



EHCP process operational developments

2 year progress update



30% more EHCPs in just two years



8671

total EHCPs in
Norfolk (up
from 6689 in
2020)

What have we focused on to address serious areas of weakness identified by Ofsted?

- ✓ **Timescales**
- ✓ **Quality**
- ✓ **Partnership working**

New EHCPs are increasingly provided within timescales

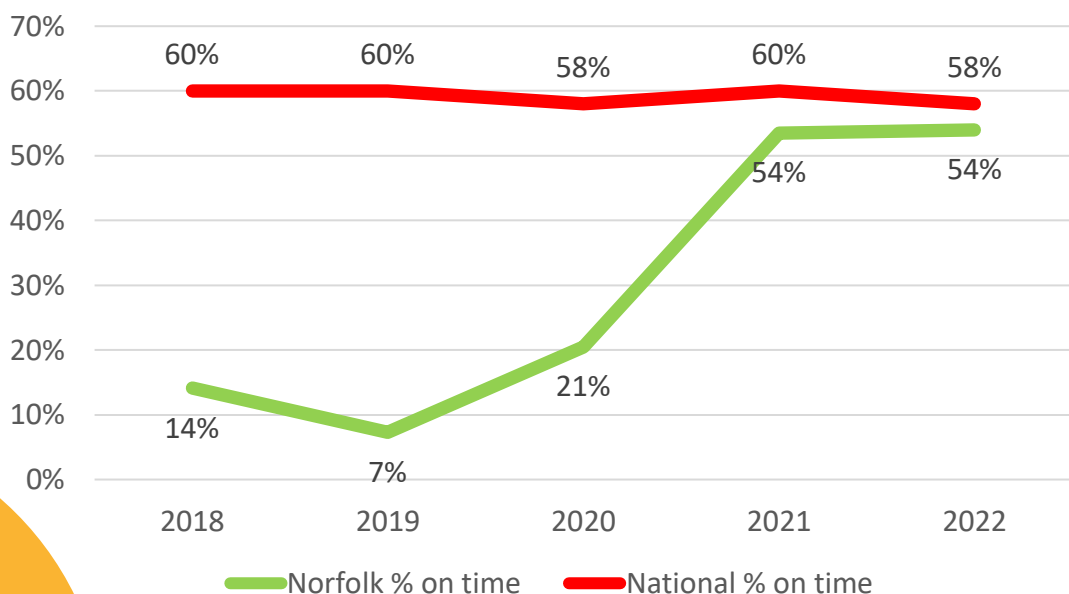
54% ↑

Produced within 20 weeks
(compared to 20% in 2020)

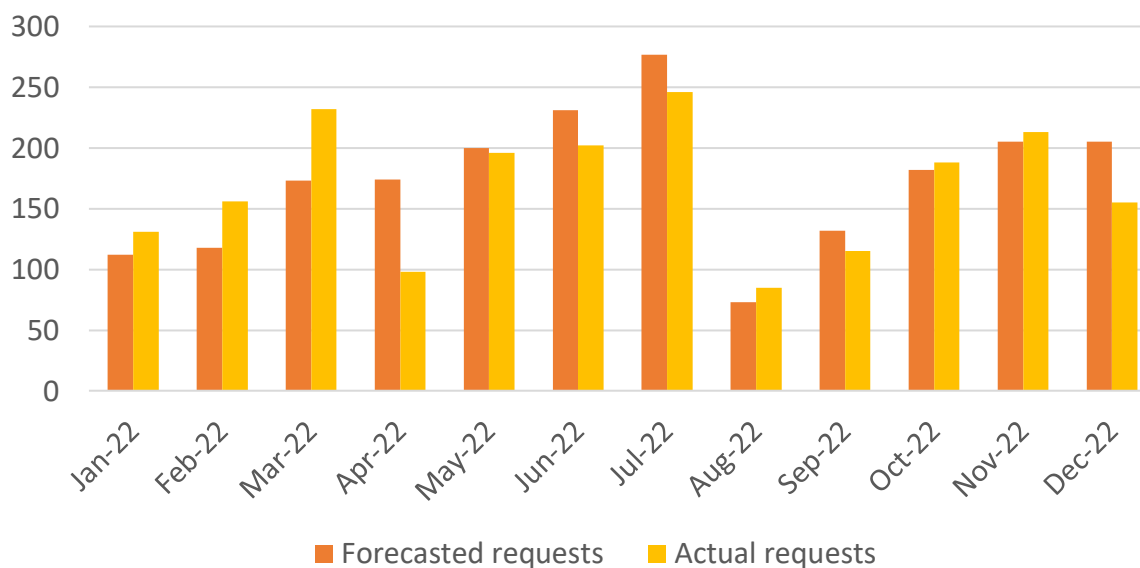
58% ↓

National average
(compared to 60% in 2020)

