

**Appendix B****A sample of information shared and scrutinised during the Revisit**

1. Throughout the Local Area the change has been significant: all 27 actions have been completed, and whilst some have required far more work than originally estimated, the majority of the resulting developments have now become 'business as usual'.
2. Leaders throughout the Local Area are now engaged in the SEND improvement journey, and communication about SEND is a priority at the highest level. Approaches and practice in services and education settings have changed, and there is now far greater co-ownership of ways to meet needs and joint decision-making. This update represents some of the evidence discussed with Ofsted and CQC during the visit.
3. The Local Area Education Bulletin, in place from September 2018, has been well received. This has a wide range of contributors from across the Area, and has brought a consistency and reach to the way the Local Area communicates about SEND and education related issues. The readership has grown by almost 80% since its introduction, and includes all stakeholders, comprising, amongst many others, elected members, CEOs of Multi Academy Trusts, Head Teachers, Special Education Needs Coordinators (SENCOs), Designated Safeguarding Leads (DSLs), Health and Social Care staff, the Chief Executive of the London Borough of Sutton and the Managing Director of Sutton Clinical Commissioning Group (CCG).
4. Results from our Local Area Survey showed that more than half of professionals that responded (59.3%) feel that communications from Local Area leaders have improved since the WSOA was published. This was an increase of 21.5% on the baseline survey in November 2018.
5. In partnership with Sutton Parent Carer Forum, 'Paving the Way' - a jointly commissioned service between the CCG and London Borough of Sutton which focuses on identification and intervention for children with social communication difficulties - invited parents and carers to attend a feedback session held in the Civic Library. The feedback was very positive: out of the 15 parents that were present at the feedback session and who responded, 13 felt the service was 'excellent' and the remaining 2 felt it was 'good'.

How satisfied were you with the service

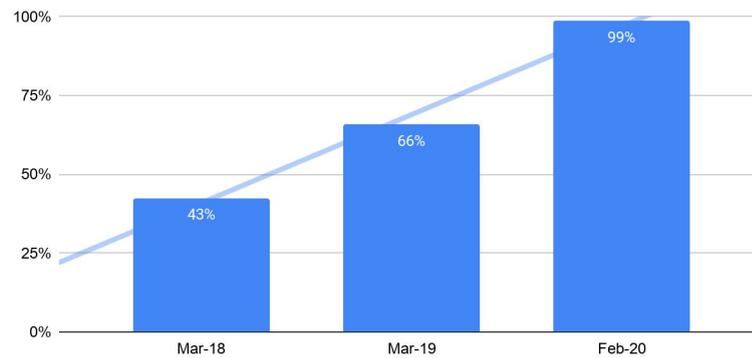
[More Details](#)

<span style="color: blue;">●</span> Excellent	13
<span style="color: orange;">●</span> