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SECTION I – INTRODUCTION

I.1 Executive Summary

This strategy sets out the vision and key priorities for provision of services and support for children and young people aged 0-25 with special educational needs and/or disability (SEND) in Wiltshire. It sets out the broad range of provision available to support SEND in Wiltshire and a clear strategic direction for the future.

Key challenges and drivers

- The Equality Act (2010), the Children and Families Act (2014) and the associated SEND Code of Practice (2015) have resulted in significant changes to process and practice.
- New inspection arrangements for local authority area’s SEND provision are being introduced from May 2016.
- There are significant cost pressures in Wiltshire on budgets that fund provision.
- Whilst numbers of pupils with an identified SEND are stable, there is evidence of growing demand for specialist educational needs (SEN) places which could be exacerbated by planned housing developments and the movement of troops into the county.
- Wiltshire Children and Young People’s Trust has high ambitions for all children and young people in the county, and they are now focussed on ensuring the very best outcomes for those with SEND.
- Wiltshire Children and Young People’s Trust is focused on ensuring all children and young people in the county, including those with SEND, are safe from harm.

Vision

The right provision in the right place at the right time to achieve the best possible outcomes for children and young people with special educational needs and/or disability.

Priorities

7 key priorities have been identified for the SEND strategy:

- **Clear, comprehensive and accessible information** – To ensure that children, young people and their families have good quality information through the Local Offer and services providing information, support and advice.
• **Right place and right time** - To have a range of accessible provision available equitably across the county when children and their families most want to access it.

• **Improving outcomes & practice** - To have in place a series of data collection, monitoring and evaluation processes reporting to a defined hierarchy of meetings and committees. To ensure that practice and delivery is evaluated and informed by children, young people and their families. To ensure children are safe from harm.

• **Focus on inclusion** - To ensure an increase in the number of children and young people with SEND, appropriately and safely supported in inclusive settings which meet their needs.

• **Early identification, positive engagement & improved transitions** – To ensure that children, young people and their families are supported to plan and prepare for positive transitions in good time, with joined-up working across agencies.

• **Support to settings and staff** – To ensure that support to settings is clear and comprehensive enabling those settings to confidently deliver inclusive provision.

• **Managing financial pressures** – To ensure financial pressures are met with creative, timely and enabling solutions which lead to effective provision that can be met within budget capacity, and which embrace customer engagement in considering solutions.

### I.2 Purpose and Scope

This strategy sets out the vision and key priorities for SEND provision in Wiltshire, including:

- Parent carer participation
- Children and young people’s voice and influence
- The Local Offer
- SEND service
- Short breaks
- Health services
- Early years
- Preparing for adulthood
- Autism
- SEND transport
- SEND funding.

Its focus is on provision for children and young people outside of school i.e. for health and care. For in-school provision please see Wiltshire SEN Strategy Supporting Schools 2015-18.

The strategy will act as a key resource for:

- **Local authority service providers** including many who are part of the voluntary and community sector.

- **Children, young people and their families** to enable them to better understand the range of provision available for SEND needs in Wiltshire.
• **Commissioners** in facilitating, monitoring and reporting on the provision of services that make a real and positive difference to the lives of children and young people.

This strategy is required now because we face a number of new challenges that require SEND provision to be joined up. For example:

**National Drivers**

• The Children and Families Act (2014) and the associated Code of Practice (2015) has resulted in significant changes to the approach for providing services for children and young people with SEND, in particular:

  o The move from Statements and the use of Education, Health and Care Plans (EHCP), known in Wiltshire as My Plans.
  o The introduction of a statutory Local Offer, requiring all local authorities to publish relevant information about available support and services.
  o A clear directive for agencies and services to be led by the views of children, young people and their families in the assessment, delivery and monitoring of services that are required to support SEND.
  o A strong focus on supportive services from birth to 25, instead of 18, with a clear focus of improving outcomes in, and transitions to, adulthood.
  o A joined-up approach to services across social care, education, health, housing and safeguarding.
  o The potential for the provision of personal budgets to enable young people and families to purchase some services directly.

• The forthcoming new inspection arrangements concerning a local authority area’s provision for SEND, which will focus on evidence that children and young people with SEND are making good progress.

**Local Drivers**

• There are significant cost pressures for both the local authority and for other providers of services.

• Whilst numbers of pupils with identified SEND are relatively stable, planned housing developments and the movement of troops into the county from 2017 will see the number of children with SEND in Wiltshire rise.

• The Wiltshire Children and Young People’s Trust has high ambitions for all children and young people in the county. Building on the successes of the SEND reform Pathfinder programme, the Children and Young People’s Trust are now focussed on ensuring the very best outcomes for children and young people with SEND.
I.3 Vision

The Children and Young People’s Plan (2016-19) sets out the vision for children and young people in Wiltshire as follows:

‘To improve outcomes for children and young people in Wiltshire; ensure good safeguarding practice; reduce, prevent and mitigate the effects of child poverty; and enable resilient individuals, families and communities’.

Within this context, the specific vision for this SEND strategy – what we want to work towards in future – is set out as follows:

The right provision, in the right place, at the right time to achieve the best possible outcomes for children and young people with special educational needs and/or disability.

I.4 Developing the Strategy

The Joint Commissioning Framework\(^1\) adopted by the Wiltshire Children and Young People’s Trust sets out the shared commitment, vision and principles that govern commissioning of services for children, young people and their families across the partner organisations. It sets out a four stage approach to commissioning – shown below.

---

\(^1\) Joint Commissioning Strategy Framework 2014-17
Understand

As part of the development of this strategy, feedback from a wide range of consultations and surveys with parent carers, and children and young people about different aspects of SEND service provision has been considered.

Pre-consultation meetings and discussions were also held with a wide range of professionals and stakeholders, including:

- Special Educational Needs and Disabilities (SEND) Service
- Commissioners of Local Authority and Health services
- Wiltshire Parent Carer Council

As part of the SEND reform Pathfinder programme, children, young people and parent carers were heavily engaged in the development of a set of principles to underpin the delivery of all services for and to those with SEND. These ‘customer voice’ principles set out below have shaped, and will continue to shape, the development of this strategy and the draft implementation plan supporting it.

- Listen to my views and treat me as an individual;
- Work together to meet my needs;
- Assess and review me properly, fairly and promptly;
- Drive change for me (focus on achieving the best possible outcomes);
- Communicate with me honestly and effectively;
- Empower me to live the life I choose;
- Deliver what is needed, when I need it.

Plan

This strategy sets out seven priorities for action, with indicative key recommendations in Section III, which will be underpinned by an implementation plan. The strategy is subject to formal consultation, detailed in Section IV, following which the strategy and an accompanying draft implementation plan will be revised as necessary before being adopted by the Children and Young People’s Trust Commissioning Executive.

Do

This stage of the commissioning framework will be set out in the implementation plan and, it is recommended, overseen by the Disability / SEN Commissioning Group (see Section III.3.2) which includes local authority and partner organisation representatives. It is proposed that they will review progress and report regularly on the implementation of agreed actions.

Review

Once adopted, the strategy will be reviewed annually by the Children and Young People’s Trust Commissioning Executive to oversee progress made each year and to monitor and report to stakeholder partners. Regular reports will also be made to the Children’s Services Improvement Board.
SECTION II – THE PRESENT: CURRENT POSITION IN WILTSHIRE

II.1 Prevalence of SEND in Wiltshire

Number of Children and Young People with SEND

There are approximately 114,000 children and young people under the age of 19 years in Wiltshire (24.6% of the population). Using national prevalence data, it is estimated that approximately 20% (c. 23,000) of this population will require support for additional needs of some kind and 7% (c. 8,000) will have more complex needs.

Wiltshire Council has access to more detailed data for children and young people who have SEN. Currently we are aware of just over 12,717 children in Wiltshire with SEN (School census January 2014). This is a drop from circa 13,535 reported in 2012. Of these, circa 12,717 children, approximately 13.95% or 1775 (2.5% of the whole population) have a Statement or EHCP. 2015 figures suggest a further drop to 10,832 for all SEN, but a slight rise in the number of children and young people with a Statement to 1790 (2.71%) [provisional data].

In Wiltshire, and in common with the national picture, the total number of children with SEN has remained reasonably static over the last six years. There has been a slight fall in children with SEN without a Statement.

For more details on the number of children with SEN please see Wiltshire SEN Strategy for Schools 2015-18.

Needs/ Diagnosis of Pupils with SEND

The distribution of SEND diagnosis for children with a Statement (including My Plan/EHCP) is reflective of the national picture. Learning disability continues to be the main reason for statementing, with speech and language and behavioural difficulties both accounting for around a fifth of Statements. A diagnosis of autism accounts for 12.5% but it often appears as a secondary diagnosis and so is masked by an analysis of primary diagnosis. Table A overleaf refers.

Vulnerability/Deprivation Indicators

Pupils with SEN are more than twice as likely to be eligible for Free School Meals (FSM) than those without SEN (29.1% compared to 13.4%). Children with SEN make up 37% of all the children on FSM in Wiltshire.
Location

Wiltshire is a large, rural county with Salisbury Plain creating a geographical divide between south Wiltshire and the rest of the county. Table B overleaf sets out the geographical location of children with a Statement (My Plan/EHCP).

This broadly follows the same pattern of distribution as for all pupils in Wiltshire, with the highest numbers coming from the areas around Salisbury, Chippenham, Amesbury/Durrington, Warminster and Devizes.

Table A

<table>
<thead>
<tr>
<th>Diagnosis</th>
<th>Wiltshire</th>
<th>England</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Difficulty</td>
<td>33%</td>
<td>35%</td>
</tr>
<tr>
<td>Behaviour Difficulties</td>
<td>20%</td>
<td>21%</td>
</tr>
<tr>
<td>Speech, Language</td>
<td>22%</td>
<td>21%</td>
</tr>
<tr>
<td>Sensory Impairment</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Physical Disability</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Autism</td>
<td>12%</td>
<td>11%</td>
</tr>
<tr>
<td>Others</td>
<td>7%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Table B

Home Location of children with a statement
**Future Demand**

Following the adoption of the Wiltshire Core Strategy in Dec 2014, there is projected to be a significant rise in housing over the lifetime of the strategy and through to 2026. It is expected that there will be an increase in the number of children and young people with SEND in Wiltshire due to an overall increase in population due to:

- **Significant housing development across the county** – 42,000 new houses by 2026 although some 16,215 have already been provided. These developments are predominately concentrated in urban areas. Timing of some of these developments is uncertain but the extent of housing is detailed in the Wiltshire Core Strategy which can be found via the following link: [http://www.wiltshire.gov.uk/core-strategy-adoption.pdf](http://www.wiltshire.gov.uk/core-strategy-adoption.pdf)

- **Army family relocations into the county** – The Army Basing Review, announced by the Secretary of State for Defence in March 2013, takes its lead from the Army 2020 Plan outlined in July 2012.

In recent years there has been a marked drop in the birth rate when taken as a whole across Wiltshire. In contrast, however, there has been a significant increase in the number of children moving into the county due to inward migration.

Births in Wiltshire averaged 5,400 births per year between 2005 and 2014, with peaks in 2005 and 2008 and a decline in more recent years.

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>5619</td>
<td>5520</td>
<td>5411</td>
<td>5598</td>
<td>5477</td>
<td>5524</td>
<td>5481</td>
<td>5316</td>
<td>5165</td>
<td>5196</td>
</tr>
</tbody>
</table>

The impact of housing development will be different across Wiltshire. However the overall growth across Wiltshire, arising from the 25,785 dwellings still to be built, is expected to be in the region of 341 children with a Statement or EHCP by 2026².

