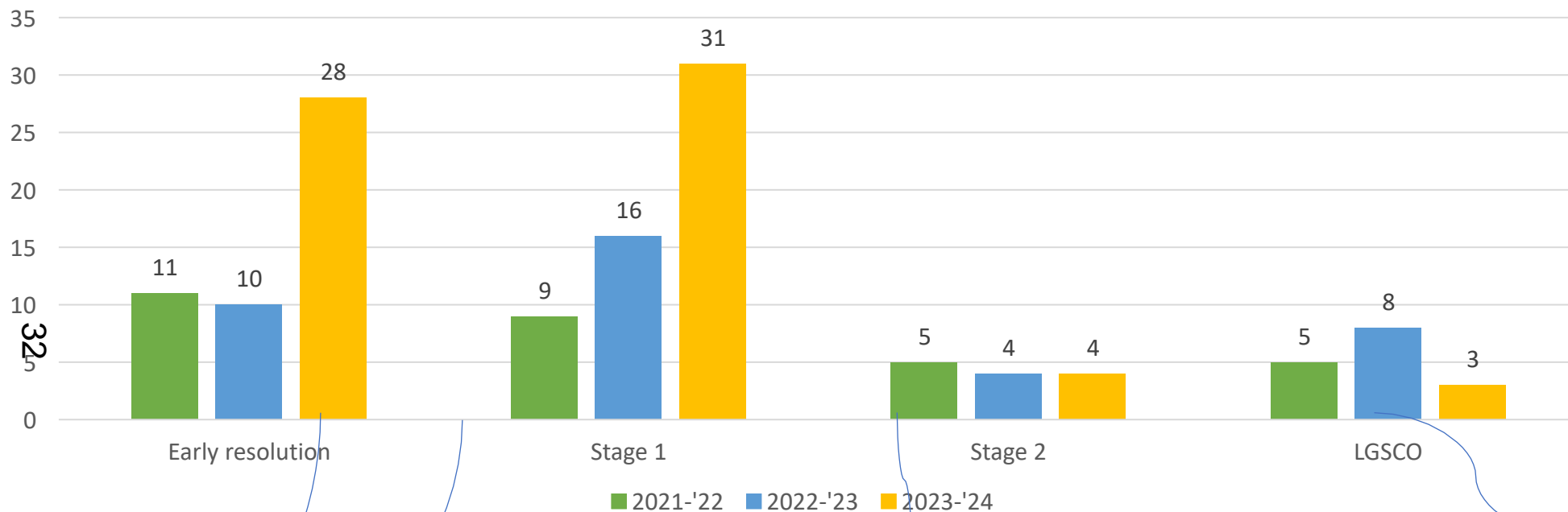


Where we have been unable to resolve cases locally – either at early resolution or stage one – we have always **highlighted the option to escalate** and **assisted service users in doing so** where they have decided to take their concerns further



Children's Services – Complaints & Compliments | Comparison

Q1 & Q2 - Comparison with previous financial years



Volumes have increased



The number of complaints received has increased – particularly this financial year. This has largely been driven by the factors outlined on the previous slide

Escalations remain static



Despite the increase in complaints at earlier stages, the number that are escalated has remained static. This has been due to a commitment from the services to resolve concerns as soon as possible

Ombudsman cases due to backlog



The increased cases in the last two financial years was due to the Ombudsman working through a backlog – post pandemic



Children’s Services – Complaints & Compliments | Compliments



Feedback from service user to SEND Case Officer

“I received a call from the SEND Case Officer and she was so helpful and approachable. She took the time to answer my questions and gave me a really thorough explanation of what I’m finding to be a daunting and complicated process. She was great!”



Positive comments for Senior SEND Officer

33

“Thank you for bringing us this piece of terrific news. Updated EHCP received safe. Thank you very much for handling our son’s case professionally all along.”



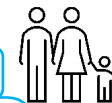
Great feedback for another SEND Case Officer

“I really do appreciate the effort that you have put into this process, and am grateful that you responded to all my emails in a timely manner, and made time to speak with me virtually as well.”



A service user passes on their thanks to SEND

“I would like to take this opportunity to thank you both for all your support during what was a very difficult time for us. From the first moment we made contact with Wokingham Local Authority in order to obtain support for our son, we were met with professional, kind and supportive staff. Our experience has been entirely positive, in sharp contrast to other Local Authorities and parents going through the same process.”



Feedback from school worker to SW

“Continuing on with the theme of feedback, I just wanted to add to my email below that, having now had some time to build a more or a relationship with the SW, she is just as wonderful and I still have only positive things to say about the incredible support I am getting 😊”



Compliment from child to SW

“She said you were absolutely lovely, you listened to her and are very professional. Just thought I would feed it back to you although I agreed with her you are indeed! and I am glad she had such a positive experience.”

End of report

Happy to assist with any queries

We appreciate this is the first time this report has been presented at Children's Overview & Scrutiny so any recommendations for improving/expanding the content to fit the needs of the Committee are welcomed

34

Wokingham's SEND Strategy 2024-27

Development Update for O&S Committee

1/11/2023

35





Content:

- 1. Strategy development process**
- 2. Vision and Principles**
- 3. What's our starting point?**
- 4. What does the data tell us?**
- 5. What do stakeholders tell us?**
- 6. What are our Strategic Priorities**
- 7. What is our action plan?**
- 8. What are the governance arrangements**

Strategy Development Process & Timetable

- Initial Meetings between LA, Schools, SEND Voices and Me2 Club held in April / May 2023
- Agreed data gathering process - through surveys and wider discussion during the spring and summer 2023
- Pulled together initial draft of plan over the Summer - currently collating and incorporating the data
- Data gathered will also inform the SEF and we are planning to hold a SEND Programme refresh in the Autumn term to refine and develop our workstreams
- Final draft of Strategy for approval by October – ready for wider consultation and feedback in the Winter term
- Publication and launch in New Year – Strategy to cover the three years 2024-27

Strategic Vision

- Wokingham is a great place for children and young people to grow up. The area is vibrant and has a strong local economy. Most families in Wokingham benefit from high quality housing and access to good community services. Schools in Wokingham are excellent. Healthcare provision across the Berkshire West area is accessible and high quality.
- ∞ • It must be recognised, however that for children and young people with SEND, that positive picture is not always shared, with a range of barriers preventing and restricting access to opportunities and services.
- The aspiration and vision set out in this Strategy is that **Wokingham should be great place for ALL children and young people, including those with SEND, to grow up with voices that are heard, access to opportunities, and who are well prepared for an independent and fulfilled adult life.**

Principles

Wokingham's SEND Partnership will...

...embed co-production throughout the SEND system

Ensuring that co-production and partnership working are embedded at all levels of planning & delivery and the views of all stakeholders are fully accounted for. We may not always reach agreement, but we will listen to everyone's views in reaching decisions

...embed SEND as everyone's business with all partners playing their part

*Embedding a shared commitment across education, health and social care, to ensure that all services are **supported and challenged** to play their part in meeting the needs of children and families with SEND*

...always be honest

We will listen and work with parents, carers their children and young people to plan and explain what is possible and why things may need to change or happen. We may not always reach agreement, but we will always be honest

What is our Starting Point? SEND Strategy 2021-24

Key issues identified in 2021:

- Growing demand, particularly acute in early years
- Insufficient specialist provision, particularly acute within certain categories of need (ASC, SEMH, SLCN)
- Co-production at the strategic level was lacking
- The quality of management information needs to improve
- Need to strengthen inclusion in mainstream education – increased focus on early intervention
- Timeliness and quality of EHCPs needs to improve
- Joint working and joined up thinking and delivery between professionals across education, health and social care needs to be strengthened
- Need to strengthen transition arrangements particularly with regards to Preparation for Adulthood

