

## New look EHCP Operational Service

We are really excited to tell you about our new look EHCP Operational Workforce structure which is now “going live”.

We are committed to improving our arrangements for EHCP delivery in Norfolk. One key part of this was to increase the resourcing in our EHCP Workforce and to put in place a new look structure that will best enable us to achieve improvement across all aspects of EHCP delivery, from the first EHC needs assessment to Annual Reviews across the age range 0-25.

We are thrilled to say that this work is now complete, and our new teams are now here!

Our existing 3 Locality Teams structured across district council boundaries (Norwich & South / West & Breckland / North, East and Broadland) are still in place, but we have created 2 additional teams to give a direct focus on new EHC needs assessment and Plans and Post 16. We know that our Locality teams struggled to manage the scope and breadth across all aspects of casework and with the creation of these new teams, caseload sizes have reduced and we have dedicated teams now focussed on the Post 16 cohort and those undergoing their first EHC needs assessment / EHCP.

We have also increased our Management resource so that we could strengthen management capacity for our casework and can give greater attention to strategic improvements.

The aims of our new model are:

- To improve the timeliness and quality of the first EHC needs assessment and Plan;
- To improve our arrangements for Annual Reviews of EHCPs at pre-16, meeting deadlines for transfer between education phases and ensuring ongoing quality;
- To improve our ability to work with the Post 16 sector in the transition of our EHCP cohort into adult life and the Preparation for Adult Life outcomes;
- To improve our levels of communication and co-production with families in the development of EHCPs and their ongoing review.

We are also thrilled to tell you that our new EHCP County Contact Number is NOW LIVE! We have set up this number so that any family with a child with an EHCP or having an assessment for one can contact us quickly and easily. Parents have told us they can often find it hard to get hold of people, with phone numbers going unanswered. We've set up the County line so parents know they can always get through to us and get answers to questions.

*This new county wide line will build better communication between our teams and the families they work with.*

**The new customer contact telephone number is: 01603 679183**

*The phone line is open between the following time:*

*0900 and 1700 Mon to Thursday*

*0900 and 1600 on a Friday*

The diagrams below describe how our teams are now structured and tells you “who’s who”.

## High Needs SEND Service Leadership Team, Learning and Inclusion Directorate, NCC Children's Services



**Nicki Rider**

### **Interim Head of High Needs SEND**

Nicki and her teams focus on SEND and high needs children. The Service delivers on all elements of EHCP delivery in Norfolk, specialist placements and funding, including sufficiency and specialist place planning and review. The Service also includes the Educational Psychology and Specialist Support service who are an integral component of EHCP delivery in Norfolk and provide an early intervention offer to local schools via their traded arm.



**Amanda Walsh**

### **Senior Adviser SEND Statutory Operations**

Mandy, together with Sam, leads EHCP operational delivery in Norfolk. Together, they oversee the SEND Team Managers who manage teams of EHCP Coordinators and Reviewing Officers. Mandy has lead responsibility for EHCP Annual Review casework delivery. Through her teams, she oversees whole county EHCP casework from when the first EHCP is finalised until children return to the SEN Support pathway or transfer to the Post 16 pathway. This reflects approximately 4000 EHCP cases. Mandy will have responsibility for the quality and timeliness of Annual Reviews, reassessments, phase transfer, and inter-school place change.



**Sam McCallum**

### **Senior Adviser SEND Statutory Operations**

Sam, together with Mandy, leads EHCP delivery in Norfolk. Together, they oversee SEND Team Managers who manage teams of EHCP Coordinators and Reviewing Officers. Sam has lead responsibility for EHCP initial assessment and Post 16 EHCP casework. Through her teams, she oversees the quality and timeliness of children's first EHC needs assessments and plans of approximately 1000 cases per year. Additionally, she leads casework at Post 16 working with partners to ensure smooth transition to adulthood at the point EHCPs cease reflecting approximately 2500 EHCP cases. The County's Operational Support Team who administer EHCP delivery through our Management Information System also sits Sam's area of service.



**Bev Shepherd**

### **High Needs Service Support Manager**

Bev's role focuses on the effective functioning of the High Needs SEND Service in response to NCC requirements at Corporate and Children's Services level. She ensures the back end infrastructure of the service is in place to enable the leadership team to effectively and efficiently lead and manage the service, for example, in Business Continuity and Resilience, Corporate HR requirements, standards and communications.



**James Thatcher**

### **Principal Educational Psychologist**

James leads our Educational Psychology and Specialist Support Service. His Team of EPs supports EHCP delivery by providing specialist professional advice and intervention for individual children and to educational settings. As part of the Local Offer of specialist early intervention for children and settings, EPSS also comprises a multi-disciplinary membership of Specialist Teachers, ASD support specialists, SEMH practitioners, Occupational Therapy, Clinical Psychology and Speech and Language Therapy delivered through a traded and Associate programme with local educational settings. Our Critical Incidents Service also sits in James' area.

