

APPENDIX B

Outreach Service - Provider Engagement Event Question and Answer Session

Date: 21st November 2015

Location: Horncastle College

Attendees: Over 30 attendees from Lincolnshire Schools and Academies

Chair: Jonas Gibson and Catherine Southcott

Section One

Please see below a copy of the Questions raised during the session. Some of the responses have been produced following the event, in conjunction with support from Legal, Finance and Lincolnshire Research Observatory colleagues.

There shall be three streams of Outreach delivery across Lincolnshire, each with their own service specification, contracting and funding arrangements. The individual streams are:

Autism, Social Communication Challenges and Learning Difficulties (ALD) Outreach.

The model divides the county into four sections and each section will have an identified Lead. This lead shall be responsible for providing a breadth of Outreach support across the allocated area. Support shall include responding to queries on Autism, Social Communication Challenges which impact on cognitive development and learning potential and Learning Difficulties (**ALD Outreach**).

Physical Disability Outreach

Alongside ALD Outreach, there shall be a contract delivering county wide Physical Disability Outreach, with one identified Lead. This lead shall be responsible for providing support to those pupils with Profound and Multiple Physical Disabilities, Cognitive Disabilities and Life Limiting Conditions and Sensory Impairment (**PD Outreach**).

Behavioural Outreach

There shall also be a third and final countywide Outreach Service, delivering support for those Pupils with Behavioural issues, including Emotional and Socially Challenging Behaviours.

The Service Specifications for all three streams of Outreach are currently in development.

It is anticipated that these areas should work together to provide a holistic package of support to achieve the best outcomes for the pupils of Lincolnshire.

APPENDIX B

Outreach Service - Provider Engagement Event

Question and Answer Session

Funding and Finance	
What is the total funding?	<p>The total funding will be divided across the three Outreach streams:</p> <ul style="list-style-type: none"> • ALD Outreach - £617,500* <i>To be split across 4 areas</i> • PD Outreach - £140,436* <i>1 countywide provider</i> • BES Outreach - £TBC <i>1 countywide provider</i> <p>*per year</p>
How has this total been arrived at?	The total funding pot for Outreach has been agreed with Finance and Schools Forum.
Will the amount of money reflect the amount of work a Provider is required to do?	Contract Management will monitor the delivery and usage of the service and through ongoing open dialogue between both parties; we will be able to determine where there are additional pressures and agree action plans accordingly.
How will the funding be split?	The original proposal for funding was based on evidence submitted by the existing Providers and diagnosis rates per Clinical Commissioning group recorded within the Joint Strategic Needs Analysis. Providers have queried whether this will capture the volume and distribution of those Pupils with undiagnosed need. In response to this, Commissioning have subsequently sought the input of the Lincolnshire Research Observatory to propose an alternate means of dividing funding across the County. It is likely this funding formula shall take population and deprivation into account. The final formula shall be clarified within the Service Specification.
What happens if there is a change of circumstance and there isn't enough money to cover the cost of the service?	Pressures (whether financial or deliverable) will be raised through Contract Management meetings. It is anticipated that Schools submitting a bid, should consider how they will make their proposal sustainable across a minimum of a three year duration.

APPENDIX B

Outreach Service - Provider Engagement Event Question and Answer Session

Outcomes	
What will be the benefits for the School delivering Outreach?	The School delivering Outreach will contribute towards; supporting Pupils and upskilling staff (thereby contributing to a legacy of improved outcomes for Children and Young People) strengthened community ties and School to School support (reducing bureaucracy) and developing a model which will be a benchmark of good practice
How will performance be measured?	Performance will be measured through termly Contract Management meetings. The Service shall be rated in terms of its quality of delivery and any risks/issues. These ratings will be shared with Senior Management Team and by exception, any ongoing issues will be shared with Schools Forum.
What if there are great outcomes and the School is overwhelmed with requests?	If this were to happen, it will be raised and addressed through Contract Management meetings.
How will we improve the existing service with no more money?	Whilst the existing funding envelope remains the same, it is anticipated that through this revised model, services will be improved by ensuring consistency of delivery across the county, improved support during transitions, robust Contract Management to monitor and resolve issues, extended contract duration to a minimum of three years, allowing Providers to confidently invest in the contract and improved tracking of outcomes and greater accountability.

