

REGULATORY AND OTHER COMMITTEE REPORT

NAME OF COMMITTEE:	Lincolnshire Schools' Forum
DATE OF MEETING:	25 June 2014
SUBJECT:	Outreach Support Service
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IS REPORT CONFIDENTIAL?	No

SUMMARY

The purpose of this report is to further update the Lincolnshire Schools Forum as to the progress of the Outreach Support Service following the report submitted on the 23rd April 2014. The report details action taken to date and confirms the next steps to be taken.

DISCUSSION

Background

Lincolnshire Outreach Support Service offers access to high quality specialist teaching advice, professional development training and direct engagement work with pupils from qualified practitioners to School staff in all phases of education. Outreach is delivered by a number of locality based providers located across the County and primarily seeks to improve outcomes for those pupils with a range of needs including Autism, Physical Disabilities, moderate to severe Learning Difficulties, Challenging Behaviours and Social Communication challenges which impact on cognitive development and learning potential.

Outreach support is currently delivered via a number of identified Schools, which are allocated a level of funding from the DSB for delivering various support.

At a previous Schools Forum, consideration was given to a report from the Assistant Director CfBT Education Services, which emphasised the need to consider the role of Outreach within the wider context of holistic support packages such as Children and Adolescent Mental Health Services, Youth Offending Services, Locality Targeted Teams, Online Counselling Support and Families Working Together.

The Schools' Forum confirmed funding for a further period to support the Outreach Support Service whilst a revision to the specification is carried out. The Schools Forum also confirmed it would like to receive a further progress report and in October, a recommendation for future service delivery which would improve outcomes for pupils and Schools whilst demonstrating good value for money.

The revision of the Outreach Support Service is being undertaken in line with the Commissioning for Lincolnshire strategy, considering the effectiveness and value for money of Outreach, working in line with the Analyse phase of the Commissioning for Lincolnshire strategy and as such, is likely to include;

- Political Input and Priorities and consider Risks
- A Strategic Needs Assessment
- A System and Service Performance Analysis
- A Partner and Market Analysis
- A Financial and Resource Analysis

The Outcomes that are expected include, but are not exhaustive to:

- Build the capacity, confidence and competence of School Staff to provide for increasingly complex presenting needs by developing the skills base of mainstream School Staff
- Provide direct engagement work with identified pupils
- Maintain pupils in mainstream education wherever possible and appropriate
- Create a wider range of provision that is able to respond to changing need and to create more inclusive opportunities
- Provide services with clear referral access and ensure response times are kept to a minimum with low waiting lists
- Pupils will be able to access high quality support within their locality
- More effective partnership working between Schools
- Pupils will have a more comprehensive overview as to how their needs will be met on a long term basis
- Reduce the reliance on Out of County, independent sector provision for pupils with complex needs through the use of locally available provision

Progress

A Memorandum of Understanding (MoU) between Lincolnshire County Council and each individual Outreach School, which includes a detailed service specification, has been sent to all Schools in receipt of the funding. The MoU outlines the expectations, volume, outcomes and quality of expected service delivery. All Schools who are in receipt of funding have signed the Memorandum of Understanding issued.

See Appendix A for the funding assigned to each School for the period 2014-2015.

From the original table submitted there have been two changes as two Schools that were originally in receipt of the funding have now confirmed that they no longer wish to deliver

Outreach Services and it has been agreed to retract this original funding. Discussions are being held with other Schools who are in a position to take up the funding and provide the support.

On an operational level, monthly Sponsor Project Board Meetings continue to be held to monitor progress. The Schools Forum to identify a representative from within the Forum who will be part of the Sponsor's Board which will provide overall strategic oversight and direction to the Project.

Contract Management

To ensure that those Schools providing services are able to demonstrate the work they are doing and the outcomes that are being achieved, all those in receipt of funding will now be taking part in formal contract management meetings, using Children's Services Joint Evaluation Toolkit, which is based on a balanced scorecard approach. All Head Teachers have been contacted and to confirm the arrangements that will be put in place, with a list of outputs and outcomes that need to be reported against to show how the service is being delivered. The list of requirements can be seen at Appendix B.