**Stuart Brunton-Douglas**

### **High Needs Programme Manager**

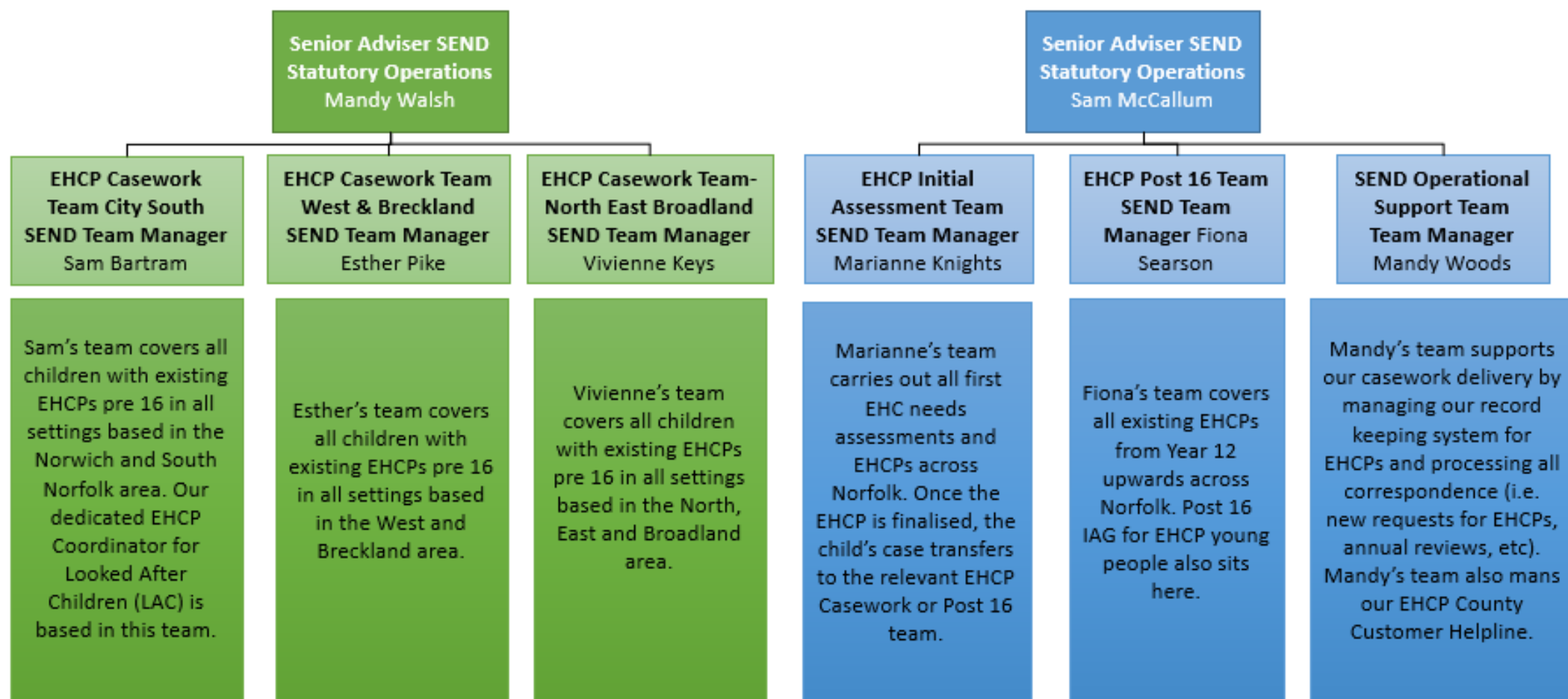
Stuart leads and oversees our programme of SEND Provision in the ongoing cycle of review of our Local Offer. He leads a small team of Project Managers and support staff who allow the Local Authority to keep its Local Offer under constant review by ensuring that all specialist provision is based on knowledge of the current and future SEND cohort and that planning responds to areas of identified need. He works closely with Kim and Nicki on sufficiency planning for pupils with SEND and on establishing new provision including our current planned programme of new SRBs and special schools as part of the £120m SEND and AP Transformation Programme.



**Kim Breen**

### **Senior Adviser SEND Specialist Provision and Funding**

Kim leads specialist placements and funding for Norfolk across the state funded, non-maintained and independent sector. Kim's team also coordinates SRB admissions. Kim leads on funding arrangements and budget management in special schools, including the annual funding audit, and ensures contractual funding compliance for independent sector placements and bespoke provision and Personal Budgets. Kim Chairs SEN Placements Advisory group and supports Nicki in sufficiency planning for specialist provision locally.



Children at pre 16 who do not attend a setting, or attend a setting outside of Norfolk are allocated to Casework teams according to the child's home address.

