

# Health and Wellbeing Board Hertfordshire

## Hertfordshire's Disabled Children's Charter Portfolio

Hertfordshire Health and Wellbeing Board agreed to sign the Disabled Children's Charter in March 2015. We are committed to working together in partnership with disabled children and young people, and their families to improve universal and specialised services, and ensure they receive the support they need, when they need it.

This evidence portfolio outlines some of the work that has been undertaken in the county to improve the lives of disabled Children, Young People and Young Adults alongside our plans for further developments.

Integrating services for people aged 0-25 that have Special Educational Needs and/or Disabilities (SEND) and for their families is a priority for the Health and Wellbeing Board. The 0-25 Integration Programme is working across all partners to help achieve this.

An update of this portfolio will be developed towards the end of 2016 to review the areas for further improvement that are outlined in this portfolio to ensure that we achieve them. You can read through the whole file or jump straight to a specific pledge by clicking below. Links to websites and documents are embedded as evidence throughout this document and is also listed in a section called 'evidence' at the end of the document.

- 1) [We have detailed and accurate information on the disabled children, young people and young adults living in our area, and provide public information on how we plan to meet their needs](#)
- 2) [We engage directly with disabled children and young people and their participation is embedded in the work of our Health and Wellbeing Board](#)
- 3) [We engage directly with parent carers of disabled children and young people and their participation is embedded in the work of our Health and Wellbeing Board](#)
- 4) [We set clear strategic outcomes for our partners to meet in relation to disabled children, young people and their families, monitor progress towards achieving them and hold each other to account](#)
- 5) [We promote early intervention and support for smooth transitions between children and adult services for disabled children and young people](#)
- 6) [We work with key partners to strengthen integration between health, social care and education services, and with services provided by wider partners](#)
- 7) [We provide cohesive governance and leadership across the disabled children and young people's agenda by linking effectively with key partners](#)

# 1) We have **detailed and accurate information** on the disabled children, young people and young adults living in our area, and provide public information on how we plan to meet their needs

## What we do

Our overall ambition for meeting the needs of Children, Young People and Young Adults with SEND in Hertfordshire is outlined in our 0-25 Commissioning Strategy which is published on our website along with a [summary](#) and easy [read version](#). This strategy was developed across the Partnership in Hertfordshire and co-produced with families.

The [Local Offer](#) website contains details of all of the services that are available for Children and Young People with SEND and their families; we will continue to improve the Local Offer and develop it as a tool to identify gaps in service provision. The [charity Kids](#) are commissioned to administrate the [short breaks](#) provision in Hertfordshire; they produce a quarterly report which highlights where they have had requests that we have not been able to fulfil, this data is used to inform our commissioning activity.

We have created a Joint Strategic Needs ([JSNA](#)) [profile specifically for Children, Young People and Young Adults with SEND aged 0-25](#). This tool enables professionals to shape services to meet needs locally.

Additional useful analysis can be found on the [JSNA for Sensory and Physical Disabilities](#) and the [Child and Adolescent Mental Health \(CAMHS\) JSNA](#). We also make use of [school census data](#).

We use a variety of methods to keep detailed and accurate information on the disabled children and young people living in the county via the following databases:

- Disabled Children's Team including Short Break Local Offer
- Learning Disabilities and Difficulties (LDD) Youth Connexions
- Details of Children, Young People and Young Adults with Education, Health and Care Plans (EHCPs) held on our internal database system

In addition to these we also have the [Herts Additional Needs Database \(HAND\)](#) which offers families that register access to information via the monthly newsletter and discounts in certain Hertfordshire retailers and leisure facilities.

## Plans for further improvement

A commissioning delivery plan is in development which will specifically outline the work that will take place over the next three years. This includes improving our sources of intelligence to ensure that we have an accurate picture of the sort of services we should be commissioning.

Hertfordshire County Council is working with partners to develop an integrated IT solution that is intended to drive integrated practice between education, health and social care services to support the new birth to 25 assessment and care process for those with SEND and their families.

Delivery is being planned in three phases:

- Streamlined recording and management of the statutory process for Education, Health & Care Plans – including information sharing across partner agencies via the Professional Portal

- The extension of EHCP to include online access by children, young people and their families via the Children's Portal
- Support for Personal Budgets, Personal Health Budgets and the management of High Needs Funding payments to schools & colleges

The new system will reduce duplication and increase robustness by incorporating multiple spreadsheets/manual processes in its design.