In order to ensure promotion of the service is maximised, a leaflet has been designed and will be distributed to all Schools once this has been through the formal publication process. The information to be contained within the leaflet can be seen at Appendix C. This is purely a draft version containing the information only and not the final 'glossy' version.

To ensure that the project will be implemented within the allocated timescales, a Project Plan has been developed which can be seen at Appendix D. As part of Project Planning, three tender timelines have been developed in advance of the final recommendation. This includes a timeline for an Internal Expression of Interest Process, a Restricted Tender Process and an Open Tender Process. To support the project plan, a Risk Log and Issues Log has also been developed which will be monitored on a regular basis through the Sponsors Board.

During Contract Management Meetings, Schools shall be asked to review the geographical spread of their existing support. This shall then be input onto mapping software and updated into the October Schools Forum report.

Following initial meetings with Head Teachers, Commissioning produced and disseminated a "Frequently Asked Questions" update which has been shared with those Schools delivering Outreach. This ensured responses to queries raised were open and transparent, as well as "myth busting" and identified next steps. This was a best practice idea taken from the LCC tendering process. A copy of the FAQ update can be seen at Appendix E.

Stakeholder engagement

As part of stakeholder engagement, meetings with Head Teachers at all Outreach Schools have been arranged. It is intended that these meetings shall provide assurance as well as seeking the input of Head Teachers and service delivery staff into the specification. In addition to the Schools, we shall also engage with those Schools in receipt of Outreach, with Parent and Carer groups and teams such as Youth Offending Services, SENDSAP and STAPS. As part of the engagement process, we would like to speak with other neighbouring Local Authorities to get a picture of how Outreach is delivered in other areas, so we can benchmark the quality of our provision.

Further to the originally identified Schools, the Lincolnshire Teaching and Learning Centre has also had funding to support outreach and we are currently working with them to

determine their outreach support and to arrange sign up to the MoU so that this provision is also in line with the expectations of the other Outreach providers. A preliminary meeting has been undertaken and updates shall continue to be provided to the Sponsor Board.

Mapping of services - During Contract Management Meetings, Schools shall be asked to review the geographical spread of their existing support. This shall then be input onto mapping software and updated into the October Schools Forum report.

Next Steps

There are five Schools delivering Outreach Support Service with confirmed funding until 31st December 2014. These Schools are;

- John Fielding School
- Gainsborough Warren Wood Community School
- Lincolnshire Wolds Federation: St Bernard's School
- The Spalding Special Schools Federation: The Priory and The Garth

Should the final recommendation require an external tendering process, Commissioning shall seek to extend all Outreach Support Service provision until 31st August 2015, in line with re-commissioning the final model for 1st September 2015. If the final recommendation requires an internal process, for example, an Expression of Interest model, an extension past 31st March 2015 shall not be sought, in line with re-commissioning the final model for 1st April 2015. This will result in budgets being aligned to financial year.

In order to extend provision in line with the other Schools, it is proposed that Schools Forum agree to extend funding and delivery arrangements by three months, to 31st March 2015. This would equate to £12,875 per School.

Contract Management arrangements have been booked in for June and July 2014 with all Head Teachers. This will enable evidence to be gathered which will inform the recommendations to be made in October 2014.

The next key aspect of the review that needs to be undertaken includes engagement with key stakeholders to help analyse and evaluate the effectiveness of outreach support. This will focus not just on the outreach provided by Schools, but will also identify those wider Behaviour Support Services provided by all agencies including the Local Authority, Health, and the Voluntary and Community Sector.

Key milestones

The key milestones for the Review include;

- Undertake contract management visits of Outreach provision to obtain performance information June – July 2014
- Undertake Stakeholder engagement June – July 2014
- Analysis of performance information/mapping of service provision to inform final proposed model August – September 2014
- Recommendation to Schools Forum for proposed service delivery model in October 2014

RECOMMENDATIONS

The Schools Forum is asked to note the contents of the report and to approve the extension of the funding for those services that end at 31st December 2014 to 31st March 2015.

