**Partners in Commissioning**

**30 March 2023**

**10:00 – 12:00**

**Virtual**

**Partner Attendees:**

**Pinpoint:** Sarah Conboy (CEO); Fay Dutton (Chair of Trustees)

**CCC:** Jon Lewis (Director of Education); Zoe Redfern-Nicholls (Senior Commissioning Manager SEND); Helen Andrews (Commissioning Manager, Children and Families); Sasha Long (Head of Service Disability Social Care); Toni Bailey (AD SEND); Oliver Shepherd (Business Support and Minute Taker) Jo Headley (Head of SEND); Harlee Gowler (Head of Statutory Assessment Team) Oliver Shepherd (Business Officer), Robert Wilson (Head of SENDIASS).

**Health:** Kathryn Goose (Commissioning); Sue Allen (Healthwatch)

Apologies: Helene Carr, Pippa Hayward

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| 1 | Welcome, introductions and apologies | SC |  |
| 1.1 | Introductions were made | OS introduced by SC.  SC leads introductions of attendees. |  |
| 1.2 | Apologies were made | Pippa Hayward, Helene Carr – Leave – OS minute-taking. Bianca Cotterill, Christine Stocker- Gibson, Janet Dullaghan, Lind Green, Lisa Belton, Michelle Quail Teresa Grady, Debbie McQuade, Siobhan Weaver, Helene Carr |  |
| 2 | Previous minutes and outstanding actions | Last term’s meeting cancelled due to last minutes attendee cancelations. Actions now passed. |  |
| 3 | Pressures the System are Facing – Round Table Discussion: *Demand, Expectations, Parental Resilience and Anxiety, and the impact of cost of living* |  |  |
| 3a. | Issues | SC – opportunity to explore live issues and consider what is being done / could be done with commissioned services.  SL – capacity – significant demand and increasing month by month – increased complexity too – across system. Pressure on commissioned services and social care system. This is affecting the timeliness of services, pressure on services such as CamPlay. There is a surge in new referrals and increased packages of support. There are significant recruitment issues – impact of covid and competing sectors. Also a significant issue with candidates applying and being shortlisted but then not showing up to interviews. Time taken by recruitment process. We are aiming to become a more Market sustainable and competitive employer. by revamping jobs to entice more applicants. Children’s home are also under pressure, at or over capacity. The complete renovation of Woodland Lodge, phases one and two, means reduced capacity. Families need to be aware of high demand and issue recruit. Looking at an uplift to rate of direct payments, in line with the increase in national min wage, plus an inflationary update later in the year. Feedback from families about service or time – reassures we are doing all we can to steady.  SC gives thanks and open – states we are also getting more families to refer from short breaks. Work across system re. setup during covid – Fam looking for after school clubs – encouraging other partners to offer provision. Demand – market and vol sector and offering more to parents. Job – not all families app but some could.  SC happy to signpost on Sasha’s behalf. Special Educational Needs and Disabilities experience of carers could match recruitment gaps in social care services.  ZRN – Activity framework in Cambridgeshire – increase demand so mapping of demand in terms of need and geography. Expression of interest to current providers – partners needing guidance to set these up. Combined offer of social care and carers. Area where CCC need to increase provision.  SC – Signposting to providers – New local offer – Can we signpost? Helping parents towards offers. ZRN states tweaks could be made to make clearer to parents. ZRN – development programme for child with disabilities – very much to continue – tech, ITSH, act framework.  SC introduces KG. Updates.  JH – Echo SL on recruitment. Schools are struggling with teaching assistants’ recruitment. Parents expressing concerns that consistent TAs are not available. TA networks are proving helpful means of supporting staff. Schools struggling to recruit permanent staff – using agency staff. Struggling to get tuition providers as they are also struggling to recruit. Special Educational Needs and Disabilities school places and lack of capacity – huge work for future. Discussions with Special Educational Needs schools to look at satellite provision to meet demand. New case management system. Huge number of assessments – next 6 weeks.  ZRN -Independent Special Placement providers are busy, and many are full – Cambridgeshire is experiencing capacity issues.  SC recognises opportunity to offer steps training to schools – Ofsted pressures and behaviour systems causing concerns about child’s ability to stay in school / cope in school. We need to look again at resources for schools.  SC – Katherine in health, worries? Changes?  SL – Families reaching out for support at young age?  SC – TA concerns form families parent carers - Why do parents ask? Because their children have a need for continuity– behaviour and emotional need.  TB – this needs built into system rather than person. Teams to be named as the team to work with child – parents still struggle and want a named individual. Pressure of being named individual given retention of staff issues. Also builds longer term independence.  ZRN – ISP’s – Highest number of referrals ever. Number of placements able to purchase on DPS – Quality assurance on spot purchasing? Changes what we can expect from pricing. We are extending DPS – Attractiveness of offers to providers due to COL and recruitment.  SC – Demand around autism assessment if a huge concern and schools report they cannot manage child’s needs. Trend around behaviour – schools not managing to keep children in schools – no data, something for CCC to follow up please. SC sees as a national trend but vitally important and urgent for CCC to address.  HC – Peterborough demand has increased. Census – 40% of Peterborough population are mixed. Cambridgeshire is home to a Chinese population – New communities and impact of this. Need to identify trends in Cambridgeshire.  SL – demand and referrals – Including in low level support and very young children for short breaks.