

Performance Update on KPIs for SEND Improvement Board as at 08.12.20

Action 1. To improve the poor progress made from starting points by pupils with a statement of special educational needs or an EHCP at key stage 2.

Key Performance Indicator Reference	Performance Measure that we will monitor	Area	Current Baseline January 2019 SEN (E)	Pupil Performance at October 2019 SEN (E)	Pupil Performance at January 2020 SEN (E)	Pupil Performance at October 2020 SEN (E)	Pupil Performance June 2021
KPI 1/1	Progress for children and young people with SEND (KS2)	Writing	-6.70	-4.10	National average	National average	National average
		Maths	-6.20	-3.80	National average	National average	National average

The SEN2 survey is a statutory data collection that takes place every January (based on the previous calendar year) and this information is provided to the Department for Education by the Local Authority. The 2020 survey deadlines are:

- survey day: Thursday 16 January 2020
- deadline for submitting data: Thursday 27 February 2020.

There is then a period of validation with the statistics not being confirmed until May 2020 for 2019.

The KPIs above will align to the statutory timetable and it is important to note that they will be used to robustly monitor local operational performance.

Current position.

Due to the pandemic reporting on attainment is not being reported during 2020.

Baseline 1/ 2 to 1/ 6/

Key Performance Indicator	Performance Measure	Frequency	Baseline April 2019 - Note plan start date 1 st July 2019	Performance at October 2019 3 Months	Performance at January 2020 6 Months	Performance at April 2020 9 Months	Performance at July 2020 12 Months	Performance at October 2020 18 Months	Performance at June 2021 24 Months
KPI 1/2	From 01.06.19 % of New EHCPs commenced will be completed within statutory timescales	Quarterly	3%	NA – measurement will commence from 01.07.19. 20 week window does not close until 17.11.19	10% of new EHCPs from 01.06.19. New statutory reporting period commences during this month	NA new statutory reporting period	NA new statutory reporting period	NA new statutory reporting period	NA new statutory reporting period
KPI 1/2a	% of New EHCPs commenced 01.01.20 completed within statutory timescales	Quarterly	NA	NA	1st month of monitoring 2020 local baseline established	15%	25%	50% or national average whichever is the higher	75% or national average whichever is the higher
KPI 1/2 ACTUAL				17%	40%	53%	60%	66.7%	
KPI 1/3	% of EHCP Reviews completed Yr. 6 and Yr. 11	Quarterly	NA	16%	50% complete	95%	95%	95%	95%
KPI 1/3 ACTUAL					YR 6 – 50% YR11 -	YR 6 93% YR11 – 71%	YR 6 99% YR11 88.3%	New academic year	
KPI 1/3a	All other EHCP reviews	Quarterly	NA	16%.	32%	48%	60%	new academic year	100%

KPI 1/3a ACTUALS								15%		
KPI 1/4	% of EHCP audits assessed as at least Good (local measure)	Quarterly	NA	NA training in September	Baseline 50%	Baseline plus 10%	Baseline plus 10%	Baseline plus 20%	Baseline plus 20%	
KPI 1/4 ACTUALS				99% staff across partnership received training	50%			50%		
KPI 1/5	% of EHCPs being completed in maximum of six weeks by Health from the date of request from the Local Authority *see code of practice for exemptions	Quarterly	NA	60%	70%	85%	90%	95%	95%	
KPI 1/5 ACTUALS					100%	100%	100%	100%		
KPI 1/6	% improvement in the quality of health information contained in EHCPs	Quarterly	NA	Establish baseline by 31.10.19 as training taking place September	80%	90%	95%	95%	95%	
KPI 1/6 ACTUALS							50%	50%		

KPI 1/3a

In June and July 2020 two reports were taken to the SEND Continuous Improvement Board to outline the reasons for the under performance in relation to the KPI 1/3a (All other reviews). There are approximately 1500 EHCPs over and above the YR6 and YR11 ones. These reviews have taken place in school however, the process has not always been finalised by the SEND Team. Documents when

returned to SEND team by schools have been reviewed to understand whether changes have been needed and those that have required significant change were completed and account for the 15% above. The report that went to the July 2020 SEND Continuous Improvement Board outlined the new processes we have in place that will ensure statutory compliance is achieved and term time targets have been reviewed to ensure we meet the target by July 2021. A further performance report is scheduled to go to the SEND Board in January 2021.