40

LOCAL CONTEXT

- Across all English unitary authorities, the proportion of pupils with statements or education, health and care (EHC) plans ranges from 2.0% to 6.2%
- Wokingham currently has an EHCP rate of 3.6%, compared to an average of 4.3% in All English unitary authorities - Wokingham is well within the bottom quartile of all Local Authorities
- Historically Wokingham has remained behind the national, local and statistical neighbour average for the number and % of pupils with EHC Plans throughout this period BUT since 2020 growth has been faster than the statistical neighbour average; Wokingham has been 'catching up' with comparable areas.
- Development of maintained special schools and SEN Resource bases or units has not kept pace with the wider growth – this means mainstream schools are working with some complex cases
- The majority of this grow has been absorbed by mainstream schools
- This has been accompanied by significant increases in the use of Alternative Provision and Independent and Non Maintained Special Schools (INMSS) and a corresponding increase in pupils who are Educated Other Than At School (EOTAS)



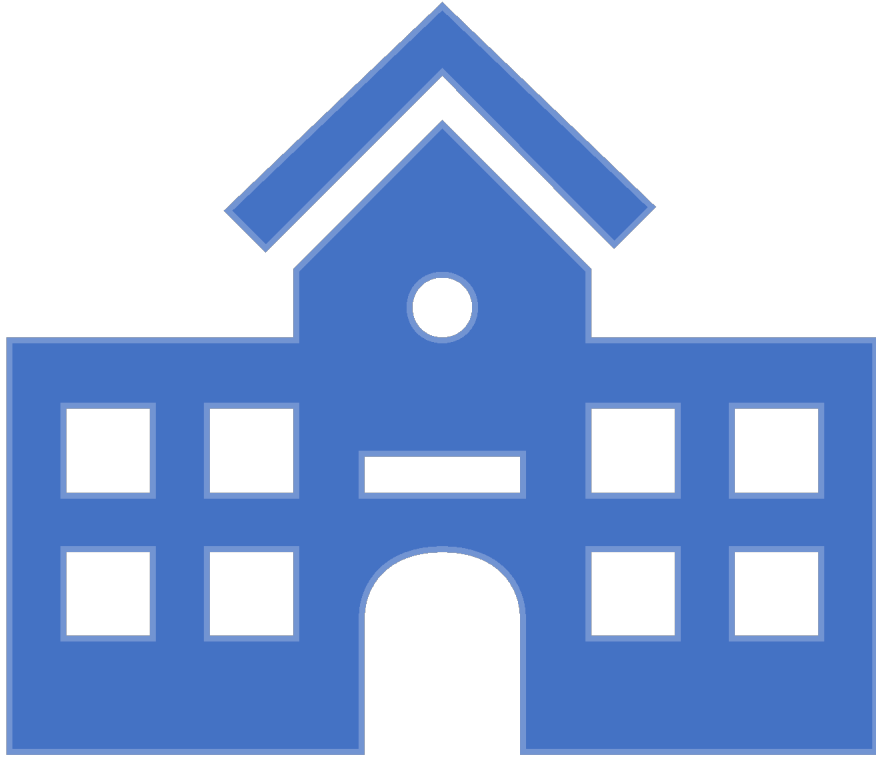
Year	Wokingham	% Increase	Statistical Neighbours	% Increase	South East	% Increase	England	% Increase
2015	730		23,640		39,843		240,183	
2016	756	3.6%	25,519	7.9%	42,828	7.5%	256,315	6.7%
2017	802	6.1%	29,192	14.4%	48,883	14.1%	287,290	12.1%
2018	867	8.1%	32,134	10.1%	54,630	11.8%	319,819	11.3%
2019	934	7.7%	35,902	11.7%	60,860	11.4%	353,995	10.7%
2020	1,078	15.4%	40,274	12.2%	67,602	11.1%	390,109	10.2%
2021	1,270	17.8%	45,439	12.8%	74,438	10.1%	430,697	10.4%
2022	1,488	17.2%	51,423	13.2%	83,307	11.9%	473,255	9.9%
2023	1,685	13.2%	57,324	11.5%	91,259	9.5%	517,026	9.2%
% Change 2015-23		230.8%		242.5%		229.0%		215.3%

FINANCIAL CONTEXT

- Wokingham faces significant challenges in improving outcomes for children and young people with SEND, not least of which are the financial pressures upon the SEND system
- In recent years progress on improvements has been difficult in the context of lack of resources
- Safety Valve and Council investment in SEND is helping to change this picture BUT this is an enormously challenging programme and demand continues to grow
- Recent investment secured in additional specialist provision will help reshape the local system – but we also need to retain our focus on inclusion and early intervention

43





Feedback from Schools

- Wokingham Council recently ran a survey for schools between 30 June 2023 - 28 July 2023
- It gathered school's views on their priorities for improvement of the local Special Educational Needs and Disability ('SEND') system and Wokingham's new SEND Strategy
- It also gathered feedback on school's experience of accessing local specialist outreach services
- The survey was responded to by a total of 17 schools – 25% of all local schools – made up of 14 primary (82% of total) two secondaries (12%) and one special school (6%).
- 16 of the 17 respondents confirmed they were headteachers.



- **All** respondents confirmed that the Strategy Priorities from 2021 remain relevant – although 19% suggested that Co-production was not a key school priority

Issues and Challenges identified in 2021 Strategy	Remains a significant issue for schools	Not a key priority for schools	Response Total
Growing demand, particularly acute in early years	100% 17	0% 0	17
Insufficient specialist provision	100% 17	0% 0	17
Joint working and joined up delivery needs to be strengthened	100% 17	0% 0	17
Management information needs to improve	94% 16	6% 1	17
46 Strengthen inclusion in mainstream	94% 16	6% 1	17
EHCP timeliness and quality	94% 15	6% 1	16
Co-production at the strategic level is lacking	81% 13	19% 3	16

- A number of additional critical challenges were also highlighted by schools

- **Complexity of need is increasing** and this stretches school's resources and knowledge – particularly the complexity of **mental health difficulties** being faced by pupils (and families as a whole), which has been acute in the wake of the pandemic
 - These sit below the thresholds for CAMHS but are often too complex for preventative services including the Emotional Well-Being Hub
 - There are significant numbers of pupils who have struggled to return to school since the Covid-19 lockdowns – **'Emotionally Based School Avoidance'** is a priority issue for many schools.
 - **Limited access to specialist support** – from Educational Psychologists, S<, Occupational Therapists, CAMHS and specialists in Autism and Social Emotional and Mental Health (SEMH) difficulties
- 47 • **Limited access to special school places** means that mainstream schools are sometimes supporting very complex cases with increased risk of exclusion
- **Importance of consistency and equality between what schools offer** – every schools need to play an equal part in meeting local needs
- **Particular challenges in the early years** and in identifying and supporting needs in the PVI sector at pre-school
- **Recruitment and Retention of SEND staff is a key challenge** - and to accessing training for new staff given the high turnover.

- Schools were presented with a range of current and proposed spending priorities
- We asked whether these were the right priorities, whether there were any gaps
- 81% of schools supported the identified priorities for investment
- 36% said there were gaps on the list
- The Priority list opposite has been colour coded to identify the high, medium and low tiers of school priority.
- It should be stressed that the items on the lower tier of support may not impact directly on schools; this does not mean they are insignificant.

PRIORITY	Prioritise %	Reduce %	Remove %
Increased specialist outreach support	100		
Increased range of specialist provision	94	6	
Implement Early Years Strategy	94	6	
SEND Team capacity	94	6	
Improving Joint Commissioning with health	81	19	
New High Needs Financial Banding system	67	20	13
New SEND support service	62	38	
Commissioning capacity re: Alternative Provision	53	40	7
Data systems	44	44	12
Commissioning capacity re: Independent Sector	21	64	14
Commissioning capacity re: EOTAS	20	67	13
Improved Local Offer	19	44	38

- Most issues schools raised are already within scope of the programme as it stands (i.e. few surprises)
- There are two clear issues identified in the School Survey that are not addressed through the current programme of improvements:
 - i. Understanding and addressing the identified gap between MHST / Well Being Hub support at the lower tier of mental health support and CAMHS services ... CAMHS is under review locally and we need to ensure the education / SEND system is actively involved in this process
 - ii. Recruitment and Retention of SEND staff were identified as key challenges for schools – we need to explore whether there is more the system-as-a-whole could do to address this challenge in a joined-up way?





Terri Walsh
Joint CEO
SEND Voices
Wokingham

Feedback from Parents and Carers - Annual Wokingham Borough SEND Survey 2023

Highlight Summary

Highlights of What is Going Well?

- **SENDIASS** – families feel supported, heard and able to make informed decisions.
- **ASSIST** – families feel supported and heard.
- **Short Breaks team** – families report the process and contact with the SB team is a positive experience.
- **Support from charities** – Camp Mohawk, Me2Club, BFTF, Parenting Special Children, SEND Voices Wokingham
- **SEND team improvements being seen by families** –some positive feedback for the EHCP and Annual Review process
- **Portage Services, Continence Services, Health Visitors, Priority Dental services** -improving
- **CAMHS and ASD Diagnosis(CAMHS)** - improving

Highlights of Where Improvements can be made?

Many of the themes remain the same as 2022

General

- Families would like issues to be identified and supported earlier to prevent becoming bigger problems/crisis.
- More information for parents on how to support/help their child.
- Improve services/professionals working together.
- Improve communication.
- Communicate what the Local Offer is and make sure the information on it is correct and easy to find.

SEN Team

- Improve consistency of communication; data showed either very good or very poor communication.
- Lack of provision to meet needs.
- Annual Review process is inconsistent, especially in mainstream settings.
- PFA – is inconsistent and families require more information.
- Improve EOTAS processes including making timely payments.

Education

- Results demonstrate improvements have been made in many aspects but more work is required in an equal offer across the borough. Still a post code lottery. see Slide 7.
- More work to be done to support those in mainstream settings; early support, identifying and meeting needs, inclusion.
- Improve educational progress.
- Mental health/ EBSA support.

Health

- Mental health/ EBSA support.
- Health waiting lists, especially CAMHS, ASD, ADHD, OT and SALT.
- Getting reports from Ed Psych, SALT and OT which are required as part of the EHCP process.
- SALT, Physiotherapy, Community Pediatrician, Hospital services.
- Understanding of SEND across all hospital staff.
- GP services – hard to get appointments.
- GP 14+ health checks.

Social Care

- Although there are some improvements, the identification of needs by Social Care continue to be a concern to families.
- Increase the number of YP 14+ with EHCP contacted by the PfA Team.
- Communicate to families the services offered by the Children with Disabilities Team.
- More (Short Breaks) services required to use DP's.

Transport

- Improve WBC Transport process/service.

Summary of Results

This is the second Annual SEND survey SVW have run and were pleased that we received **408** responses from Wokingham Borough residents across all age groups (0-25), SEND needs, and the majority of educational type settings. The survey aims to cover all aspects of SEND provision in the Borough including education, social care, health, transport, information and parent carer wellbeing. The results of this first survey will act as a benchmark so that improvements in services and areas for improvement can be tracked annually. The questions this year were updated in line with the new Ofsted/CQC Local Area Inspection framework.

Overall Rating for SEND in Wokingham Borough

The overall rating for SEND services in the Local Area, with the majority of respondents saying it is neither good nor bad.

2.86

average rating



(2.84 2022)

NB: Data from this year and 2022 have been provided, all 2022 data is presented in brackets.



Feedback from Children & Young People

Young People's Survey - closing date of 21st Sept.

Please promote the survey with families

The link is:

<https://forms.gle/agouXCDnNKNBU32YA>

Wokingham SEND Strategy 2024-27

Proposed Strategic Priorities

56



Priority 1 – Inclusion and Early Intervention:

- *Ensuring that children and young people with special educational needs and disabilities feel safe and are included as part of their local communities*
- *Ensuring that their needs are identified and addressed at the earliest available opportunity*
- *Ensuring that every provider plays their part in meeting these needs through positive and proactive inclusion and early intervention*

DISCUSSION POINT

- *How can we ensure this includes access to wider community support and services*

Priority 2 – Sufficiency of SEND Services

- *Ensuring there is access to sufficient high-quality education, health and care provision to address the special educational needs and disabilities of the local 0-25's population.*

58

- *Clearly this covers educational provision BUT we need to ensure this also includes a wider scope*

DISCUSSION POINT

- *Do we need to extend our workstreams to ensure this includes sufficiency of 'Ordinarily Available' health provision, Short Breaks, CAMHS, Leisure Services*

Priority 3 – Smart Commissioning

- *Understanding the needs of the local area in every area of provision*
- *This must account for the wishes of local children, young people and families*
- *We must use this information to ensure joint commissioning supports service delivery and we make best use of all available resources*
- *This will include drawing on the strengths and assets available within our local communities*

DISCUSSION POINT

- *We have been rightly focused on sufficiency of education provision – but should we now consider a SEND-specific Joint Strategic Needs Assessment to cover the wider scope?*

Priority 4 – Effective Transitions

Ensuring we are able to target resources and support at key stage transfers and other points of tension and system failure:

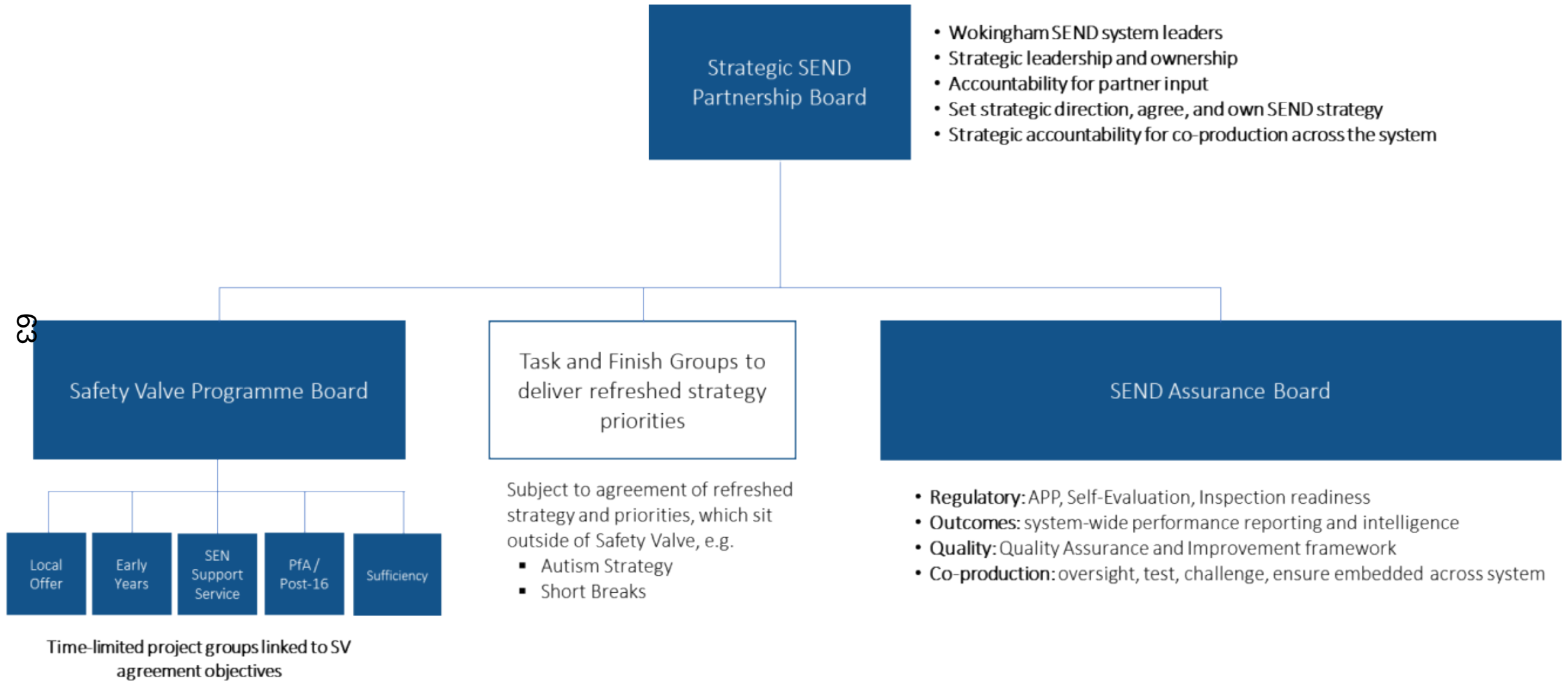
- *Early Years to Primary*
- *Primary to Secondary*
- *Preparation for Adulthood*
 - *Providing high quality information, advice and guidance on preparing for adulthood; support parents, carers and young people to understand their options, make decisions about their future, and seek help where required*
 - *Create a seamless transition into adult social care and adult health services for those who need care and support in adulthood*