– how do we manage young referrals re resource and demand across all agencies?  SC – Link into Early years team. Report s from families (and former colleague) suggest it’s getting worse – children arriving not well prepared. Early years settings feeling swamped.  RW– Rises in need and more referrals, Education and Health Care Plan and tribunals. Some schools reaching tipping point – more schools are struggling with behaviour, more of a zero tolerance. Less of able to meet high needs. Early years – children and covid – going into system less well-prepared. Changes in society. Rise in children needing to brought to age more. Zero tolerance in schools.    SC. Less tolerance in primary, anecdotal.  KG – Increase and complexity – still there and not seeing any easing. Post-covid rise, consistent high level of demand for support. Has covid meant we missed some opportunity for early int? Family resilience is an issue being raise. How much support for families? Older age, high DNA rates – families pushing, young people however does not want to engage. Difference in opinion and new phenomenon. SL about young age – Healthy child programme and impact on family hubs?  SA – Lack of capacity for referrals and assessments not quick enough. SC looks at power of anecdotal evidence. Sue will send through thoughts to SC in due course.  SC – RS – Pilot in schools is powerful and could be helpful. Money welcome – need staff. Diagnosis as an understanding tool – more about need.  Group identifies 4 themes for further exploration:   1. Early Years – are we addressing need. 2. Behaviour – 3. Short-breaks and family resilience 4. Mental health and increase in demand / complexity of need in young people. |  |
| 3b. | Mitigations | SC – think strategy about teaching assistants – broadcast to parents explaining rationale for decisions– how can we support parents to understand challenges? JH – Special Educational Needs and Disabilities schools struggling especially – look at recruitment drive and retention. TB – parents keen to have dedicated teaching assistant – challenges for school. Difficult for schools to meet need. Useful to have common language to improve comm.  JH – Service delivery – opportunity to provide more info for parents – something we need to address? SC agrees and look for ways to combine resources. Have good resources – about pulling together to meet demand. Lot of info towards prof – need for parents to be able to access. What should be provided to the early stages of need? SC version for parent-carers? JH needs to see professional as a need for parents. Need for parents’ respite. Parents being unsure about where to go? SC states lateral work with families.  KG – JH about School focused – Deliver 1:1, deliver whole school, approach, work with school to provide mental health advice and guidance. Emotional wellbeing service – workshops for parents pre-covid – schools need to find space to deliver. How to reintroduce? KG will gather more info. Will be in half the schools across Cambridgeshire and pet.  HA – Importance of community in social change – building community competencies re resilience and focus on Mental Health – Safety nets are disappearing – inc likelihood of people developing poor Mental Health. SC agrees – Outreach work. Can we look it through this lens? Contact SC about things in her team we can be leveraging?  SC - importance of embedding in community groups. Helen agrees to tackle – Community to help tackle demand.  FD – will send British Dyslexia Association update info.  HA - will send round link for paper.  SC – Not enough money, focus on community work? Get the community working harder. Important impact of families and greater support for children. Neighbourhood approach – East Cambridgeshire mental health collab – tackling mental health rather than top down.  HA shared link to papers in chat. |  |
| 3c. | Management | **SL to meet with SC to discuss further and share contacts. Surge – can we do anything about early years intervention? Can we get it before primary? Otherwise, impact felt further down the line. Early intervention to stop gap widening.**  **SC – two short, themed meetings around community support. SL happy to facilitate early years meetings. Send relevant names to SL.**  **SC to look at communities and take lead – will send a reminder after meeting and seeks suggestions for people to attend.**  **SC – JH will pull something to parents about ways to support children and young people – Action for future? Direct to parents – Sessions about teaching assistants. Jo met parents with children who have down syndrome and set up network peers and impact has been positive. Jo leaves for incident.**  **SL to kick off meeting around early years and early interventions – What to do? Explore Family resilience and main source of where it is coming from? Beth Colquhoun is contact at CCC.** |  |
| 4 | LA Changes and implications for commissioned services | JL – intro by SC.  JL – Safety valve – Department for Education negotiations with with Cambridgeshire – £50 million deficit. Department for Education recognise underfunding and the challenges with the national funding formula. The council is providing additional capacity – demand increasing more than funding. Outcome – focus on Special Educational Needs and Disabilities transition work – focus on early int prevention – capacity to invest.  £100 million for Cambridgeshire– revenue (£49m), more capacity to invest in special provision, two new Special Educational Needs and Disabilities schools – March and Gamlingay. Special Educational Needs and Disabilities school places – 3x demand than places. Develop enhanced resource bases.  £12 million from government towards this provision. Met yesterday with first six schools to establish new Social and emotional Mental Health provision. Lifting pressure on system – early intervention. Aiming to deliver financial balance by 26/27.  SC – Questions and comments:  ZRN – Child commission statement tomorrow – overview of JL’s points and picture of Special Educational Needs and Disabilities services, will send to SC tomorrow – Internal document. SC asks to be made aware of if it goes to press release.  