We have a nominated person to lead on continuing the development of the JSNA, including broadening the dataset to ensure that it makes use of all the appropriate data held across the Partnership. The JSNA will be updated regularly to ensure that it remains an accurate reflection of needs in the county.

## **2) We engage directly with disabled children and young people and their participation is embedded in the work of our Health and Wellbeing Board**

### **What we do**

In Hertfordshire we work hard to ensure that children and young people are at the heart of the services that we provide for them and were commended for our work in our recent [Ofsted Inspection](#):

*Particularly noteworthy is the progress the local authority has made in ensuring planning is better influenced by the views of children, young people and carers – an area for improvement in their last inspection of child protection services. Users' views are now routinely sought to inform individual intervention and planning, and also at an organisational level to inform commissioning and strategic planning.*

As part of the 0-25 Integration Programme we have developed [a Professional Charter](#), building on the professional standards already in place in Education, Health and Social Care as well as from Voluntary and Community Sector (VCS) organisations and turning them into one, simple set of behaviours that all people working with Children, Young People and Young Adults with SEND can use. One of these behaviours states:

*'The views of the child and young person and family will be at the centre of everything we do'.*

We have worked with our partners, including Parent Carers, at every stage of this work and so consider it to be an excellent model of coproduction.

Hertfordshire County Council has staff dedicated to developing the involvement of children and young people through the Participation Team and the Youth Engagement Team.

Healthwatch Hertfordshire has a 'Youth Ambassador' that [takes an active role](#) in ensuring the voice of young people is heard through Healthwatch. His work has included involvement in:

- Herts Young Carers
- Hertfordshire Partnership University Foundation Trust's CAMHS Youth Council
- Youth Connexions Herts1125
- UK Youth Parliament
- Youth Connexions' 'Who Not What' group

The County Council and its partners are leading on a [Young Commissioners pilot](#) to develop the skills of Young People with SEND so that they can take an active role in the commissioning of services. We

are in the process of developing a quality assurance framework which outlines our expectations from the Young Commissioners project, including what we expect from the young people themselves and which pieces of work they will be informing.

We are currently developing a Young People's Reference Group that will have the ability to input on developments in Education, Health and Social Care. The format of this group is being designed by a group of young people and it will sit closely alongside the Young Commissioners work.

In November 2015 more than fifteen young people, many of whom had SEND, attended the 0-25 Integration Programme Board as part of a 'Takeover Day', the young people had the opportunity to fully participate in the board and the session was valuable to everyone involved.

As well as ensuring young people's voice at a strategic level we have been working to ensure that the voice of Children and Young People is clear in their own provision planning. This is common place in our LDD Youth Connexions Service. Staff have received training on personalisation as part of the SEND reforms and ongoing training is provided for Schools through [Herts for Learning](#). Many Schools and Colleges in the county have developed the way that they work with Children and Young People with SEND to put a stronger focus on involving them in the planning of their support. You can look through the 'Local Offers' of Schools and Settings on [our Local Offer page](#).

### **What our further plans are**

Our Youth Engagement Team are working to ensure that Hertfordshire Youth Parliament is more accessible to Young People with SEND by developing Easy Read versions of their materials which will be embedded every year and throughout the system. The team are planning to more actively engage with Hertfordshire Special Schools in next year's elections; involving them in the Priority vote this year as a stepping stone to making that happen and to enable both students and the schools to experience how it all comes together.

We recognise that there is more to do to ensure that the voice of Children as well as Young People with SEND is heard at the strategic level, the need to make improvements in this area will be reflected in our commissioning delivery plan.

### **3) We engage directly with parent carers of disabled children and young people and their participation is embedded in the work of our Health and Wellbeing Board**

#### **What we do**

Health and Wellbeing Board Members are committed to ensuring that the voice of parent carers is embedded in our work, Herts Parent Carer Involvement (HPCI) are a key strategic partner in all of our work around SEND, you can find out about them here: <http://www.hertsparentcarers.org.uk/about/>. HPCI are members of many strategic boards across Education, Health and Social Care.

As part of the 0-25 Integration Programme HPCI members produced a document which was agreed at Programme Board outlining how we as a [county work with parents](#). This document has been included as part of other developments in the partnership. The Professional Charter makes it explicit that we expect our staff to put the views of Children, Young people and Young Adults with SEND and their families at the centre of our work.

Parent Carers are involved at the forefront of commissioning by being members of panels and assisting with specification development; parents were a key partner on the [Hertfordshire Short Breaks Local Offer tender](#).

The Hertfordshire CCGs have parent representatives as well as using the NHS [‘Friends and Family Test’](#) and other NHS national benchmarking. In the West of the county the [Your Care, Your Future](#) project continues to work with all service users to shape the future of services provided in the area.

Hertfordshire have worked directly with a wider group of Parent Carers during consultation and coproduction events from the beginning of our work as an SEND Pathfinder and continue to do so in the 0-25 Integration Programme and beyond.

### **What our further plans are**

The Hertfordshire Health and Wellbeing Strategy is currently being updated; engagement with parent carers will be embedded in the updated strategy.

We will continue to embed the principles of coproduction across the partnership, championing the benefits for working with parents.

HPCI will continue to ensure that they are representative of Hertfordshire parents.

Hertfordshire County Council will explore the viability of specific easy read questions in tender documentation which can be scored specifically by children and young people and parent carers and explore other ways of their input such as marketplace events.

## **4) We set [clear strategic outcomes](#) for our partners to meet in relation to disabled children, young people and their families, monitor progress towards achieving them and hold each other to account**

### **What we do**

The [0-25 Joint Commissioning Strategy](#) outlines our strategic objectives for Children and Young People with SEND. We have published this document along with a summary and [easy read version](#).

We hold each other to account as partners through the Health and Wellbeing Board, which comprises representation from the County Council, District Councils, both CCG’s, Healthwatch and the Police and Crime Commissioner. Beneath the Health and Wellbeing Board there are a range of multi-agency groups. Our multi-agency boards and panels are also a forum to facilitate quality assurance and monitoring of outcomes.

The 2014 SEND reforms set out the requirement for an accessible ‘Local Offer’. Part of the intention of the Local Offer is to monitor the services that are available in Hertfordshire and to assess quality and gaps in provision; there are further plans to develop the Local Offer. To support this function the public are [invited to feedback](#) on the services they have used and where they have not been able to find a service that meets their needs.

All contracted providers are expected to work towards the strategic outcomes which are embedded within their contractual arrangements; this is evidenced through contract monitoring arrangements.

The strategic outcomes of the Health and Wellbeing Board partners are referenced in [our commissioning guidance](#).

## What our further plans are

Launch of the 0-25 Planning and Performance Group, which will have representation from across the partnership to monitor progress against the 0-25 Commissioning Strategy.

A dataset for 0-24 Special Educational Needs and/or Disabilities will be put in place across the partnership.

## 5) We promote early intervention and support for smooth transitions between children and adult services for disabled children and young people

### What we do

The 0-25 Joint Commissioning Strategy outlines how we promote early intervention for children and young people with SEND. A specific commissioning strategy around Early Intervention is also in development.

The [Hertfordshire SEND Strategy](#) focuses on developing educational provision for Children and Young People with SEND by:

- Developing and evaluating a core quality SEND offer across all schools, settings and local areas
- Building capacity in local schools, settings and services so that best use is made of resources
- Local schools, parents and services working together in Delivering Special Provision Partnerships to review and improve provision

The 2014 SEND reforms set out the requirement for an accessible '[Local Offer](#)' website. A high quality Local Offer site will enable children, young people and their families to access information about all services in Hertfordshire related to SEND, including their access criteria, to support them in identifying the service that they need. In Hertfordshire, like everywhere, we still have work to do to ensure that our Local Offer is as good as it can be and we have set up a Local Offer Stakeholder group to help us do so. In addition to the Local Offer the SEND reforms introduced the requirement for a [SEND Information, Advice and Support Service \(SENDIASS\)](#) to be a first port of call for families that need advice and support.

Hertfordshire offer Short Breaks as both a preventative service and a service for those with substantial and complex needs. Short Breaks are part of the continuum of universal and specialist services which support disabled children and their families. To improve families' access to Short Breaks including community leisure and play activities which serve as a Short Break, Hertfordshire has introduced a [Short Break Local Offer](#).