KPI 1/4 & KPI 1/6

Due to Covid -19 there was a delay in staff accessing training. Face to face delivery was suspended and it took some time for NASEN to move the training on line. As per Covid contingency plans, additional online training sessions were held in October and November 2020. It takes some time from delivery of training for staff to embed the changes to their advices and so there will be a time lag between training received and seeing quality of advice improved. To note that both the SEND Board DFE and NHS Advisors reviewed plans in November 2020 and fed back that they have noted improvements to the quality of the advice within the EHCPs.

Action 2.

To address the poor operational oversight of the Designated Clinical Officer (DCO) across health services in supporting children and young people who have special educational needs and/or disabilities and their families

Key Performance Indicator	Performance Measure	Frequency	Current Baseline June 2019	Target for 6 months December 2019	Target for 12 months June 2020	Target for 18 months October 2020	Target for 24 months June 2021
KPI 2/1	Submission of quarterly DCO report	Quarterly	0	1	3	7	11
KPI 2/1 ACTUALS				1	3	7	
KPI 2/2	Annual DCO report	Annually	0	0	1st	NA	2nd
KPI 2/2 ACTUALS					completed		
KPI 2/3	Provider survey of understanding of DCO role and responsibilities (% of staff able to confirm and articulate what the DCO role is)	Bi- Annually	0	50%	75%	95%	95%
KPI 2/3ACTUALS						98.57%	

Actions against this indicator have been completed

Action 3 (linked to Action 1).

To improve the lack of awareness and understanding of Health Professionals in terms of their responsibilities and contributions to EHCPs.

Key Performance Indicator	Performance Measure	Frequency	Current Baseline July 2019	Target for 6 months December 2019	Target for 12 months June 2020	Target for 18 months December 2020	Target for 24 months June 2021
KPI 3/1	Health practitioners routinely write health submissions for EHC plans for the children and young people (via Audit)	Quarterly	To be established following training in September 2019	Establish baseline by 31.12.19	Audit will sample 10% of EHCPs	Audit will sample 10% of EHCPs	Audit will sample 10% of EHCPs
KPI 3/2	% of positive "parental satisfaction survey" results received following completion of EHCP process	Quarterly	To be established	Will be considered in line with action 1 – satisfaction review at completion of plan			
KPI 3/3	% of staff having completed training		NA	50%	75%	95%	95%
KPI 3/3 ACTUALS						99%	
KPI 3/4	% of staff having completed refresher training		NA	0	50%		75%
KPI 3/5	% of staff confirming their increased level of confidence in the process following training	Quarterly	Baseline to be established following training in September 2019	25%	95%		95%

KPI 3.4 & KPI 3/5

Due to Covid most staff have now only just received their training so the refresher training referenced at KPI 3/4 is delayed. KPI 3/5 will also be delayed though evaluation feedback from the training does suggest that staff confidence in relation to the process and expectation on quality has improved. Refresher training has been planned to run throughout 2021

Action 4.

To address the weakness of co-production with parents, and more generally communication with parents.

Key Performance Indicator	Performance Measure	Frequency	Current Baseline April 2019	Baseline 6 months December 2019	Feedback at 18 months December 2020	Target for 24 months June 2021
KPI 4/1	Increased level of trust and confidence of parents and carers - in the local area to provide support (via survey)	Annual	Survey will establish baseline	Baseline established by 31.12.19	Baseline plus 10%	Baseline plus 15%
KPI 4/2	Parents, carers and young people rate the level of help and support children and young people with SEND receive to meet their needs (via Survey)	Annual	Survey will establish baseline	Baseline established by 31.12.19	Baseline plus 10%	Baseline plus 15%
KPI 4/3	Parents, carers and young people rate the level of information and advice available about the assessment process to support children and young people with SEND	Annual	Survey will establish baseline	Baseline established by 31.12.19	Baseline plus 10%	Baseline plus 15%
KPI 4/4	Parents and carers feel that they can influence change to service delivery	Annual	Survey will establish baseline	Baseline established by 31.12.19	Baseline plus 10%	Baseline plus 15%
KPI 4/5	Parents and carers feel that they are listened to in the development and review of EHCPs	Annual	Survey will establish baseline	Baseline established by 31.12.19	Baseline plus 10%	Baseline plus 15%
KPI 4/6	Parents, carers and young people believe that communication has improved (via survey)	Annual	The revisit identified that only 17% of the 150 parents who contributed to the revisit believe that communication has improved since 2016.	Initial survey will be baseline. 31.12.19	Baseline plus 10%	Baseline plus 15%