APPENDIX B

Outreach Service - Provider Engagement Event Question and Answer Session

<p>What's wrong with the current model?</p>	<p>The current model does not offer consistency across the county, as some Schools are delivering a range of services that would not be accessible on the other side of the county. There is a disparity between the volume of work being delivered. There is a disparity between the Value Added Extras being delivered. There is not sufficient evidence of work being delivered nor is there sufficient evidence to show the positive outcomes achieved by service users across the county. There is not parity of CPD training to Teaching staff.</p> <p>In acknowledgement of the above however, we would reiterate that there remain pockets of excellent delivery.</p>
<p>What are the anticipated outcomes?</p>	<p>The anticipated outcomes will be listed within the Service Specification. An overview includes;</p> <p>Service Outcomes and Service User Outcomes including:</p> <ul style="list-style-type: none"> • Needs will be more effectively met within the locality • Increased confidence and capacity amongst front line staff in Schools • Signposting to local services and agencies More effective partnership working between Schools • Pupils should have a more comprehensive overview as to how their needs will be met longer term • Pupils will be able to access more personalised support with a clearly defined offer • Pupils remain in their communities <p>The above list is not exhaustive.</p>

Expression of Interest Process

<p>Who can Express an Interest?</p>	<p>All Schools and Academies within Lincolnshire can submit an Expression of Interest (EOI).</p>
<p>What are the timescales?</p>	<p>Please see Section 2.</p>

APPENDIX B

Outreach Service - Provider Engagement Event

Question and Answer Session

Who will sit on the evaluation panel?	Panel representatives shall include Finance, Exclusions, SEN&D, Children's Commissioning and a representative from Schools Forum
How will Schools identify the Specialist within their Staff?	It is up to Schools to identify the skill set within their staff and nominate accordingly.

Service Specification	
How have you prepared for a service that may need to work with additional and undiagnosed needs?	This will be covered through the Service Specification
Are Hearing Impairment/ Visual Impairment included?	Sensory Impairment support will be provided by Physical Disability Outreach
Have you considered other models?	Five models were considered within the report presented to Schools Forum. A risk:benefit matrix was included reflecting on each alternate model, including <ul style="list-style-type: none"> • Hub and Spoke • Locality Based • Current Provision Hybrid • Multi-disciplinary • Solo The matrix showed that the Multi-disciplinary model would bring the most anticipated benefits. This model was agreed at Schools Forum on 8 th October 2014.
What is the length of the Contract?	The Contract will be a minimum of three years with a possible extension of a further two years
Will birth-five be included?	No
Can you share the models used by other Counties?	As part of the stakeholder engagement process, 10 statistical neighbouring Local Authorities were contacted, in order to understand how Outreach equivalents were delivered. Some of the information provided was commercially sensitive and as such, it cannot be shared
Can you share the report and the data gathered?	The data gathered is commercially sensitive and cannot be shared. The report is available to Schools Forum representatives

APPENDIX B

Outreach Service - Provider Engagement Event

Question and Answer Session

<p>How will splitting the County into four, work?</p>	<p>ALD Outreach will split the county into four. BES and PD shall be delivered countywide. The anticipated benefits of splitting the county into four for ALD Outreach includes:</p> <ul style="list-style-type: none">• Reduction in travel costs and therefore more money apportioned to direct delivery• Improved transitions between Primary to Secondary School fostered by good local knowledge• Encouraging innovation from the marketplace• Encouraging collaborative working• Increasing School to School working and reducing bureaucracy• Increased consistency of approach• Single point of access in each area making it clearer to service users how they can access the service• Increased accountability• Easier to track and monitor impact of Service to enable effective benchmarking• Division works with Clinical Commissioning Group boundaries enabling comparative data as one of many considered factors in looking at the trends of Lincolnshire's young people• Providers will need to respond to all Outreach queries within their allotted area thereby removing the option for Providers to determine that users do not meet service thresholds and re-direct service users, delaying support• Maintaining pre-existing networks and working relationships• Retaining countywide skills and experience• Supporting training programme for staff (reduced travel time for them to engage in CPD)• Ensure capacity to meet demand• Accountability to support when Pupils are undergoing transitions (eg moving home)• Strong end-to-end process• Consistency for service users
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APPENDIX B