SC – Small group of parents anxious and sceptical, too much money away from children with existing resources – suggesting not lawful. JL states awareness and has met with a small number of parents. Anxiety stems from other parts of the countries – not expectation of cuts. Funding will catch up and focus is on meeting need and we have shared our proposal at the parent even acouple of weeks ago The Department for Education aware of national issues and considers this a lawful activity. JL about best outcome for young people.  SC – Making informed decisions, improving parent knowledge. J happy to make a further statement to reassure parents. Importance of info.  JL – Further update – joint role between Peterborough City Council and Cambridgeshire County Council re. separation – consultation ended in February – implement changes. JL reassures continuity and support for both bodies. Focus on separation being appropriate. People services will be separated. Cambridgeshire County Council change to traditional structure. Education – redesign service – pays tribute to TB as last day – reshape service and offers – after appointment of key roles.  JL will email round new structure and roles. JL will be service Director for Education in Cambridgeshire. Not proposing any further changes. JL conscious of wider impacts of changes.  ZRN – Limited impact of commissioning workstreams – Separate budgets and contracts – Provision unlikely to change, looks to future appetite for change – what is mutually beneficial? Main difference working towards having separate commissioning teams – confident about there being adequate resource. How do we manage workstreams? Overlapping.  SL – disabilities and SC perspective – new head of service for Peterborough City Council – moving back to previous model. Not expecting to impact on service delivery – purely internal. Reassure separation is gradual and planned – Peterborough City Council and Cambridgeshire County Council will not be compromised. Not rushed.  SC asks for further input and give thanks to everyone. Difficult time for people personally. What we do about shared Special Educational Needs and Disabilities strategy?  TB –to leave early. SC gives thanks to Toni for work.  JH gives thanks to TB.  SC reflect on two conferences by local authority. Parent carers feel supported. PFA conference spectacular – positive parents’ feedback. JL gives thanks and wants to catch up with SC in near future re the above.  JH – Targeting support missing, need to be able to in future. SC will send something round to remind for future. |  |
| 5 | Highlights & Good News Stories - Verbal SEND, Social Care, Commissioning, Pinpoint | SC opens discussion – Two conferences were great. SL was helpful regarding Pinpoint Annual survey – high response rate and happy with the engagement. Will share and publish in future and reflect next time we meet.  JH – Parent events are a massive plus – Parents pleased with them. Early Identification Assessment project – Early identification – funded by Department for Education. Autism diagnosis for girls and it has worked well.  HG – Key Performance Indicators under 20 weeks. Eighty percent cases through the 20 weeks and this is positive in climate. Launching improvement plan and acknowledge things we are not getting right. Looking at how we can bring in additional capacity – making info available for parents. How do parents want to be engaged with? Good knowledge to shape future approach.  SC asks for data to be shared to help other services. Jo states team are pulling together comments and will share at next Special Educational Needs and Disabilities partnership. Feedback around how we communicate with parents. New case management system on horizon – hope to improve service.  JH & Harley to leave call for other meetings.  SL – Second service manager post filled, Emma King. Now have two service managers in post and working well.  FD – Neurodiversity booklet going out is positive – Gamechanger for giving parents and schools more info – schools to share with parents. New post of training and engagement coordinator to support promoting of new Pinpoint ND booklet and improving knowledge and understanding of child.  SC - Neurodiversity booklet says it is going round departments and will update. Could we do training for schools and link to Special Educational Needs and Disabilities pledge andCPD? Could wemake a virtue of linking this together? Early stages, booklet through approval stage. Will bring the booklet back here and wants it out quickly.  FD – Link to Ordinarily Available Provision and early intervention work and identification and support for families.  SC agrees – Early signposting. SC will convene meeting around booklet.  ZRN – Special Educational Needs and Disabilities sufficiency in a better place in Cambridgeshire – toolkit by Helen is positive and will pop on website and due course. SC asks to be nudged when published to ensure we are familiar with.  RW – Staff returning has alleviated pressure on Special Educational Needs and Disabilities Information Advice and Support Services.  SC – Deputy communications officer being recruited.  KG – Lovely to have Ali Mayern back. Integrated Care Board, joint forward plan over next five years to increase strategic thinking. Children’s mental health as a priority for Integrated Care Board. Integrated Care System secured funding for website redesign to improve accessibility. KG will come to SC to ensure it links up as required.  SC – Power of website and need to link to new Special Educational Needs and Disabilities hub. |  |
| 6 | Actions | ***ZRN to share SEND Sufficiency Statement once published.***  ***SL to provide Pinpoint with details of jobs to advertise to parent carers.***  ***SL will facilitate an Early Years Meeting***  ***SC will organise a meeting around the neurodiversity booklet.***  ***SC will take a lead on community groups.***  ***KG will pass on Integrated Care System forward plan to SC.*** |  |
| 7. | Close | SC thanks to all in attendance. |  |