APPENDICES - these are listed below and attached at the back of the report.

Appendix A – Financial Overview of Schools in receipt of Outreach Support Funding

Appendix B -- List of Key Performance Indicators

Appendix C – Outreach Support Promotional Leaflet

Appendix D – Project Plan

Appendix E – Outreach Support Promotional Leaflet

Appendix A – Financial Overview

OUTREACH/PORTAGE FUNDING - Overview						
SCHOOL NAME	2014-15 Portage Approach	2014-15 Specialist Schools Funding	2014-15 Outreach Funding	2014-15 Residential Funding	2014-15 Pathfinder Outreach Funding	Total Commissioned funding
Boston John Fielding School	£35,258				£38,625	£73,883
Gosberton House School			£51,500			£51,500
Grantham Sandon School	£35,258					£35,258
Horncastle St Lawrence School	£35,258					£35,258
Gainsborough Warren Wood Community School	£35,258				£38,625	£73,883
Lincoln St Christopher's School	£35,258		£51,500			£86,758
Lincoln St Francis Special School		£60,000	£88,936	£582,568		£731,504
The Sincil School		£60,000				£60,000
Louth St Bernard's School	£35,258			£327,644	£38,625	£401,527
Boston Pilgrim Hospital School			£408,510			£408,510
Spalding The Garth School	£35,258				£19,313	£54,571
Spalding The Priory School					£19,313	£19,313
Spilsby The Eresby School	£35,258	£60,000				£95,258
Bourne Willoughby School	£35,258					£35,258
Grantham The Phoenix School		£60,000				£60,000
To be re-allocated		£120,000				£120,000
Total	£317,322	£360,000	£600,446	£910,212	£154,500	£2,342,480

APPENDIX B – Performance Indicators

Information we would like to know includes;

1. How do you capture performance monitoring information, eg:
 - What is the volume of service you have delivered eg how many Schools have you supported(type of School and name of School) and how many pupils?
 - What type of service have you given eg training or advice, continuous professional development, one to one pupil work or guidance?
 - How was the support delivered (eg telephone call, emails, face to face meetings)?
 - How long was the duration of support?
 - What is the predominate need of identified pupils?
2. Have you been able to meet the need of pupils without accessing an Out of County placement, when previously an Out of County placement had been considered? If so, for how many pupils?
3. Have you been able to meet the need of pupil without a Statement, where previously a statement has been considered? If so, for how many pupils?
4. Have you been able to initially respond to a query from a School within the proposed timescale of 2 working days?
5. Is there a waiting list and if so, how long is it and when do you anticipate being able to support those waiting?
6. How do you promote the service and engage with local Primary and Secondary Schools?
7. Please provide any Stakeholder feedback including the number of complaints and compliments received in direct relation to Outreach
8. How do you demonstrate commitment to the Participation Charter?
9. Please provide a minimum of two Case studies
10. Please identify any examples of bringing added value to the contract and improved value for money
11. How many days were posts in relation to Outreach were vacant due to sickness or job vacancies?
12. Please provide a budget breakdown as to how funding is spent.

Outreach Review Services

An overview of Outreach Services provided across the County

2014-2015

What is outreach?

Outreach Support provides access to specialist teaching support, guidance, advice and training from experienced and qualified practitioners. The service is delivered by a number of identified Schools located across the County. The Service aims to develop locality based specialist support to mainstream Nurseries, Primary and Secondary Schools and Specialist Schools in response to meeting the identified needs of pupils, in order to support the pupils ability to remain in mainstream education wherever possible and appropriate. The Outreach Service funds these identified Schools to deliver regular and consistent Outreach support as part of an ongoing package which includes delivering period continuous professional development and providing support in relation to identified pupils on a case by case basis.

Who is it for?