Between 2013 and 2015 Hertfordshire were the Eastern Region Champion for the SEND reforms, in 2014/2015 we held an additional role alongside this as National Champion for Preparing for Adulthood, in recognition of our work around transition. [LDD Youth Connexions](#) work with young people to support transition and to ensure that they remain fully at the centre of the process.

The Hertfordshire All Age Autism Partnership Board (HAAPB) is a multi-agency forum that is developing our Autism provision and support across all ages. This support a smoother transition into adulthood.

## **What our further plans are**

To ensure that transition from children's to adults service is smooth for young people with SEND that have more complex needs we are developing a new 0-25 SEND Service which will combine the current Disabled Children's and Transitions teams. This new service aims to ensure a focus on independence and a smooth transition into adulthood for those with the most complex needs.

The 0-25 integration project highlighted that a major issue faced by families is knowing where to go for advice and information. Although SENDIASS and the Local Offer go a long way to addressing this issue there is still much duplication and confusion throughout the system. A piece of work is currently underway to review the whole Information, Advice and Guidance offer for children and young people with SEND in Hertfordshire so that we can ensure that there is a clear and simple system in place that will support families to get the information they need.

The Hertfordshire Health and Wellbeing Strategy is currently being updated. The Disabled Children's Charter will be included under the 'Starting Well and Developing Well' heading.

## **6) We work with key partners to strengthen integration between health, social care and education services, and with services provided by wider partners**

### **What we do**

The Health & Wellbeing Board brings together the CCGs, Public Health, Health and Community Services, Children's Services, District Councils, the Police and Crime Commissioner and Hertfordshire Healthwatch, to plan how best to meet the needs of Hertfordshire's population and tackle local inequalities. Integrating and aligning services for Children, Young People and Young Adults with SEND is one of the key priorities for the board.

Since September 2014 Hertfordshire have been working on a 0-25 Integration Programme with the aim of improving service provision and the service user experience for Children, Young People and Young Adults who have additional needs and their families. Partners from Hertfordshire County Council, Herts Valleys CCG, North and East Herts CCG, Schools, Colleges, Public Health and VCS organisations, including Herts Parent Carer Involvement (HPCI), have been involved in this work which continues to develop new thinking, embed the SEND reforms and provides a platform to drive change.

The 2014 SEND Reforms introduced an increased duty to work in a more integrated way at both a strategic and individual level. The 0-25 Commissioning Strategy, which has been agreed by all key partners, outlines the areas of priority for joint commissioning in the county; our current commissioning priorities are:

- **Therapy Services:** We will deliver speech and language therapy, occupational therapy and physiotherapy for CYP by the same provider in Hertfordshire, but will be jointly funded by the Local Authority, designated schools money and NHS Clinical Commissioning Groups. This work will ensure that all partners have agreed shared outcomes for CYP, and there will be a single, agreed service specification for the provider to deliver these outcomes.
- **Short Breaks:** We will commission a wide variety of short breaks across the partnership to meet the needs of disabled young people and their families, in line with the Short Breaks Local Offer. The level of demand is set to increase.

- We will work with CYP with autism, Parents/Carers and health colleagues to ensure a single diagnostic referral pathway, which is compliant with national best practice.
- Specialist Homecare: We will develop the market to ensure that the right level of homecare support is available to families with disabled children, at the right time.
- Mediation: We will continue to ensure that we meet our statutory obligations to provide mediation support to families who need it through the EHCP process, through a joint mediation service.

Operationally, partners in Hertfordshire have worked to develop increasingly aligned processes for assessments and for [EHC Planning](#) for children and young people with SEND. A [referral form](#) has been developed so that all of the information that multi-agency partners will need to progress an EHC assessment request can be collected at the same time.

### **What our further plans are**

- Closer financial arrangements between the County Council and the CCGs
- The development of Personal Budgets and Personal Health Budgets
- Launch of the 0-25 Planning and Performance Group, which will have representation from across the partnership to monitor progress against the 0-25 Commissioning Strategy

## **7) We provide [cohesive governance](#) and leadership across the disabled children and young people's agenda by linking effectively with key partners**

### **What we do**

In Hertfordshire, our Health and Wellbeing Board has excellent representation from both of the Hertfordshire CCGs, Hertfordshire County Council, VCS organisations and other partners.