Priority	Project
Priority 1 – Inclusion and Early Intervention	1.1 Local Offer Website & Support
	1.2 Early Years Strategy - <i>Enhanced support for PVI settings and earlier identification of need</i>
	1.3 Implement New SEN Support Service / Recommission Specialist Outreach – <i>Developing inclusion in mainstream and good practice</i>
	AREAS FOR ALIGNMENT: Emotionally Based School Avoidance / Links to Autism Strategy / Focus on Community Inclusion / Awareness Raising & Training for Partner Agencies
Priority 2 – Sufficiency of SEND Services	2.1 Resource Base Re-Configuration & New SEND Units
	2.2 Addington Special School Expansion
	2.3 Oak Tree Special School
	2.4 Special School Free Bids and Implementation
	2.5 AP & EOTAS Review
	2.6 Post 16 Commissioning including developing links into employment
	AREAS FOR ALIGNMENT: Short Breaks Commissioning
Priority 3 – Smart Commissioning	3.1 Joint Commissioning of Therapeutic Services & Ordinarily Available Health Provision
	3.2 INMSS Commissioning, QA & Contract Management
	3.3 Review High Needs Banding Framework
	3.4 Digital Improvement - Systems and Data
	3.5 Strengthen Multi-Agency Panel Decision Making
	AREAS FOR ALIGNMENT: CAMHS Review / Joint Strategic Needs Assessment
Priority 4: Effective Transitions	Early Years Strategy
	Transitions Pathway – Focus for new Area SENCO Team
	Preparation for Adulthood Strategy - Including enhancing links into Adult Social Care

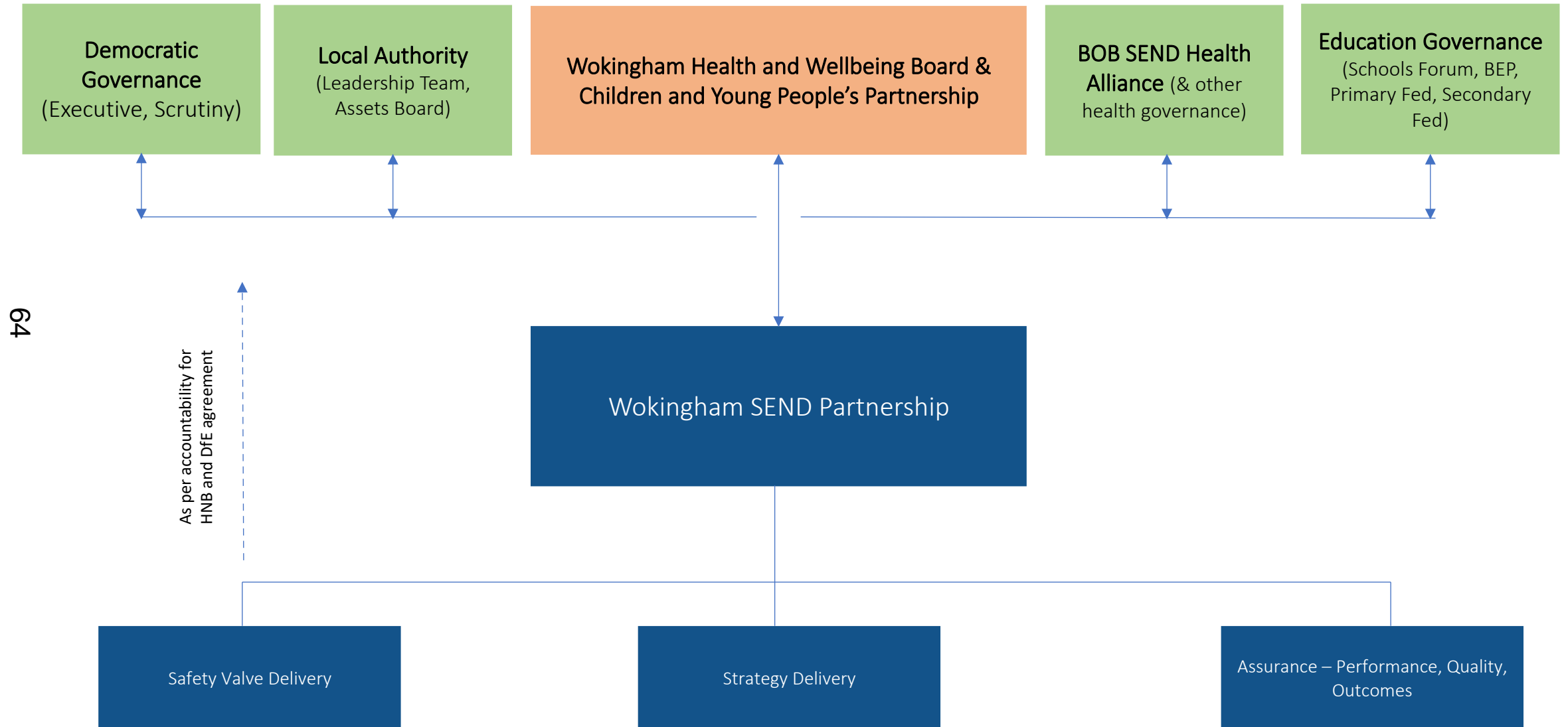
91

Governance Arrangements

Review and Co-Redesign of SEND Partnership Arrangements



Outcome 1 – Strengthen governance and performance management



- Building on the Safety Valve programme we need to incorporate areas of the Strategy that sit outside the SV programme – including an update and refresh of the Action Plan
- Focus On C&YP Engagement – *How to build this in as part of business as usual?*
- Close engagement with CAMHS Review & other areas of Mental Health support
- 65 • Embed links with Autism Strategy
- Set date for Programme Refresh – time to update and extend current programme of activity - Identified Gaps in Workstreams:
 - Short Breaks
 - Emotionally Based School Avoidance
 - Recruitment and Retention Strategy – Additional Support for Schools

Do you have any questions?



TITLE	Schools Update
FOR CONSIDERATION BY	Children's Services Overview and Scrutiny Committee on 1 November 2023
WARD	None Specific;
LEAD OFFICER	Director, Children's Services - Helen Watson

OUTCOME / BENEFITS TO THE COMMUNITY

Understanding of the judgement of schools against national benchmarks. In particular a reference to those schools recently inspected by Ofsted.

RECOMMENDATION

For information.

SUMMARY OF REPORT

There are no schools with published reports since the September meeting of the committee.

A reminder of the inspection processes and outcomes is found in the table below.

Outstanding Schools:

Since the re-introduction of inspection for schools previously judged to be outstanding by Ofsted we have had three of our outstanding schools inspected. Two of these provisions have successfully retained their outstanding judgement.

As of August 2023 we have 7 schools awaiting inspection under this new guidance who were previously judged to be outstanding. Additionally the hospital school is also due for inspection under its routine inspection cycle and has a previous outstanding judgement.

At a local level we have been providing tailored support along with a universal offer to our Outstanding Schools to assist them in their preparation for inspection. This has included:

- Being ready for the 90 minute call
- Feedback from HMI on the exceptionality of the Outstanding Grade
- Briefing on HMCI Annual report findings on Outstanding schools losing their status
- Workshop for governors on the Outstanding judgement
- Series of 6 workshops on inspection judgement preparation for each key judgement

Positive feedback has been given by schools who have engaged with officers in preparing for inspection, noting the benefits in the work undertaken.

Ofsted are also currently inviting headteachers from Outstanding Schools to specific inspection workshops to be held on regional basis. Heads in the borough attended along with officers during July 2023 and onward dissemination of those materials will continue via the team in the new academic year.

Changes to the inspection handbook have been made for inspections taking place post 1st September 2023. These include further clarification of the expectations of schools in relation to safeguarding and enhanced processes, both during and post inspection, for headteachers to give feedback or make complaints regarding the process of inspection.