Outreach seeks to improve outcomes through support and guidance to School staff as well as providing direct work with pupils with a range of needs including but not exhaustive too;

- Autistic Spectrum Disorder including those exhibiting behaviours associated with Autism
- Social Communication challenges which impact on cognitive development and learning potential
- Moderate to severe learning difficulties
- Physical disabilities
- Behaviour Management

What does it do?

Outreach seeks to build the capacity and resilience of School Staff in receipt of Outreach support by providing specialist advice and training through telephone and email helplines, providing direct contact work with pupils and developing partnerships and locality working with all stakeholders. As a result of accessing the support available the opportunities for pupils with complex needs to remain in mainstream education shall increase and Schools can increase their ability to respond to the challenging, complex and increasing need of young people. Pupils can reach their potential and progress can be achieved.

Who to contact?

School	Specialism	Location & Point of Contact	Telephone Number	Email Address
John Fielding School	Severe and Profound Learning Difficulties and Autism spectrum	Boston	01205 363395	'sue.morrison@john-fielding.lincs.sch.uk';
Gosberton House School	Social Communication Challenges, Autism, Emotional Literacy and Visual Impairment	Boston	01775 840250	'louise.stanton@gosberton-house.lincs.sch.uk';
Gainsborough Warren Wood	Autism, Autism Spectrum and Social Communication Challenges	Gainsborough	01427 615498	enquiries@gainsboroughfederation.lincs.sch.uk'
St Christopher's School	Moderate, Severe, Profound and Multiple Learning difficulties and Autistic Spectrum	Lincoln	01522 528378	'allan.lacey@lincolnstchristophers.com';
St Francis Special School	Physical Disabilities, Sensory Impact, Cognitive Difficulties and Life Limiting Conditions	Lincoln	01522 526498	'ann.hoffmann@st-francis.lincs.sch.uk';
The Sincil School	Behavioural, Emotional and Socially Challenging Behaviours	Lincoln	01522 534559	enquiries@sincil.lincs.sch.uk
St Bernard's School	Learning Difficulties, Autism, Social Communication Challenges, Physical Disabilities, Profound and Multiple Disabilities and Sensory Impairment	Louth	01507 603776	'Lea.Mason@lwf.lincs.sch.uk';
The Garth School	Complex, Severe and Profound Learning Difficulties	Spalding	01775 725566	enquiries@priory.lincs.sch.uk';
The Priory School	Moderate Learning Difficulties, Autistic Spectrum Disorder and Social Communication Difficulties	Spalding	01775 724080	enquiries@priory.lincs.sch.uk';
The Eresby School	Severe, Profound and Multiple Learning Difficulties, Autistic Spectrum Disorders, Sensory Difficulties	Spilsby	01790 752441	'Michele.Holiday@eresby.lincs.sch.uk';
The Phoenix School	Behavioural, Emotional and Socially Challenging Behaviours	Grantham	01476 574112	'bill.bush@phoenix.lincs.sch.uk'