The three year projection (based on real time potential build capacity) for 2015 - 2018/19 suggests in the region of 93 additional children and young people with Statements/ EHCP and 663 for all SEN³.

Wiltshire has one of the highest military populations in the country (8% of the school population come from military families at present). An additional 4,200 military personnel and their dependants will be relocated, many from Germany, to Tidworth, Ludgershall (specifically Perham Down), Bulford, and Larkhill between 2016 and 2019.

Currently we have 106 children from military families with a Statement in Wiltshire schools.

Current projections (January 2015) suggest 1,410 children (ages 3 -16) will come to Wiltshire between 2017 and 2019.

If the SEND population amongst these families is similar to Wiltshire’s current population, it is possible to project that 2.5% (35) of these children will have or require a Statement or EHCP.

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² Projection based on no. dwellings divided by 100 multiplied by 53 x 2.5% table A SEN occurrence.
³ Calculation based on broad 3 year assessment
However it should be noted that a report commissioned by The Royal Navy and The Royal Marines Children’s Fund in 2009 (The Overlooked Casualties of Conflict – November 2009) found that within the Wiltshire county area, the percentage of children with a parent/carer in the military with a Statement of SEN was reportedly twice that found in the general population, which would suggest there could be up to 70 additional pupils with a Statement/EHCP.

Further work is required to establish accurate figures. However, it is clear that there is likely to be more children with SEND in Wiltshire due to an increased overall population during the lifetime of this strategy.

II.2 Parent Carer Participation

Principles and Values

The Children’s Trust Commissioning Executive has the following principles and values for participation based on feedback from children, young people and other stakeholders:

- Participation and involvement must be accessible and inclusive.
- Children, young people, parents and carers have a right to have their voices heard in regard to any policy, issue or practice which will affect them or those they care for.
- Participation should be built into the values, structures and procedures of all groups and organisations working with children, young people, parents and carers.
- Children, young people, parents and carers are the best people to comment on their own lives and circumstances.
- Participation should be meaningful and ethical – be honest about what influence people can have and how their views and participation will be taken into account.
- Children, young people, parents and carers have the right to choose the level of participation and involvement they wish to engage in – it is voluntary, not compulsory.

How are parent carers’ views taken into account in Wiltshire?

In Wiltshire, parent carers are involved at every stage of the commissioning cycle, including but not limited to:

- **Inform** - Transparency and co-production with parent carers through the Wiltshire Parent Carer Council (WPCC), ensures that parent carers have access to the necessary information to be able to make informed decisions and offer suggestions that are reasonable and realistic.
- **Understand** – Wiltshire Parent Carer Council (WPCC) lead on a full annual calendar of consultations, surveys, engagement sessions and focus groups, working in partnership with Wiltshire Council and other partners. The involvement and voice of parent carers directly informs commissioners, service providers and families enabling a better understanding of needs.
• **Plan** – WPCC parent carer representatives are involved as full members of strategic groups and working groups. Representing the collective view from parent carer members registered with the WPCC, the involvement and voice of parent carers directly informs and influences commissioners and the development of strategies and action plans. Parent carers have a key role in developing specifications for services and evaluation criteria for tenders.

• **Do** – WPCC are fully involved in tender processes including tender evaluations and interviews. Parent carers support implementation plans as full partners, leading on communication to families. e.g. ‘You said, we did.’

• **Review** – WPCC visit settings and services and provide feedback to Wiltshire Council and service providers. Parent carers participate in contract review meetings by sharing the collective feedback of the registered parent carer membership of the WPCC, ensuring they are at the heart of influencing how services continually adapt and improve to meet evolving need.

**Who are the Wiltshire Parent Carer Council and what do they do?**

Founded in 2008, the WPCC is an independent, organisation which is managed and run by parent carers, for parent carers. WPCC strongly believe that children and young people should have:

- The same opportunities as their brothers, sisters and peers;
- Fair access to the support they need to live their lives;
- Families who feel supported in their caring roles.

WPCC has a membership of approximately 1700 parent carers across Wiltshire (excluding Swindon) whose children range in age (0-25yrs) and in the type of special educational needs and/or disabilities they have. These include mental health, physical, sensory, learning, communication, challenging behaviour, autistic spectrum disorders and health conditions that require complex care. For more information about WPCC, please visit their website [http://www.wiltshireparentcarercouncil.co.uk/en/Who_we_are](http://www.wiltshireparentcarercouncil.co.uk/en/Who_we_are) or contact them on 01225 764 647.

**How are parent carers reimbursed and incentivised?**

WPCC receives grant funding from central government and from Wiltshire Council to enable their participation activities.

- Travel expenses and child care costs are reimbursed.
- Appropriate refreshments are provided according to time of day and length of meeting.
- Meetings and events are scheduled at times that best suit parent carers.
- Wherever possible, meetings are held in several locations around the county to enable as many parent carers to participate as possible, without distance to venue being a barrier.
- Results of consultations and surveys are published on the WPCC website as reports.
• Meeting and events are tailored and revised (in format and content) based on parent carer feedback.

• The WPCC hosts a number of information/training events through the year to help keep parent carers informed. These events are usually run in partnership with the Local Authority and/or service providers, which helps reinforce transparency and shared working practices.

• It is important to share with parent carers what has happened as a result of their participation.

How do we measure the success of parent carer participation?
By being involved throughout, parent carers see action and change take place, and are informed of the reasons where change does not or cannot take place. Parent carers are also able to see how their views influenced decisions at each stage of the commissioning process.

WPCC regularly produce a You Said, We did document which summarises the feedback from parent carers on a variety of topics and what the outcome has been. This is hosted on the WPCC website and widely circulated to parent carers as well as key officers within the Council.

How does Wiltshire Council plan to develop its engagement with parent carers?
Methods for engagement with parent carers are continually refined based on feedback and experience. WPCC and Wiltshire Council commissioners regularly attend regional events, learn from other areas and share best practice. Parent carer participation in Wiltshire has been recognised nationally and for several years now, WPCC and Wiltshire Council commissioners have together supported other local authorities. In 2015, together they helped a delegation from Moldova to develop and improve their practice.

Wiltshire Council plans to continue to develop and improve participation work with parent carers by continuing to work in partnership with WPCC, listening to feedback from parent carers and continually adapting our approach better to meet the needs of individuals and groups with a variety of needs in different areas of Wiltshire.

For further information about participation and engagement please see the Participation and Engagement Strategy 2012.
II.3 Children and Young People’s Voice and Influence

Principles and Values
In addition to the overarching principles and values listed in the Parent Carer Participation section above, young people’s participation in co-production activities must have value to all parties; young people must be offered the opportunity to directly input into all processes and demonstrate their skills, ask questions and offer constructive feedback.

How are children and young people’s views taken into account in Wiltshire?
Wiltshire Council believes in co-designing and delivering services for children and young people, with children and young people. Such participation and involvement is coordinated by the Council’s Voice and Influence Team.

What does the Voice and Influence Team do?
The team, which sits within Children’s Commissioning, supports partners who do direct work with children and young people to ensure that mechanisms exist to encourage and hear those with special educational needs or disability. Those partners include schools, colleges, voluntary sector organisations, and colleagues within Wiltshire Council’s commissioning and Operational Children’s Services (OCS) teams. The team is tasked to ensure that children and young people are engaged at all stages of the commissioning cycle, and understand how and why their views have been taken into consideration.

The Voice and Influence Team also runs the Wiltshire Assembly of Youth which holds two seconded places for children and young people who represent the views of those with SEND. Meetings take place monthly and work includes consultation, campaigning and event delivery.

How are children and young people rewarded and incentivised?
Children and young people are not paid for their involvement in activities related to co-production but they can expect to be treated fairly and not be out of pocket for their activities.

- Travel expenses will be refunded when travelling by public transport;
- Appropriate refreshments will be provided according to time of day and length of meeting;
- Achievements are celebrated appropriately;
- An annual social event is organised as a thank you;
- Certificates and letters of thanks are issued.

How do we measure the success of children and young people’s involvement?
By being involved in any co-production work, children and young people will see action and change take place, or be informed of the reasons why change does not or cannot take place. They will be able to explain how their views influenced decisions that were made, and be seen at all stages of decision making and commissioning in Wiltshire.
Every six months, a **You Said, We did** document is produced by the Voice and Influence Team which explain when and how children and young people have been involved and what the outcome has been. This is circulated to those involved in the work, as well as key officers within the Council.

**How does Wiltshire Council plan to develop its engagement with children and young people?**

The Council recognises that it could do more to engage with all young people, and especially within harder to reach groups such as those with SEND.

It has plans to do this by:

- Consulting with children, young people, their parents and professionals.
- Reviewing its arrangements for participation and engagement.
- Visiting Wiltshire College, Wiltshire schools, youth groups, and liaising with the Wiltshire Parent Carer Council.

As an outcome of this work, Wiltshire Council will develop a revised, effective and meaningful methodology for consulting with children and young people with SEND.

**For further information about participation and engagement please see the Participation and Engagement Strategy 2012.**

### II.4 The Local Offer

In March 2011, the government Green paper ‘Support and Aspiration’ said improvement needed to be made in the support that was given to children and young people with special educational needs and/or disabilities and their families. The Green paper was based on what parent carers wanted and one of things proposed was that each local authority would set out a ‘local offer of support’ and publish information about special education, health and social care provision. This information would be known as the Local Offer.

The draft legislation was published and the draft Families and Children’s Bill went through the House of Commons. In July 2014 the government published its reforms in the Special Educational Needs and Disabilities Code of Practice 2014 (revised in January 2015). It highlighted the statutory duty on local authorities to produce a local offer with parents/carers and other key partners through coproduction. The Local Offer is seen as one of the key drivers for change and it has the potential to be very powerful tool for children/young people and their families.

**Development of the Local Offer**

Wiltshire Council became a Pathfinder in the SEND reform process and led the way in developing its Local Offer through coproduction. A series of discussions and focus group sessions took place with children, young people, families and professionals and also included
feedback from the Wiltshire Young people with Disabilities Group (WYDG) and WPCC. This helped to develop 5 key principles from which to develop the website:

- **Realistic and transparent**: Our Local Offer will be realistic and information will be actively promoted to enable parents/carers and young people to fully understand options available. Our Local Offer will clearly show routes to access support, explaining any eligibility criteria, how decisions are made and how to appeal if things go wrong.

- **Accessible**: Our Local Offer will be available for all parents/carers and young people to access at any point in their life. The design will be clear, comprehensive and jargon-free language will be used. The Local Offer will be provided on an easy to use website which will enable parents/carers and young people to navigate around the information. Information will be accessible in a variety of ways such as text and media clips, in response to feedback from focus group sessions. All professionals will be aware of the Local Offer and will encourage families to access it. Families without access to the internet will be supported to access the information.

- **Person Centred**: Our Local Offer will focus on the child or young person's life aspirations and outcomes along that journey. The Local Offer must enable young people to make decisions for themselves with appropriate support when required.

- **Updated and Sustainable**: The Local Offer will be updated regularly and consistently to ensure the information is factual. There will be a clear process for updating information.

- **Inclusive and holistic**: The Local Offer will meet all needs, regardless of child or young person’s age, disability or special educational need. The Local Offer will be holistic, covering ages from 0-25 and contain information about all provision available in the local area, both community, voluntary sector and statutory.