Summary table of Ofsted state-funded school inspections

Type of inspection	Graded	Ungraded	Urgent	Monitoring
Legal powers for inspection	Section 5 of the Education Act 2005	Section 8 of the Education Act 2005	Section 8 of the Education Act 2005	Section 8 of the Education Act 2005
Schools eligible for this inspection	All schools – but most schools with an outstanding/good judgement get an ungraded inspection instead	Schools with an outstanding/good judgement	All schools – but only triggered by a specific concern in a specific school	Schools with an inadequate judgement or 2 consecutive requires improvement judgements
Outcome	A grade (outstanding/good /requires improvement/ inadequate) for the 4 key judgements (quality of education/behaviour and attitudes/personal development/leadership and management) and for overall effectiveness	(1) The school remains good/outstanding (2) The school remains good, but with evidence it may be judged outstanding on a graded inspection (3) The school remains good/outstanding, but with evidence it may receive a lower grade on a graded inspection (4) The inspection was deemed a graded inspection	If inspectors have sufficient concerns about the school, they will deem the inspection a graded inspection and the outcomes will be as for graded inspections. If inspectors do not have serious concerns, they will produce a report setting out their findings in relation to the concerns that triggered the inspection	That the school is, or is not, making progress to improve
Likely timing of inspection after the previous graded or ungraded inspection (not including any COVID-19 delay)	Around 4 years for schools with an outstanding or good judgement and around 30 months for schools with a requires improvement or inadequate judgement	Around 4 years	N/A	Around 12 months for schools with a requires improvement judgement and 3 to 30 months (up to 5 inspections in that period) for schools with an inadequate judgement
Resets the statutory clock?*	Yes	Yes – except in outcome 3 (see above)	No	No

* The law usually requires the maximum interval for inspections to be within 5 school years from the end of the school year in which the last relevant inspection took place. However, for schools last inspected before 4 May 2021, the legal maximum will, instead, be up to 7 years.

Statutory Inspection of Anglican and Methodist Schools (SIAMS)

SIAMS is the statutory inspection of Church of England and Methodist schools with schools expecting their inspection to take place approximately every five years. These inspections sit under S48 of the Education Act 2005.

The National SIAMS team schedules inspections, recruits and appoints inspectors and conducts Quality Assurance of reports and the process.

SIAMS inspections focus on the impact of the Church school's Christian vision. It involves looking at the school's Christian vision, the provision the school makes because of this vision and how effective this provision is in enabling all pupils to flourish.

The Evaluation Schedule has one inspection question:

“How effective is the school’s distinctive Christian vision, established and promoted by leadership at all levels, in enabling pupils and adults to flourish?”

This is explored through seven strands:

1. Vision and Leadership
2. Wisdom, Knowledge, and Skills
3. Character Development: Hope, Aspiration, and Courageous Advocacy
4. Community and Living Well Together
5. Dignity and Respect
6. Impact of Collective Worship
7. Effectiveness of Religious Education.

One overall grade is awarded reflecting the contribution of these strands to the flourishing of pupils and adults in a Church school. In addition a standalone grade is awarded in all schools for collective worship and in voluntary aided (VA) schools and former VA schools for religious education (RE). This grade is based on teaching and learning alone.

SIAMS judgments are: Excellent, Good, Requires Improvement or Ineffective

More information on SIAMS can be found at [SIAMS Inspections | The Church of England](#)

At a local level the Oxford Diocese Board of Education (ODBE) supports diocesan schools in readiness for SIAMS. There are strong links between the ODBE and the WBC School Improvement team with regular information sharing and joint working.

Schools in the borough who are scheduled for a SIAMS inspection during the academic year 2022/23 are:

The Coombes CE Primary School

Others who may be inspected in a wider timeframe during 2023/34 are:

Woodley CE Primary School
The Piggott School
Polehampton CE Infant School
Grazeley Primary

The Education Partnership Team work

The School Improvement Team has repositioned its work from September 2023 and is now known as the Education Partnership Team. This reflects the facilitative and supportive way in which colleagues are working with the school system, brokering and commissioning support for schools. As the local system evolves greater focus will be on the schools system developing robust processes for supporting the development of teaching and learning in schools. This will be achieved at a practitioner to practitioner level and using the developing structures as Multi Academy Trusts build system capacity.

The team continue to work closely with schools, sustaining a relationship with schools as they join Multi academy Trusts and continuing to discharge statutory challenge and support functions with the community/maintained sector.

The work of the team follows the golden threads of the local priorities:

- Focussing on meeting the needs of the most vulnerable, including work on narrowing the disadvantaged gap and ensuring inclusion
- Welcoming and celebrating the new entrants and refugees moving into the borough to ensure effective provision
- Building an embedded approach to diversity and racial equity
- Building inclusive practice in schools through providing training and support for those wishing to work with a relational approach to behaviour management through a Therapeutic Thinking approach.
- Linking national good practice for Early Years provision in schools

All of the above should contribute to the building of good provision for pupils and outcomes.