ID	Project Name	ACTIVITIES	Owner	Days	Start	End	Risks	% Complete	1-Mar	1-Apr	1-May	1-Jun	1-Jul	1-Aug	1-Sep	1-Oct	1-Nov	1-Dec	1-Jan	1-Feb	Updates
1 ANALYSE																					
Development of Project Plan, Risk Log and Issue Log																					
1.1	Milestones	Identify the key milestones, Sponsor Board Project Meetings and submission dates for Schools Forum Reports	CS	2	1-Mar	3-Mar	Green	100%													
1.2	Key Tasks	Identify key tasks and resources required to deliver review	CS	2	3-Mar	5-Mar	Green	100%													
1.3	Resources	Ensure CO is in post	CS	1	4-Mar	5-Mar	Green	100%													
1.4	Sign Off	Identify and share clear scheme of authorisation	CS	2	6-Mar	8-Mar	Amber	100%													
1.5	Project Meetings	Schedule Sponsor Board meetings identified, ensure timely intermittent catch up meetings with JG and AM and provide updates to Procurement Programme Review	CS	1	7-Mar	8-Mar	Green	100%													
2. Project Team, Senior Leads and ToR Set Up																					
2.1	Service Leads Identified	JG, SD, AM to be identified as Service Lead	CS	1	8-Mar	9-Mar	Amber	100%													
2.2	"Directorate Reps" identified	Sally Savage and Stuart Carlton to be identified as Directorate Reps.	CS	1	9-Mar	10-Mar	Green	100%													
2.3	Terms of Reference	ToR to be clarified and shared with Schools as part of the MoU	CS	2	11-Mar	13-Mar	Green	100%													
3. Political Input on Priorities & Risks (See also review and approve commissioning strategy)																					
3.1	DMT	Support has been established	CS	1	12-Mar	13-Mar	Green	100%													
3.2	Input into Forward Plan	Schools Forum have outlined expectations	CS	1	13-Mar	14-Mar	Green	100%													
3.3	Informal Exec	Paper not to be presented at Informal Exec	CS	0	13-Mar	13-Mar	Green	100%													
3.4	C&YP Scrutiny	Paper not to be presented at C&YP Scrutiny	CS	0	13-Mar	13-Mar	Green	100%													
3.5	Executive	Paper not to be presented at Exec	CS	0	13-Mar	13-Mar	Green	100%													
4. Scoping Project Remit																					
4.1	Research	Desktop review of existing service and understanding previous service delivery	CS	5	18-Mar	23-Mar	Green	100%													
4.2	Scoping Finance	*Clarity around existing and previous funding *Speak with Finance HoS and MP to understand financial history		2	20-Mar	22-Mar	Amber	100%													
4.3	Scoping existing expectations	*Clarity around existing service specification arrangements *Review existing Service Level Agreement		2	22-Mar	24-Mar	Amber	100%													
4.4	Scoping existing Performance Recording information	*Clarity around previous management and performance against Contract *Collation of existing performance data		2	24-Mar	26-Mar	Amber	100%													
4.5	Review and Analyse	Review existing information available	CS	5	29-Mar	3-Apr	Amber	100%													
4.6	Impact Analysis	Support has been received from DMT	CS	2	31-Mar	2-Apr	Amber	100%													
4.7	Initial Project Scoping Meetings	Initial scoping meetings to be planned in with: *Sheridan Dodsworth *Penny Fixter *Keith Batty *Paul Copping *Tony Warnock *Mark Poppelwell *Sara Gregory	CS	10	10-Apr	20-Apr	Green	100%													
5. Standardise and Contractualise Service Delivery																					
5.1	VFM Profiling	Consider how evidence gathered can be used to demonstrate VFM for final SF Report - eg exclusions and reduction of OOC Placements and translation into KPIs as part of the MoU	CS	3	13-Apr	16-Apr	Green	100%													
5.2	Identify Risk Factors	Create, maintain and update Risk Log	CS	1	14-Apr	15-Apr	Amber	100%													
5.3	Identify Issues	Create, maintain and update Issue Log		1	15-Apr	16-Apr	Amber	100%													
5.4	Seek legal advice over type of document to present to Schools	Identify and discuss benefits and limitations of Contractual basis for Agreement ie SLA or MoU	CS	3	18-Apr	21-Apr	Green	100%													
5.5	Draft MoU	*Prepare MoU using the template supplied by Legal Services and the standard Children's Commissioning Service Specification template *Ensure the MoU is tailored to each School in relation to funding and time period *MoU should function to ensure consistency of delivery across the County so a clear Service Specification identifying expectations is vital *MoU should make clear the intention for robust Contract Management Meetings and investigation and challenge of Performance data	CS	4	22-Apr	26-Apr	Green	100%													