Embedded within the Local Offer are the overlying principles that it will be developed jointly with parents/carers and young people and that it will empower parents/carers and young people to make informed decisions about choices available to them.

**Current Local Offer provision**

The Local Offer website, [www.wiltshirelocaloffer.org.uk](http://www.wiltshirelocaloffer.org.uk) went live on 1st September 2014, in line with the statutory requirement.

The website is regularly updated to ensure the information remains accurate and is responsive to feedback. Feedback about the Local Offer and responses to the feedback are published on the Local Offer Website. It provides relevant information about services/support in Wiltshire that the Council delivers directly, commissions, or works in partnership with others to provide, including:

- Education
- SEND service
- Health
- Preparing for adulthood
- Social care
- Leisure
- Guidance and support
• Useful documents
• Links to other key websites such as WPCC.

SEND Information Service (SENDIS)

In Wiltshire the approach to the Local Offer is based on partnership working with parent carers. Accordingly, WPCC provide SENDIS - an information and signposting service, as part of the integrated Local Offer. WPCC receives grant funding from Wiltshire Council which enables them to provide and operate SENDIS. SENDIS provides a helpline 01225 764647 (operational Monday – Friday, 10am – 5pm) and a complementary website which provides a one-stop-shop for Short Breaks and a wide range of other useful information. WPCC liaises closely with Wiltshire Council, other service providers and organisations in the voluntary sector to ensure appropriate links between websites and consistent information without duplication.

Housing the SENDIS and short breaks information with WPCC is the preferred choice in Wiltshire because WPCC had become a natural central point of contact for parent carers prior to the launch of the Local Offer, and it remains independent of the Local Authority, something that parent carers have expressed as being particularly important to them. By embedding parent carers at the centre of Wiltshire’s approach to the Local Offer, Wiltshire Council benefit from comprehensive parent carer feedback on the whole offer and the influence and impact of parent carer involvement is maximised.

Communication of the Local Offer

The concept of the Local Offer as both a story (the support and services on offer) and a book (the actual vehicle for presenting this information i.e. the Wiltshire Local Offer website) has presented a unique opportunity to involve, share and develop the Local Offer across a wide spectrum. This has included:

• Forums and groups
  o Wiltshire Youth Disability Group
  o WPCC communication
  o South West SEND regional network
• Events
  o Local Offer launch – 7th October 2014
  o WPCC communication and events – SEND update event 18th September 2015
  o Early Years Conference
  o Autism Spectrum Condition (ASC) event - 26th November 2015
• Bulletins
  o Wisenet (Wiltshire’s electronic messaging system for schools)
  o Electric Wire (internal Wiltshire Council)
  o Fostering News
  o Your Wiltshire (Wiltshire-wide Council bulletin)
  o WPCC
• Local Offer Coordinator’s attendance/presentation:
  o Multi Agency Forum meetings across Wiltshire
  o SENCO cluster meetings
  o Early Years cluster meetings
CHSWG (Hearing Impairment Group)

Professional meetings e.g. SEND lead workers, audiology, Education Psychology, SEND service, District Specialist Centres, CCG, Social Care, Action for Children, WPCC and other internal departments/key partners/organisations.

Special Schools Heads meeting

Disability SEN Commissioning group

South Local Area Network Meetings

Schools’ parent information evenings

SEN information report analysis – review of all educational websites across Wiltshire and direct email to all schools without correct SEN information report.

- Links on the main Wiltshire Council website and Wiltshire Parent Carer Council website. Additional link required in all schools’ SEND information, as highlighted in section 6.81 of SEND Code of Practice.

- Link on Wiltshire’s statutory Independent, Information Advise and Support service (branded locally as WISA), provided by Action for Children.

Feedback on the Local Offer

It is a statutory requirement for feedback regarding the Local Offer to be published and, as with the delivery of the Local Offer, this is done in partnership with WPCC. Local Offer feedback is provided in the following ways:

- Feedback and responses relating to the Local Offer website are provided in a ‘Q&A’ style format in the ‘Local Offer Response’ section of the website.

- WPCC provide regular update reports on feedback received about services and what has been done as a result. This includes You Said, We Did style reports in addition to updates relating to specific consultations. These reports are hosted on the WPCC website with direct links from the Local Offer Response section of the Local Offer website.

Many other local authorities meet the statutory requirement through an annual report written by their officers. The Wiltshire model is parent-led and means information is constantly updated and relevant.

Feedback regarding the website itself has been mixed – people appreciate the effort to collate all the information in one place, it is more up-to-date and comprehensive than previous Council presentations. However there are areas to be improved on regarding navigation, accessibility and presentation of information. From January 2016, WPCC are the main point of contact for feedback on Wiltshire Council’s Local Offer website which will help ensure future developments are based on the wider parent carer feedback, as per the model that has worked successfully for other service development.

Feedback relating to the range of services that comprise the Local Offer have been as wide and varied as the broad range of services. However, key themes include:

- Short Breaks
  - a range of accessible activities that match the needs and interests of children and young people with SEND equitably accessible across Wiltshire
  - young people with SEND beyond the age of 18 to be able to access appropriate activities
appropriate activity clubs for children and young people with autistic spectrum conditions
- accessible youth clubs for young people with SEND across Wiltshire

- Mental Health
  - access to information and awareness/promotion of information
  - earlier intervention and support
  - better inter-agency working and training of professionals
  - better transition to adult services

- Continence
  - a suitable range of products to meet the needs of children and young people with continence issues, that are of an acceptable standard
  - a responsive service that can be responsive and flexible in meeting fluctuating need
  - support with toilet training to develop independence

- Responsive Services
  - The right services at the right time to prevent escalation and crisis
  - Services working together in a joined-up, person-centred approach
  - Behaviour support that is well coordinated including for older children

- SEND Service
  - Single Point of Contact
  - One Key Worker/Coordinator
  - SEND Lead Worker should know the child/young person
  - Regular communication with the family and timely communication about any change in lead professional

- Specialist Services and Direct Payments
  - Support to find appropriate personal assistant when making use of a Direct Payment/Personal Budget
  - Access to information about provision available through Social Care

- Complex Needs/Continuing Care Needs - Moving to Adulthood
  - Forward planning in good time
  - A range of options to consider e.g. supported living, residential options
  - Choice of provider

Website statistics
Since the launch of the Local Offer website on the 1st September 2014 until the 21st December 2015 we have had 18,860 UK based searches. Approximately 79% of these are from laptops and PCs, 11% using mobiles and 10% using tablets. For the month of December, we have had 2836 visitors and 85,620 page views with an average of approximately 30 pages viewed by each user.

Although we do have these basic statistics about website usage, more sophisticated analysis is not currently possible due to technical constraints.

Further website development
Based on feedback from parent carers, children, young people and other stakeholders, the content of the Local Offer website will continue to be updated as required. In order to be able to respond to all future development needs, however, investment will be needed to ensure that technical aspects, including site maintenance, are more robust. A detailed action plan has been developed considering each of the statutory requirements and to what extent future development of the website is limited at present.

**Wiltshire Independent Support and Advice (WISA)**

The WISA Service, hosted by Action for Children, offers free and impartial information, support and advice to parents, children and young people in relation to Special Educational Needs and Disabilities (SEND). WISA receives referrals from parents, young people and other agencies and have a telephone line, email address and website. When required staff meet with parents and young people in order to help them understand their rights in relation to SEND and to support them so that they can make informed choices and are empowered to play an active part in their child’s education. Staff work individually with parents, young people and children and attend meetings with other professionals to support them to be able to express their views within the EHCP process and on other educational issues, including tribunals and personal budgets. The team attend events to advertise the service and deliver information sessions to parents. Central to WISA’s role is working with children and young people to ensure that their voices are heard and lived experiences recognised by professionals so that they receive the support they require to achieve their full potential.

**II.5 SEND Service**

There are a significant and comprehensive range of agencies in Wiltshire that provide support and services to children and young people with SEND and their families, as well as to schools, settings and other organisations working to support them. This section is not a list of all services – just those that are of most particular relevance to schools and settings in the delivery of special educational needs provision.

For more detailed information on these and other services please refer to the Wiltshire Local Offer [www.wiltshirelocaloffer.org.uk](http://www.wiltshirelocaloffer.org.uk).

Accessing support begins with careful assessment of the child’s needs. Wiltshire currently uses two forms of assessment to gather information and understand a child’s needs. If needs are broad-ranging and/or particularly involve concerns around safeguarding, professionals are encouraged to work with the child and family using the Early Help Common Assessment Framework (EHCAF). When the EHCAF is complete the assessment can be shared with the Gateway Panel to access services and support if required.

However, if it is clear that the main area of need is, or is likely to be, related to a special educational need then professionals will create a My Plan/EHCP or My Support Plan. My Support Plans should be used to meet the needs of pupils requiring SEN support (which replaces the School Action and School Action Plus terminology).

My Plan/EHCP and My Support Plans enable children to access services at three levels: universal, targeted and specialist, as shown in Table F overleaf.
Regardless of whether the EHCAF or My Plan/EHCP or My Support Plan route is taken, professionals work with a family using a team around a child approach. In line with the SEND Code of Practice (2015) this approach recognises that the child and their family are the expert on their needs and should be at the centre of planning and decision-making.

This assessment provides the basis for a referral to the SEN panel. The SEN Panel is made up of professionals who regularly work with children and young people with SEN. This may include an education officer, a lead professional, one or more head teachers, an educational psychologist, and service heads/managers. The case is presented by a SEND lead worker who has worked directly with the child, family and professionals.

If a child’s needs are particularly complex and involve significant support from health services, a child can be referred to the Complex Needs Panel. This whole-life appreciation enables the child, family and professionals to access the provision support and help required to meet the child needs, including the best educational provision.

**SEND Team**

Wiltshire Council re-structured its SEN teams and Children with Disabilities Social Care teams in January 2014 to create a SEND service to facilitate better partnership working between professionals who support children and families with SEN, schools and settings.

Managed by the Head of SEND, this service is made up of:

- A countywide team of SEND Leadworkers who advise on early years, statutory SEN, and preparing for adulthood.
- Two social care teams.
- Canons House, a residential unit for overnight short breaks
- Wiltshire Employment Support Team (WEST) and Community Connecting.
- A central SEN inclusion team made up of the Specialist SEN Team (SSEND), the education officers and education psychologists.

This element of the service is funded by Wiltshire Council, an SEN grant and DSG at a cost £1,395,400 (Wiltshire Council £788,900, £300,000 SEND Grant, £307,500 DSG)

**Table C – Levels of Need**

<table>
<thead>
<tr>
<th>Level 1 Universal</th>
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Children, young people and families whose needs are met by universal services and are **thriving**.
Children, young people and families who have a **specific unmet need** and may be in need of early support.

Children, young people and families who have **multiple unmet needs** and/or are showing early signs of **emerging needs** that are in need of **collaborative**, targeted early support (i.e. a multi-agency response).

Children, young people and families are **struggling to cope** and need a **coordinated intensive response** to multiple needs. They are experiencing **sustained** and **persistent** issues or problems that have **not been possible to resolve at previous levels**. Children and young people at this level may need a statutory/specialist assessment or intervention (e.g. from social care or child and adolescent mental health services).

These children, young people and families are **not coping** and need specialist statutory intervention and/or child protection. There will be **serious concerns** about the child/young person’s health, care or development including risk of or actual significant harm.

**TABLE D**
SEND lead worker

When a child or young person has significant special educational needs and/or disabilities, the SEND lead worker can support and advise both the family and the schools and settings they attend. They will:

- Act as a single point of contact for the child/family;
- Keep practitioners focused on the child/family;
- Empower the child/young person/family to make decisions and be heard;
- Coordinate actions agreed by practitioners and the family and avoid potential duplication.

The SEND lead worker role includes the following responsibilities:

- Checking what other services/people are currently involved;
- Referring the child or young person and their family to other services as appropriate;
- Considering existing specialist assessments;
- Ensuring that further assessments are requested as needed;
- Assessing the child’s or young person’s needs in discussion with them, schools/settings/other professionals;
- Attending reviews, team around the child (TAC) meetings, and other meetings as appropriate;
- Arranging and chairing TACs as necessary;
- Supporting the child/young person/family to access information on the Local Offer;
- Discussing future options;
• Ensuring that a My Statutory Plan is written that supports a child to achieve specific outcomes.

The level of SEND lead worker involvement will vary according to the child or young person’s needs. The SEND lead worker is likely to be particularly involved at key transition times.

SEND lead workers are also engaged in training for families and partners in order to maintain the strong support we give in Wiltshire.

Specialist SEND team

In addition to the SEND lead workers, Wiltshire has a range of specialist support staff in four key areas of expertise: communication and interaction, sensory impairment, medical physical, and cognition and learning. There are 4 lead professionals and 35 specialist teachers (some part-time). This service is funded by Wiltshire Council and DSG at a cost of £1,749,100 (Wiltshire Council £401,600, DSG £1,347,500). Education officers are included in this funding.

The specialist SEND team:

• Support staff in schools to improve pupil outcomes through assessment of pupil needs, joint problem solving, identification of suitable strategies, and targeted interventions.

• Undertake complex casework relating to: cognition and learning, autistic spectrum conditions, medical needs, physical disabilities, specific learning difficulties (dyslexia/dyscalculia) and SEN ICT needs.

• Provide advice on provision, strategies and interventions for pupils with complex needs including how to provide clear and robust evidence of progress and action planning meetings with parents.

• Contribute to annual reviews and multi-agency meetings for pupils with complex needs.

• Assess building accessibility for specific pupils and make recommendations for adaptations.

• Provide advice with regard to risk assessments and handling plans.

• Advise on equipment and, according to the agreement with schools about responsibility for the provision of specialist equipment, provide equipment named in part 3 of Statements of special educational need.

• Provide advice on whole school strategic SEN processes and protocols e.g. provision mapping, pupil progress, moderation of assessments, monitoring of SEN provision.

• Work with schools to build capacity through the provision of a wide range of training and in-school coaching. Training is available at a whole school or staff group level as well as through attendance at advertised courses.

• Organise and facilitate teaching assistant and Special Educational Needs Co-ordinator (SENCO) networks, the annual SENCO conference and the mandatory National Award for SEN Coordination.

• Deliver training for families around managing and responding to complex needs and behaviours (e.g. Support in Wiltshire – Autism Parent Programme).

As required, specialist support advisors can be part of the development and delivery of My Support Plans or My Plans. A request for this service can be made through the EHCAF, My
Plan/My Support Plan or through a Single Action Referral form (SARF) if an EHCAF or My Plan/My Support Plan is already in progress.

**Educational Psychology Team**

The Educational Psychology Team is made up of 13.8 fte (23) qualified staff. In addition, the team is enhanced by 2 trainees in years 2 and 3 of their training and up to 2 year 1 trainees who have a shadowing roll. This service is fully funded by Wiltshire Council at a cost of £645,300.

Educational Psychologists use psychological principles of learning, motivation, behaviour, personality and child development to advise parents and professionals on how best to promote progress for children, or groups of children, and young people. They work across the 0-25 age range with colleges, schools and pre-school settings, including mainstream, specialist, independent and out of county provision, to try and raise achievement and seek ways of including children with special needs in mainstream education. They also play a key role in assessing children’s education needs.

Advice and strategies for managing behaviour associated to a child’s SEN may be offered to staff, or work with individual pupils may be undertaken. Training for staff is also offered - either tailored for individual need, or on area basis. In addition, the teams also provide courses for parents, particularly around autism to enable parents to come to terms with their child’s particular needs and to offer help or advice.

There is a base formula which ensures that all schools in Wiltshire have access to the statutory support and assessment services provided by educational psychologists. Within this formula, the team then operates an approach which gives flexibility to the educational psychologist team to respond to those schools with higher incidence of SEN.

**Primary Behaviour Support Service**

Located in Wiltshire Council’s Early Help Service, the Primary Behaviour Support Service is structured to work in the four areas of the county - North, South, East and West.

A team of Inclusion Support Teachers (9 staff) and Behaviour Support Assistants (up to 30 at any one time) work to support and challenge primary schools in their approach to positive behaviour management.

This service is funded mainly through a devolved budget of £556,000 from DSG. Schools buy into the service through a review that happens each November for delivery in the forthcoming financial year. The work of the Inclusion Support Teachers is for all children, but Behaviour Support Assistants are only deployed to support children who do not have a My Plan/EHCP/Statement. There is additional behaviour support funding, to meet statutory requirements including alternative education, medical needs and management at a cost of £218,300 and £415,000.

**Sensory Impairment**

The Hearing and Visual Impairment team support children from birth with a recognised medical condition. The specialist teachers work closely with families in the home and in educational
settings to ensure the child’s development is supported and they have full access to the school curriculum.

The sensory team work to support families to understand sensory loss. This includes programmes around all areas of early development and the compensatory skills necessary for a hearing or visual loss. This may include areas such as language development or tactile methods of learning.

Through regular visits, the school, college or setting receives training, advice and direct input to ensure the child can fully access the curriculum and broader school activities. Outcomes are monitored to support the progress of the child through the key stages. The number of visits is based on the nationally recognised NATSIP eligibility criteria.

The sensory team work closely with local organisations and national charities to allow children to meet with others with hearing or visual loss.

**Social Care**

Wiltshire Council has two social care Children and Young People’s Disability Teams (CYPDTs) with a combined caseload of approximately 470 children. The south and west team consists of 9 FTE social workers and the north and east team has 8 FTE social workers. The average caseload for each FTE social worker is around 21. The social care service also includes the countywide occupational therapy team which has 4 FTE OTs and a 0.63FTE senior OT.

Social care provides a range of assessments and services for disabled children in Wiltshire who have needs arising from their disability which cannot be met by services available to all children. The service works with children and young people who have a substantial learning disability, physical impairment or a diagnosed life limiting or serious health condition that will impact significantly on their development and day to day life. The social care teams work with children and young people up to 25 years (OT up to 18 years). The social care teams retain responsibility for all looked after children and Child Protection work.

The CYPDTs teams will usually use the same process and format for assessments as all other Wiltshire Children’s social care teams. The Single Assessment is the usual format for assessments. Social workers within these teams provide child-centred holistic needs assessments taking into account the whole family and work with young people up to stability. Social workers support families who meet the threshold for Level 3 (complex needs) to help prevent crisis and work towards improved outcomes for the child and family. This includes empowering the family to become more resilient and to access other services.

The CYPDTs have received positive feedback from Ofsted about child-centred practice and management. An audit of the service has been undertaken and the analysis of this will help further influence future practice.

The Social Work teams also carry out Mental Capacity Act assessments as set out under the Mental Capacity Act 2005 (Care Act 2014 and part 3 of the Children & Families Act 2014) for disabled young people aged 16 years or over who may lack capacity to make decisions for themselves. The Act sets out safeguards to empower and protect a person assessed as lacking mental capacity. These assessments are on a decision-specific basis with capacity based on a single decision at a single time. It is assumed a person has capacity unless proved otherwise.
Transition assessments are also carried out for young people who are identified as likely to have care and support needs post 18 years. This is initially undertaken as part of an annual review of the young person’s EHCP to inform a plan for transition to adulthood.

II.6 Short Breaks

In accordance with Section 25 of the Children and Young Persons Act (2008) and The Breaks for Carers of Disabled Children Regulations 2011, there are a wide range of short break options available for children and young people with SEND and their families in Wiltshire. For full up-to-date details of these please visit www.wiltshireparentcarercouncil.co.uk/en/Short_breaks or telephone Wiltshire Parent Carer Council (WPCC) on 01225 764647.

Short Breaks services in Wiltshire have been developed in partnership with parent carers, children and young people. Based on their participation we developed a Short Breaks Statement together with the following principles:

- Work together, with parents and carers and other local partners.
- Fully involve parents, carers and children and young people with SEND in all aspects of short break planning and delivery.
- Develop the market by working closely with providers and potential providers.
- Develop our workforce by ensuring that we identify the skills staff require to meet the needs of children and young people with SEND.
- Ensure clear, easily accessible information.

For the full Short Breaks Statement please visit www.wiltshireparentcarercouncil.co.uk/en/Current_projects_-_Shortbreaks_-_Short_Break_Services_Statement_for_Wiltshire_Council

Current Provision

In Wiltshire we have focussed on strengthening universal and early help services and the provision of group-based and flexible individual activities at a targeted level whilst ensuring suitable provision of the more expensive specialist services, such as residential and family based care, is available for families with the highest level of need. This was in direct response to parent/ carer and children and young people’s views – what they didn’t want (unless they really needed it) was specialist provision that doesn’t mirror the interests of children and young people without disabilities, and what they did want were a wide range of flexible, person-centred opportunities that are easy to access. Consequently, Wiltshire has transformed services in a way that is sustainable by:

- Driving provision into the universal and mainstream sectors wherever possible;
- Minimising bureaucracy - by promoting a model of service accessible without assessment;
- Enabling and empowering families to make real choices about the way they use short break provision.
Universal Services

Families are encouraged to access universal services whenever it is possible and/or appropriate. This is supported by:

- Investment in Play Spaces prior to March 2011 as part of the Aiming High for Disabled Children Transformation Programme;
- Investing in Changing Places (personal care rooms) across the county in 2011, which provided suitable changing facilities to enable disabled children to access more universal services in their communities. Further investment has taken place since 2011 to provide additional Changing Places across the county with further facilities planned as part of the community campus programme (further details about Changing Places can be found on the WPCC website: http://www.wiltshireparentcarercouncil.co.uk/en/Signposting_-_Equipment_-_Daily_living_-_Changing_Places_-_Personal_Care_Rooms_in_Wiltshire;
- Training to universal providers to improve their staff’s skills and awareness;
- Working with child care, nursery and pre-school providers;
- Easily accessible information through the Local Offer and WPCC.

Targeted Services

These services have been developed specifically for children and young people with SEND:

- Wiltshire Short Breaks Scheme – a choice of a payment so families can choose their own short breaks and/or a place at the Short Break Activity Clubs run across the county. For full details, please visit www.wiltshireparentcarercouncil.co.uk/en/Short_breaks
- Ability Sports – Wiltshire’s county-wide sports initiative targeted at children and young people with SEND, includes a wide range of activities including swimming, football, multi-sports, trampolining and wheelchair sports.
- Positive Activity Clubs – Youth clubs for teenagers with SEND at locations across the county.
- Youth Clubs for children and young people with Autistic Spectrum Conditions
- Accessible Clubs and activities – a wide range across the county.

Specialist Services

These services are accessed via a social care assessment from the Children and Young People’s Disability Teams (CYPDT) and allocated by the Family Support Panel to ensure families with the highest level of need receive the most appropriate provision.
• Personal Budgets/ Direct Payments – so the needs can be met in a flexible and creative way, enabling the family to have choice and control over their daily lives by deciding what support is right, when, where and how they want it.

