

People and Communities Select Committee

Date: 29 January 2021
Time: 10am
Venue: MS Teams (virtual meeting)

To view the meeting please follow this link: <https://youtu.be/iBRJFRkLLi8>

Members of the Committee and other attendees: **DO NOT** follow this link, you will be sent a separate link to join the meeting.

Persons attending the meeting are requested to turn off mobile phones.

Membership:

Cllr Shelagh Gurney (Chairman)
Cllr Fabian Eagle (Vice-Chairman)

Cllr Tim Adams	Cllr Chrissie Rumsby
Cllr David Bills	Cllr Thomas Smith
Cllr Penny Carpenter	Cllr Mike Smith-Clare
Cllr Ed Connolly	Cllr Fran Whymark
Cllr Brenda Jones	Cllr Sheila Young
Cllr Ed Maxfield	

**For further details and general enquiries about this Agenda
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Hollie Adams on 01603 223029
or email committees@norfolk.gov.uk

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A g e n d a

1 To receive apologies and details of any substitute members attending

2 Minutes

To agree the minutes of the meeting held on 13 November 2020

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3 Members to Declare any Interests

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is on your Register of Interests you must not speak or vote on the matter.

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is not on your Register of Interests you must declare that interest at the meeting and not speak or vote on the matter

In either case you may remain in the room where the meeting is taking place. If you consider that it would be inappropriate in the circumstances to remain in the room, you may leave the room while the matter is dealt with.

If you do not have a Disclosable Pecuniary Interest you may nevertheless have an **Other Interest** in a matter to be discussed if it affects, to a greater extent than others in your division

- Your wellbeing or financial position, or
- that of your family or close friends
- Any body -
 - Exercising functions of a public nature.
 - Directed to charitable purposes; or
 - One of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union);

Of which you are in a position of general control or management.

If that is the case then you must declare such an interest but can speak and vote on the matter.

4 To receive any items of business which the Chairman decides should be considered as a matter of urgency

5 Public Question Time

Fifteen minutes for questions from members of the public of which due notice has been given. Please note that all questions must be received by

the Committee Team (committees@norfolk.gov.uk) by **5pm Tuesday 26 January 2021**

For guidance on submitting a public question, please visit
www.norfolk.gov.uk/what-we-do-and-how-we-work/councillors-meetingsdecisions-and-elections/committees-agendas-and-recent-decisions/ask-aquestion-to-a-committee

6 Local Member Issues/Questions

Fifteen minutes for local member to raise issues of concern of which due notice has been given. Please note that all questions must be received by the Committee Team (committees@norfolk.gov.uk) by **5pm Tuesday 26 January 2021**

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| | Report by the Executive Director of Children's Services | |
| 8 | Education Health and Care Plan Dashboard Update | Page 25 |
| | Report by the Executive Director of Children's Services | |
| 9 | Healthwatch Norfolk Report | Page 38 |
| | Report by the Executive Director of Adult Social Services | |
| 11 | Forward Work Programme | Page 41 |
| | Report by the Executive Director of Adult Social Services | |

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Date Agenda Published: 21 January 2021



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People and Communities Select Committee
Minutes of the Meeting Held on 13 November 2020 at 10am
on Microsoft Teams (virtual meeting)

Present:

Cllr Shelagh Gurney (Chair)
Cllr Fabian Eagle (Vice-Chair)

Cllr David Bills	Cllr Thomas Smith
Cllr Ed Connolly	Cllr Mike Smith-Clare
Cllr Ed Maxfield	Cllr Fran Whymark
Cllr Brenda Jones	Cllr S Young

Substitute Members Present:

Cllr David Harrison for Cllr Tim Adams
Cllr Colleen Walker for Cllr Chrissie Rumsby

Also Present

Debbie Bartlett	Director of Strategy & Transformation, Adult Social Services
Michael Bateman	Programme Director Special Educational Needs & Alternative Provision, Children's Services
Chris Butwright	Head of Public Health Performance & Delivery, Public Health
Cllr John Fisher	Cabinet Member for Children's Services
Caroline Horton	Head of Social Work, Children with Disabilities, Children's Services
Rebecca Hulme	Associate Director - Children, Young People and Maternity, Norfolk and Waveney Clinical Commissioning Group (CCG)
James Wilson	Director of Quality and Transformation, Children's Services, Norfolk and Suffolk NHS Foundation Trust
Jonathan Wilson	Psychiatrist and Clinical Lead for Children's Mental Health

1. Apologies for Absence

- 1.1 Apologies were received from Cllr Tim Adams (Cllr David Harrison substituting), Cllr Penny Carpenter and Cllr Chrissie Rumsby (Cllr Colleen Walker substituting).

2. Minutes of last meeting

- 2.1 The minutes of the meeting held on 18 September 2020 were agreed as an accurate record.

2.2 Matters arising from minutes:

- Item 8.2, bullet point 1; Cllr Maxfield raised that the officer had not answered the question about family carers at home and asked that this point be clarified. The Chair **agreed** that a written response would be sent to Cllr Maxfield.
- Bullet point 1; it was noted that the outcome of the work on resilience in the care market had been requested by the Committee and asked when this would be received; the Chair confirmed this work was underway.

3. Declarations of Interest

- 3.1 The following interests were declared:
- Cllr Thomas Smith declared a non-pecuniary interest as he had grandparents in receipt of care packages from Norfolk County Council.
 - Cllr Sheila Young declared a non-pecuniary interest as a carer and as her husband was in receipt of a care package from Norfolk County Council.
 - Cllr Fran Whyman declared a non-pecuniary interest as a foster carer.

4. Items received as urgent business

- 4.1 The Vice-Chair spoke to the Committee about the avian flu protection zone declared for the UK. He noted that as well as impacting on poultry businesses this would also have an impact on people who kept chickens and ducks as a hobby or as pets and noted the importance of practicing good biosecurity with all birds.

5. Public Questions

- 5.1 One public question was received, and the answer circulated to the Committee and published online ([appendix A](#)).

6. Member Questions and Issues

- 6.1 None received

7. Children's Services Transformation

- 7.1.1 The Committee received the report providing an update regarding the Children's Services Transformation programme and to allow Committee to be sighted on the breadth and depth of this work, see the impact to date and steer the future direction over the longer term.
- 7.1.2 The Committee heard a presentation by the Director of Quality and Transformation ([see appendix B](#)):
- It was policy to reduce residential care placements where possible, but residential care was more appropriate for some children and families.
 - Through use of outreach, workers would try to keep children at home and in their communities where possible. Edge of care support helped keep families together in a moment of crisis.
 - Investment in transformation was showing better outcomes for children and financial benefits for Children's Services; a balanced budget was expected this year, 2019-2020.
 - Work with unaccompanied asylum-seeking children was an area where the Council were now nationally leading.
 - The number of children entering care had fallen monthly since 2019 with 200 fewer children now in care, showing that it had been possible to keep more families together without a change in threshold.
 - The impact of reduced use of residential care had shown an initial impact which had not been able to be sustained. It was hoped that new schemes being brought in would reduce this further.

7.2 The following points were discussed and noted:

- It was queried whether predicted demand on core services for the coming years could be met. The Director of Quality and Transformation replied that most metrics for Childrens Services were heading in a more positive direction than in previous years and he did not think demand would overwhelm the system. Social workers were holding fewer cases than 2 years ago, but cases were more complex, so work was being done to free up practitioners to work with families.
- The percentage of looked after children not in education employment or training was queried and how these young people were being supported. The Director of Quality and Transformation reported that there had been a deep dive into this data at the Childrens Services Scrutiny sub-committee and **agreed** to circulate the information to Members after the meeting.
- Cllr John Fisher explained that a sub-group of the Corporate Parenting board were putting into place a model of priority for looked after children and care leavers for training placements and guaranteed invites to interview. This would also be extended to District Councils and businesses in Norfolk.
- Cllr John Fisher confirmed that all looked after children in Norfolk had the necessary ICT equipment they needed to continue with their education.
- Parents and Carers were involved in the design of projects and had co-produced the design of the capital programme. Families felt there was more of a partnership approach in place.
- Officers felt the relationship with family courts had improved. An increase in tribunals had been seen due to the reduced number of educational needs placements, but as new special school placements opened in 2021, these should reduce.
- Officers clarified that although it was policy to try to keep families together where possible, there was no change in threshold for care and for some families it was best for children to be in care.
- A report on provision for asylum seeking and refugee children was **requested** for a future meeting.
- Officers were asked how in-house care provision and foster carers were being increased. Officers hoped residential placements would reduce over time and therefore, in the short-term, reliance on the independent sector would be reduced. Small, dedicated in-house units were being built which would open in 2021 for children with the most acute needs. The Council was recruiting foster carers, in part to replace those who were retiring, and re-commissioning the independent fostering contract to challenge the market.
- Information was **requested** on the achievement rates of young people in care once they reach 16 so that starting points and attainment could be compared.
- The decision taken to close Holt Hall was raised noting the positive benefits of outdoor learning for mental health and wellbeing, and it was queried what research had been undertaken to demonstrate the impact of this on mental health and wellbeing. The Director of Quality and Transformation agreed to provide Cllr Walker with a written response.
- The length of time for an autism diagnosis was noted as a concern and queried whether this was due to the diagnostic process, or whether it was due to money or staffing issues. The Director of Quality and Transformation **agreed** to provide Cllr Jones with a Walker with a response.

7.3 The Committee heard the rest of the presentation ([appendix B](#)) from Caroline Horton discussing phase 1, Springwood and Outreach Service and the phase 2 areas being developed.

- 7.4 The following points were discussed and noted:
- Springwood would be based in Sprowston on the site of another residential site and social work teams.
 - It was confirmed that Covid-19 had impacted on short breaks as the number of children in residential units had to be reduced. Community short breaks had reduced their numbers to meet social distancing requirements. Because of these restrictions, children with the greatest needs had been prioritised. Social workers had continued their visits to families where appropriate and safe, prioritising children's safeguarding. During the second lockdown, face to face visits were continuing for children of most need and where requested by the family, including across primary care and health teams were in contact with families to provide support, such as PPE or extra carers hours.
 - The Programme Director of Special Educational Needs & Alternative Provision confirmed that officers worked closely with parent and carer groups and noted that it was an Ofsted requirement to improve communication further.
 - The Head of Social Work, Children with Disabilities, did not know how many staff would be employed to work at Springwood but **agreed** to find out and circulate to the Committee.

- 7.5 The Committee:
- a) **COMMENTED**, in particular on the specific new ways of working and changes of approach highlighted including:
 1. A shift in policy from the provision of long-term residential care to using residential provision as a time-limited intervention which aims to support all children and young people to move into family-based or independent care
 2. Where residential care is used, an increased use of smaller in-house residential provision to support one or two young people with a high level of complex needs
 3. Further extending our policy to help children remain at home, through access to community-based provision and trialling use of specialist outreach teams
 - b) **NOTED** the contents of the report and provide any other comments, to those reference above, to steer the direction of the work.

- 7.6 The Committee took break from 11:50 until 11:55

8. Children & Young People's Mental Health Transformation – update

- 8.1.1 The Committee received the report providing an update on progress made in the transformation of children and young people's mental health services in Norfolk and Waveney.
- 8.1.2 The Committee saw a presentation by The Associate Director - Children, Young People and Maternity, Norfolk and Waveney CCG ([see appendix C](#)):
- Partners were working to align services across the system to all work with children aged 0-25. There were an estimated 34,000 children under 16 and 16,000 over 16 requiring support.
 - There were many factors which could impact on mental health, which would not all be supported by mental health services, for example youth services, peers and school could all provide support.
 - System wide shared outcomes were in place, including more straight forward access to services and referring young people to the right service first time.
 - Mental health support teams were being introduced who could work with up to

8000 children across 20 schools. Children's wellbeing practitioners were in place, and youth workers were available to give advice to young people around housing and other issues which could impact on their wellbeing

- The Kooth service was available to all young people online and helped inform where resource was required.

8.2 The following points were discussed and noted:

- The measures to be taken to improve poverty and stress in families were queried. the Director of Quality and Transformation agreed that poverty impacted on mental health; work was being carried out to look at deprivation with an aim to look at broader outcome measures. Through reviewing 700 young people, the most common complexity factors driving and impacting on problems they were facing were experience of abuse or neglect, parental health issues or financial issues. A joined-up approach was therefore important to tackle social issues alongside mental health support.
- The model included voluntary sector providers and officers were looking at how they could be included more in providing support across the system. Young people preferred to receive support from family or peers and capacity for more people to have mental health first aid was being developed.
- It was known that around 75% of mental health problems in adulthood were established by age 25 therefore extending the service to age 25 was important.

8.3 The Committee **NOTED** the contents of the report and provided comments to steer the direction of the work.

9. Special Educational Needs (SEND): Performance Framework

9.1.1 The Committee received the report which was the first regular update to the People and Communities Select Committee, as outlined by the recommendations of the Local Government & Social Care Ombudsman (LGSCO). Ofsted/CQC had confirmed our Written Statement of Action as being 'fit for purpose' and, therefore, the performance updates reflected this formal position.

9.1.2 The Programme Director of Special Educational Needs & Alternative Provision introduced the report to the Committee:

- The report looked at performance data as required by the local government ombudsman for the department to bring certain data to the Committee for the next 2 years.
- Officers would also start the process of bringing information on Education Health and Care plans (EHCPs) as prescribed by Ofsted.

9.2 The following points were discussed and noted:

- Members **asked** that data on the backlog of EHCPs be included in future reports, capacity to process them and what was being done to clear the backlog. Officers **agreed** to provide this in future reports.
- It was confirmed that the family involved in the ombudsman report case had been apologised to.
- EHCP coordinators had been increased from 21 to 37 full time equivalent permanent staff and reviewing officers had increased. The backlog on initial assessments and yearly reviews were being worked through.
- Members **asked** for data on looked after children with EHCPs and children missing education to be included in future reports. It was noted that this data

could include the time lag of children moving between schools, but a more detailed breakdown would be included in future reports.

- There was a priority for looked after children who had been excluded from day one through the Norfolk short stay school and from day six for all other children, and there had been a team providing home tutoring during the pandemic,

9.3 The Committee:

1. **NOTED** the initial content of the new SEND performance framework and **AGREED** ongoing reporting at all subsequent meetings for a period of two years in total; complying with the outcome of the LGSCO report.
2. **AGREED** that the range of performance measures will directly assist with decision making regarding any policy changes needed over time as part of the range of SEND improvement programmes.

10. Carers Charter Progress Report

10.1 The Committee received the report setting out the important work completed across 2020 towards the Council's commitments in the Carers Charter.

10.2 The Committee:

- a) **ENDORSED** the 2020 Carers Charter progress report
- b) **REVIEWED** the working group's focus areas for 2021

11. Forward plan

11.1 The SEND report would be added to the forward plan for each meeting.

11.2 The Committee considered and **agreed** the forward plan.

The Meeting Closed at 12:51

**Cllr S Gurney, Chairman,
People and Communities Select Committee**



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People and Communities Select Committee

Item No. 7

Report title:	Post 16 Education and Training in Norfolk
Date of meeting:	29th January 2021
Responsible Cabinet Member:	Cllr John Fisher (Cabinet Member for Children's Services)
Responsible Director:	Sara Tough
Introduction from Cabinet Member <p>This paper provides key updates post 16 provision, quality and outcomes as well as the impact of the COVID-19 crisis on providers so far. In line with our duties, part of this report focuses on participation of young people in learning and training, as Norfolk County Council has a key role in promoting participation and preventing young people from becoming NEET (Not in Education Employment or Training).</p> <p>At Level 3 and Level 2 Norfolk attainment Average Point Score (APS) for programmes are performing at or close to national standards.</p> <p>Destinations after KS5 for Norfolk students (including those who are disadvantaged or SEN) follow national trends into Employment or Training at all levels. Both at L3 and L2 more students move into employment and less into further learning whether in Higher Education (HE) or Further Education (FE) institutions.</p> <p>Furthermore, the paper provides a snapshot of the current issues including the impact of the coronavirus and the response by Norfolk County Council and our partners.</p>	

1. Background and Purpose

- 1.1 In March 2018 we presented an overview of the post 16 education, employment and training landscape in Norfolk to Children's Services Committee. The paper outlined the role of Norfolk County Council as well as achievement and outcomes for young people. The Children's Services functions and responsibilities are not repeated in this paper, as they have been set out in detail previously.
- 1.2 This paper provides key updates **post 16 provision, quality and outcomes** as well as the impact of the COVID-19 crisis on providers so far (Section 3). Section 4 of this report focuses **on participation of young people in learning and training**, as Norfolk County Council has a key role in promoting participation and preventing young people from becoming NEET (Not in Education Employment or Training).
- 1.3 Furthermore, we seek to provide a snapshot of the current issues including the **impact of the coronavirus and the response** by Norfolk County Council and our partners (Section 5).

2. Context

- 2.1 Prior to the coronavirus both nationally and in Norfolk there was a steady rise in the number of 16-18-year-olds participating in education or training and a reduction in the numbers who are not in education, employment or training (NEET). Key issues were ensuring that vulnerable young people including looked after children and young people with SEND (Special Education Needs and Disability) are as able to make positive transitions into further learning and employment as their peers and that the post 16 provision landscape provided accessible progression pathways to meet the needs of all learners.
- 2.2 Although it is difficult to predict the long-term impact of the pandemic, emerging evidence is that it is likely to disproportionately affect 16 to 24-year-olds and we are already seeing the fallout for the economy and for young people's wellbeing and education. More detail on this is provided in Section 5.

3. Post 16 Provision in Norfolk

- 3.1 For post 16 there are four main categories of provider type: school sixth form, Sixth Form College, further education college and independent training provider (see Appendix A Norfolk Post 16 Provider Map):
- Independent training providers includes employer providers, they deliver publicly funded training through Apprenticeships, study programmes or employer based professional development.
 - Further education colleges provide mainly vocational training at a range of levels through classroom and work-based training, study programmes and apprenticeship provision.
 - School sixth forms and sixth form colleges usually deliver academic classroom-based provision at level 3 through study programmes, some schools and sixth form colleges offer a broader mixed curriculum of academic and vocational classroom-based training at level 2 and 3.
- 3.2 **The trend noted in 2018 for fewer, larger providers to promote economies of scale and in line with the Area Review recommendations, has continued with the merger of Paston Sixth Form College and Easton College into City College Norwich.** Six Sixth Forms have closed: three in Norwich, three in the West; with several more 'at risk.' In addition to the previous loss of three independent training providers, three further providers have exited the market: Construction Training Services, 3 AAA, Ann Clark Associates. The North Walsham delivery centre of Nova Training has also closed. The market continues to be volatile.
- 3.3 The impact of this has been to narrow the breadth of type of learning provider and to reduce the spread and the scope of vocational provision opportunities available to young people who do better in a smaller and more practical environment. This situation has been exacerbated by COVID-19 and the lockdown, with the reduced availability of apprenticeships, over subscription for much College provision and reduced physical capacity for vocational workshop-based courses and a decline in the provision of in-year starts and re-engagement provision. As a result, the provision available in Norfolk is inadequate for need, a situation borne out by increase in 16-18 NEET (see Section 5 below).

4. Quality and Outcomes

4.1 Key Stage 5 Outcomes

The below outcomes data refers to the 2018/19 academic year unless otherwise stated, which is the last complete data year due to the suspension of exams in 2019/20 due to the national COVID response.

4.2 KS5 Cohort size

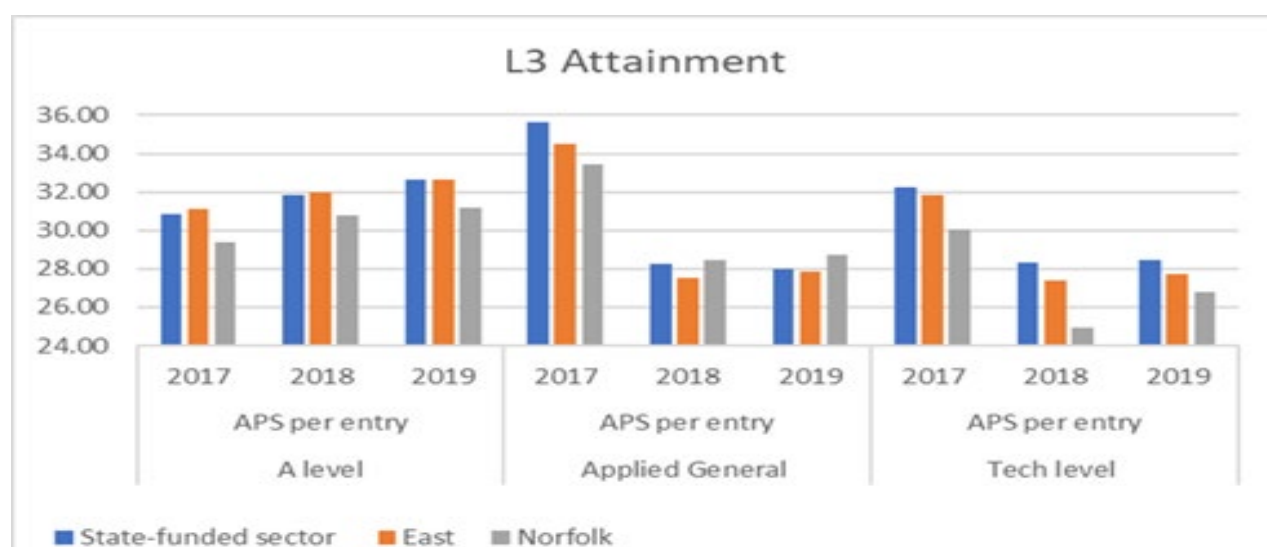
The size of the cohort of student who had completed KS4 (Key Stage 4) and make up the KS5 cohort had fallen by 1.7% compared to the national fall of 1.9%. The number of students taking level 3 qualifications in Norfolk has increased slightly in 2018-19 academic year by 4% this was against a national increase of 0.3%.

4.3 Overall Effectiveness of Provision of Norfolk Providers

Norfolk secondary providers are just below national at 75% (Nat 76%) for Good or better Ofsted overall effectiveness grading for inspections up to 31st of August 2020 (40 of 53 providers). For Further education and skills 100% of Norfolk providers are Good or better compared to national at 76% (9 providers).

Ofsted overall effectiveness as of 31/7/20				
Grade	1	2	3	4
Secondary %				
England	20	56	16	8
East of England	19	60	17	6
Norfolk	11	64	21	4
Norfolk no's of providers	6	34	11	2
FE & Skills %				
England	13	67	16	4
East of England	10	66	22	2
Norfolk	22	78	0	0
Norfolk no. of providers	2	7	0	0

4.4 Level 3 Outcomes (APS)

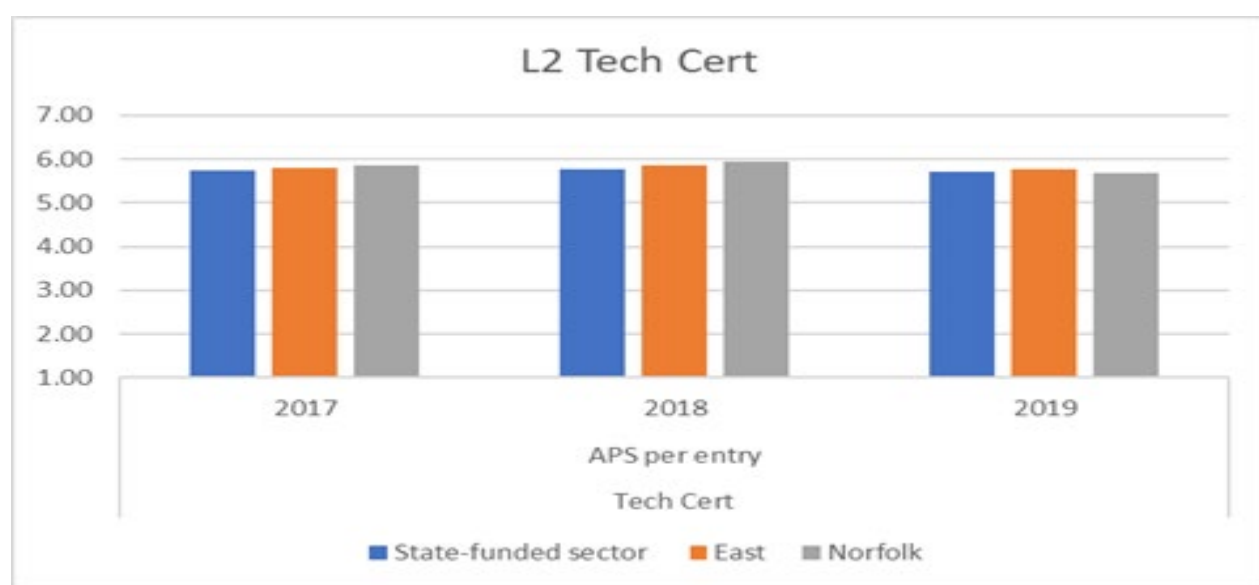


4.5 A level performance in Norfolk has improved over the last 3 years at the same rate as national, but still lags just behind by 1.46 point.

- 4.6 Applied qualifications are just above national levels (0.71 points) in 2018/19 academic year, having improved from a weaker position than national in 2017/18.
- 4.7 Tech level qualifications have improved in 2018/19 academic year but remain below national results by 1.66 points.
- 4.8 Attainment for applied general and tech level qualifications nationally were broadly consistent with 2017/18 figures. This follows a decrease in attainment the previous year, due to vocational qualification reform.

4.9 Outcomes at Level 2

At level 2 Norfolk Tech Cert outcomes have fallen back from 2017/18 levels and are now sitting at national.



5. Participation in Learning and NEET

- 5.1 The Department for Education measures local authorities on the key performance indicators of the September Guarantee, participation and combined NEET and not known.

Years 12/13 Combined	2017/18	2018/19	2019/20
September Guarantee	95.1%	95.4%	94.6%
Participation at the end of January	91.1%	91.4%	91.3%
NEET/Not knowns average Dec-Feb	5.1%	4.8%	4.4%

- 5.2 The **September Guarantee** measures the percentage of young people in years 12 and 13 who have an **offer of learning by the end of September**. It is collected over the period of May to September and the main benefit is to identify young people who have not applied or not received an offer of a place in learning and who need support to continue in learning.
- 5.3 This year there was concern that due to COVID-19 more young people would disengage from learning, especially as there was feedback from schools and colleges that they had difficulty maintaining contact with some of their students. Extensive work went into identifying and supporting students who were at risk of becoming NEET especially vulnerable young people such as those missing education, home educated and looked

after children. The provisional September Guarantee figure for **2020 was lower than previous years** at 92.4%.

- 5.4 Each year there is a gap between the percentage of young people with an offer of learning and those who go on to enrol, and the gap of young people continuing to participate gets wider over the academic year. Data for 31st December 2020 shows a slight reduction in young people participating in learning at both 16 and 17 from 91.38% to 91.12%.
- 5.5 NEET and Not Knowns are measured as a combined percentage averaged across December, January and February. This is because the DfE assume that any young person whose education, employment or training status that we do not know may be NEET, and because the 3-month period between December and February is shown to be the most statistically reliable period for giving a true picture of NEET.
- 5.6 There has been a steady improvement in NEET and Unknown between 2017/18 and 2019/20. The percentage of young people whose status we do not know was at its lowest ever – 0.7% (99 young people) in 2019/20 meaning that we could be confident that we knew and could support the NEET cohort. This year there has been a rise in both the percentage of young people whose current situation is not known and in NEET to 1.45% not knowns and 4.18% NEET as of the 31st December.
- 5.7 **Where do Level 3 Students go at age 18?**
Norfolk Student Destinations after key stage 5 (Student destinations for those who reached the end of 16 to 18 study in 2016/17) (state-funded mainstream schools and colleges)
- 5.8 In previous years, destinations after 16-18 study were only reported for students of approved level 3 qualifications (such as A levels, applied general qualifications and tech levels). This accounted for only around 60% of young people who enter qualifications at this level. From 2018/19 there has been an expanded cohort that includes students taking qualifications at level 2 and below, this gives a fuller picture of what 18-year-olds go on to do after leaving secondary education.
- 5.9 **Student numbers for destination measures Norfolk 2016/17 Cohort**

Institution Type	All	L1, entry level and other	Level 2	Level 3
Colleges	5152	1141	1354	2657
Schools	2603	55	58	2490
UTC	86	8	11	67
Total	7841	1204	1423	5214
% of total Norfolk students per level		15.36%	18.15%	66.50%
% of total National students per level		14.15%	14.83%	71.01%

- 5.10 The table shows the number of students in each type of institution in the reporting year. The Norfolk profile is similar to the national picture but has a higher proportion of L1 and L2 students and consequently a lower proportion of L3 students. Only 5% of L1 and L2 students attend a school sixth form, nationally this is 6.7%.

5.11 Destinations for all Norfolk young people and those with SEND

A detailed analysis of the destinations and success of Norfolk young people to progress to further learning and work can be found in Appendix B.

5.12 The analysis shows destinations for those leaving at 18 with either a Level 1, a Level 2 or a Level 3 qualification and a breakdown for those with SEND.

5.13 The Norfolk picture can be summarised as follows:

- Fewer young people who attain Level 1 or Level 2 progress to further education
- Post 16 SEND provision – 203 more students with SEN (Special Educational Needs) were on further education programmes in 2019 than in 2018 – this is a 3.3% rise.
- Significantly fewer young people progress into higher education, the gap to national is 9 percentage points (40% compared to 49% nationally)
- More young people progress into work at all levels
- Outcomes for SEND students lag behind national benchmarks and the same is true for disadvantaged young people

5.14 Apprenticeships

Overall starts in 2019/20 have declined by -15% in Norfolk when compared to the 2018/19 full year out-turn. This compares to an -18% decrease across England.

Starts	2019/20	2018/19	Difference	% Change
Norfolk	4,890	5,730	-840	-14.66%
England	32,250	393,380	-70,880	-18.02%

5.15 Intermediate Levels starts are most affected with a -24% drop in Norfolk (-31% decline for England).

5.16 Higher apprenticeships show the smallest impact in the county with only a -2% reduction (+10% increase for England).

Norfolk - Level	2019/20	2018/19	Difference	% Change
Intermediate	1,520	1,990	-470	-23.62%
Advanced	2,160	2,510	-350	-13.94%
Higher	1,200	1,230	-30	-2.44%
Totals	4,880	5,730	-850	-14.83%

England - Level	2019/20	2018/19	Difference	% Change
Intermediate	99,200	143,590	-44,390	-30.91%
Advanced	140,800	174,730	-33,930	-19.42%
Higher	82,500	75,060	+7,440	+9.91%
Totals	322,500	393,380	-70,880	-18.02%

5.17 Norfolk's under 19s continue to be the most impacted with a -17% drop (-22% decline for England). The other age groups are both -14% down (England -16% and -18% respectively).

Norfolk - Age	2019/20	2018/19	Difference	% Change
19-24	1,390	1,620	-230	-14.20%
25+	2,300	2,680	-380	-14.18%
16-18	1,190	1,440	-250	-17.36%

Totals	4,880	5,740	-860	-14.98%
England - Age	2019/20	2018/19	Difference	% Change
19-24	95,300	116,000	-20,700	-17.84%
25+	151,000	179,670	-28,670	-15.96%
16-18	76,300	97,700	-24,400	-21.90%
Totals	322,600	393,370	-70,770	-17.99%

6. Current Issues, Risks and Local Response

6.1 National and local trend for unemployment

The national level of unemployment stands at around 4.5% as of Jun-Aug, an increase of 0.4% over the previous three months, a larger rise prevented by the furlough scheme. Latest estimates are suggesting unemployment could now peak at 7.5% by the end of 2020 rather than the 10 -15% previously estimated.

6.2 However, 7.5% is still twice the level of unemployment pre-COVID and represents the sharpest increase in unemployment for more than 10 years and would be comparable to the peak of unemployment seen because of the financial crisis in 2008/09.

6.3 The DWP (Department for Work and Pensions) Universal Credit (UC) claimant data table below shows the increase in the number and percentage of people out of work and claiming UC for all LA (local authorities) Districts. 16–24-year-olds have been most adversely affected by the COVID-19 crisis with youth unemployment in Norfolk increasing by 121.4% from 5335 in October 2019 to 11813 in October 2020.

District	Oct 2019		Oct 2020		Change on Year	
	All ages	16-24	All ages	16-24	All ages	16-24
Breckland	1450	708	3415	1541	+135%	+117.7%
Broadland	995	412	2780	1267	+191%	+207.5%
Great Yarmouth	2650	1364	4505	2197	+70%	+61.1%
Kings Lynn & West Norfolk	1725	771	4130	1947	+139%	+152.5%
North Norfolk	855	402	2320	967	+171%	+140.5%
Norwich	2990	1190	6195	2673	+107%	+124.6%
South Norfolk	1135	488	3025	1221	+166%	+150.2%

6.4 Impact of COVID-19 on providers and the response

6.5 School and college leaders work closely with senior leads in Norfolk County Council through the Joint Chairs meetings, the Education and Training Strategy Group, Heads of Sixth and other forums to ensure continuity of learning, sustained engagement of vulnerable learners and successful transition into and from post 16 provision.

6.6 Most of the post 16 providers reported a slight increase in applications for September 2020 and starts to their programmes, however some of this is due to existing students who have opted to continue year 14 in education due to reduced apprenticeship and employment opportunities, rather than an increase in new learners. Both the College of West Anglia and City College Norwich reported that they still had waiting lists of students at the end of October including learner groups that have subsequently had to be refused.

- 6.7 Some courses are limited as to the number of students they can take due to physical capacity; this is particularly relevant for courses that require practical content e.g. construction, engineering. All providers have virtual platforms in place and continue to deliver during lockdown and the ongoing coronavirus restrictions. A blended model of delivery will be used again by many providers to allow rotation of many students on site as this way of learning is becoming embedded. Providers and NCC are supporting students and their families with no or limited access to IT (Information Technology) e.g. Norfolk Assistance Scheme, College of West Anglia have purchased laptops and Broadband connections. There is a growing concern about the confidence and ability of many young people to make full use of digital resources, which is impacting on their learning and progress.
- 6.8 Following the first lockdown, a growing challenge was the ability to continue with reduced staffing levels due to COVID-19. Schools and colleges often operated 'bubbles,' meaning some staff had to teach and carry resources between up to 20 different classrooms in a week. Specialist subjects and courses (art, construction, engineering, design and technology, PE etc.) are delivering heavily modified curricula. Because many students are experiencing periods of social isolation, many providers report a widening progress and attainment gap between those adapting and progressing well, and those disengaging. Providers also report widening gaps caused by digital poverty for some together with a widespread increase in 'digital fatigue' amongst students. These changes, together with the increased expenses of cleaning and PPE (Personal Protective Equipment) has also impacted on finance. Providers, especially smaller ones, have found this an additional strain to budgets that are already stretched leading to concern about the ongoing viability of some providers.
- 6.9 **Continuing gaps in provision** - evidence above shows a situation of young people being more at risk of NEET at a time when the provider numbers are reducing, and the provision offer narrowing in the County. COVID risks and pressures have resulted in a noticeable reduction in vocational education and training provision in FE (Further Education) Colleges and the independent training sector, particularly with a rapid reduction in apprenticeship numbers and growing waiting lists for college vocational courses. Combined with Brexit uncertainties and economic recession, the pressures on business employers are intense resulting in a potential risk of continuing high levels of NEET without provision well into 2021, particularly in those areas of Norfolk where provision is already limited and at a time when there is an increasing demographic demand for post 16 provision from young people.
- 6.10 **Transport**
The post 16 transport policy operated by Norfolk County Council has served learners since 2012. It is applied to all students including those with SEND and a contribution from parents supports a system of core routes. These enable every Norfolk learner aged 16-18 to reach a provider for either academic study or vocational learning. Usually, this includes the nearest school sixth form and the nearest FE college.
- 6.11 There has been considerable pressure on the transport budget due to several factors which include:
- Increased costs for SEND transport
 - Increased number of students with an Education Health and Care Plan remaining in education up to the age of 25
 - Fewer contributions from FE providers
- 6.12 The current policy has not been formally reviewed with stakeholders since 2012.

6.13 Travel to learn distances are well above national averages for many parts of the county due to the rural nature of Norfolk. Transport is one of the key enabling factors to support young people in continuing their learning at a sixth form or a learning provider. Norfolk County Council Corporate Board therefore asked officers to conduct a review of the policy with stakeholders in 2021. The timetable for this review will be agreed with stakeholders in the Spring of 2021.

6.14 **SEN post 16/18+**

The Ofsted/CQC Area SEND Inspection for Norfolk identified three serious weaknesses, one of which was the Preparation for Adult Life outcomes for young people 18-25 with SEN. A Written Statement of Action outlining how the weaknesses will be addressed has been co-produced with parent/carer groups and with professionals working within SEND across Norfolk County Council's Children's and Adult Services, the Clinical Commissioning Group, education and health providers and the voluntary sector. We recognise that to improve outcomes post 16/18 requires effective transition planning from 14+ so our action plan includes a 14+ Education Transition Pathway.

6.15 Ofsted has approved the Written Statement of Action and over the next 18 months, we will be delivering on 14 detailed actions that will ensure effective information sharing, transition planning and joint planning between children's services, adult social services, the CCG and education/health providers which leads to appropriate provision and support for young people as they move into adulthood.

6.16 **Learning & Inclusion Service response**

The Local Authority has responded in several ways, building upon strong existing partnerships with providers and stakeholders:

- Weekly meetings with Joint Chairs and support for vulnerable groups through close partnership between Further Education Colleges and Children's Services.
- Additional support for the COVID testing process in FE Colleges and facilitating links with Public Health.
- At our request, since March, over 2,400 mainly post-16 teaching resources were shared by teachers from 33 schools and colleges.
- 67 specialist Lead teachers deployed under a Cooperative set up with *Educate Norfolk* to help raise standards post-16 and coordinated by a network of Heads of A level, and specialist teachers have continued to run 53 online subject meetings, attended by well over 500 colleagues from across Norfolk.
- Active Careers network involving 60 school and college careers leads to explore ways of supporting young people to respond to changing opportunity structure and labour market.
- The Norfolk Higher Aspirations Scheme (HAS) continued throughout the lockdown to support the work and ambitions of 4,000 16-19-year-olds providing email notifications of a plethora of online activities available to support their career and higher education ambitions.
- Strengthened communications and partnership working with post 16 providers through weekly/fortnightly COVID response communication alerts and regular Norfolk Provision Network meetings.
- Rapid, systematic gathering and processing of enrolment data from post 16 providers and tracking of young people whose education, employment or training status is unknown to clarify the destinations of all 16-18, and to provide targeted support for those who are not participating.

- Multi method strategies (phone, text, email, social media) to contact and engage with young people to check on welfare and participation status and to identify and refer for appropriate support including innovative 'You Do You' campaign with NCC Communications team and Krow Marketing.
- Innovative engagement activities with NEET young people including Clever Egg interactive workshops and apprenticeships webinars and increased support for young people through virtual face to face guidance interactions.
- Additional staff deployment to track, support and stay connected with 16-18's including NEET.
- Regular dialogues with post 16 providers and the Education & Skills Funding Agency (ESFA) to raise concerns over insufficient suitable provision.
- NEET contact lists provided to training organisations to engage NEET available young people.
- TITAN (Travel Independence Training Services in Norfolk) training carried out with priority SEND young people plus virtual support workshops for their parents/carers.
- Virtual work experience activities and resources in partnership with New Anglia LEP.
- Over 520 High Needs applications for post 16 funding have been fully processed.
- Children's Services 'Pathways to work' strand, signed off by CSELT has been included within in NCC (Norfolk County Council) Apprenticeships Strategy recently endorsed by the Apprenticeships Board. To encourage the development viable pathways to work for all young people, Children's Services are planning to secure a new team. An urgent need for the team will be to address the low apprenticeships uptake by young people.

6.17 **The Norfolk and Suffolk COVID-19 Economic Recovery Restart Plan**

Developed collaboratively The Norfolk and Suffolk COVID-19 Economic Recovery Restart Plan provides an overview of the projects, initiatives and actions from public, private and third sector organisations in supporting the economic recovery in responding to the impact of COVID-19. The people section of the plan includes actions with a specific focus on young people:

- Accelerate the delivery of the Youth Pledge projects, providing an integrated offer that links young people to opportunities and support to help them into education, training and employment.
- Provide co-ordinated support that schools and colleges can draw on that enables, enhances and improves careers provision across Norfolk and Suffolk. This includes working with the Careers and Enterprise Company to expand the New Anglia Careers Hub right across Norfolk and Suffolk from September.
- Deliver a pilot to test innovative virtual solutions for work experience placements to help the continuation of high-quality career engagement.

6.18 A [delivery plan](#) to monitor progress against actions is updated regularly with input from a wide range of stakeholders and overseen by the Skills Advisory Panel.

6.19 **Latest information from Activity Survey November 2020**

Using destinations tracking data for year 11 leavers as recorded on the 30th November 2020, the Activity Survey for 2020 shows that 45% (3863 young people) progressed into sixth forms, 45.85% (3936) into FE Colleges and just 1.95% (167) into apprenticeships. 706 young people are currently recorded as NEET (4.12%), with a further 1.94% whose destination is currently unknown.

7. **Conclusion and Actions required**

7.1 Although 2020 has thrown up huge challenges to Norfolk's post 16 system of education and training, and despite the major stresses that test the system, the response by NCC and

partners to these unprecedented changes has been flexible, creative and resilient throughout.

- 7.2 However, key risks remain as we move into 2021. Disruption of 16-18 education and training provision, the reducing provider base, widespread business retrenchment and narrowing of the 16-18 provision offer combined with the complex geography of county all come together to create a greater risk that some 16-18 (24) year olds will be left behind as long-term NEET/unemployed. And those who are most at risk are those who are the most vulnerable: SEND, LAC/Care Leavers, Young Offenders, Home Educated, NEET and those whose attainment levels are below Level 2.
- 7.3 Three key actions would positively address the issues and risks raised in this paper:
1. NCC to work with the EFSA to press for targeted resources where flexible funding is required to jointly commission provision to address gaps.
 2. To work with education, training, and transport providers to carry out and consult on a policy review to create a more integrated and innovative transport system in the County.
 3. NCC to provide leadership for the development of post 16 education and training in the County:
 - a. As an employer and working with other public sector employers establish public sector pathways into work including prioritising care leavers and other vulnerable groups
 - b. Work pro-actively with both our in-house provider and other partners to establish new provision targeting specific groups of young people.
 - c. Continue work with the Education and Training Strategy Group and the LEP Skills Advisory Panel to foster collaboration across Education, Training and employer sectors.
 - d. Continue to contribute to the forthcoming Norfolk County Council Apprenticeships Strategy.

8.0 Background Papers

List here those papers referred to in compiling this report and provide links where possible. (Only those that do not contain exempt information).

Post 16 Education and Training in Norfolk – Children’s Services Committee 13/03/2018 pp. 123 - 156 via archive:

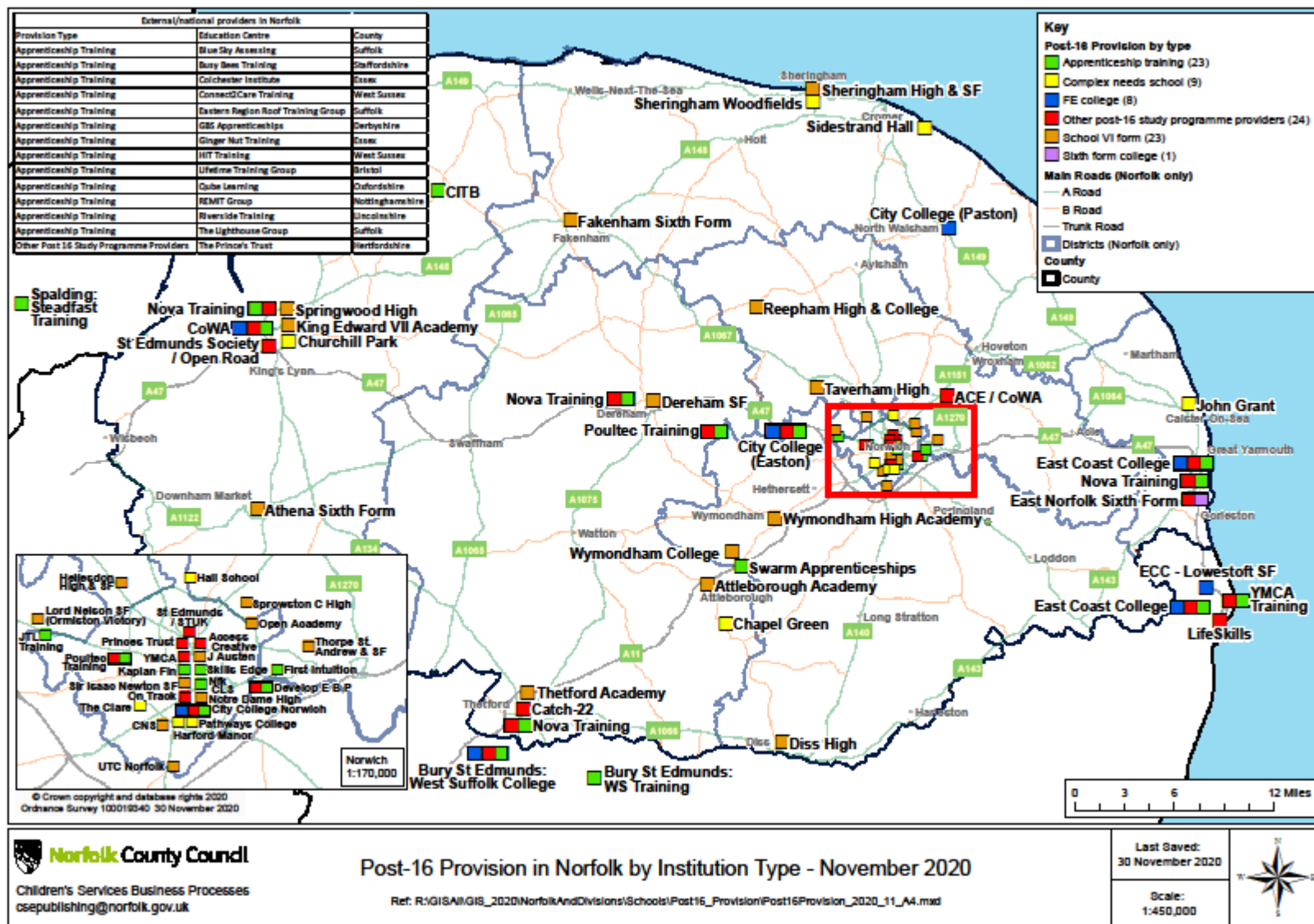
<https://norfolkcc.cmis.uk.com/norfolkcc/Committees/HistoricalCommittees.aspx>

9.0 Officer Contact

If you have any questions about matters contained in this paper, please contact:

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Appendix A - Norfolk Post 16 Provider Map



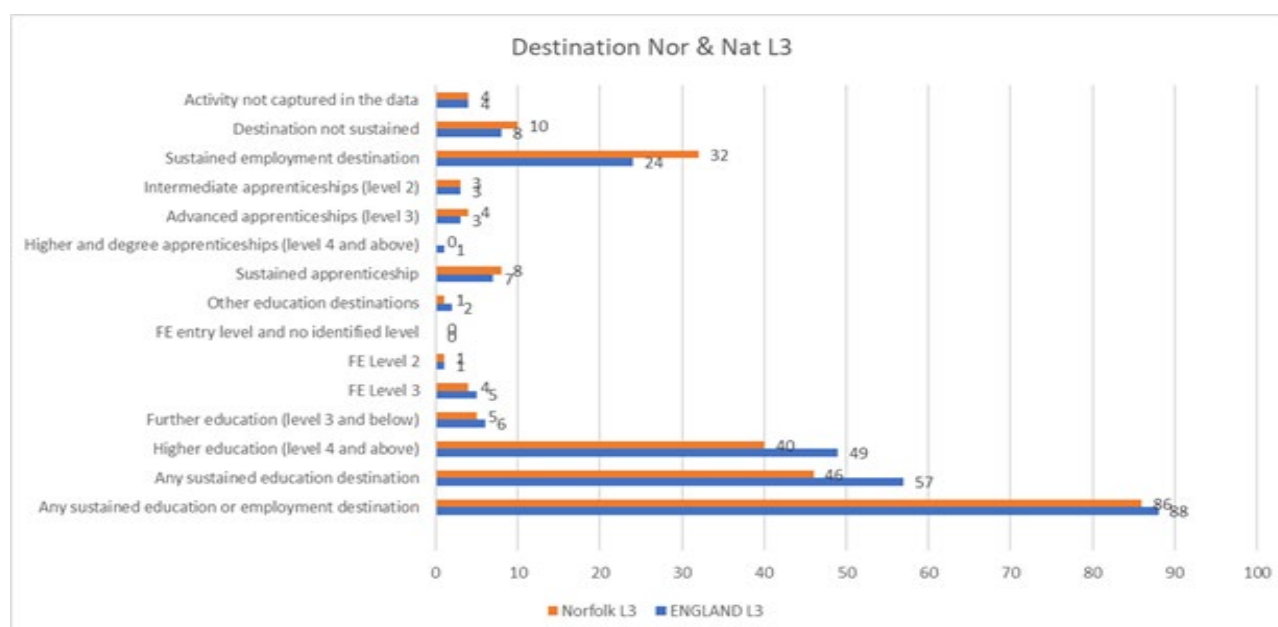
Appendix B

Destination data for Norfolk young people leaving at age 18

All students with a Level 3 at the end of KS5

Destinations into education or employment have remained close to national with a marginal difference of 2% compared to national (Nor (Norfolk) 86% Nat (Nationally) 88%). There has been a three-year decline in education destinations, which now sit 11% (Nor 46% Nat 57%) below national. This is reflected in the HE destinations which although seeing a 3% improvement over three years, are still 9% below national (Nor 40% Nat 49%). Destinations into employment have been consistently higher in Norfolk than national by 8% over the last three years (Nor 32% Nat 24%). Apprenticeship destinations have consistently been close to national over the last three years and are 1% higher than national for 2018/19 (Nor 8% Nat 7%).

Destinations not sustained have been close to national over the last three years and now sit 2% above having increased from no difference in 2017/18 academic year (Nor 10% Nat 8%).

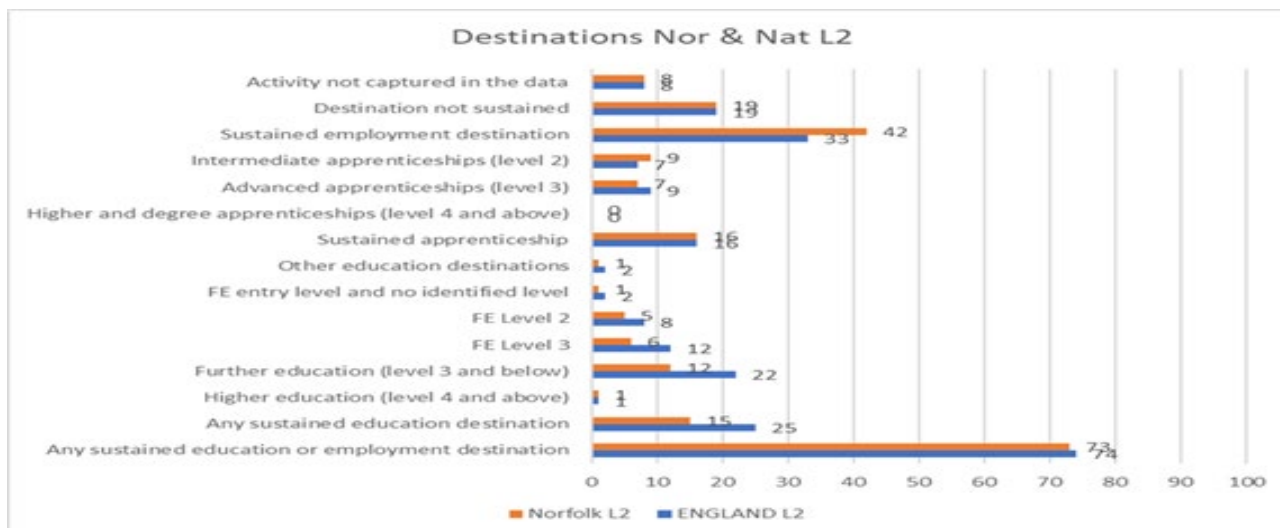


All students with a Level 2 at the end of KS5

Destinations for Level 2 students have been published for the first time in 2018/19 so there is no historic comparison, but they follow a similar pattern to level 3 students in that any sustained destination into education or employment is very close to national (Nor 73% Nat 74%).

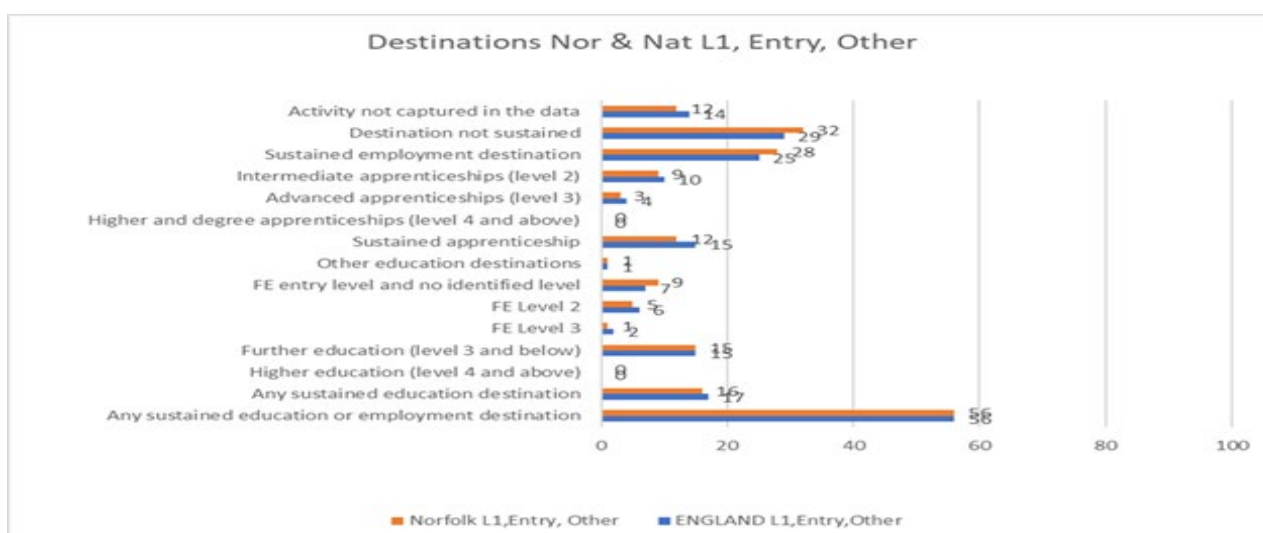
Destinations into any sustained education is 10% lower than national again (Nor 15% Nat 25%) reflecting L3 Norfolk destinations, with destinations into sustained employment 9% higher than national (Nor 42% Nat 33%). Progression into Further Education at all levels is below national (Nor 12% Nat 22%), with L3 noticeably lower by 6% (Nor 6% Nat 12%).

For apprenticeship destinations Norfolk students' progress into this destination at the same rate as national, at 16%, more Norfolk students' progress to L2 apprenticeships than national but less at level 3 (Nor L2 9% Nat 7% Nor L3 7% Nat 9%). Destinations not sustained are at the same rate as national at 19%.



All students with a Level 1 at the end of KS5

Norfolk student destinations at L1 follow the pattern of national trends much more closely than at L3 or L2. For sustained education or employment Norfolk students have the same outcome at 56% as national, and within 1% for sustained education destinations (Nor 16% Nat 17%). Destinations into FE is the same as national at 15% and apprenticeships is 2% lower than national at 12% (Nat 15%). Destinations not sustained are within 2% of national at 32% (Nat 29%).



Destinations for those with SEND/LLDD

Destinations for SEN / LLDD students at the end of KS5

Virtually all SEN students in Norfolk at KS5 at Levels 1 and 2 are in FE colleges (3 in schools, 757 in FE) at L3 84% of SEN learners are in FE college provision (108 in schools, 579 in FE).

At L3 Norfolk SEN FE college students

- For education and employment destinations and apprentice provision Norfolk SEN students are very close to national.
- As with all Norfolk L3 students, L3 SEN students move into employment at a higher rate than all national students, they move into HE destinations at a lower rate than national (but higher than all Norfolk students).

At L3 Norfolk SEN school students

- Do less well in progressing to HE destinations than national students.

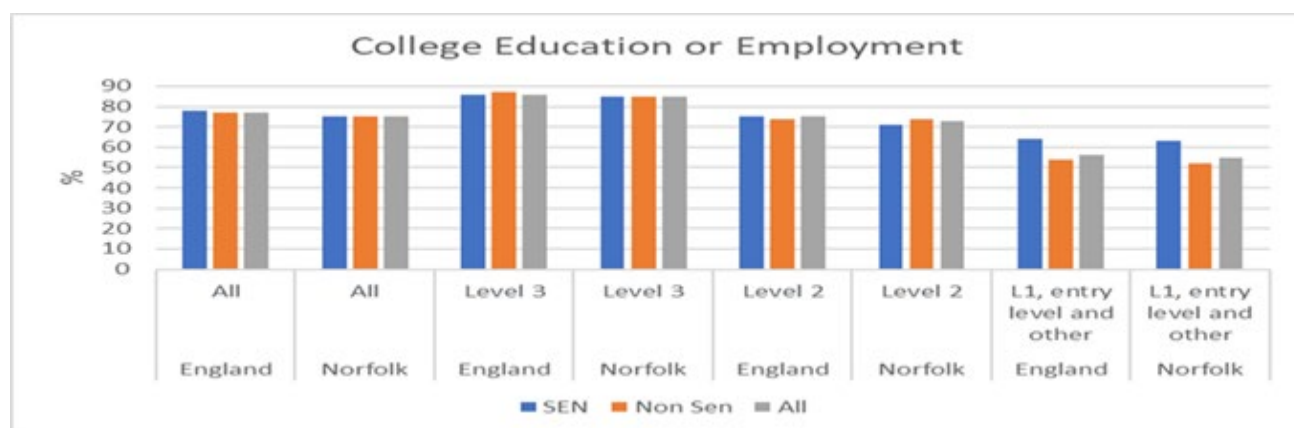
- All other outcomes into employment, FE, apprenticeships, and destinations not sustained are within 2% of national.

At L2 Norfolk SEN students

- Have lower progression into education destinations than national. Destinations into sustained employment are 7% higher than national and 1% higher than national all pupils, this again reflects the L3 Norfolk trend.
- Destinations into apprenticeships, destinations not sustained, and activity not captured are all close to national.

At L1 Norfolk SEN students

- Unlike L3 and L2 Norfolk SEN students at L1 are 4% above national for progression into educational destinations. Destinations into apprentice provision is 4% behind national. All other L1 destinations are in line with national.



People and Communities Select Committee

Item No. 8

Report title:	Special Educational Needs (SEND): Performance Framework
Date of meeting:	29 January 2021
Responsible Cabinet Member:	Cllr John Fisher (Cabinet Member for Children's Services)
Responsible Director:	Sara Tough (Executive Director Children's Services)

Introduction from Cabinet Member

At the previous meeting of the People and Communities Select Committee (November 2020) we outlined the need to provide a range of performance data, regarding services and provision for Special Educational Needs & Disability (SEND), to each Committee meeting for a 2 year period. This requirement follows on from recommendations by the Local Government & Social Care Ombudsman (LGSCO) and also the current improvement work linked to our Written Statement of Action with Ofsted/Care Quality Commission (CQC).

At the November 2020 meeting of the Committee an initial set of data was presented, along with an explanation that during the 2 year reporting period Members should expect to see these data sets changing to reflect the development of an over-arching data 'dashboard' for SEND. These reports should be seen as iterative, therefore, with future reports increasing the amount of data available and the addition of trends to illustrate performance improvements.

Executive Summary

This is the second report on a developing SEND performance framework in a series of reports scheduled for each Committee meeting over a 2 year period. The requirement to provide these regular reports follows on from recommendation by the Local Government & Social Care Ombudsman (LGSCO) and also the current improvement work linked to our Written Statement of Action with Ofsted/Care Quality Commission (CQC).

At the November 2020 meeting of the Committee an initial set of data was presented along with an explanation that, during the 2 year reporting period, Members should expect to see these data sets changing to reflect the development of an over-arching data 'dashboard' for SEND.

All Local Authorities are required to submit an annual statistical return to the Department for Education for SEND, known as SEN2, taken as a snap-shot of data on 19th January each year. Therefore, Members should expect to see this annual data set reflected in the

March 2021 committee report and again in July 2021 when DfE publish the national comparator tables.

Therefore, the report today largely sets out the data types that were presented to the November committee (with figures now available for November and December) along with an update regarding our Education Health & Care Plan performance for completion of initial assessments in 20 weeks

Actions required

- 1. To note the ongoing content of a new SEND performance framework and agree ongoing reporting at all subsequent meetings for a period of two years in total; complying with the outcome of the LGSCO report.**
- 2. To agree that the range of performance measures will directly assist with decision making regarding any policy changes needed over time as part of the range of SEND improvement programmes.**

1. Background and Purpose

1.1 Provision and services for children and young people, age 0-25, with Special Educational Needs (SEND) has been the subject of significant reporting to various council committees in recent years as part of the council's overall transformation of special educational needs services and provision.

1.3 There are currently three elements to the SEND improvement work, each of which constitutes major programme management, these are:

- Area SEND Strategy (2019-2022)
- SEND & Alternative Provision Transformation Programme (2019-2024)
- Ofsted/CQC Written Statement of Action (2020-2022)

1.4 A common theme across all three of these SEND improvement programmes is the improvement in Education Health & Care Plan performance and quality, alongside our focus on building more specialist provision and ensuring that local mainstream inclusive education options are increased for families across early years, schools and colleges.

1.5 There are a range of data sets that Children's Services have developed in recent years to underpin our performance improvement work and sufficiency planning, However, the outcome of LGSCO and Ofsted/CQC reporting in 2020 requires an additional focus on SEND improvement data.

1.6 All Local Authorities are required to submit an annual statistical return to the Department for Education for SEND, known as SEN2, taken as a snap-shot of data on 19th January each year. Therefore, Members should expect to see this annual

data set reflected in the March 2021 committee report and again in July 2021 when DfE published the national comparator tables.

1.7 Therefore, the report today sets out largely the data that was presented to the November committee with the main update regarding our Education Health & Care Plan performance for completion of initial assessments in 20 weeks

2. Proposals

2.1 The LGSCO recommended that the Committee receive updates that cover the following data sets:

- number of children out of education;
- average time for arranging alternative education provision for children who have been out of education;
- average time taken to produce final EHC plans and EHC plan reviews compared with statutory timescales;
- and number of upheld complaints about EHC plans and education provision from both the Council's own complaints process and us.

2.2 Below are a series of tables extracting the current figures for each category requested by the LGSCO; starting with context data regarding the overall pupil population:

Measure Description	Criteria / Methodology	Jul-20
School Numbers - All (Mainstream & specials)	Norfolk School census (latest available - Nursery - Yr 13) - All	116617
School Numbers - EHCP (Mainstream & specials)	Norfolk School census (latest available - Nursery - Yr 13) - EHCP	3435
School Numbers - % EHCP	Percentage calculation	2.9%
School Numbers - Stat School Age - All (Mainstream & specials)	Norfolk School census (latest available - Yr R - Yr 11) - All	107793
School Numbers - Stat School Age - EHCP (Mainstream & specials)	Norfolk School census (latest available - Yr R - Yr 11) - EHCP	3222
School Numbers - Stat School Age - % EHCP	Percentage calculation	3.0%

[this is the same set of figures used in the November 2020 committee report and are provided for context]

2.3 The table below summarises figures for 'Children Missing Education'. The definition of Children Missing Education (CME) are children of compulsory school age who are not registered pupils at a school and are not receiving suitable education

otherwise than at a school. It should not be confused with children who are missing or those children who are awaiting placement/provision:

Measure Description	Criteria / Methodology	Aug-20	Sep-20	Oct-20	Nov-20
Number of children out of education - All	All CME cases	634	722	766	702
Number of children out of education - EHCP	CME - EHCP-issued cases	87	96	81	66
Percentage - EHCP in cohort of all CME	Percentage calculation	13.7%	13.3%	10.6%	9.4%
Average time in days for arranging alternative education provision for children who have been out of education - ALL CME cases	For each closed case in a month when the average time to arrange education provision in a Norfolk provider.	-	62.6 days	30.2 days	30.1 days

2.4 The table below summarises figures for Education Health & Care Plans:

Measure Description	Criteria / Methodology	Aug-20	Sep-20	Oct-20	Nov-20
Average time - EHCP-issued cases only	EHCP-issued cases only.	-	114 days	41.4 days	76.9 days
Average time taken to produce final EHC plans and EHC plan reviews compared with statutory timescales	EHCP Performance data (from Synergy)	277.7 days 39.7 weeks	282.2 days 40.3 weeks	280.3 days 40.0 weeks	260.9 days 37.3 weeks

Average time taken to produce final EHC plans and EHC plan reviews compared with statutory timescales	Percentage of plans reviewed within the annual statutory timescale. It is not possible to produce an average figure.	58% in time	59% in time	58% in time	55% in time
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2.5 The table below summarises the figures for complaints lodged with the Local Government Ombudsman:

Measure Description	Criteria / Methodology	Aug-20	Sep-20	Oct-20	Nov-20
Number of "Local Outcome" Total Number of complaints about EHC plans and education provision from NCC complaints process Cumulative - FY (April-March)	Number of complaints about education provision, including attendance, exclusions, EHCP, guidance & advice, participation, sensory Support	46	50	59	63
Number of "Local Outcome" Upheld complaints about EHC plans and education provision from NCC complaints process Cumulative -	Number of upheld and partially upheld complaints about education provision (as above).	34	31	36	37

FY (April-March)					
Number of "LGO Outcome" Total Number of complaints about EHC plans and education provision from NCC Accumulative - FY (April-March) LGO Outcomes are not published in the public domain until 3 months after the final decision is made.	Complaints about education provision with an LGO outcome including attendance, exclusions, EHCP, guidance & advice, participation, sensory Support	1	1	4	3
Number of "LGO Outcome" Upheld complaints about EHC plans and education provision from NCC Cumulative - FY (April-March)	Number of upheld and partially upheld complaints about education provision with an LGO outcome including attendance, exclusions, EHCP, guidance & advice, participation, sensory Support	1	1	3	3

2.6 As the Local Government Ombudsman has recommended that these figures are provided to Committee for the next two years we will provide commentary on the trends that emerge from the tracking of these data sets, in future reports, as the data set increases over time.

2.7 In addition to the data requirements set out by the LGSCO we are also now producing a range of data to support our SEND improvement plan in response to the Ofsted/CQC Area SEND inspection earlier this year. The requirement, from that inspection, was the creation of a Written Statement of Action and, within that, we have set out a range of performance measures.

2.8 A link to the full Written Statement of Action is provided within Section 8 'Background Papers'. Within the following section of this report there are a number of extracts from the report in relation to the new data dashboard that we are developing.

2.9 The table below sets out the range of performance measures, in relation to Education Health & Care Plans, within the Written Statement of Action:

Performance Measures

Data Dashboard, performance measures and evidence base to monitor our Written Statement of Action progress

Metrics to determine progress related to EHCP Quality, EHCP Commissioning, 18-25 Services, Co-production and Communication are less straightforward than EHCP Timescales. However, we are determined to explore a range of hard and soft intelligence systems to ensure that we are effective in monitoring our improvements.

We will develop management information systems, analyse individual C&YP provision through case audits, capture analytics from our Local Offer website, interrogate third party contract performance indicators and harness the wealth of information available through our engagement with Family Voice (Norfolk's parent carer forum for SEND) and the other main parent/carers groups (SEND Partnership, SEN Network, SENsational Families).

Serious Weakness	Theme	KPI:
EHCP	Timescales	<ul style="list-style-type: none"> % of Educational Psychology professional reports/responses available for next stage of EHCP assessment within statutory timescale (6 weeks) % of Health professional reports/responses available for next stage of EHCP assessment within statutory timescale (6 weeks) % of Social Care professional reports/responses available for next stage of EHCP assessment within statutory timescale (6 weeks) % of EHC Needs Assessments completed within statutory timescale (20 weeks) (60% 2021, 90% 2022) % of Annual Reviews completed within statutory timescale (ie convened by education provider within 12 months and LA decision/amendments within 4 weeks/ half term period, respectively) Legacy Initial Assessments and Annual Reviews resolved (full backlog prior to phase transfer 2022)
	Quality	<ul style="list-style-type: none"> % new EHC plans audited considered compliant (specific and quantified) within multi-agency SEND Quality Standards and Quality Assurance Framework % new EHC plans audited considered 'Good' in multi-agency audit % EHCP workforce completing SEND Casework Award % of overall Norfolk 'SEND system' professionals regularly attending SEND forum % of EHCP parent cohort responding to 'Views@SEND' quality feedback system; subsequent professional attendance at staff development days utilising the experience of families to inform ongoing service improvement
	Commissioning	<ul style="list-style-type: none"> increase in ratio of single agency/joint agency commissioned SEND services within the High Needs Block Increase in scale and annual value (£) of services jointly commissioned across NCC (Children's/Adult Services, CCG) increases

2.10 We have now established the Executive Board, which oversees the implementation of the Written Statement of Action, meeting monthly since October 2020; due to remain in place up to the scheduled re-inspection in the spring/summer of 2022. The Executive Board includes cross-party Members alongside senior leaders across NCC, the CCG, education and health providers and the Chair of the parent carer forum (Family Voice Norfolk). On a bi-monthly basis the Board is attended by representatives from the Department for Education and NHS England as part of their ongoing scrutiny, support and challenge on behalf of Ofsted/CQC prior to re-inspection.

2.11 The table below sets out the final position for Education Health & Care Plan performance for 2020.

Final EHCP - 2020										
2020	Month by Month			Quarterly			Cumulative			Average number days to issue Fi
	Number Including Exception	On Time Including Exception	% On Time Including Exception	Number Including Exception	On Time Including Exception	% On Time Including Exception	Number Including Exception	On Time Including Exception	% On Time Including Exception	
January (All - Old & New)	99	16	16.2	248	34	13.7	99	16	16.2	283
February (All)	79	8	10.1				178	24	13.5	323
March (All)	70	10	14.3				248	34	13.7	314
April (All)	100	22	22.0	339	67	19.8	348	56	16.1	253
May (All)	104	11	10.6				452	67	14.8	279
June (All)	135	34	25.2				587	101	17.2	264
July (All)	131	24	18.3	363	72	19.8	718	125	17.4	263
August (All)	104	20	19.2				822	145	17.6	278
September (All)	128	28	21.9				950	173	18.2	288
October (All)	104	25	24.0	308	80	26.0	1054	198	18.8	280
November (All)	128	34	26.6				1182	232	19.6	261
December (All)	76	21	27.6				1258	253	20.1	230
Year 2020							1258	253	20.1	
Target									90.0	139

At the time of our Ofsted/CQC inspection a total of 8% of EHCP's were completed within the required 20 week timescale. As can be seen this has now increased to 20% following the investment in more staffing capacity and the implementation of a new operating model for the High Needs SEND Service.

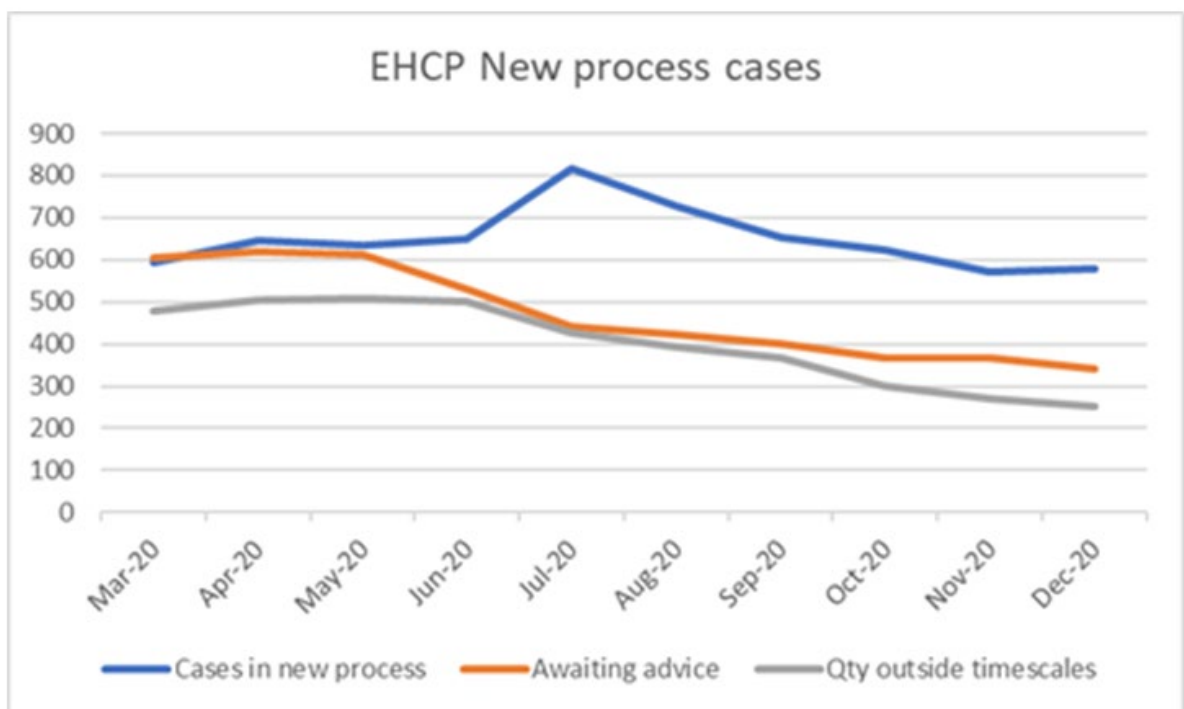
2.12 The achievement of 20% is encouraging and Members should note it within the context of:

- an increase from 8% to 20% achieved despite the additional staffing capacity only being fully implemented during the autumn term 2020.
- Ofsted/CQC have agreed targets of 60% and 90% by December 2021 and December 2022 respectively
- Department for Education link adviser confirming that in 2019 there were a total of 10 LA's with single figure performance, including Norfolk and that our 20% performance in 2021 ranks Norfolk 2nd out of 10 for relative improvement [note: formal confirmation of this will not be available until national data sets are published in May 2021]

2.13 Members of the Committee in November requested that future reports included information regarding the 'backlog' of EHCP cases. The graph(s) below illustrate the improvement in clearing the 'backlog' of EHCP assessments; future reports will continue to include this data and will include commentary as trends occur.

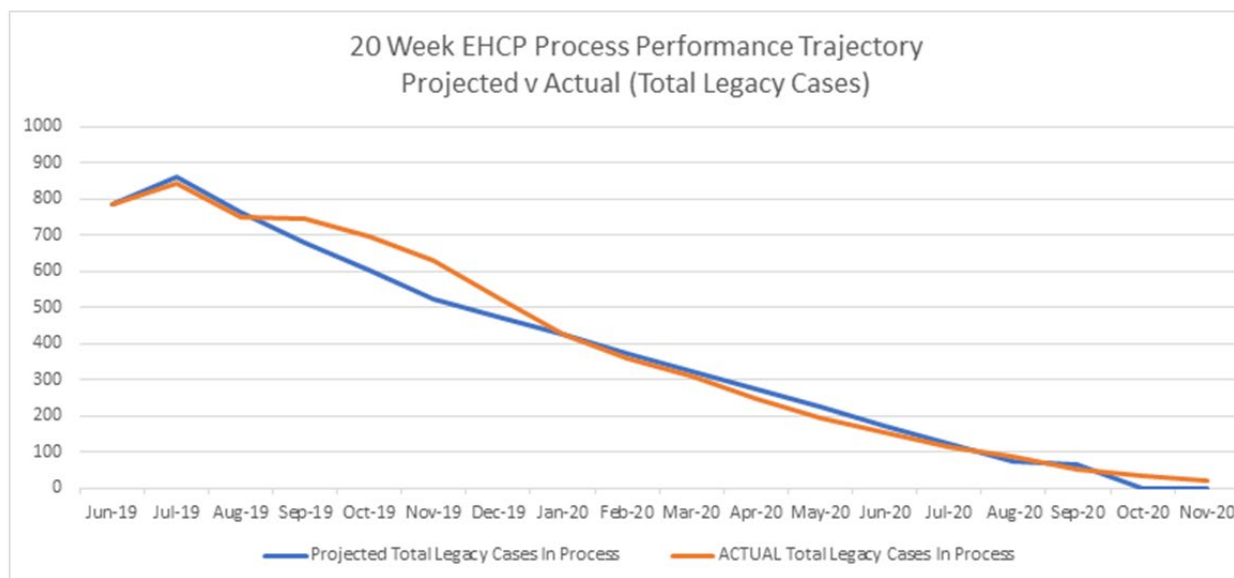
From data available up to 29 December 2020

- Good progress in reducing backlog sustained during autumn term 2020
- Professional reports ('advice') to support assessments are increasingly within timescale
- The overall quantity of cases, during the assessments, outside of timescales continues to reduce, now 43%



From data available up to 30 November 2020

- Only 22 'legacy' cases remained at the end of November from the peak of 863 in summer of 2019 and 400 at the time of the Ofsted/CQC inspection



2.14 As can be seen EHCP performance is now heading in a positive direction. However, within the Written Statement of Action we have confirmed that a new over-arching data dashboard will be developed to underpin the ongoing range of SEND improvements (in addition to EHCP). This data dashboard is under development and initial elements should be available for the next report to Committee in March 2021; including information on Looked After Children with EHCP requested at the November committee meeting.

2.15 These early signs of improvement for EHCP should also be considered in the context of our ongoing response to COVID. The EHCP Co-ordinators, Reviewing Officers, Business Support and the entire workforce within Educational Psychology and Specialist Support have achieved this improvement whilst also responding to COVID. Our staff are no different to other parts of the Norfolk community, they are working from home and responding positively to new ways of working whilst, for many, also supporting their own children with home learning.

2.16 Children's Services Learning & Inclusion teams have again, during this recent lockdown, changed working practices to ensure that we can support early years settings, schools and colleges; as they balance the need to provide face to face learning for vulnerable children and those of critical workers whilst also providing remote learning. Norfolk's special schools are again providing a response during this lockdown which matches and often exceeds that of special schools across the Eastern Region and Nationally, with the % of children attending school at or above national levels across the lockdown periods. Of course we are aware that many families are finding this lockdown difficult and we are continuing to work with parent/carers groups to ensure we are aware of their concerns and responding accordingly.

2.17 The ongoing response from Children's Services to COVID has meant that many staff have had to change their job role and this has had an impact on 'business as usual' and some elements of our transformation work. However, we have ensured that our ongoing £120million SEND & AP Transformation Programme continues; building our 3 new special schools, expanding current special school places, significantly increasing the number of specialist resources bases hosted by mainstream schools and reviewing our Area SEND Strategy to re-focus our priorities.

2.18 Our SEND Local Offer web pages continue to provide information on the ongoing developments within our SEND improvement work and a link is provided to these updates in Section 8.

3. Impact of the Proposal

3.1 The data that has been provided, as a direct recommendation from the LGSCO, ensures that we are compliant with those recommendations by providing this information at all Select Committee meetings over the next 2 years. This data will also provide an additional opportunity for Members to provide support and challenge regarding the cohorts that have been highlighted, namely those within the Children Missing Education and Education Health & Care Plan cohorts.

3.2 In addition, by providing the data from the EHCP 'dashboard' that is being developed within the Written Statement of Action work for DfE, NHSE and Ofsted/CQC, will enable Members to monitor progress prior to re-inspection in the spring of 2022.

3.3 Further, that analysis of these range of performance measures will directly assist with any decision making regarding any policy changes needed over time as part of the overall SEND improvement programme.

4. Financial Implications

4.1 There are no direct financial implications relating to the development of a new SEND performance framework.

4.2 If the performance framework highlights areas of service and provision that need to be addressed, these will be considered as part of the overall Children's Services Transformation Programme. For example, additional capacity for the Education High Needs SEND Service, which oversees EHCP's, has already been identified and secured.

5. Resource Implications

Staff:

n/a

Property:

n/a

IT:

n/a

6. Other Implications

6.1. Equality Impact Assessment (EqIA) (this must be included)

The SEND performance framework and related Written Statement of Action will be in line with equality requirements as they must be agreed by both DfE and CQC/Ofsted.

7. Actions required

7.1 To note the ongoing content of a new SEND performance framework and agree ongoing reporting at all subsequent meetings for a period of two years in total; complying with the outcome of the LGSCO report.

7.2 To agree that the range of performance measures will directly assist with decision making regarding any policy changes needed over time as part of the range of SEND improvement programmes.

8 Background Papers

8.1 [Written Statement of Action \(WSOA\)](#)

8.2 [SEND newsletters - Norfolk County Council](#)

Officer Contact

If you have any questions about matters contained in this paper, please get in touch with:

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People and Communities Select Committee

Item No. 9

Report title:	Healthwatch Norfolk Report – Cover report for verbal presentation
Date of meeting:	29 January 2021
Responsible Cabinet Member:	Cllr Bill Borrett - Cabinet Member for Adult Social Care, Public Health and Prevention
Responsible Director:	James Bullion - Executive Director Adult Social Services
Is this a key decision?	No

Executive Summary

In the summer of 2020, Norfolk Adult Social Services commissioned Healthwatch Norfolk to undertake research to hear the voices of people in care homes to find out about the impact of Covid-19.

Healthwatch used surveys to engage with the sector and gain frank feedback about the experiences of people living in care homes during the pandemic. In total, Healthwatch Norfolk heard from 152 people and collected feedback from about 41 different care homes across the county. Of these responses, 109 were residents, 31 were staff, and 35 were relatives or friends. Healthwatch have published a report of their findings which we are working with them to share widely.

Healthwatch will present their findings to the People and Select Committee and answer questions from Members. We want to amplify the voices of care home residents and staff and help to share their voice with decision makers and elected Members. Sharing the report widely is also part of the recommendations Healthwatch have made and allows Norfolk County Council to fulfil its role in developing and supporting the care home sector.

Recommendations

As a result of their findings, Healthwatch have made some key recommendations.

Members will be asked to:

- a) Comment on the findings and recommendations which will be presented**
- b) Support the recommendations and share the report once circulated**
- c) Help to amplify the voice of care home residents and staff and to assist Norfolk County Council fulfil its role in developing and supporting the care home sector**

1. Background and Purpose

1.1. About Healthwatch

- 1.1.1** Healthwatch Norfolk (HWN) is the local consumer champion for health and social care in the county. Formed in April 2013 as a result of the Health and Social Care Act, they are an independent organisation with statutory powers.

1.1.2 Through Healthwatch, the people who make decisions about health and social care in Norfolk listen to people who use health and care services.

1.1.3 Healthwatch have five main objectives:

1. Gather patient and services users' views and experiences (good and bad)
2. Pay particular attention to underrepresented groups
3. Show how we contribute to making services better
4. Contribute to better signposting of services
5. Work with national organisations to help create better services.

1.1.4 They are there to help the public positively influence the way that health and social care services are planned and delivered in Norfolk.

1.2 **About the work we commissioned**

1.2.1 In Summer 2020 we commissioned Healthwatch Norfolk to undertake feedback work with care homes as we recognised this was a group we have little feedback from and wanted to capture experiences during the pandemic.

1.2.2 The core aim of the project was to produce feedback that is directly applicable to the following three themes

- a) **Impact:** how have changes impacted residents, their families and staff? (positive and negative)
- b) **Messaging:** how well-informed do people feel? What messaging has helped people to stay informed?
- c) **Resilience and recovery:** what has helped people to feel safe during the pandemic? how have care homes supported people? what creative solutions have helped?

1.2.3 The final agreed approach constituted a series of three surveys, each designed in terms of wording and structure so to be accessible for the three distinct target audiences we were aiming to reach. The common threads of impact, messaging, and resilience and recovery were embedded throughout

1.2.4 Healthwatch used paper and online surveys and utilised their contacts along with support from NORCA and Norfolk County Council teams to help get providers signed up to participate in the work.

1.2.5 Healthwatch received information about 41 different care homes in Norfolk. 13 of these responses came directly from participating care homes, with friends and relatives of those in care referencing a further 28 homes.

1.3 **Key recommendations from the findings**

1.3.1 As a result of their findings, Healthwatch have made some key recommendations:

- a) NCC should continue to supply care home providers with links to relevant guidance and legislation as well as signpost to key information and new developments. Care providers should provide accessible information to residents, staff and family/friends
- b) Share best practice where possible, including this report, to promote quality in the care home sector
- c) NCC should continue to provide care home providers with links to updated advice/guidance about visits from family members or external contacts. Care providers should seek to improve how decisions about changes to visiting are communicated to family and friends, as many of those we surveyed expressed confusion regarding this issue

- d) Care providers should ensure that communication with family and friends is easy and efficient. NCC should, where feasible, consider supporting homes that have not adopted effective remote communication tools to invest in necessary technology and platforms
- e) Work with local Primary Care providers and mental health trusts to explore how care homes can best support residents whose mental health has suffered as a result of COVID-19
- f) The local health and care system should continue working with care homes to ensure that the care of residents is the best it can be. In particular, HWN recommend undertaking work to identify the most urgent gaps in integrated care provision. Key practitioners involved in the wider healthcare of residents should be involved in conversations aimed at reducing delays and improving efficiency in multidisciplinary working. This includes psychiatrists, GPs, care coordinators, chiropodists and dentists

2. Recommendations

2.1 Members will be asked to:

- a) Comment on the findings and recommendations which will be presented**
- b) Support the recommendations and share the report once circulated**
- c) Help to amplify the voice of care home residents and staff and to assist Norfolk County Council fulfil its role in developing and supporting the care home sector**

Officer Contact

If you have any questions about matters contained in this paper, please get in touch with:

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People and Communities Forward Work Programme

Date	Report	Issues for consideration	Cabinet Member	Exec Director
19 March 2021	People and Communities Annual Report by Committee Chair			
	Reablement outcomes and short-term offer		Cllr Bill Borrett	James Bullion
	Special Educational Needs (SEND): Performance Framework	performance data as required by the local government ombudsman to bring certain data to the Committee for the next 2 years and information on Education Health and Care plans (EHCPs) as prescribed by Ofsted.	Cllr. John Fisher	Sara Tough

Items also to be scheduled:

- Music Service - **June 2021**
- Unaccompanied Asylum Seeking Children - **September 2021**
- Vulnerable Adolescents/No Wrong Door - Month TBC
- SEND transformation programme and new SEND units - **month TBC**
- Outdoor Learning - **Month TBC**
- SEND Performance Framework - performance data required by ombudsman - **to be added to each meeting**