KPI	Performance Measure	Frequency	Questionnaire section	Current Performance Baseline December 2019		Short Survey Results October 2020			Notes
				Positive	Negative	Positive	Negative	2019 Comparison	
KPI 4/1	Increased level of trust and confidence of parents and carers - in the local area to provide support (Collected Via Survey)	Annual	System working together and system improving	39%	62%	45%	54%	↑	
KPI 4/2	Parents, carers and young people rate the level of help and support children and young people with SEND receive to meet their needs (Collected Via Survey)	Annual	Help & Support *	58%	30%	47%	52%	↓	* Figures based on the number of people who responded positively or negatively 2020 survey focused on 6 KPIs (Monitoring and assessment not included)
			Monitoring and assessment	63%	37%				
KPI 4/3	Parents, carers and young people rate the level of information and advice available about the assessment process to support children and young people with SEND	Annual	information and advice about the assessment process	55%	45%	54%	46%	→	Change is negligible
KPI 4/4	Parents and carers feel that they can influence change to service delivery (Collected Via Survey)	Annual	Listened to in the development and review of child/young person's plans	62%	38%	64%	36%	↑	
KPI 4/5	Parents and carers feel that they are listened to in the development and review of EHCPs (Collected Via Survey)	Annual	Listened to in the development and review of child/young person's plans	62%	38%	40%	60%	↓	In 2020 reviews were not completed in the normal way due to covid
KPI 4/6	Parents, carers and young people believe that communication has improved (Collected Via Survey)	Annual	Extent of communication	66%	34%	41%	58%	↓	Includes data on ease of contact, timeliness, named contact, staff being calm and respectful, language is positive and

This was not a like for like survey – the October 2020 survey was a short mid- year one (due in June 20 but delayed to Sept 20 due to Covid). The next like for like survey is due to go out in Feb/March 2021. This will give like for like data against the December 2019 one.

2019 Survey – 254 responses -16% response rate

2020 mid-year short Survey – 243 responses – 13% response rate

It is important to note that since the original baseline survey was conducted in December 2019, much of 2020 has been impacted by Covid-19. This has resulted in continuing pressures on schools, health services and changes to face to face work with children and young people to inform assessments. Rather than being in a post Covid recovery phase in September like we anticipated, we instead moved into wave two of the pandemic with increasing infection rates and ongoing disruption to pre-Covid normality.

Action 5:

To address the weakness of joint commissioning in ensuring that there are adequate services to meet local demand.

Therapy services for children and young people (0 – 25 year olds) – targets and performance

Key Performance Indicator	Performance Measure	Frequency	Baseline June 2019	Target for 3 months October 2019	Target for 6 months December 2019	Target for 12 months June 2020	Performance November 2020	Target for 18 & 24 months (December 2020 & June 2021)
KPI 5/1	Average waiting time for paediatric dietetics	Monthly	9 weeks	8 weeks	8 weeks	8 weeks	8 weeks	7 weeks
ACTUALS			5.7 weeks	6.2 weeks	7.4 weeks	3.4 weeks	4.7 weeks	
KPI 5/17 & 5/21	Average waiting times for dietetics (18 – 25 year olds)	Monthly	18 weeks	18 weeks	18 weeks	18 weeks	18 weeks	18 weeks
ACTUALS	(Average wait of adult providers Mersey Care and Lancashire and South Cumbria NHS Trusts)		N/A	N/A	N/A	2.9 weeks	6 weeks	
KPI 5/2	Average waiting time for paediatric occupational (OT)	Monthly	15 weeks	15 weeks	14 weeks	13 weeks	10 weeks	10 weeks
ACTUALS			12.6 weeks	16.8 weeks	12.9 weeks	13.7 weeks	5.3 weeks	
KPI 5/18 & 5/22	Average waiting times for OT (18 – 25 year olds)	18 weeks	18 weeks	18 weeks	18 weeks	18 weeks	18 weeks	18 weeks
ACTUALS	(Average wait of adult providers Mersey Care and Lancashire and South Cumbria NHS Trusts)		N/A	N/A	N/A	11 weeks	3 weeks	
KPI 5/3	Average Waiting Time for paediatric physiotherapy (PT)	Monthly	6 weeks	6 weeks	6 weeks	6 weeks	6 weeks	6 weeks
ACTUALS			6.1 weeks	5.7 weeks	5.1 weeks	7.7 weeks	5.2 weeks	
KPI 5/19 & 5/23	Average waiting times for physiotherapy (18 – 25 year olds)	18 weeks	18 weeks	18 weeks	18 weeks	18 weeks	18 weeks	18 weeks
ACTUALS	(Average wait of adult providers Mersey Care and Lancashire and South Cumbria NHS Trusts)		N/A	N/A	N/A	0	0	
KPI 5/4	Average Waiting Time for Paediatric Speech and Language Therapy (SALT)	Monthly	30 weeks	25 weeks	20 weeks	18 weeks	18 weeks	18 weeks
ACTUALS			30.9	24.7	25.6	12.1 weeks	12.6 weeks	
KPI 5/20 & 5/21	Average waiting time for SALT (18 – 25 year olds)	18 weeks	18 weeks	18 weeks	18 weeks	18 weeks	18 weeks	18 weeks
ACTUALS	(Average wait of adult providers Mersey Care and Lancashire and South Cumbria NHS Trusts)		N/A	N/A	N/A	7.2	6.3 weeks	