• Day care – providing care in the family’s home.

• Overnight short breaks – provided at a residential unit in Devizes called Canon’s House and by Foster Carers through the SEND Specialist Carers and Family Link. Capacity to provide overnight breaks with foster carers is being increased through recruitment.

Feedback from Parent Carers, Children and Young People

In 2015, over 1100 families in receipt of the Short Breaks Scheme payment provided feedback via the Short Breaks monitoring form:

• 97.9% said the payment had made accessing short breaks for their child easier;
• 99.1% rated the short breaks they had accessed as good or excellent;
• 98.1% rated the Short Breaks Scheme as good or excellent.

The feedback from children, young people and their parent carers was overwhelmingly positive. Families identified that the scheme had helped them achieve positive outcomes including improved social inclusion, improved health and increased capacity to cope.

The feedback forms also asked parent carers ‘What one thing would make the biggest difference to you as a parent carer?’ and ‘What one thing would make the biggest difference to your child?’ Continued access to short breaks was identified as the most important factor for both parent carers and children.

II.7 Health Services

CAMHS

The risk of developing mental health and/ or wellbeing issues is higher for certain groups, including children and young people with SEND.

What is our current provision?

Locally, Child and Adolescent Mental Health Services (CAMHS) are delivered through an operational delivery model with four distinct tiers. These services are available for 0-18 year olds who are referred by their GP, health visitor, school or hospital doctor. Primary and Specialist Child and Adolescent Mental Health Services are provided by Oxford Health NHS Foundation Trust.

Primary CAMHS is funded by Wiltshire Council to provide targeted support for children and young people with mild to moderate mental health needs. Specialist CAMHS is funded by the Wiltshire Clinical Commissioning Group (CCG) to provide treatment to those with more severe mental health problems. NHS England funds highly specialist support and treatment for those with severe mental health difficulties (inpatient services).
Although Oxford Health is the key provider of CAMHS, it’s important to recognise that a wide range of other services from across the public, private and voluntary/community sector contribute to promoting and supporting the emotional wellbeing and mental health needs of children and young people. For example, supported by funding from Children’s Trust partners, including schools and the CCG, the local charity Relate is the main provider of community and school based counselling services in Wiltshire.

*Time to Talk* provides counselling in a number of primary schools for children aged 6-11 years. *Talkzone* supports young people aged 7-18 years who are experiencing emotional distress, with counselling provided at home, in school or other community setting. Many schools also purchase counselling services directly from Relate or other organisations, or employ their own counsellors.

**What developments are we planning?**

Key local partners, including children, young people and parents/carers have worked together to develop an Emotional Wellbeing and Mental Health Strategy and more recently a Transformation Plan for children and young people’s mental health and wellbeing. Together these documents set out a comprehensive and whole system approach to transforming child and youth mental health services with the aim of delivering tangible improvements by 2020. In doing so they seek to overcome a number of shortcomings highlighted by children and their families including:

- Divisions between services;
- Unnecessary waiting times for support;
- Children and young people having to re-tell their stories to different teams/professionals;
- A lack of clarity about thresholds and what support and services are available locally and how these can be accessed;
- Too much emphasis on costly specialist provision rather than early intervention and prevention;
- Children and families feeling ‘bounced around’ the system when they do not meet the criteria for a CAMHS service.

Supported by additional investment the local transformation plan identifies 3 key objectives to help tackle these problems:

- Promote good mental health, build resilience and identify and address emerging mental health problems early on;
- Provide children, young people and families with simple and fast access to high quality support and treatment;
- Improve care and support for the most vulnerable and disadvantaged children by closing critical service gaps, improving support at key transition points and tailoring services to meet their needs.

A number of key initiatives are being implemented to support the delivery of these objectives including:

- **Training for staff working in universal services** (with a focus on GPs and schools) on common mental health problems and information about local support and services. This
includes the development of GP champions for perinatal, infant, child and youth mental health.

- **Developing ‘Thrive Hubs’ in 6 secondary schools** in areas of greatest need, to provide a menu of early intervention and prevention, with a focus on building resilience. Each school will have a named member of staff who is responsible for child and youth mental health. A CAMHS worker will also be linked to each school providing consultation, training and liaison.

- **Providing mentoring** for primary school children who are at risk of developing social, emotional and behavioural difficulties. A peer mentoring programme will also be developed for secondary school age pupils to help improve their wellbeing.

- **Better use of digital services** to improve access to information and support, including an online counselling service for teenagers and a one stop shop website which provides information on mental health problems, self-help resources and clarity about local services and support. A web based decision making tool will also be developed to help professionals make the right decisions when working with children and young people who are presenting with self-harm, depression and/or low mood.

- **Better partnership working** between CAMHS and Wiltshire Council Children’s Services (including the SEND Service) so that children and young people who do not meet the threshold for CAMHS are able to get access to the right help they need.

- **Co-locating some CAMHS staff within Wiltshire Council Children’s Services Teams** with a focus on up skilling practitioners to identify and address emotional wellbeing and mental health needs (including in children and young people with SEND) as well as provide earlier direct therapeutic assessment and intervention where appropriate.

- **Enhancing the local eating disorder service** to meet increasing demand, provide earlier intervention and prevention as well as release capacity within community CAMHS teams to provide additional help to children and young people in crisis or who are self-harming.

**Community Child Health Services**

Community Health services for children in Wiltshire are currently (as of December 2015) provided by five organisations and there are variations in service models and pathways. The five providers are Great Western Hospitals NHS Foundation Trust, Sirona Care & Health, Salisbury NHS Foundation Trust, Royal United Hospital NHS Foundation Trust and Swindon Borough Council. These services are currently commissioned by Wiltshire Clinical Commissioning Group (CCG), NHS England South (South Central) and Wiltshire Council. Wiltshire Council, Wiltshire CCG and NHS England South (South Central) have worked together during 2014 and 2015 to jointly commission an over-arching Community Child Health Service for Wiltshire’s children and young people aged 0-18 years, which will bring all of the services (listed below) into one contract, working to an agreed set of service principles and outcomes; a performance framework that is focused on delivery of outcomes; a single point of access and one workforce that identify themselves as delivering a Community Child Health Service for Wiltshire’s children and young people.

An over-arching specification setting out the principles and outcomes of a Wiltshire-wide model was developed alongside detailed delivery criteria for each of the 14 service elements. Development of the over-arching specification was underpinned by effective engagement with
professionals, parent carers and children and young people. The 14 service elements included in this Community Child Health model are:

- Health Visiting Service
- Family Nurse Partnership
- School Nursing and National Child Measurement Programme
- School aged Immunisation programmes
- Child Health Information Service (CHIS)
- Integrated Paediatric Occupational Therapy and Physiotherapy
- Speech and Language Therapy
- Children’s Specialist Community Nursing
- Children’s Learning Disability Nursing
- Safeguarding Children Service (Named Nurses and Specialist Safeguarding Nurses)
- Looked After Children nurses
- Portage (Salisbury area only)
- Community Paediatrics – Including Designated Doctor roles for Wiltshire
- Community Paediatric Audiology (West Wiltshire only).

Further details of the above services that are especially relevant to children and young people with SEND are detailed in the corresponding sections of this strategy.

Following a complete and thorough tender process, in accordance with all applicable legislative requirements and best practice, and following detailed due diligence, Virgin Care Services were successful and (as of December 2015) are in the process of completing their implantation plan, together with relevant organisations, in order to commence the new overarching contract from April 2016. Staff will transfer from the current providers to Virgin Care Services in accordance with TUPE legislation. The contract value will be £12.8m. The CCG will be the lead commissioner, with Wiltshire Council and NHS England South (South Central) as Associates to the Contract.

Virgin Care Services are an NHS provider of health services with experience of providing children’s community health services in other local authorities. The establishment of a single Child Community Health Service for Wiltshire offers the opportunity to improve outcomes for children and young people through more joined up provision and a localised focus on needs. It will also ensure the most effective and efficient use of available resources. The single provider model was preferred in response to feedback from families requesting better joined-up working across community health services.

The priority for 2016 will be the successful delivery of the implementation plan including in particular:

- Continuity of care and quality of service.
- Safeguarding of children and young people.

**Children’s Community Learning Disability Health Service (CCLDHS)**
Provided by Great Western Hospitals NHS Foundation Trust (as of December 2015) and transferring to Virgin Care Services (with effect from April 2016), the CCLDHS provides a county-wide service for the areas of Wiltshire covered by the Wiltshire NHS Clinical Commissioning Group (CCG).

The team consists of learning disability nurses who are qualified to support families of children and young people with a learning disability. In 2015 the team was expanded to include more learning disability nurses and health care workers.

The service provides support in families’ homes, at schools and other settings, and is funded by Wiltshire NHS CCG.

The service provides short term evidence-based assessments and interventions covering a range of areas including but not limited to: challenging behaviour, sleep, continence, communication, epilepsy, sensory impairment and medication management.

**Speech and Language Therapy**

Provided by Great Western Hospitals NHS Foundation Trust (as of December 2015) and transferring to Virgin Care Services (as of April 2016), Paediatric Speech and Language Therapy is a county-wide service delivered to children and young people in their early years and school settings or their own home.

School clusters are assigned a link speech and language therapist from the team of registered professionals.

The service also provides a website, comprehensive training packages, regional Makaton tutors and a therapy programme designed to ensure succession planning within schools.

**Training and Development Nursing Service**

Provided by Great Western Hospitals NHS Foundation Trust (as of December 2015) and transferring to Virgin Care Services (from April 2016), the Training and Development Nursing Service provides a county-wide service for the areas of Wiltshire covered by the Wiltshire NHS Clinical Commissioning Group (CCG).

The team provides support and training to families and a range of organisations including schools, short breaks providers and other settings to support children and young people with complex health needs and/or co-existent technology dependency, e.g. seizure management, oxygen dependency and gastrostomy feeding.

The service provides the skills to families and professionals to enable children and young people with complex health needs to access a range of universal and targeted services and opportunities. The service is funded by Wiltshire NHS CCG.

**Transforming Care**

In February 2015, NHS England publicly committed to a programme of transforming care to close inappropriate and outmoded in-patient facilities for people with a learning disability and/or autism, those who display behaviour that challenges, and those with a mental health condition, who often ended up living, or spending too much time in them.
In October 2015, Building the right support: A national implementation plan to develop community services and close inpatient facilities was published by NHS England, the Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS). It represents a key milestone in the ongoing cross-government Transforming Care programme, which has seen a number of reforms including the roll out of Care and Treatment Reviews and a Government Green Paper on strengthening the rights of individuals.

Alongside the national implementation plan, a service model for commissioners of health and social care services was published. This builds on the previous Winterbourne View Concordat work that has been undertaken across the country. The overarching outcomes of the work are:

- Reduced reliance on in-patient services, closing hospital services and strengthening support in the community;
- Improved quality of life for people in in-patient and community settings;
- Improved quality of care for people in in-patient and community settings.

The proposed outcome for the local interpretation of the national service model plan is to build up community capacity to support the most complex individuals in a community setting and avoid inappropriate hospital admissions; aiming to reduce the use of hospital beds by 50% for this customer group.

This is a national programme but recognises services will not look the same all over the country. As such, each area (for us, Wiltshire and Swindon) will draw up their own service models and will also work alongside our regional partners in South Central (Oxfordshire, Buckinghamshire, Berkshire, and Gloucestershire) to develop a regional service model plan. There will also be a need to work closely with other regional partners in Wessex and the South West where there are already strategic alliances.