Both Hertfordshire CCGs have boards with multi-agency membership which focus on integrated physical and mental health services to expectant parents, young people, children and infants whilst ensuring that safeguarding remains at the forefront of delivery.

The many areas of activity that are currently underway in Hertfordshire to improve services for Children, Young People and Young Adults with SEND are brought together in the 0-25 Integration Programme Board. Areas within this work have their own governance such as The SEND Executive, which oversees the Education specific work of the SEND Strategy and the All Age Autism Board whose reach is far beyond 0-25 years.

The multi-agency Strategic Operation Leadership Group (SOL) oversees the implementation of the SEND reforms and strives to ensure not only full compliance but excellent standards in meeting the requirements of the SEND Code of Practice.

The Children and Young People's [Integrated Commissioning Executive \(CYPICE\)](#) oversees all commissioning for Children and Young People in Hertfordshire in the CCGs and in the Council. As we develop closer financial arrangements there will be updated governance and leadership arrangements.

The Directors of Children Service's and Health and Community Services have worked together in the development of the 0-25 arrangements and agreed the launch of the '0-stability' service, which will combine the current Disabled Children's and Transitions teams.

## What our further plans are

- Launch of the 0-25 Planning and Performance Group, which will have representation from across the partnership to monitor progress against the 0-25 Commissioning Strategy
- Development of closer financial arrangements between the County Council and the CCGs

## Evidence

<b>Commissioning and Service Development</b>	
0-25 SEND Commissioning Strategy	<a href="http://search3.openobjects.com/mediamanager/herts/enterprise/files/herts_0_25_integrated_commissioning_strategy_18.pdf">http://search3.openobjects.com/mediamanager/herts/enterprise/files/herts_0_25_integrated_commissioning_strategy_18.pdf</a>
Easy Read Commissioning Strategy	<a href="http://search3.openobjects.com/mediamanager/herts/enterprise/files/easy_read_-_0-25_commissioning_strategy.pdf">http://search3.openobjects.com/mediamanager/herts/enterprise/files/easy_read_-_0-25_commissioning_strategy.pdf</a>
Young Commissioners pilot	<a href="http://childrensservicesnews.hertsc.gov.uk/november-2015/learning-development/shaping-the-future">http://childrensservicesnews.hertsc.gov.uk/november-2015/learning-development/shaping-the-future</a>
Commissioning guidance	 <a href="#">Back to Strategic Outcomes section</a>
Jointly Commissioned Kids service.	 <a href="#">Back to engaging with Parents section</a>
Local Offer Feedback page	<a href="http://directory.hertsdirect.org/kb5/hertfordshire/directory/service.page?id=13fM14PumvU&amp;familychannel=4">http://directory.hertsdirect.org/kb5/hertfordshire/directory/service.page?id=13fM14PumvU&amp;familychannel=4</a>
SEND Strategy	<a href="https://search3.openobjects.com/mediamanager/herts/enterprise/files/hertfordshiresendstrategy-sept2015_a_.pdf">https://search3.openobjects.com/mediamanager/herts/enterprise/files/hertfordshiresendstrategy-sept2015_a_.pdf</a>
CYPICE Terms of Reference	 <a href="#">Back to governance section</a>
Hertfordshire Local Offer	<a href="http://www.hertsdirect.org/localoffer">www.hertsdirect.org/localoffer</a>
School's Local Offers	<a href="http://directory.hertsdirect.org/kb5/hertfordshire/directory/family.page?familychannel=4-4-1&amp;sorttype=field&amp;sortfield=title">http://directory.hertsdirect.org/kb5/hertfordshire/directory/family.page?familychannel=4-4-1&amp;sorttype=field&amp;sortfield=title</a>
Herts for Learning Training for SEND	<a href="http://www.hertsforlearning.co.uk/content/training-and-support">http://www.hertsforlearning.co.uk/content/training-and-support</a>
<b>Data and Information</b>	
SEND 0-25 JSNA profile	<a href="http://jsna.hertslis.org/top/lifstaggrou/chilyoungpeop/childsen/">http://jsna.hertslis.org/top/lifstaggrou/chilyoungpeop/childsen/</a>
JSNA for Sensory and Physical Disabilities	<a href="http://jsna.hertslis.org/top/discondis/senphysdis/">http://jsna.hertslis.org/top/discondis/senphysdis/</a>
Child and Adolescent Mental Health (CAMHS) JSNA	<a href="http://atlas.hertslis.org/IAS/Custom/Resources/ChildMentalHealthDetailedPDF.pdf">http://atlas.hertslis.org/IAS/Custom/Resources/ChildMentalHealthDetailedPDF.pdf</a>
Herts Additional Needs Database (HAND)	<a href="http://www.hertsdirect.org/services/edlearn/css/hand/">http://www.hertsdirect.org/services/edlearn/css/hand/</a>
School Census	<a href="https://www.gov.uk/government/statistics/schools-pupils-and-their-characteristics-january-2015">https://www.gov.uk/government/statistics/schools-pupils-and-their-characteristics-january-2015</a> .
<b>Involvement</b>	
HPCI website	<a href="http://www.hertsparentcarers.org.uk/about/">http://www.hertsparentcarers.org.uk/about/</a>
Working with Parent Carers	 <a href="#">Back to engaging with Parents section</a>
Healthwatch Youth Ambassador work	<a href="http://www.healthwatchhertfordshire.co.uk/wp-content/uploads/2015/07/Annual-Report-2015-FINAL.pdf">http://www.healthwatchhertfordshire.co.uk/wp-content/uploads/2015/07/Annual-Report-2015-FINAL.pdf</a>
NHS 'Friends and Family Test'	<a href="http://www.nhs.uk/NHSEngland/AboutNHSservices/Pages/nhs-friends-and-family-test.aspx">http://www.nhs.uk/NHSEngland/AboutNHSservices/Pages/nhs-friends-and-family-test.aspx</a>
Hertfordshire Ofsted report	<a href="http://reports.ofsted.gov.uk/sites/default/files/documents/lo">http://reports.ofsted.gov.uk/sites/default/files/documents/lo</a>