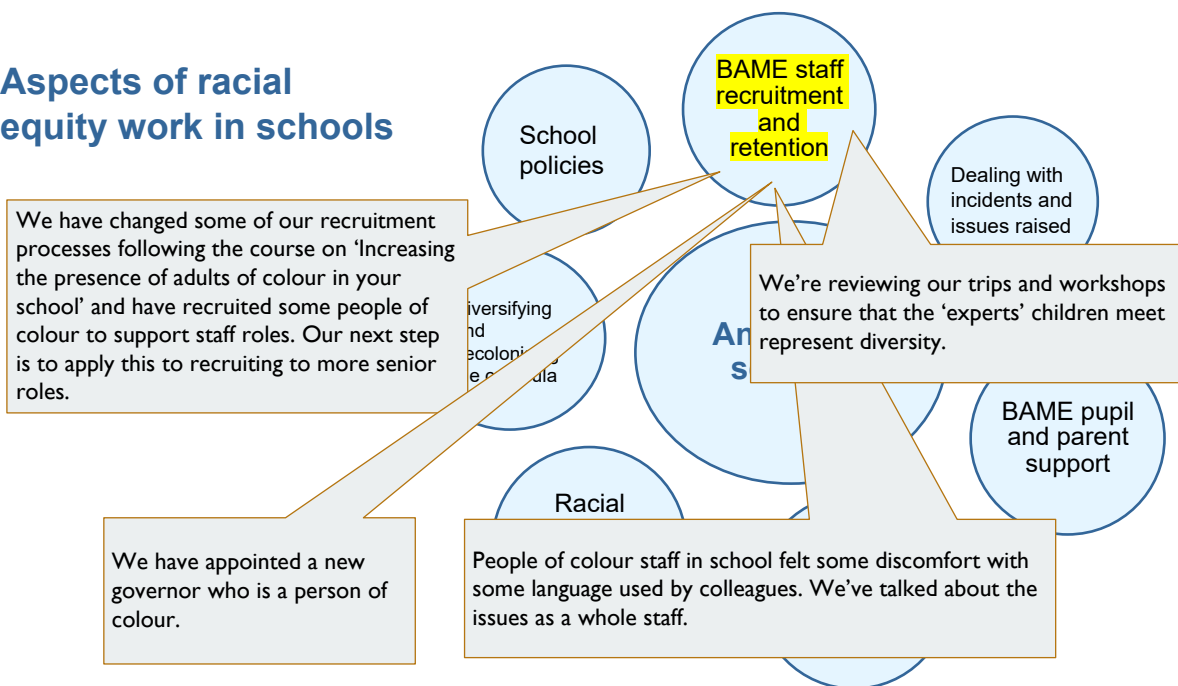
Celebrating diversity

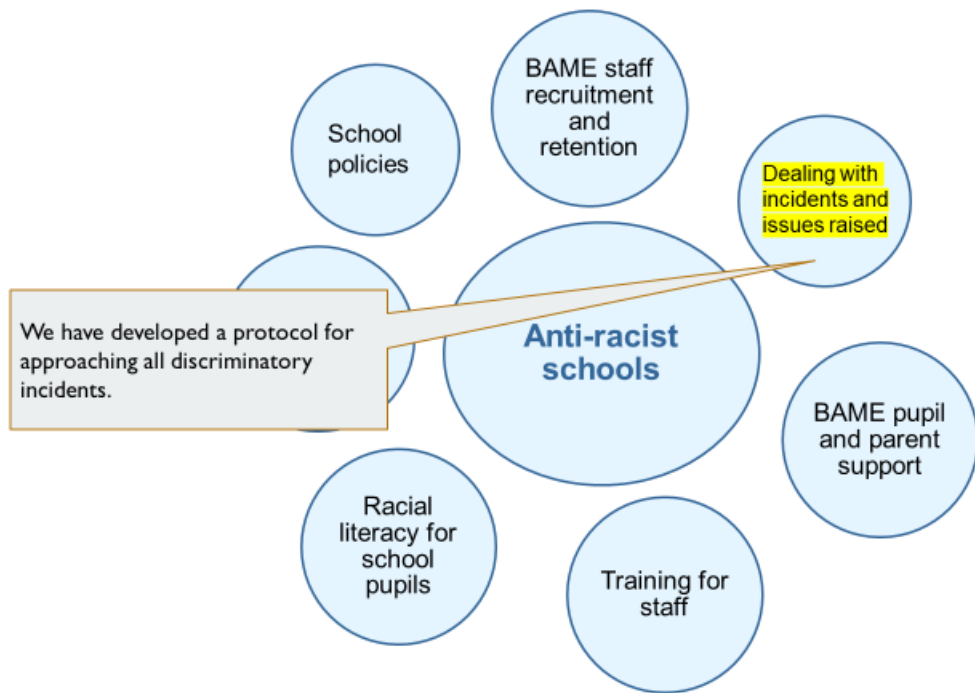
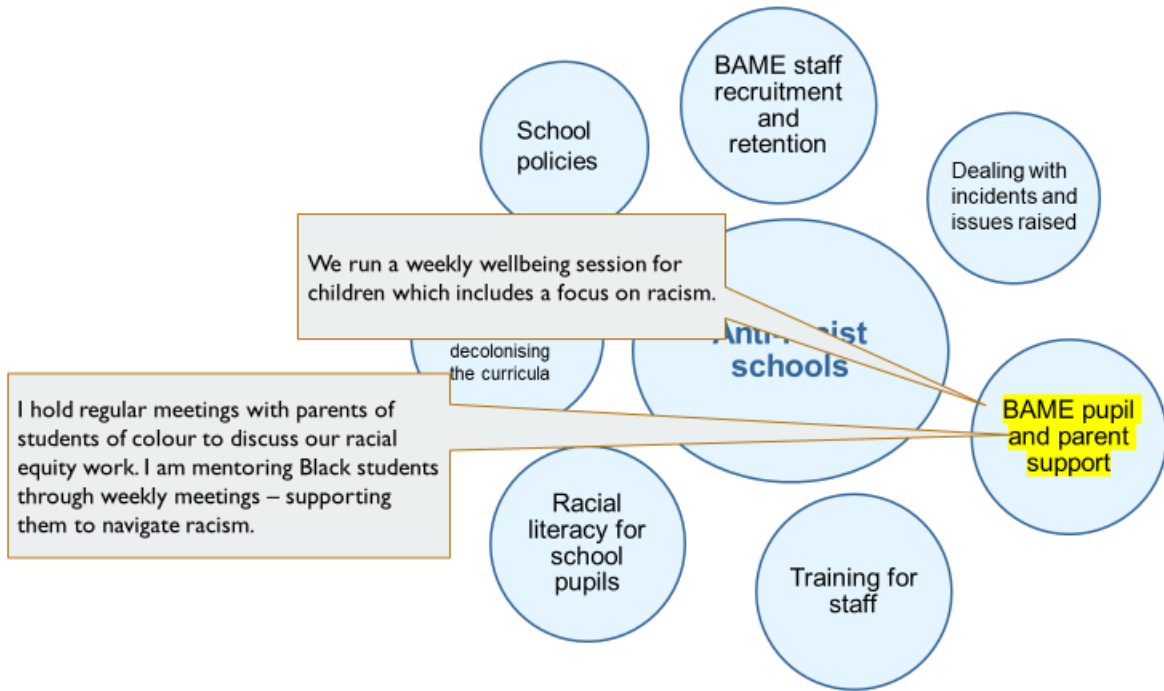
The Wokingham School census data reveals:

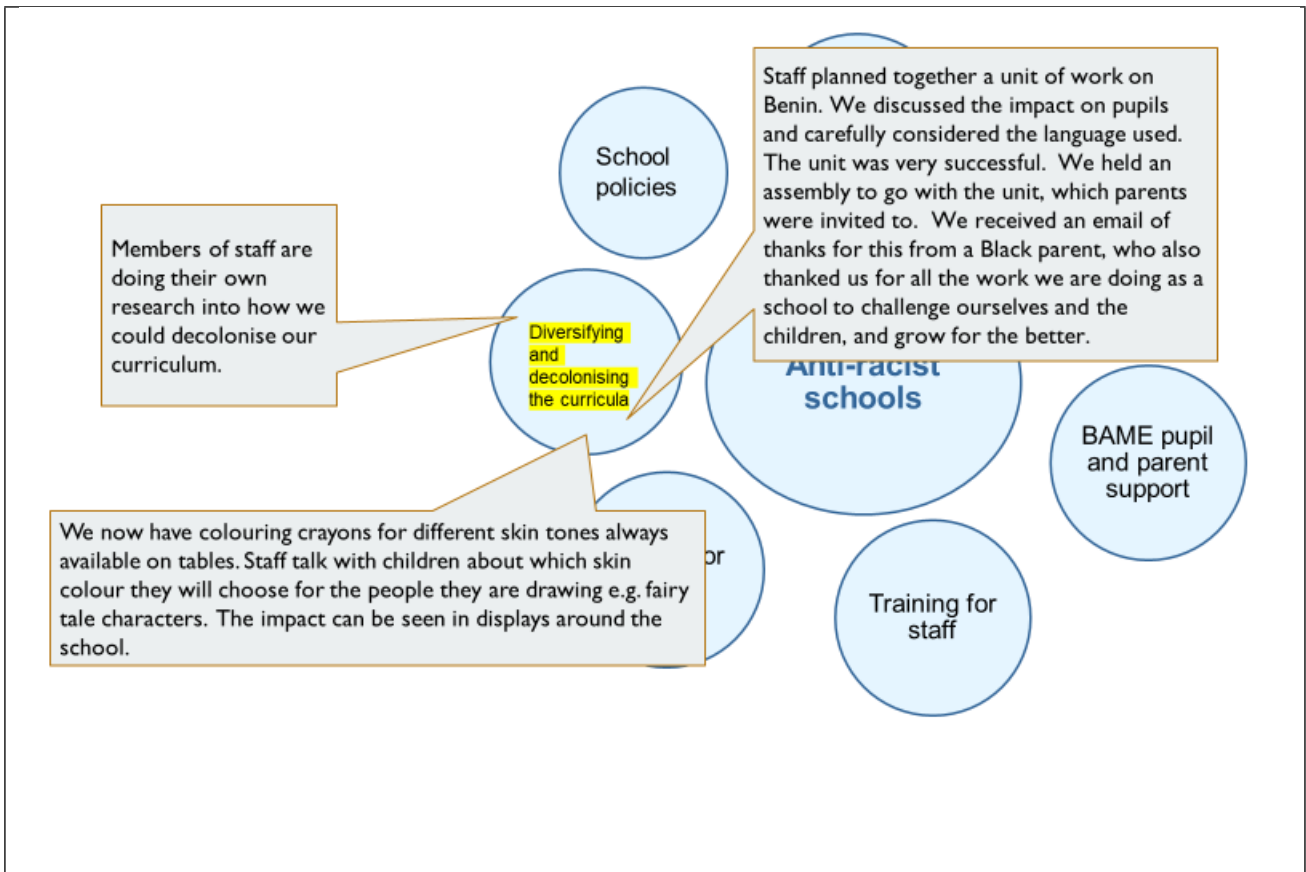
- **40%** of children are from Black, Asian and Ethnic Minority Groups (national average is 35.7%)
- **23.6%** of children are classed as those for whom English is an Additional Language (EAL) (national average is 20.2%)
- There are **114** different language spoken by pupils attending our schools

The New Arrivals, EAL support team offer support to schools and individuals. The Education Partnership Team also offer a series of Racial Equity development opportunities to schools and feedback from work undertaken on this includes:

Aspects of racial equity work in schools







FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces unprecedented financial pressures as a result of; the longer term impact of the COVID-19 crisis, Brexit, the war in Ukraine and the general economic climate of rising prices and the increasing cost of debt. It is therefore imperative that Council resources are optimised and are focused on the vulnerable and on its highest priorities.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	n/a		
Next Financial Year (Year 2)	n/a		
Following Financial Year (Year 3)	n/a		

Other financial information relevant to the Recommendation/Decision
n/a

Cross-Council Implications
n/a

Public Sector Equality Duty
Please confirm that due regard to the Public Sector Equality Duty has been taken and if an equalities assessment has been completed or explain why an equalities assessment is not required.