Outreach Service - Provider Engagement Event Question and Answer Session

How will the split ensure consistency?	Consistency will be ensured because all Leads will be working to the same Service Specification and there will be greater accountability for ensuring that this is delivered, through robust - and termly - Contract Management.
What will be the definition, regulation and accountability of "Specialist"	The provider would be expected to have substantive experience and be suitably qualified in those areas of specific difficulty, for example, in the case of queries regarding: Dyslexia - they would be expected to hold Qualified Teacher status with Associate Membership and practising certificate from AMBDA and/or PATOSS of the British Dyslexia Association – AMBDA and/or hold Qualified Educational Psychologist status Sensory Impairment - they would be expected to hold the national mandatory Qualified Teacher status with HI, VI and/or MSI qualification at least to Diploma level Autism – have QTS and an additional accredited (by a university) qualification in Social Communication/ Autism. This should be at Diploma level ie 2 years study.

Stakeholder Engagement

What will happen to existing staff?	The advice of HR has been sought, and will be shared with stakeholders once received.
Will Parents be consulted?	Advice has been sought from our Legal Team and Parents will not be consulted. This is because the service to schools and pupils isn't changing. Whilst the school delivering the Outreach may not be the same, the service itself should hopefully be enhanced.

APPENDIX B

Outreach Service - Provider Engagement Event

Question and Answer Session

<p>Will Parents be informed once Accreditation from Pathfinder disappears?</p>	<p>Each Lead across the four areas will be expected to have, or be working towards, Accreditation. It is recognised that Accreditation provides a benchmark to show excellent practice and is important to stakeholders. Key findings, including positive feedback from the Independent National Autistic Society Autism Accreditation Review Report 2012 and the National Autism Accreditation Report 2014 were included within the final report.</p> <p>The Service Specification shall also make reference to the upcoming All Age Autism Strategy.</p>
<p>What will be the terms for dismissal, redundancy and resignation?</p>	<p>The advice of HR has been sought, and will be shared with stakeholders once received.</p>
<p>Have we identified interested Schools?</p>	<p>All Schools and Academies have been invited to;</p> <ul style="list-style-type: none">• Partake in Stakeholder Engagement• Attend Provider Engagement Event <p>and have</p> <ul style="list-style-type: none">• Been informed of the Review• Received a copy of this Question and Answer briefing paper which includes a copy of the attendees at the Engagement Event <p>Timescales have allowed for a two month period for Schools to speak to each other to develop a proposed model of delivery.</p> <p>There is some expectation that the market will need to develop itself and that Schools who are interested in delivering Outreach will need to look to speak to other Schools.</p>

APPENDIX B

Outreach Service - Provider Engagement Event Question and Answer Session

<p>Have you carried out any consultation?</p>	<p>Stakeholder Engagement to date has included:</p> <ul style="list-style-type: none"> • Questionnaires shared with <ul style="list-style-type: none"> - Headteachers - Educational Psychologists - SENDSAP - STAPS - Youth Offending Services - SENCOs • Through contract management meetings existing Providers had the opportunity to state the strengths, weaknesses and opportunities to improve the Service • Benchmarking was undertaken with 10 statistical neighbouring Local Authorities, including: Northamptonshire, Cumbria, Dorset, Shropshire, Nottinghamshire, Suffolk, Norfolk, Staffordshire, Worcestershire and Derbyshire
<p>What will happen to the work currently delivered by the post holder based at Sturton-by-Stow</p>	<p>The post holder in this role is not retiring and has left her post through Voluntary Redundancy. Therefore the post will not be replaced.</p> <p>Schools currently in receipt of support from this role will need to contact their nearest alternate Outreach provider.</p> <p>The Outreach leaflet (attached to email) has a list of current Outreach Schools, including specialisms and contact details.</p>

Contract

<p>What happens if an Academy / Maintained School is awarded?</p>	<p>If a Maintained School is awarded the lead for an Area, they will need to enter in to a Memorandum of Understanding with the Council. If an Academy is awarded the lead, they will need to enter into a Contract with the Council. The Memorandum of Understanding and the Contract have different Terms and Conditions but the Service Specification within both will be the same.</p>
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APPENDIX B

Outreach Service - Provider Engagement Event Question and Answer Session

Can there be a core offer and then purchasable extras?	The Service Specification will list the services to be delivered; those outside of this remit may be provided but it is up to individual Schools who need additional services to decide the best way to go about obtaining any additional requirements.
What is the difference between support for challenging Behavioural issues and the package offered by Lincolnshire Teaching and Learning Centre	Please see introductory notes for update on Behavioural element of Outreach support.
Would Leads have a tier basis system depending on expertise / how will they apportion funding to the Schools they work with?	It is up to the Lead School to work with other Schools within its collaboration to determine how funding and service delivery will be divided.
How will queries be dealt with?	It is up to the Lead School to work with other Schools within its collaboration to determine how funding and service delivery will be divided.
Can there be a change of circumstance where the money is withdrawn?	Schools Forum have committed to the funding for delivery of this provision for a further three years.

Section 2

Next Steps:

- Progress report presented to Schools Forum on 14th January 2014
- Ongoing attendance at Project Sponsor Boards
- Refinement of Service Specifications including input from Special Educational Needs and a representative from Schools Forum
- Refinement of funding apportionment with key direction from Lincolnshire Research Observatory
- Preparation of Expression of Interest documents for January 2015 release
- Ongoing Contract Management Meetings with existing Providers including data gathering and analysis
- Ongoing stakeholder engagement
- Ongoing delivery of current model - all current Schools have agreed to continue to provide service until end Summer Term 2015

Indicative Timescales – ALD Outreach

EOI Document released and Tender box opens	30 th January 2015
EOI Tenderbox closes	31 ST March 2015
Evaluation	1 st – 3 rd April 2015

APPENDIX B

Outreach Service - Provider Engagement Event Question and Answer Session

Award of Contract	6 th April 2015
Implementation Period	w/c 6 th April – 31 st August 2015
New Contract begins	1 st September 2015

Indicative Timescales – PD Outreach

EOI Document released and Tender box opens	30 th January 2015
EOI Tenderbox closes	31 ST March 2015
Evaluation	1 st – 3 rd April 2015
Award of Contract	6 th April 2015
Implementation Period	w/c 6 th April – 31 st August 2015
New Contract begins	1 st September 2015

Indicative Timescales – BES Outreach

EOI Document released and Tender box opens	TBC
EOI Tenderbox closes	TBC
Evaluation	TBC
Award of Contract	TBC
Implementation Period	TBC
New Contract begins	1 st September 2015

Section 3

Please note: not all attendees gave their name

Attendees of Engagement Event

Name	School
Rachel Creasey	Staniland Academy
Helen Wyn Joyce	Carton Road Academy
Sue Morrison	John Fielding School
Anthony Bowen	John Fielding School
Andy Richards	John Fielding School
Emily Wood	St Michaels School
Nicky Holmes	Westgate Academy
Lorraine Kirsopp	Pilgrim School
Nick Homey	Sir Robert Pattinson Academy
Bridget Robson	Fortuna School
Chris Armond	Lady Jane Franklin School
Dawn Bradshaw	Huntingtower Academy
Mark Anderson	Huntingtower Academy
Helen Clayton	Acorn Free School
Jerry Tucker	Acorn Free School
David Bennet	Schools Forum

APPENDIX B

Outreach Service - Provider Engagement Event Question and Answer Session

Kathryn Livsey	LTLC
Angie Waplinton	Hemswell Cliff Primary School
Charlie Jenkins	Hemswell Cliff Primary School
Pam Jenkinson	Morton Trentside Primary School
Dave Thompson	LTLC
Michelle Bunn	Fortuna

Please pass any comments, queries or feedback to Catherine or Jonas, contact details as below.

LCC Contact Details	
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