(November 2015)	<a href="http://cal_authority_reports/hertfordshire/053_Single%20inspection%20of%20LA%20children%27s%20services%20and%20review%20of%20the%20LSCB%20as%20pdf.pdf">cal authority reports/hertfordshire/053_Single%20inspection%20of%20LA%20children%27s%20services%20and%20review%20of%20the%20LSCB%20as%20pdf.pdf</a>
Professional Charter	 <a href="#">Back to engaging with CYP section</a>
<b>Supporting Early and Transitioning Well</b>	
SENDIASS	<a href="http://www.hertsdirect.org/services/healthsoc/childfam/specialneeds/educ/parpart/">http://www.hertsdirect.org/services/healthsoc/childfam/specialneeds/educ/parpart/</a>
Short Break Local Offer	<a href="https://search3.openobjects.com/mediamanager/herts/enterprise/files/local_offer_fact_sheet_1_1.pdf">https://search3.openobjects.com/mediamanager/herts/enterprise/files/local_offer_fact_sheet_1_1.pdf</a>
Kids Hubs	<a href="http://www.kids.org.uk/hub">http://www.kids.org.uk/hub</a>
Local Offer website	<a href="http://www.hertsdirect.org/localoffer">www.hertsdirect.org/localoffer</a>
LDD Youth Connexions	<a href="http://www.youthconnexions-hertfordshire.org/advice-and-support/young-people-with-learning-difficulties-andor-disabilities/">http://www.youthconnexions-hertfordshire.org/advice-and-support/young-people-with-learning-difficulties-andor-disabilities/</a>
<b>Other</b>	
EHC assessment request form	<a href="https://search3.openobjects.com/mediamanager/herts/enterprise/files/doc_2_ehc_assesment_request_form_nov15_1.doc">https://search3.openobjects.com/mediamanager/herts/enterprise/files/doc_2_ehc_assesment_request_form_nov15_1.doc</a>
Multi-agency EHC Planning 'at a glance' document	<a href="https://search3.openobjects.com/mediamanager/herts/enterprise/files/doc_4_ehc_needs_assessment_at-a-glance_aug15v3_1.doc">https://search3.openobjects.com/mediamanager/herts/enterprise/files/doc_4_ehc_needs_assessment_at-a-glance_aug15v3_1.doc</a>