Climate Emergency – <i>This Council has declared a climate emergency and is committed to playing as full a role as possible – leading by example as well as by exhortation – in achieving a carbon neutral Wokingham Borough by 2030</i>
Please state clearly what the impact of the decision being made would be on the Council’s carbon neutral objective.

List of Background Papers
n/a

Contact Gillian Cole, Ming Zhang	Service Education and SEND
Telephone No Tel: 07909998224,	Email gillian.cole@wokingham.gov.uk, Ming.Zhang@wokingham.gov.uk

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WOKINGHAM SCHOOLS

School	Phase	Date	Inspection Grade	Status/Organisation	Ofsted Link
Oakbank	Secondary	Jan-20	RI	Anthem Schools Trust	Ofsted Oakbank
Evendons Primary School	Primary	Jun-17	Outstanding	Bellevue Place Education Trust	Ofsted Evendons Primary School
Whiteknights Primary School	Primary	Feb-23	Good	Bellevue Place Education Trust	Ofsted Whiteknights Primary School
Bohunt	Secondary	May-19	Good	Bohunt Trust	Ofsted Bohunt School Wokingham
Chiltern Way	Special	Oct-18	Special Measures	Chiltern Way	Ofsted Chiltern Way Academy Wokingham
Oaklands Junior School	Primary	Apr-22	Good	Corvus	Ofsted Oaklands Junior School
Hatch Ride Primary School	Primary	May-22	Good	Corvus	Ofsted Hatch Ride Primary School
Oaklands Infant School	Primary	May-22	Good	Corvus	Ofsted Oaklands Infant School
St Teresa's Primary	Primary	Feb-23	Good	Frassati Catholic Trust	Ofsted St Teresa's Catholic Academy
Beechwood Primary School	Primary	May-18	Inadequate	Frays MAT	Ofsted Beechwood Primary School
Keep Hatch Primary School	Primary	Oct-18	Good	Frays MAT	Ofsted Keep Hatch Primary School
All Saints Primary School	Primary	Sep-21	Good	Frays MAT	Ofsted All Saints Church of England Primary School
Wheatfield Primary School	Primary	Feb-23	Good	GLF	Ofsted Wheatfield Primary School
Windmill Primary School	Primary	Jan-20	good	GLF	Ofsted Windmill Primary School
Montague Park	Primary	Nov-22	Good	GLF Trust	Ofsted Floreat Montague Park Primary School
Polehampton Infant School	Primary	Jan-11	Outstanding	Keys Trust C of E	Ofsted Polehampton Church of England Infant School
Polehampton Junior School	Primary	Nov-12	Outstanding	Keys Trust C of E	Ofsted Polehampton Church of England Junior School
Crazies Hill CE School	Primary	Mar-16	Good	Keys Trust C of E	Ofsted Crazies Hill Church of England Primary School
Sonning Primary School	Primary	Mar-16	Good	Keys Trust C of E	Ofsted Sonning Church of England Primary School
St Nicholas Primary School	Primary	Apr-19	Good	Keys Trust C of E	Ofsted St Nicholas Church of England Primary, Hurst
Earley St Peter's Primary School	Primary	Sep-21	Good	Keys Trust C of E	Ofsted Earley St Peter's Church of England Primary School
St Sebastian's Primary School	Primary	Oct-21	Good	Keys Trust C of E	Ofsted Saint Sebastians Church of England Primary School
Coombes Primary School	Primary	Jan-22	RI	Keys Trust C of E	Ofsted The Coombes Church of England Primary School
Alder Grove	Primary	Jun-23	Good	Keys Trust C of E	Ofsted Alder Grove Church of England Primary School
St Cecilas Primary	Primary			Keys Trust C of E	Ofsted St Cecilia's CofE Primary School
Maiden Erlegh School	Secondary	Mar-20	Outstanding	Maiden Erlegh Multi-Academy Trust	Ofsted Maiden Erlegh School
Aldryngton Primary School	Primary	Dec-11	Outstanding	maintained	Ofsted Aldryngton Primary School
South Lake Primary School	Primary	Mar-13	Outstanding	maintained	Ofsted South Lake Primary School
Walter Infant School	Primary	Nov-13	Outstanding	maintained	Ofsted Walter Infant School
Willow Bank Junior School	Primary	Mar-23	Good	maintained	Ofsted Willow Bank Junior School
CAMHS Phoenix	PRU Hospital	Oct-17	Outstanding	maintained	Ofsted CAMHS Phoenix School
Bulmershe School	Secondary	Nov-17	Good	maintained	Ofsted The Bulmershe School
Loddon Primary School	Primary	Feb-23	Good	maintained	Ofsted Loddon Primary School
Foundry College	PRU	Feb-23	Good	maintained	Ofsted Foundry College
Hillside Primary School	Primary	May-18	Good	maintained	Ofsted Hillside Primary School
Hawkedon Primary School	Primary	Oct-18	Good	maintained	Ofsted Hawkedon Primary School
Rivermead Primary School	Primary	Nov-18	Good	Bellevue Place Education Trust	Ofsted Rivermead Primary School
Bearwood Primary School	Primary	Mar-19	Good	maintained	Ofsted Bearwood Primary School
Farley Hill Primary School	Primary	Oct-19	Good	maintained	Ofsted Farley Hill Primary School
Gorse Ride Infant School	Primary	Nov-19	Good	maintained	Ofsted Gorse Ride Infants' School
Winnersh Primary School	Primary	Jan-20	Good	maintained	Ofsted Winnersh Primary School
Ambleside Centre	Nursery	Nov-21	Outstanding	maintained	Ofsted The Ambleside Centre
Highwood Primary School	Primary	Dec-21	Good	maintained	Ofsted Highwood Primary School
Lambs Lane Primary School	Primary	Jan-22	Good	maintained	Ofsted Lambs Lane Primary School
Radstock Primary School	Primary	Jan-22	Good	maintained	Ofsted Radstock Primary School
Gorse Ride Junior School	Primary	Apr-22	Good	maintained	Ofsted Gorse Ride Junior School
Hawthorns Primary School	Primary	Jun-22	Good	maintained	Ofsted The Hawthorns Primary School
Willow Bank Infant School	Primary	Jul-22	Good	maintained	Ofsted Willow Bank Infant School
Colleton Primary School	Primary	Sep-22	Good	maintained	Ofsted The Colleton Primary School
Addington School	Special	Mar-23	Outstanding	maintained	Ofsted Addington School
St Dominic Savio Primary School	Primary	May-19	Good	maintained Catholic	Ofsted St Dominic Savio Catholic Primary School
St Paul's Junior School	Primary	Jun-11	Outstanding	maintained Cof E	Ofsted St Paul's CofE Junior School
Shinfield St Mary's Junior School	Primary	Jun-23	Good	maintained Cof E	Ofsted Shinfield St Mary's CofE Junior School
Robert Piggott Junior School	Primary	May-18	Good	maintained Cof E	Ofsted Robert Piggott CofE Junior School
Robert Piggott Infant School	Primary	Jun-18	good	maintained Cof E	Ofsted Robert Piggott CofE Infant School
Finchampstead Primary School	Primary	Oct-18	Good	maintained Cof E	Ofsted Finchampstead CofE VA Primary School
Woodley Primary School	Primary	Nov-18	Good	maintained Cof E	Ofsted Woodley CofE Primary School
Grazeley Parochial Primary School	Primary	Sep-22	Requires Improvement	maintained Cof E	Ofsted Grazeley Parochial Church of England Aided Primary School
Holt School	Secondary	Mar-23	Outstanding	Stand Alone Academy	Ofsted The Holt School
The Piggott CE School	All through	Nov-17	Good	Stand Alone Academy	Ofsted The Piggott School
Waingels College	Secondary	Jun-23	Good	The Orchard Learning Alliance	Ofsted Waingels
Forest School	Secondary	Jul-21	Good	Stand Alone Academy	Ofsted The Forest School
Emmbrook Infant School	Primary	Jan-19	Outstanding	The Circle Trust	Ofsted Emmbrook Infant School
Emmbrook Junior School	Primary	Apr-22	Good	The Circle Trust	Ofsted Emmbrook Junior School
Wescott Infant School	Primary	Dec-10	Outstanding	The Circle Trust	Ofsted Wescott Infant School
Emmbrook School	Secondary	Mar-17	Good	The Circle Trust	Ofsted The Emmbrook School
St Crispins School	Secondary	Mar-17	Good	The Circle Trust	Ofsted St Crispin's School
Shinfield Infant School	Primary	Feb-19	Good	The Circle Trust	Ofsted Shinfield Infant and Nursery School
Westende Junior School	Primary	Jan-20	Good	The Circle Trust	Ofsted Westende Junior School
Nine Mile Ride Primary School	Primary	Jun-22	Good	The Circle Trust	Ofsted Nine Mile Ride Primary School