- The table above illustrates the ongoing and sustained performance and improvements in therapy waiting times against the SEND staged targets which were introduced in June 2019. Despite the impact of the first and second waves of the pandemic on service delivery and capacity, improvements were achieved in line with Covid recovery plans and all services were back on track by September 2020.
- To the of end of November 2020 - and for the third month running - all therapy waiting times were below the SEND performance monitoring target and within the agreed commissioned waiting time standard.
- In June 2020, adult providers Mersey Care and Lancashire and Cumbria NHS Trusts began to report on the waiting times for 18 – 25 year olds which have also been consistently below the SEND performance targets and commissioned waiting time standard of 18 weeks N.B; as referral numbers for this age cohort are small for some therapies, a zero waiting time is reported in some months when no patients were waiting.
- Sustainability of the current therapy waiting times is subject to the impact of the current wave of Covid on staffing capacity due to illness and/or the requirement to self isolate; also the restrictions on the delivery of treatments in educational settings. This position is being closely monitored.
- Providers have given assurance that therapy staff will not be redeployed as part of the 2021 third wave covid response and all services have developed agile delivery models in response to the first wave and are able to deliver the majority of services remotely. Face to face appointments will continue where virtual appointments are not possible or when clinically required.

CAMHS – targets and performance

KPI	Measure	Staged target (Dec 2019)	Staged target (March 2020)	Final target (June 2020)	August 2020	Sept 2020	Oct 2020	Nov 2020
5/5	% referral to choice within 6 weeks targets	50%	92%	92%	92%	92%	92%	92%
	ACTUAL	58.1%	68.9%	58.9%	72.4%	86.9%	93.2%	87.3%
5/6	% overall pathway wait within 18 weeks targets (referral to partnership)	50%	75%	92%	92%	92%	92%	92%
	ACTUAL	62.9%	69.9%	56.3%	36.0%	63.6%	62.5%	51.9%

- In response to the first phase of the pandemic (March 2020 onwards), performance was impacted as staff were redeployed to support the implementation and delivery of the 24/7 crisis service, the set-up of which was brought forward in response to the pandemic.
- There has been a significant improvement in the waiting times over recent months, however, due to the increase in urgent cases (which require an appointment within 2 weeks) and the number of complex and high risk young people requiring support from the CAMHS team as a result of the pandemic, there has been a slight deterioration in performance in November 2020 for both measures.
- The CCGs have agreed additional short term investment to support service resilience and to protect against further deterioration in waiting times; this additional resource is scheduled to start in January 2021. This funding has also been granted to third sector providers Venus and Parenting 2000 which will increase overall CAMHS capacity across Sefton.

- An additional Alder Hey forum is also being provided by a funded fixed term “COVID support team” which provides individual and group support for CYP presenting with deteriorating mental health owing to the pandemic.
- With this additional capacity in the service from January 2021, it is expected that the waiting time position will improve from this point.
- As with physical therapy services, providers have given assurance that therapy staff will not be redeployed as part of the 2021 third wave covid response and all services have developed agile delivery models in response to the first wave and are able to deliver the majority of services remotely. Face to face appointments will continue where virtual appointments are not possible or where clinically required.