5.6	Seek input of stakeholders over MoU	Share draft MoU with key stakeholders including JG, AM, TW, PF, SD, DB	CS	5	27-Apr	2-May	Green	100%													
5.7	Present interim report and MoU to Schools Forum	Seek acceptance of S Forum and agreement of MoU	CS	1	28-Apr	29-Apr	Red	100%													
5.8	Send MoU and accompanying letter to introduce Outreach Service Review and identifying key next steps to all relevant Schools	All MoU's to be sent	CS	1	28-Apr	29-Apr	Green	100%													
5.9	Set up introductory meetings with all Headteachers	All Schools to be met by mid May	CS	14	12-May	26-May	Green	100%													
5.10	Begin to scope feedback of Headteachers through initial contact	Minute feedback from consultation and begin to feed into broader review	CS	1	13-May	14-May	Green	100%													
5.11	Following submission deadline, chase outstanding MoU's	Track date of MoU return and identify outstanding MoUs	CS	1	14-May	15-May	Green	100%													
5.12	Following initial scoping conversations with Headteachers respond to queries raised	If queries are identified ensure queries are responded to all HT's at the same time	CS	1	15-May	16-May	Green	100%													
5.13	Follow internal Scheme of Authorisation and return MoU to School	MoU Agreement is entered into between both parties	CS	4	19-May	23-May	Green	100%													
6. Contract Management Meetings																					
6.1	Prepare Joint Evaluation Toolkit using Devolved Contracts Template	School shall not be required to complete Contract Assurance	CS	3	18-Aug	21-Aug	Green														
6.2	Agree KPIs		CS	1	19-Aug	20-Aug	Green														
6.3	Begin to undertake Contract Management Meetings	April - May in June	CS	14	2-Sep	16-Sep	Green														
6.4	Schools Forum Meeting	Provide updates on work undertaken and confirm next steps	CS	1	27-Jun	28-Jun	Green														
6.5	Complete and return JETS to Schools		CS	10	7-Jul	17-Jul	Green														
6.6	During Contract Management Meetings confirm volume of service delivery, specialist service provision and extend of delivery geographically		CS		7-Jul	7-Jul	Green														
6.7	Produce Service Delivery Mapping	Utilise support of ZK	CS	2	9-Jul	11-Jul	Green														
7. Stakeholder Engagement																					
7.1	Map Stakeholders	Assess the drivers of the individual stakeholders	CS	1	10-Jul	11-Jul	Green														
	Identify key stakeholders	*Including: *parent groups *CWD Team *Additional Needs Team *Dave Thompson *YOS *Parent Carer Council *Parent Partnership *School Nurses *Seek input of SEG and Participation Team *Headteachers *School delivery Staff *Schools in receipt of Service																			
7.2	Capture and include feedback from previous scoping meetings	In addition to capturing feedback respond to challenges and queries as they arise	CS	1	11-Jul	12-Jul	Green														
7.3	Collate stakeholder engagement findings into report which can feed into final recommended model	Seek input from JG	CS	5	26-Jul	31-Jul	Green														
8. Benchmarking																					
8.18.2	Baselining & Benchmarking	Contact statistical or local neighbours and get an overview of their Outreach delivery and if possible, the associated cost	CS	10	10-Aug	20-Aug	Green														
7.2	Collating Benchmarking Information	Feed findings into Proposed Model	CS	5	15-Aug	20-Aug	Green														
9. Preparation for Final Recommendations																					
9.1	Collate and assess information		CS	2	17-Aug	19-Aug	Green														
9.2	Identify knowledge gaps		CS	2	19-Aug	21-Aug	Amber														
9.3	Seek provision of information to address gaps		CS	5	24-Aug	29-Aug	Green														
2.0 Plan - Recommend Final Model																					
1. Develop Requirements (Service) Specification for final proposed model following review																					
1.1	Seek advice from specialists where needed	HR; IT; Finance; Legal Services; Procurement Lincolnshire	CS	1	25-Aug	26-Aug	Green														