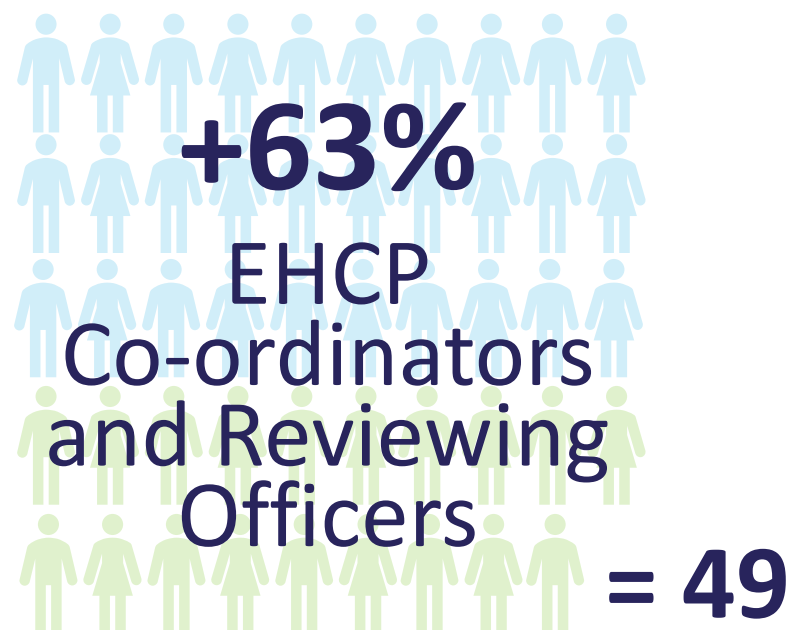
Percentage of EHCPs produced within 20 weeks



Requests have been managed successfully through accurate forecasting to meet demand (+30% on last year)



The EHCP workforce has increased significantly



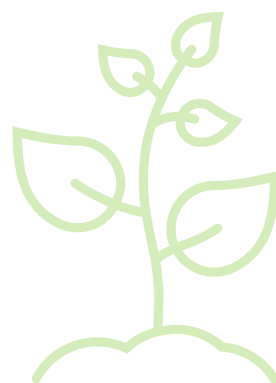
+3 Educational Psychologists (EPs)

‘Grow your own’ initiative in partnership with UEA:

+3 newly qualified EPs

+funding for 8 new EPs, including:

- 3 trainee EPs
- 2.5 assistant EPs
- Locum EPs



Better partnerships = higher quality EHCPs

- ✓ EHCP training programme implemented across Norfolk County Council, Integrated Care Service and education and health providers
- ✓ Designated Clinical Officer (DCO) involved in process of working draft EHCPs to ensure health advice accurately reflected – corresponding decrease in amendments following draft issue
- ✓ New post of Designated Social Care Officer (DSCO) established to coordinate social care assessments and reviews
- ✓ Revised case management system reports drives performance within operational EHCP teams
- ✓ Annual review templates/guidance issued to schools



Quality assurance process has improved EHCPs



New role created:
EHCP Quality Assurance Manager



QA framework coproduced – routine QA checks, deep dive audits and thematic audits



Quality Control checklist – peer check of final EHCP before issue



Using Invision audit tool to check quality

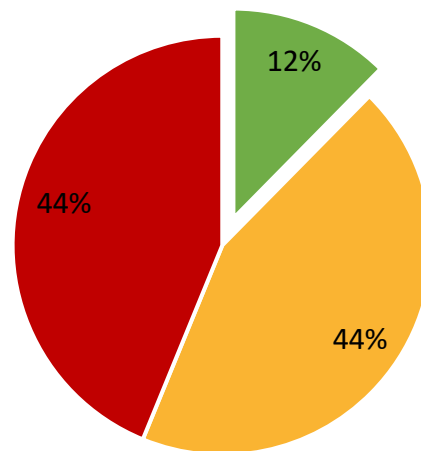


4 cycles of EHCP audits (198 audits total)

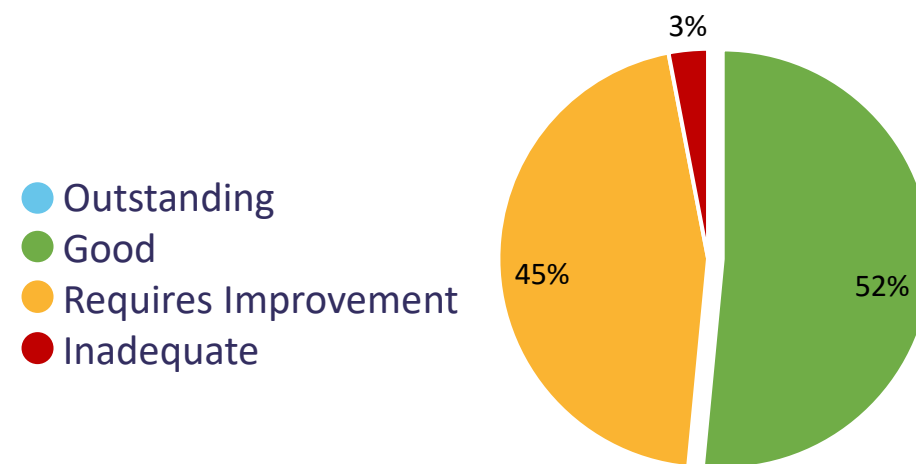
Comparing cycle 1 to cycle 4:

- ✓ Inadequate ratings decreased (-41%)
- ✓ Good ratings increased (+40%)

Cycle 1 audit outcomes
1st March – 10th May 2021



Cycle 4 audit outcomes
1st Jan – 31st March 2022



Phase transfer timescales continued to improve in 2022

Regulation 18 of the SEN Regulations requires that an EHCP must be reviewed and amended before:

(a) **31 March** if the transfer is from secondary school to a post-16 institution

(b) **15 February** in any other case

96%
completed
within statutory
school age

100%
of primary
phase transfers
issued on time

64%
of post-16
phase transfers
issued on time

Effective transition planning for adulthood established



450 young people are being directly assisted by fully operational Preparing for Adult Life (PfAL) service



Transition guides have been coproduced and published on the SEND Local Offer



Learning Disability Health checks are being promoted alongside a new information video and uptake has increased



The average age of having the transition Care Act assessment has reduced by 8 months

Two new tools to embed a consistent language for SEN

INDES = Individual needs descriptors

INDES help the setting identify profile of need and where additional provision is needed. They are mapped to the Provision Expected at School Support (PEaSS) guidance.

IPSEF = Inclusion and Provision Self Evaluation Framework

IPSEF supports a whole setting inclusive approach to education.



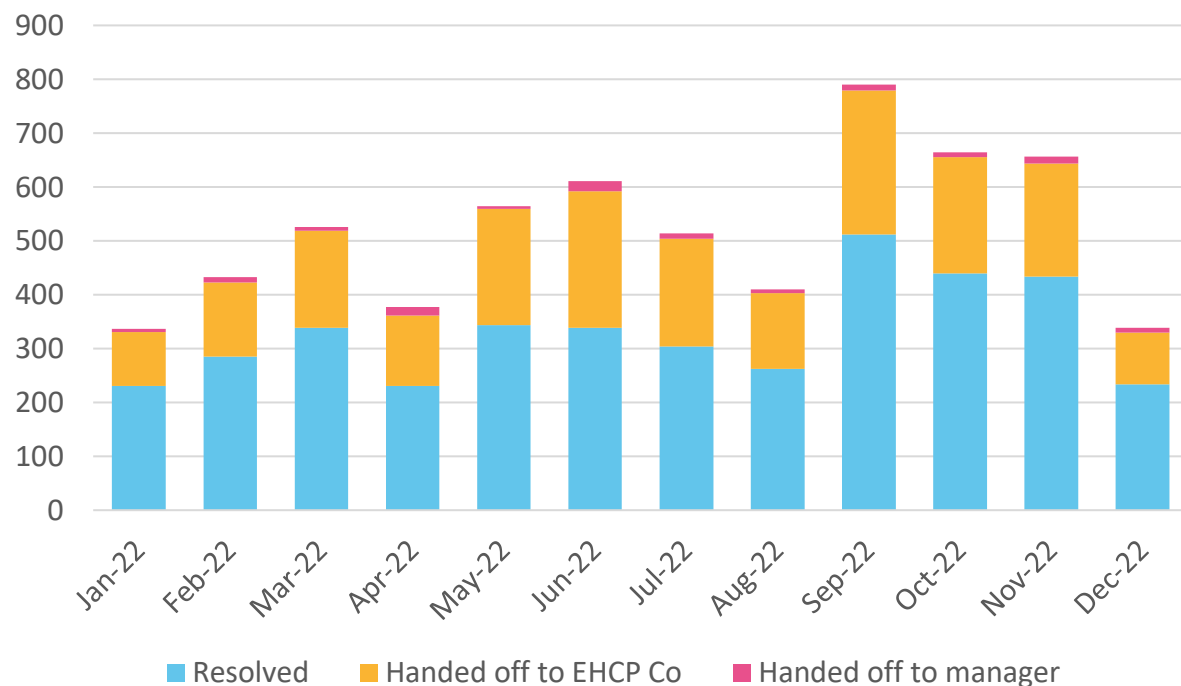
All schools are encouraged to use the INDES for all children with SEN regardless of whether they have an EHCP.



Data is collected into a dashboard which is used by a range of professionals and avoids the need for families to retell their story.

The EHCP Helpline has been operational for 18 months

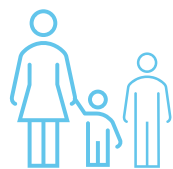
Outcomes for all calls taken in 2022



6228
calls taken



63%
resolved at
first contact



65% of calls are from parents, carers and young people

Formal compliments are up by over 300%

Thank you so much for your help. It's people like you that restore my faith in humanity.

Thank you from the bottom of our hearts. You've helped my child so much this last year and we are forever thankful. The work you all do is amazing.

I can not tell you how over the moon we are! Thank you so so much! You've been an amazing support through the entire process.

I know the work you do must feel tireless with the amount you have to do, but you've honestly changed our lives, being able to access education after such a hard few years!

Complaints have reduced by 25% since 2020.

