

# Wirral EHCP and Annual Review Rapid Recovery Plan 2024-26

### What does good look like:

- 20 week compliance at 95%
- Annual review compliance 4 weeks/12 weeks = 100%
- QA = 100% of plans QA'd through Invision360 at good or outstanding
- Parent and young person feedback surveys indicate 80% satisfied or very satisfied with their experience.
- Case reviews indicate that case management is timely and up to date in EYES = 95%
- 80% reduction in complaints and SEND Tribunal appeals in relation to timeliness and communication

### Where will we be when?

The EHCP improvement plan is focussed on two phases of improvement. The first phase is designed to make sure that the SEND Statutory Referral and Assessment Team (SENDSTART) has the capacity and tools to be able to deliver a high quality service to Wirral's families. This phase incorporates such elements and restructure, training, management information; performance data; and process and decision control. Phase 1 will be completed by the end of the 2024 calendar year.

By June 2025 we will have

- EHCP 20wk month on month completion rate at least in line with national average
- No open cases over 52 weeks
- All phase transfer reviews and emergency reviews attended by an SEN officer where requested
- 0% of EHCPs that have not been reviewed in the previous 18 months
- 50% of new EHCPs graded good or better in Invision 360
- 50% reduction in complaints and Tribunal appeals relating to timeliness and communication

The second phase is concerned with ensuring that other areas upon which timeliness and quality of EHCPs are dependent are fully embedded. This includes, sufficiency of provision, timely provision of statutory advice, particularly Educational Psychology advice, QA and the impact of quality improvement in plans, intended to be fully implemented over the next 2 years with completion.

By the end of 2025 we will have

- EHCP month on month 20 week completion rates at 75%
- All Annual Review meetings attended by an SEN Officer where requested
- 100% of EHCPs reviewed within the previous 12 months (with review outcomes communicated within 4 weeks of review).
- 75% of new EHCPs graded good or better in Invision360

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- 75% reduction in complaints and tribunal appeals in relation to timeliness and communication.

By the end of 2026 we will have

- 80% of all EHCPs graded good or better in Invision360
- 75% EHCP 20 week completion for the year overall
- 100% of annual reviews undertaken
- 75% reduction in complaints compared to 2024
- 50% reduction in SENDIST Tribunal hearings

### **Oversight and Accountability**

The operational responsibility for the implementation of this action plan lies with the SENDSTART Team Manager. However, to make improvements to Wirral EHCPs requires a whole partnership approach to address pressures arising from other areas. Therefore, the monitoring and oversight of the plan as a whole will sit with the EHCP Continuous Improvement group reporting to the Local Area SEND Partnership through the continuous improvement strand.

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Action	Officer responsible	Comments/Progress	Anticipated outcome	Original target date	Revised Target date
<b>Workstream 1 – Process and relationship experience</b>					
Update and revise the SENDSTART Handbook so that it reflects our aspirations	DS	Draft handbook with revised roles and processes in place being worked through with SENDSTART and partners as appendices and letter templates are updated	All Staff are clear about their role and expectations	Aug2024	Mar 25
Agree and publicise/communicate “our Journey” setting out where we think we are and how we will reach our aspirations	ST	SEND Newsletter regular updates in place in addition to comms to schools and partner groups	Families and schools feel better supported.	Jun 24	n/a
Develop timelines for phase transfers with early communication so that schools and families understand our process more clearly	DS/AL	Process mapping undertaken with Special Heads Feedback from partners and families received. Lessons learnt	100% of N2 and Yr 6 Transfers delivered by 15 Feb	Jun 24	n/a
Develop and devise a process to monitor and reduce average plan completion times with a priority focus on “stuck” plans over 30 weeks.	LP	Initial benchmarking exercise identified Capacity increase through flexible use of capacity across AC and Review officers. Ongoing recruitment of additional capacity.	0% of EHCPs over 30 weeks	May 2024	Dec 2024
Implementation of the EHCP QA Framework	AL	Invision QA commissioned for baselining April and May 2024	% of plans good or better	May 24	Sept 24

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		Half termly partnership QA in place			
Review of EHCP Decision Making Group to ensure accountability and QA of decision making across the partnership (to address QA or Health and social care advice and consistency of application of GA	AL		% of plans good or better in Invision 360	August 24	n/a
Action	Officer responsible	Comments/Progress	Anticipated outcome	Target date	
<b>Workstream 2 – Staffing and Capacity</b>					
Restructure referral and assessment team to ensure sufficient staffing to meet capacity and delivery stability.	AL	Structure agreed Children’s SLT Consultation start Ringfencing and recruitment	All establishment permanent posts filled	Completion July/August 24	Dec 24
Asset based approaches training for all staff	DS	RP sessions delivered, trauma informed practice sessions and training as part of induction. Systemic Practice training scheduled for 2025 for caseworkers and LMs		Aug/Sept 24 - ongoing	n/a
Provide SENDSTART team colleagues with a toolkit to support with person centred planning	DS			Sept 24	Feb 25
Bespoke induction and ongoing training package -SEND Legal training – IPSEA L2 - Working with partners - managing difficult conversations	AL/ OD	Flo modules developed and in development in relation to SEND expectations and stat duties. IPSEA training delivered to SEN Referral and	Families feel confident in professional knowledge and understanding of SENDSTAR T staff	Sept 2024	IPSEA training for new starters March 25

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- RP practitioner		Assessment Team			
NASEN L3/4 qualifications for all SENDSTART staff-CPD	DS		All existing SEND staff qualified to NASEN L3 at least by Dec 25	December 2025-then ongoing	n/a
Understanding of the local offer and available provision training	ST		LO is used as a support and reference tool by default across the partnership: families feel empowered	Ongoing from July 24	n/a
	Officer responsible	Milestones	Anticipated outcome	Target date	
<b>Workstream 3 – ICT Case Management and Management information</b>					
Data cleanse for Migration to EYES	AD	Capacity requirement for data cleanse analysed and presented to SLT	% of plans completed within 20 weeks % annual reviews completed within 12 months.	May 24	Oct 24
Develop a suite of exception reporting and MI reports to support supervision in SENDSTART in LL EYES	DS/TT	Initial power bi and exception reporting in place. Further refinements to better support LMs monitor case management scheduled for Jan/Feb 25 following LASPB decisions in Dec 24	Case management is timely and up to date	Sept 24	Feb 25
Training for LL EYES for inputting and expectations (to be incorporated into the Team Handbook)	DS		Case management is timely and up to date	Sept 24	n/a
Ensure all letter templates are compliant and provide clear			Parent and YP satisfaction	Mar 25	n/a

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information for families, schools and services.			with performance		
Maintain and monitor MI reporting to include as a minimum: EHCP % @ 20wks EHCP % @ 25 wks EHCP % @ 30 wks EHCNA % within 6 weeks AR- % of plans updated in last 12 months AR – % of AR responses to families within 4 weeks (no change) AR – % of AR responses to families within 12 week (updated provision) Number and % of plans graded good or better through Invision360	AL/TT		% of plans delivered within 20 weeks  % of annual reviews completed within 12 months  Parent and young person satisfaction feedback	This will follow migration to LL EYES to ensure robust data and baselining  Sept 24	n/a
	Officer responsible	Milestones	Anticipated outcome	Target date	
<b>Workstream 4 – Assessments and Partners</b>					
EP recovery plan and capacity building to ensure that the EPS can meet local demand for statutory assessment	COC		% of plans within 20 weeks % of plans graded good or better in invision360	Completion by Summer 2026	n/a
Commissioned health services have commissioned capacity to undertake assessment to timescales with clear criteria about when assessment is appropriate.	Julia Bryant/ Carole Roache		% of plans completed within 20 weeks	Completion by Summer 2026	n/a
Update Health advice form so that health advice is requested from and	DS/JB		% of plans delivered within 20 weeks	May 24	n/a

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targeted at correct services.					
Process in place to ensure Invision 360 feedback is used effectively to inform improvements in quality of advice across all services.	AL		% of plans graded good or better in Invision360	Jun 24	n/a
Review of High Needs Funding Policy to ensure that top up funding for pupils with EHCPs is understood, transparent and equitable.	AL/AB	The need for this piece of work is agreed and approved through Schools Forum to where it is accountable.	Improvement in ability to place children with plan	Dec 24	Mar 25