During 2015, in Wiltshire, Children’s Services officers have been working together with colleagues from Adult Services, Wiltshire CCG and NHS Health Service providers on a Transforming Care project in line with the national initiative. There has been strong stakeholder engagement which has included parent carers to inform the local service model. The key focus for Children’s Services has been in three areas to support children and young people with the most complex needs:

- **Improving Transitions to Adulthood**

  Data sharing arrangements are now in place to ensure adult services (including health services) receive the information they need to be able to plan for the young people who are likely to require care and support services as they transition to adulthood. These arrangements are currently manual and based on the use of spreadsheets, so there is scope for developing a more robust long term solution.

  Improved arrangements for managing transitions of young people with SEND to adult services have been implemented together between Health, Adult and Children’s Services who are working together to smooth these transitions with the aim of ensuring the best outcomes for young people. Further work is required to embed best practice.

- **Implementing a Care Planning Approach (CPA)**

  The nationally recognised CPA is considered best practice for supporting young people with the
most complex health needs. The CPA process has now been rolled out in Children’s Services to support transitions. However, to date it has not been widely used due to the low incidence of young people transitioning to adulthood with complex health needs.

- **Robust Local Provision (Emergency and Preventative)**

To prevent the need for young people with complex needs to have to leave their communities to receive the care and support they need, appropriate provision is required locally. During 2015 there has been significant development in the range of local preparing for adulthood provision, the enhancement of the Children’s Community Learning Disability Health Services and initial discussions have been held about the process and provision available in case of emergency through the Emergency Duty Service (EDS). Further work is required to ensure all children and young people with the most complex needs have the option to receive the care and support they need within their community.

From January 2016 Children’s Services officers will continue to work together with colleagues in Adult Services and Health to make further progress with the Transforming Care agenda.

II.8 Early Years

**Current Provision**

In Wiltshire provision for young children below school age with SEND is delivered through a mixed model including:

- Additional support at mainstream nursery and pre-school settings and children’s centres;
- Specialist services: District Specialist Centres (DSCs), also known as opportunity groups, and Portage.

**Mainstream Support**

Wiltshire has 290 mainstream early years settings (nurseries and pre-schools) approximately 550 childminders and countywide children’s centre provision. It is Wiltshire’s belief that children and young people with SEND should be part of their local communities and accessing local universal services wherever it is safe and appropriate – this is known as inclusion. It is particularly important that young children with SEND access mainstream provision and experience inclusion wherever possible to maximise their chances of leading full and varied lives in the future.

Mainstream early years settings and childminders are supported to be inclusive of young children with SEND in the following ways:

- The Early Learning and Development Team provide training and support and are developing a tool for tracking children’s progress to help further identify those with additional needs.
• The Childcare Team have responsibility for ensuring sufficient child care provision in Wiltshire and work with child minders and settings to improve the quality of provision, including that for children with SEND.

• The Inclusion Support Team, based within Early Help, support settings to address the particular needs of young children with SEND.

• The SEND Service works with the family, settings and other agencies to help co-ordinate the child’s EHCP.

• Children’s Centres are an inclusive service that offer support around parenting, employment, debt and housing, they can also signpost to other services that may be required.

• District Specialist Centres and Portage work together with mainstream settings to share best practice, typically in relation to specific children who have been or are accessing their services.

Specialist Services

The four DSCs are located in Salisbury, Trowbridge, Chippenham and Devizes and are each run by small local independent charities. Working in partnership with parent carers, Wiltshire Council and other agencies, using a multi-agency team around the child (TAC) approach, the DSCs provide a comprehensive package of individually targeted early years education and therapeutic care for each child, together with emotional support, guidance and information for their families. The DSC building also acts as a local hub for multi-agency support for the child and their family.

Portage is a home education service delivered in the north, east and west of Wiltshire by the small local Wiltshire Portage charity. In south Wiltshire it is delivered by Salisbury Portage, managed by Salisbury NHS Foundation Trust (transferring to Virgin Care Services from April 2016). Portage supports the child’s play, communication and relationship within the family and the child’s inclusion in the wider community.

Referrals are received by the DSCs and Portage from a variety of sources including paediatricians, health visitors, the local authority, self-referral and other services. Collectively they support approximately 300 children. DSCs and Portage run waiting lists as referrals tend to exceed available places. It is therefore important that, where appropriate, children move on to mainstream provision with appropriate support in place.

The DSCs are registered with and inspected by Ofsted and at their most recent inspections received three outstanding and one good Ofsted judgments. Portage services follow an internationally recognized model. All four DSCs and both Portage services have a strong reputation amongst parent carers, and positive feedback has been received for all of these services through WPCC over a sustained period of time. Establishing meaningful outcomes data for specialist early years SEND services has been a challenge both locally and nationally. However, in Wiltshire, anecdotal feedback on the difference the services have made to children and their families has been strong.

The primary funder of DSC and Portage Services in Wiltshire is Wiltshire Council. The total annual funding from joint local authority and CCG contracts is £462,000 and the providers also claim Nursery Education Grant (NEG) as appropriate depending on eligible children. The charity
providers also raise a substantial proportion of their overall income from charitable fundraising; the total amount varies from year to year but in recent years it has been in the region of £150,000 annually. The charities also have strong local links and benefit from support ‘in kind’ from local people and businesses.

Looking forward it will be important for Wiltshire Council to continue to work closely with DSCs, Portage and parent carers to ensure that families continue to receive appropriate services, given the rising pressures of waiting lists and finances.

II.9 Preparing for Adulthood

Post 16
There are a number of local options for post 16 learners with Education Health Care Plans (EHCPs). All are funded equitably and offer young people and parent/carers choice and control over provision. These include education courses, apprenticeships and traineeships. Local education options include special school sixth forms (Exeter House, Larkrise and St. Nicholas School), local further education college, Fairfield Farm College and mainstream school sixth form or technical college. A range of qualifications are on offer, from entry level qualifications through to foundation degree programmes. Learners can access foundation, vocational and personalised programmes.

Additional packages of support can be provided by the council’s Employment and Community Skills team. Employment and Community Skills comprises the Wiltshire Employment Support Team and Community Connecting. The Wiltshire Employment Support Team (WEST) assists young people into finding and sustaining varying levels of paid employment with local employers. WEST provides a person centred service, working with young people to enable them to reach stability when in paid employment, with the planned aspiration for them to do this independently. Community Connecting supports young people to find out more about their local community and how they can access activities such as: finding voluntary work; socialising; meeting friends or going a club; training and education opportunities; using community facilities and learning how to travel independently.

Post 18
Post 18 options include Community Connecting, WEST, apprenticeships, traineeships and JobCentre Plus. Young people may continue to access education where there is clear academic progression and where they are working towards employment outcomes. The Council works in partnership with local colleges to provide supported internship opportunities for young people with the highest need who would struggle to access WEST without additional support. Interns access a college programme whilst also completing working interviews, with a real chance of employment if they prove themselves to be capable of carrying out the required aspects of the job.

The Wiltshire Supported Internship Programme is a study programme which is delivered by either Wiltshire College, Swindon College or Fairfield College in partnership with Wiltshire Council. Supported Internships are individualised study programmes which aim to equip young people with learning difficulties and/ or disabilities with the skills they need to secure paid employment.

The Supported Internship Programme is designed for young people who:
• Have an Education Health Care Plan
• Are aged 18 to 24
• Wish to move into employment and need additional support to enable them to do this

The individualised study programme offers:
• The opportunity to continue to develop English, Maths & ICT skills
• A tailored programme designed to meet the needs of the young person
• Opportunities to practice transferable work skills in real life situations
• Support from an Inclusive Learning Facilitator and Job Coaches
• Support to become independent travellers
• Working interviews
• A real possibility of meaningful paid employment

Support to live independently may be an option for young people where social care needs have been identified through a transition assessment. This could mean support for a few hours a week, everyday, overnight or 24 hours a day. The support is carefully planned to meet the individual needs of the young person. Supported Living can be delivered in a range of settings and housing models, which may include living in the family home with the right amount of support to live independently and safely. Wiltshire have a number of accredited service providers that support young disabled people in their own homes. Alternatively a young person and family can choose to take control by setting up their own support through a personal budget.

There is now high quality local provision to meet the majority of learner needs and outcomes. In the rare situations where this is not the case, SEND Lead Workers work closely with young people and families to explore suitable options. The Council continues to work to expand the offer to include providers within Wiltshire and those close to the borders.

Housing

People with disabilities should have the same opportunities to access housing and to live their lives in the way that others do. A choice of accommodation, the “where and how”, is critical for health, well-being and quality of life of every person, regardless of whether or not they have a disability. Wiltshire Council works with Residential Social Landlords and housing providers to develop a range of accommodation options for people with disabilities, who want to live in Wiltshire. The vision is that this accommodation wherever possible, should be generic housing, the same as is designed for the population in general, with the minimum of adaptations or “special” features required and it should blend in within the community. The Commissioning Teams work closely with the Council’s Housing teams to develop accommodation that meets the needs of individuals and enables wherever possible greater choice and control over where and how they live. An assessment by a care manager will include any accommodation needs that may be required, and this enables planning to be undertaken to try and meet this need in a timely way.

There is further housing information on the portal www.yourcareyoursupportwiltshire.org.uk.
II.10 Autism

Current Position

In 2012/3 Wiltshire Council, in partnership with Wiltshire Parent Carer Council, undertook a review of services for young people and children with Autism Spectrum Condition (ASC). This was in response to the Autism Act (2009) and related guidance from the National Institute for Health and Care Excellence (NICE). A multi-agency strategy group was established, led by the Associate Director for Commissioning, Performance and School Effectiveness.

An action plan has since been taken forward identifying 5 key priorities related to the NICE guidance as follows:

- Improve the experiences of young people
- Increase availability, quality and uptake of training
- Extend parenting support
- Raise awareness of autism in Wiltshire
- Improve inter-agency working

In the intervening years there have been a number of changes and developments which include the new Children and Families Bill 2014 and new guidance from NICE (Clinical guideline 170:2013 and NICE Quality Standard 51:2014) as well as the revised “Think Autism Strategy 2014” relating to adults.

In 2015, the table below shows, the incidence of ASC in Wiltshire schools, approximately 1.3% of the population, which is similar to the national picture of 1.1%.

Table E

<table>
<thead>
<tr>
<th>Location</th>
<th>Wiltshire</th>
<th>South West</th>
<th>England</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>% of SEN population with ASD</td>
<td>% of all school children</td>
</tr>
<tr>
<td>Primary</td>
<td>514</td>
<td>10.3%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Secondary</td>
<td>348</td>
<td>11.7%</td>
<td></td>
</tr>
<tr>
<td>Special</td>
<td>86</td>
<td>15.5%</td>
<td>1.3%</td>
</tr>
<tr>
<td>All</td>
<td>948</td>
<td>11.1%</td>
<td></td>
</tr>
</tbody>
</table>

Around 230–265 new cases of ASC are diagnosed each year and this has remained reasonably static over the past 3 years. Similar to the national picture again, the most common age range for diagnosis is 6–11yrs. However the percentage of girls with ASC is rising from 18% (2013/4) to 28% (2014/5) of the ASC diagnosed child/young people’s population in Wiltshire.
Future Plans

Significant progress has been made in the five priority areas. In the coming five years we are not intending to change these priorities as they remain valid. In September 2015 we agreed new actions against these priorities and a revised implementation plan will be developed alongside the main SEND plan.