Colleagues interested in any other Ofsted reports can search at the [Ofsted Reports website](#)

[Find an Ofsted inspection report](#)

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CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE 2023/24 WORK PROGRAMME

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
8 January 2024	Executive Member Update	To receive an update from the Executive Member for Children's Services.	Standing item	Prue Bray
	Schools Update	To monitor schools' performance.	Standing item	Children's Services / Ming
	Safety Valve Update	To monitor the development and progress of the programme.	Standing item	Children's Services/ Ming Zhang
	To Review the Post Ofsted Improvement Plan	To monitor the progress of the improvement plan.	Challenge item	Children's Services / Helen Watson
	Schools Causing Concern – Part 2	To consider the work being undertaken to support schools causing concern in a part 2 session	Standing item	Children's Services/ Ming Zhang
	CSO&S Forward Plan	To consider the forward plan of the Committee	Standing item	Democratic Services/ Luciane Bowker
DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
20 March 2024	Safety Valve Update	To monitor the development and progress of the programme.	Standing item	Children's Services/ Ming Zhang

77

Agenda Item 51.

	Schools Update	To monitor schools' performance.	Standing item	Children's Services / Ming
	Executive Member Update	To receive an update from the Executive Member for Children's Services.	Standing item	Prue Bray
	Schools Causing Concern – Part 2	To consider the work being undertaken to support schools causing concern in a part 2 session	Standing item	Children's Services/ Ming Zhang
	CSO&S Forward Plan	To consider the forward plan of the Committee	Standing item	Democratic Services/ Luciane Bowker

November 2024

Update on recommendations made to the Executive in relation to social workers' recruitment and retention.

Regular updates on the post Ofsted Action Plan

SEND Youth Council to attend annually

CSO&S - Action Tracker 2023/24

CSO&S - 20 June 2023		
Agenda Item	Action	Update
SEND Youth Council	<ul style="list-style-type: none"> • To invite the SEND Youth Council to attend CSO&S annually 	<ul style="list-style-type: none"> • Ongoing
UASC Draft Strategy	<ul style="list-style-type: none"> • To circulate the Virtual School annual report to CSO&S Members • To consider organising a peer review of the UCAS Strategy in the next 12 months • To present the peer review's findings to CSO&S • The leader of the council to write to the Secretary of State and local MPs asking for an increase in the grant for UASC Care Leavers • To send meeting invitations to members so they can attend a meeting of the Virtual School governing body 	<ul style="list-style-type: none"> • Ongoing • Ongoing • Ongoing • Ongoing • Ongoing
Home to School Transport	<ul style="list-style-type: none"> • An extraordinary meeting be organised in August to discuss the new policy • A written report would be submitted with information about the training for drivers and escorts 	<ul style="list-style-type: none"> • Completed • Completed
Safety Valve update	<ul style="list-style-type: none"> • To inform Schools Forum's decision in relation to the request of 1% transfer from Schools Block to HNB 	<ul style="list-style-type: none"> • Decision deferred to extraordinary Schools Forum meeting on 6 November 2023
Extraordinary CSO&S - 15 August 2023		
Agenda Item	Action	Update
Home to School Transport – Revised Policy	<ul style="list-style-type: none"> • To provide data relating to numbers/ ages and costs of travel transport (in particular for under 5's and post-16) • To review and make it clearer in the wording within the policy that discretionary arrangements will still be allowed. • More clarity is needed around the definition of 'nearest most suitable school', including in post-16 provision a clear reference to course(s) rather than 'level'. • To include links in the policy to the Parents Guide To School Admissions. • To clarify the difference between 'qualifying' and 'suitable' school. • To avoid ambiguity in the document. • To make it more explicit in the document that children attending schools out of the 	<ul style="list-style-type: none"> • These actions were addressed at the Extraordinary Executive meeting on 24 August 2023

	<p>borough can be entitled to travel assistance, provided they met the eligibility criteria.</p> <ul style="list-style-type: none"> • To explain what is the most suitable school for a child subject to a managed move. • To make it clearer that, following an assessment, SEND children can be given more time to prepare for new travel assessments (to be determined on a case by case basis). • In relation to Change of circumstances (page 116 of the Agenda) – to make it clear that any changes which may incur in withdrawal of travel support will be based on evidence. • To explain how the figures for post-16 travel assistance were calculated and to consider using mileage; and to make clear that these will continue to be considered on a case by case basis. • To review SEND Voices reference to the Post-16 transport and travel support to education and training – Statutory guidance for local authorities (January 2019) paragraph 29b – to ensure the wording in the policy is compliant with the legislation. To ensure that is clear that young people are able to attend the most suitable educational setting providing their chosen course. • To co-produce the travel training offer with SEND Voices and to involve young people in the development of the training programme. • To make the wording clearer in the policy with regards to parents’ right of appeal. • To review and clarify who will be considering and determining the outcome of parents’ appeals – clarification of what is meant by a ‘senior officer’. 	
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CSO&S – 6 September 2023

Agenda Item	Action	Update
Social Worker Recruitment and Retention Update	<ul style="list-style-type: none"> • Various recommendations to be forwarded to Executive • To receive a progress report on the recommendations in 12 months 	<ul style="list-style-type: none"> • Ongoing • Completed – added to forward programme
KPI's	<ul style="list-style-type: none"> • To add narrative to dashboards 2 and 3 	<ul style="list-style-type: none"> • ongoing

Holiday, Activities & Food Programme	<ul style="list-style-type: none"> • To provide further information on levels of demand, sessions attended and the range of activities 	<ul style="list-style-type: none"> • ongoing
Home to School Transport – Training for Escorts and Drivers	<ul style="list-style-type: none"> • Rebecca Brooks to meet with Sarah Clarke to discuss ideas for improving communication between drivers/escorts and families 	<ul style="list-style-type: none"> • ongoing
Forward Programme	<ul style="list-style-type: none"> • To add SEND Strategy Refresh and SEND Voices Annual Survey to the November meeting 	<ul style="list-style-type: none"> • completed
Action Tracker	<ul style="list-style-type: none"> • To expand the action tracker to cover the last 12 months • Members be notified of upcoming Virtual School Governing Body meetings and notify Helen Watson if they wish to attend 	<ul style="list-style-type: none"> • Ongoing • Ongoing

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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