APPENDIX D – Project Plan

Appendix E – FAQ Update

FAQ - Outreach Review

Many thanks for meeting with me to discuss the review of Outreach Services. Further to this initial engagement, we wanted to share with you a FAQ Crib Sheet, responding to queries raised during the meetings.

Do I have to provide support for a need outside my specialist remit?

Commissioning will be sharing a leaflet of Outreach services to Schools, highlighting the specialist remit of each School. If necessary, those Schools delivering Outreach Services should onward refer to a more appropriate School if it is area outside of their expertise.

The notice period for the Authority to give Outreach Schools should be increased to a term?

The notice period shall remain that either party may terminate the MoU by giving at least one month's notice in writing to the other party at any time. We have taken on board feedback that some Schools would like to see this extended to a term and shall highlight this within the broader review and onward final proposed model.

More emphasis should be placed on co-production?

This is the beginning of the commissioning review and the start of co-production going forward. Commissioning will continue to engage with Schools and seek the feedback of staff, including both senior and front line delivery staff. A function of the MoU must be to ensure continuity across the School's and the review can then capture the individual views of stakeholders.

Does the 1 FTE have to be comprised of one staff member?

The 1 FTE or equivalent can be compiled of several staff members time dedicated to providing Outreach Services, including administration time.

What is not included in the scope of the review?

Portage Service and Residential Funding are not included in the review.

What is the difference between those Schools who historically have received funding for "Outreach," "Specialist Status" and "Pathfinder"?

Going forward, under the remit of the review, there will be no difference between these Schools as they shall all fall under Outreach Service and shall have equitable expectations of outcomes and equitable ability to engage with the review and have their views heard.

Schools who have already provided information shall have an advantage to those Schools who have never submitted information before?

The intention of the broader review is to understand the challenges of Outreach, the volume of demand, the capacity of the School's delivering Outreach Service and to understand how value for money can be best achieved. Commissioning shall work with all Schools to try to understand their individual successes and pressures.

What are the geographical expectations of Schools?

It is likely that the previous service demand to each School should be indicative of demand going forward over the next few months. Should a School from across the County require a specialist service, they should in the first instance, go the closest School (geographically) in order to garner this support. It may be the case that this is still a significant distance away and in this circumstance, the Outreach School would still be expected to work with this School but creative, resourceful thinking, e.g., inviting School to attend lessons, having a meeting half way, inviting several Schools to attend an open session could be used.

Where can I find the Participation Charter?

The Strategy and Participation Charter can be found here:

<http://microsites.lincolnshire.gov.uk/children/practitioners/children's-services-staff/participation/strategy-and-charter/116465.article>

Where can I find a copy of the JET?

The JET, "Joint Evaluation Toolkit" is the Children's Services Contract Management Toolkit and it is used to measure Key Performance Indicators. A template JET is attached for your information. Individual JETS shall be sent to Schools in the near future, once Commissioning have spoken with delivery staff to get a better picture about each School's individual context.

Can we have a generic job description for Outreach staff?

As part of the broader review we can incorporate suggested tasks and duties that would need to be completed.

This is not a practice where it would be suitable to include volunteers?

All Children's Services Contracts must have reference to the Participation Charter and challenge Providers to consider the idea of incorporating the use of volunteers in delivering services. It is not expected that Providers must use volunteers and Schools will not be penalised if they choose not to do so but we do ask that they consider volunteers and make a judgement on the appropriateness of incorporating them.

Clarification around Section 3.8 within the Service Specification

Section 3.8 reads, "Lincolnshire County Council shall provide the funding assigned to this Memorandum of Understanding," this means Lincolnshire County Council shall give to the School the agreed funding to deliver Outreach in accordance to the Service Deliverables listed in Section 3.1

Behaviour management

Some Outreach Schools are specialist in delivering support relating to behaviours associated with, or in relation to Autism or Social Communication challenges which impact on cognitive development and learning potential. However, in addition, there are also a number of Schools delivering Outreach, who deal with challenging behaviour, which is not a result of, or linked with Autism or Social Communication challenges. In order to be fair, the Outreach Review and the MoU must include sufficient reference to both parties.

What are the next steps?

- Commissioning would like to speak to the front line delivery staff
- A leaflet of Outreach Services shall be released
- Contract Management shall begin in June, ideally to scope volume of demand from April and May
- Commissioning shall begin to contact other Local Authorities to understand what they deliver for Outreach services and engage with Schools in receipt of Outreach support as well as some Parent/Carer groups
- An update shall be provided to Schools Forum in June