Key actions include greater synergy with adult services, particularly in respect to raising awareness and training (priorities 2 and 4), developing the family support activities (priority 3), maximising the changes in the community health provision to support inter-agency support, using the data proactively (priority 5), and building on good practice to improve outcomes for young people and children with ASC (priority 1).

II.11 SEND Transport

Current Position

Wiltshire Council’s *Special Educational Needs: Travel Assistance - A Guide for parents/ carers of children and young people with a Statement of Special Education Need* sets out the Local Authority’s approach to the provision of transport to SEND pupils and students.

Travel arrangements for SEND pupils are co-ordinated by the SEND Service Transport Manager, whilst transport is itself co-ordinated and commissioned by the Passenger Transport Unit. The respective roles can be summarised as follows:
SEND Service Transport Manager -

- Establishes entitlement
- Identifies needs of pupils
- Negotiates options for travel with parents
- Commissions services from Passenger Transport Unit.

Passenger Transport Unit (PTU) –

- Facilitates travel arrangements
- Procures transport operators.

There are a range of options available for the provision of SEN Transport and support:

- Bus Passes and CPManion Bus Passes
- Petrol and Oil (a form of personal budget to parents for school transport)
- Shared transport
- Individual Transport.

Passenger Assistants (PAs) may be provided at additional cost if, following assessment, there is a risk to the health and safety of the child, or another child, on the contract vehicle.

Trends in Overall Spend

The table overleaf shows SEND transport budget and actual spend (2015/16 spend is a projection).

Table G

<table>
<thead>
<tr>
<th>Year</th>
<th>Spend</th>
<th>Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/16</td>
<td>£4,424,000</td>
<td>£5,900,000</td>
</tr>
<tr>
<td>2014/15</td>
<td>£4,355,500</td>
<td>£4,968,696</td>
</tr>
<tr>
<td>2013/14</td>
<td>£4,320,300</td>
<td>£4,594,178</td>
</tr>
<tr>
<td>2012/13</td>
<td>£4,443,015</td>
<td>£4,254,696</td>
</tr>
<tr>
<td>2011/12</td>
<td>£4,166,441</td>
<td>£4,411,042</td>
</tr>
</tbody>
</table>
Reasons for Increase in Overall Spend

Initial analysis has identified a range of issues causing the increase in spend.

- **Increase in numbers of children attending school**
  Population of children attending school increased from 64,653 (2011/12) to 66,669 (2015/16), an increase of 3.12%.

- **Increase in numbers of Statements/ EHCPs**
  Up to 14/15 there was a slight increase in the % of children with a Statement/ EHCP from 2.3% (2011) of the population to 2.6% (2015). However projected data for 15/16 indicates a significant rise in the number of EHCPs issued.

<table>
<thead>
<tr>
<th>Year</th>
<th>No of Statements/EHCP</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/12</td>
<td>1657</td>
<td></td>
</tr>
<tr>
<td>12/13</td>
<td>1709</td>
<td>3.1%</td>
</tr>
<tr>
<td>13/14</td>
<td>1749</td>
<td>2.2%</td>
</tr>
<tr>
<td>14/15</td>
<td>1775</td>
<td>1.48%</td>
</tr>
<tr>
<td>15/16</td>
<td>1886 (may increase)</td>
<td>6.25%</td>
</tr>
</tbody>
</table>

It is not clear why there has been a significant increase in the numbers of EHCPs issued (13.8% increase over 5 years, against a population increase of ~3.12%). Whilst there is to be some increase expected as a result of the Children and Families Bill (increased age range) which came into effect in September 2014, 15/16 figures are probably too high for this to be the only reason. Further investigation is required.

Table H

Increase in the number of children being provided with free transport

![Number of Children Graph](image-url)
The number of children with a Statement/ EHCP who receive free transport has increased significantly in recent years. This is due to both an increase in the number who have Statements / EHCPs and an increase in the proportion of those with Statements / EHCPs who receive the transport. Improved information to families is likely to have been a factor in this % increase.

Overall, there has been a 33.65% increase in the number of children provided with transport since 2011/12; an additional 247 children are transported to and from school than was the case in 2011/12. This is far greater than should be expected given the 3.12% population increase, or the 13.8% increase in number of statements/ EHCP.

**Increase in the average cost per child**

<table>
<thead>
<tr>
<th>Year</th>
<th>Avg cost per student (£)</th>
<th>% Increase/ decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/12</td>
<td>5,676</td>
<td>-</td>
</tr>
<tr>
<td>12/13</td>
<td>5,747</td>
<td>1.25%</td>
</tr>
<tr>
<td>13/14</td>
<td>5,562</td>
<td>-3.22%</td>
</tr>
<tr>
<td>14/15</td>
<td>5,577</td>
<td>0.27%</td>
</tr>
<tr>
<td>15/16</td>
<td>6,014</td>
<td>7.84%</td>
</tr>
</tbody>
</table>

**TABLE I:**

Previous years have shown a downward trend – but 2015/16 has seen a rapid increase in costs per student. Further comparative analysis of the use and cost of the different types of transport used is required.
Increased use and cost of Personal Assistants (PAs)

Costs for the provision of PAs have steadily risen since 2011/12, and have risen by 35.31% over the last 5 years:

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost (£)</th>
<th>Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/12</td>
<td>£1,097,441</td>
<td>-</td>
</tr>
<tr>
<td>12/13</td>
<td>£1,078,413</td>
<td>-1.73%</td>
</tr>
<tr>
<td>13/14</td>
<td>£1,190,134</td>
<td>9.39%</td>
</tr>
<tr>
<td>14/15</td>
<td>£1,334,188</td>
<td>12.10%</td>
</tr>
<tr>
<td>15/16</td>
<td>£1,485,000 (projected)</td>
<td>10.16%</td>
</tr>
</tbody>
</table>

Data is not currently available on the number of children in each year using PAs. It is therefore difficult to say whether the increased costs are associated with increased use, or simply rising costs. Further analysis is required.

Lack of Market/ Competition

A limited number of providers and limited competition means Wiltshire Council is restricted in getting best value when purchasing transport.

System inefficiencies

Despite considerable work having been undertaken to improve efficiencies (e.g. in route planning), there are still a significant number of trips being made that could be done more efficiently by better partnership working across the system. There are an estimated 256 pupils receiving transport at a cost of around £1.1m per annum.

Conclusion of spend analysis

SEND transport spend is a national issue, not limited to Wiltshire. Wiltshire have already undertaken many of the nationally recognised key actions to address the situation, including the appointment of an SEND Transport Manager to oversee spend; promotion of ‘personal budgets’ for transport; and some (limited) independent travel training. We will need to review these actions for effectiveness and find additional locally driven solutions.

II.12 SEND Funding

Local authorities nationally have increasing pressures on their budgets due to a decrease in funding from central government and an increase in expectations of what will be delivered for families. Recent legislative changes, e.g. The Children and Families Act (2014) and the associated Code of Practice (2015), have raised the legal requirements for local authorities’ delivery of SEND provision and Ofsted will be introducing a new inspection regime from May 2016. Commissioning partners (e.g. Clinical Commissioning Groups) and the voluntary
community sector are also experiencing challenging financial times so there is a market-wide need to do more with less.

Nationally it is recognised that an early help approach is central to improving outcomes for children, young people and their families within reduced budgets.

“It is easier to build strong children than to repair broken men”, Fredrick Douglass.

A model heavily based on expensive specialist services is not sustainable. Instead, the model being used nationally across local authorities and health is to intervene earlier and empower families to access universal and targeted services to meet their needs. Addressing difficulties earlier achieves positive outcomes for children, young people and their families and reduces the likelihood of an escalation of need and with fewer families reaching a crisis. Under this model specialist services continue to play an important role for families who need them, whilst more families access more support earlier.

Current Position

TABLE J: SEND Budget 2014/15

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Local Authority Budget (£)</th>
<th>DSG Budget (£)</th>
<th>Other Funding (£)</th>
<th>Total (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEND Service</td>
<td>12,867,100</td>
<td>22,479,794</td>
<td>785,000</td>
<td>36,131,894</td>
</tr>
<tr>
<td>Placements</td>
<td>3,260,700</td>
<td>20,132,394</td>
<td>206,900</td>
<td>23,599,994</td>
</tr>
<tr>
<td>Inclusion</td>
<td>5,251,100</td>
<td>1,441,100</td>
<td>105,600</td>
<td>6,797,800</td>
</tr>
<tr>
<td>Services including Social Care</td>
<td>4,355,300</td>
<td>906,300</td>
<td>472,500</td>
<td>5,734,100</td>
</tr>
<tr>
<td>Commissioned Services</td>
<td>2,128,100</td>
<td>462,300</td>
<td>120,000</td>
<td>2,710,400</td>
</tr>
<tr>
<td>Short Breaks, Participation, Information,</td>
<td>1,090,000</td>
<td>0</td>
<td>120,000</td>
<td>1,210,000</td>
</tr>
<tr>
<td>Support &amp; Advice</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Mental Health Service</td>
<td>568,800</td>
<td>0</td>
<td>0</td>
<td>568,800</td>
</tr>
<tr>
<td>Speech and Language</td>
<td>509,300</td>
<td>0</td>
<td>0</td>
<td>509,300</td>
</tr>
<tr>
<td>Early Years</td>
<td>0</td>
<td>462,300</td>
<td>0</td>
<td>462,300</td>
</tr>
<tr>
<td>Total</td>
<td>14,995,200</td>
<td>22,942,094</td>
<td>905,000</td>
<td>38,842,294</td>
</tr>
</tbody>
</table>
Please note these amounts exclude central local authority overheads e.g. HR, Payroll, ICT, Insurance etc.

The SEND budget is under considerable pressure for the following reasons:

- Overspend for the Dedicated Schools Grant of approximately £1.8m. This is addressed in the SEN Strategy for Schools.
- Overspend for SEND Transport of £1.5m. Please see the SEND Transport section of this strategy for further information.
- Overspend for the Social Care budget of approximately £1.5m. This is due to a budgeting issue which is due to be addressed for 2016/17.
- Overspend for the Placements budget for preparing for adulthood of approximately £300,000, although this figure is in decline due to improved local provision which is reducing the need for expensive, private out of county placements.
- Overspend for the SEND service budget of approximately £300,000 due to the potential end of a central government SEND grant.
- Forecast increased uptake of the Short Breaks Scheme creating a cost pressure of approximately £60,000 for 2016/17.
SECTION III - THE FUTURE: MOVING FORWARDS

III.1 Introduction

Following analysis of the data in Section II, and pre-consultation discussions and meetings, there are seven broad priorities for action listed below, with indicative key actions against each for consideration during consultation. Detailed actions for each of the seven priorities will be drawn up and will form the Implementation Plan that underpins the strategy.

III.2 Priorities for Action

Priority 1 - Clear, Comprehensive and Accessible Information

• Maintain the Local Offer website with accurate up-to-date information, avoiding duplication by linking to other key sources of information where appropriate.
• Continue to provide the SEND Information Service (SENDIS) through WPCC to help families understand and access the Local Offer.
• Further develop the Local Offer based on feedback from families to improve the experience for parent carers, children and young people.