ASD assessment and diagnostic pathway – targets and performance

KPI	Measure	Staged target June 2020	August 2020	Sept 2020	Staged target Oct 2020	Nov 2020
5/9	% ASD assessments started within 12 weeks target	90%	90%	90%	90%	90%
	ACTUAL	97.5	95%	96%	93%	93%
5/10	% ASD assessments completed within 30 weeks target	90%	90%	90%	90%	90%
	ACTUAL	100%	100%	100%	99%	98%
5/11 *quarterly	ASD open referral backlog reduction target	638	N/A	N/A	579	N/A
	ACTUAL	631	N/A	N/A	558	N/A

- Since the implementation of the new pathway in April 2020, the targets for starting ASD assessments within 12 weeks and completing the process within 30 weeks have been met.
- The agreed plan for reducing the waiting list to zero by 30 June 2021 is still on track and the number of CYP waiting for an assessment continues to fall at a steady rate as evidenced.
- The ASD 16 -18 years commissioning gap has been resolved and the extended pathway was mobilised on 23 November 2020. Sefton now has a 0 - 18 NICE compliant assessment & diagnostic pathway.
- Since the launch of the new pathway in April 2020 and the constraints on delivery owing to the pandemic, external providers –

Axia and Healios – have successfully adapted delivery to an online assessment and diagnosis service which is now well established and which will continue during the current covid wave. Notably many families and young people prefer the online service.

ADHD assessment and diagnostic pathway – targets and performance

KPI	Measure	Staged target June 2020	August 2020	Sept 2020	Staged target Oct 2020	Nov 2020
5/12	% ADHD assessments started within 12 weeks target	90%	90%	90%	90%	90%
	ACTUAL	100%	81%	86%	100%	100%
5/13	% ADHD assessments completed within 30 weeks target	90%	90%	90%	90%	90%
	ACTUAL	100%	100%	100%	98%	96%
5/14 *quarterly	ADHD open referral backlog reduction target	439	N/A	N/A	339	N/A
	ACTUAL	428	N/A	N/A	258	N/A

- Since the implementation of the new pathway in April 2020, the targets for starting ADHD assessments within 12 weeks and completing the process within 30 weeks have been met.
- The agreed plan for reducing the waiting list to zero by 30 June 2021 is still on track and the number of CYP waiting for an assessment continues to fall at a steady rate as evidenced.
- Since the launch of the new pathway in April 2020 and the constraints on delivery owing to the pandemic, external providers – Axia and Healios – have successfully adapted delivery to an online assessment and diagnosis service which is now well established and which will continue during the current covid wave. Notably many families and young people prefer the online service.

Neurodevelopmental assessment and diagnostic pathways and waiting times (16 – 25 year olds)

KPI	Measure	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Staged targets
5/15	Average waiting times for ASD service in weeks (ages 16 to 25 years)	85.2	89.4	89.2	66.2	To be determined
5/16	Average waiting times for ADHD service in weeks (16 to 25 years)	83.6	85.9	92.7	95.3	To be determined

ASD pathway

- SEND reporting on the waiting list data for 16 - 25 year olds awaiting assessment began in October 2020. As previously reported, the waiting times for this age group are significant. KPIs are yet to be established.
- For the month of November 2020, waiting times for service users up to 25 years accessing ASD services was 66.2 weeks with 210 on the waiting list, a reduction on the October position of 89.2 weeks.
- The CCGs and the provider Mersey Care have been working collaboratively to consider a way forward. In response, Sefton CCGs have allocated £100,000 for a waiting list initiative with an initial focus on the SEND cohort.
- The outline plan is that all 16 - 25 year olds will receive a telephone review before mid-January 2021 and those with a SEN or EHCP offered a full diagnostic assessment and access to appropriate post diagnostic support by end of February 2021.
- It is recognised that this is a short-term measure and Mersey Care has developed a business case for recurring investment in a sustainable service, for consideration by the Sefton and Liverpool CCGs. This will be considered in Q4.

ADHD pathway

- SEND reporting on the waiting list data for 16 - 25 year olds awaiting assessment began in October 2020. As previously reported, the waiting times for this age group are significant. KPIs are yet to be established.

- For the month of November 2020, waiting times for service users up to 25 years accessing ADHD services was 95.3 week with 128 on the waiting list, an increase on the October position of 92.7 weeks.
- The service is medically led and requires face to face interaction to conduct physical health observations, these could not take place during the first Covid-19 lockdown due to the restrictions and waiting times increased. Once the restrictions were lifted, the service resumed.
- In relation to the limitations to the current service model, the service is continuing with the agreed cap to the caseload and negotiations with the local GP network are ongoing with regard to transition from the ADHD service back to their care.
- Currently no funding has been agreed for a waiting list initiative.

NB. Joint Commissioning Strategy published -

<https://modgov.sefton.gov.uk/documents/s96055/Enc.%205%20for%20SEND%20Continuous%20Improvement%20Plan%20Update.pdf>