Priority 2 – Right Place and Right Time

• Ensure that provision and support is provided equitably across the county; due to the size and rurality of Wiltshire this means where possible having service provision accessible in multiple locations spread across the county.
• Ensure that service provision is available at times when families most want to access it – this includes offering services via the internet and telephone were appropriate to reach a wider audience.
• Prioritise a flexible short breaks offer so children and young people can access a range of short breaks where and when it is best for them.
• Recruit SEND Specialist Carers (foster carers) to provide overnight short for eligible children and young people.
• Work together with Health partners to facilitate the change to a single provider of Children’s Community Health Services.

Priority 3 – Improving Outcomes & Practice
• Ensure excellent practice and joint working to safeguard children and young people.

• Develop a SEND Implementation Plan that the local authority can use to monitor and report on the further development of SEND provision in the county.

• Implementation of the Children and Young People’s Mental Health and Wellbeing Transformation Plan.

• Work together with Health and Adult Services colleagues on the Transforming Care initiative.

• Through the Multi-Agency Autism Group oversee the implementation of the agreed priorities relating to Wiltshire children and young people with autism, in accordance with the NICE guidelines.

Priority 4 – Focus on Inclusion

• Prioritise a short breaks programme that enables children and young people with SEND to access clubs and leisure activities in their communities.

• Support to mainstream early years settings to enable them to be inclusive of young children with SEND.

• Continued work with preparing for adulthood providers to ensure a comprehensive outcomes-focused post 16 offer in Wiltshire.

• Improve the availability of personal assistants so families are able to best utilise direct payments, personal budgets and short breaks payments to access services in their community.

Priority 5 – Early Identification, Positive Engagement & Improved Transitions

• Through consultation, revise and improve the methodology for engagement with children and young people with SEND.

• Work with Early Years settings to improve the identification of children with SEND.

• Consider how inclusive Early Years SEND provision can be best delivered within budget.

• A focus on Early Help, working closely with the Early Help Service to ensure there is provision to prevent the escalation of need.

• Continually develop and refine participation with parent carers working in partnership with WPCC.

• Improved working with Adult Services to enable smooth, planned transitions to adulthood.

• Improved working with Adult Services to ensure appropriate housing solutions for young people with SEND aged up to 25.

• Understand how local authority support services can better work with mainstream settings to support them in meeting the needs of children and young people with ASD and Communication and Interaction Difficulties (C&I) difficulties at a sufficiently early enough
stage to prevent – or better control – place breakdown. E.g. providing more SWAPP courses and similar courses for families around other SEND needs.

Priority 6 – Supporting Settings & Staff

- Promote a culture of listening to children and young people and their parents.
- Share best practice across SEND Leadworkers to ensure consistency
- Identify unmet training and development needs and potential actions to meet these needs.
- Joint working with Health Services to ensure staff and settings receive the support they require to meet the needs of children and young people with SEND.

Priority 7 – Managing Financial Pressures

- Closely monitor and report on the use of out of area and independent sector provision, and the reasons for this, and to use this data to better inform local commissioning and priorities.
- Monitor the use of specialist provision and the reasons families required it to help inform future commissioning intentions for early help services.
- Develop a plan for affordable SEND Transport, including the integration of travel training as part of the holistic planning for young people with SEND where appropriate.

III.3 Overseeing and Monitoring Progress against the SEND Strategy

Governance

The strategy is produced under the Children and Young People’s Plan, governance for which sits with the Children and Young People’s Trust.

The Trust’s Commissioning Executive will be asked, at its January 2016 meeting, to approve the draft for consultation for a period of three months.

Following consultation, a final version of the strategy will be prepared and taken to the Commissioning Executive for approval.

Reports will be produced for the Commissioning Executive thereafter.

Implementation Plan

A detailed implementation plan will be developed to support action against each of the key priorities. The Implementation Plan will detail target dates, lead responsibilities and success measures (outcomes) against which to monitor and report progress.
It is proposed that the Disability / SEN Commission Group, a sub group of the Trust’s Commissioning Executive will monitor and oversee progress against the Implementation Plan. The Group consists of a range of stakeholders including commissioners, providers, a special school’s head, voluntary sector representatives and Wiltshire Parent Carer Council and meets quarterly.

SECTION IV - CONSULTATION

A) Commitment to consultation on this strategy.

The draft strategy made the following commitment to consultation:

“This draft strategy is to be made available for a 3 month consultation between January and April 2016.

The Commissioning team will undertake a number of consultation exercises during the consultation period including engagement with:

- Children and young people
- Parent carers
- Providers and partner organisations
- Wiltshire Council internal teams
- Other stakeholders

The strategy will be made available online via:

The Wiltshire Local Offer website: www.wiltshirelocaloffer.org.uk
The Wiltshire Parent Carer Council website: www.wiltshireparentcarercouncil.co.uk
The Wiltshire Council website: www.wiltshire.gov.uk/
Wiltshire Pathways: www.wiltshirepathways.org

If you would like to know more or further engage with the issues you can email: pathways@wiltshire.gov.uk or write to:

SEND Strategy enquires
Commissioning Team (Children’s Services)
Wiltshire Council
Bythesea Road
Trowbridge
BA14 8JN
Following the 3 month consultation, a summary of the feedback received will be included in the final strategy. The strategy will be revised in consideration of the points raised.

**B) Consultation Engagement**

To deliver the above commitment the strategy document was made available online (as described above) and widely promoted by WPCC. Feedback on the strategy was received both via the Pathways website and via WPCC. The following consultation activities were also completed:

1. An online survey for children and young people, developed in partnership between the Voice and Influence Team, Commissioning and Wiltshire Parent Carer Council (WPCC). The survey was widely promoted via WPCC to families and other services and to schools.
2. Two face to face consultation sessions with parent carers, co-delivered by WPCC and Commissioning held on 7 March 2016 in Wroughton and on 10 March 2016 is Salisbury.
3. A range of service providers and stakeholders provided feedback directly to Commissioning.

**C) Summary of Consultation Feedback**

1. **Children and Young People’s online survey**
   
   - 80 responses from children and young people aged 7-24, with the majority aged between 12 and 16. Geographically broad spread of responses from across Wiltshire.
   - Going to clubs and being included is very important; when there, staff and other young people should be kind, good at listening and able to ‘understand’.
   - The spread of times when they like to do activities is varies with a preference to weekends, evenings and during school holidays.
   - They get information from a variety of places including school, parents and the Local Offer.
   - They feel included when people talk to me and ask me things and more could be done to engage with children.
   - Some of the children and young people surveyed were interested in becoming more involved in ‘Voice of Children and Young People’.

2. **Face to face Parent Carer’s consultation sessions**
   
   - 22 parent carers and one young person attended the consultation sessions.
   - Access to the right information at the right time was important.
   - Earlier access to support when it was needed was important.
• Mixed feedback about SEND Leadworkers – some very positive experiences but an opportunity for good practice and good communication to be consistent.

• They wanted better support, timely information and better communication around transition to adulthood.

• Transport training and learning independence was important.

• Better access to personal assistants was needed.

• Better joined up working between home, school and other settings – sharing of successful strategies to help the child. When professionals speak to children understanding what they mean – parents being partners in the process.

• Behaviour support services were important.

• Short breaks were invaluable but there was less available for under 8’s.

• Whilst engagement with parent carers is good, more could be done to engage with children and young people.

3. Direct Feedback from staff, service providers and other stakeholders

• Minor updates to the service descriptions.

• Additional information to include about services.

D) Revision of the SEND Strategy

The feedback from the consultation has been reviewed and discussed with WPCC and the Voice and Influence team. The Strategy has been updated to reflect the feedback. In particular:

1. Consultation Section IV has been updated to summarise what engagement took place, what the feedback was and how the strategy was revised in respect of this feedback.

2. Details of the SEND provision in Wiltshire has been updated for accuracy. This has included a rewrite of the preparing for adulthood section to provide more information about post 16, post 18 and housing. It has also included adding a short section about the WISA service.

3. The key priorities in the draft strategy were a good match with the feedback received so the seven overall priorities have not changed.

4. The actions under each of the key priorities have been reviewed and updated. In particular:

‘Share best practice across SEND Leadworkers to ensure consistency’ has been added to priority 6 in direct response to parent carer feedback.
‘Through consultation, revise and improve the methodology for engagement with children and young people with SEND.’ has been moved to be the first action for priority 5 to emphasise its importance in direct response to feedback from children and young people.

‘Promote a culture of listening to children and young people and their parents.’ has been added to priority 6 in direct response to the feedback of children, young people and parent carers.
## Glossary

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>ASD</td>
<td>Autistic Spectrum Disorder</td>
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<tr>
<td>BESD</td>
<td>Behaviour, Emotional and Social Difficulties</td>
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<tr>
<td>CAMHS</td>
<td>Child and Adolescent Mental Health Services</td>
</tr>
<tr>
<td>C&amp;I</td>
<td>Communication and Interaction Difficulties</td>
</tr>
<tr>
<td>DfE</td>
<td>Department for Education</td>
</tr>
<tr>
<td>DSG</td>
<td>Delegated Schools Grant</td>
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<tr>
<td>EHCAP</td>
<td>Early Help Common Assessment Form</td>
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<td>EHCP</td>
<td>Education Health and Care Plan – referred to in Wiltshire as My Plan, formerly a Statement</td>
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<tr>
<td>ELP</td>
<td>Enhanced Learning Provision</td>
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<tr>
<td>EYFS</td>
<td>Early Years Foundation Stage</td>
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<tr>
<td>Fte</td>
<td>Full Time Equivalent</td>
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<tr>
<td>HI</td>
<td>Hearing Impairment</td>
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<tr>
<td>KS</td>
<td>Key stage – relating to the stage a child is at in School/College</td>
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<tr>
<td>LA</td>
<td>Local Authority</td>
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<tr>
<td>MLD</td>
<td>Moderate learning Disability</td>
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<tr>
<td>MSI</td>
<td>Multi-Sensory Impairment</td>
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<tr>
<td>My Plan</td>
<td>Education Health and Care plan – referred to in Wiltshire as My Plan</td>
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<tr>
<td>My Support Plan</td>
<td>Now used instead of School Action and School Action Plus</td>
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<tr>
<td>PCAMHS</td>
<td>Primary and Specialist Child and Adolescent Mental Health Services</td>
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<tr>
<td>PD</td>
<td>Physical Disability</td>
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<tr>
<td>PHF</td>
<td>Primary Heads Forum</td>
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<tr>
<td>PMLD</td>
<td>Profound and Multiple Learning Difficulties</td>
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<tr>
<td>SEMH</td>
<td>Social Emotional and Mental Health</td>
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<tr>
<td>SEN</td>
<td>Special Educational Needs</td>
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<tr>
<td>SENco</td>
<td>Special Education Needs Coordinator</td>
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<tr>
<td>SEND</td>
<td>Special Educational Needs and Disability</td>
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<tr>
<td>SLCN</td>
<td>Speech, Language and Communication Needs</td>
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<tr>
<td>SENDIS</td>
<td>Special Educational Needs and Disability Information Service</td>
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<tr>
<td>SLD</td>
<td>Severe Learning Difficulty</td>
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<tr>
<td>SpLD</td>
<td>Specific Learning Difficulty</td>
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<tr>
<td>VI</td>
<td>Visual Impairment</td>
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<tr>
<td>WPCC</td>
<td>Wiltshire Parent Carer Council</td>
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</table>
Information about Wiltshire Council services can be made available on request in other languages and formats such as large print and audio. For this or more information about this service or other Wiltshire Council services please contact the council by telephone on 0300 456 0100 or email: customerservices@wiltshire.gov.uk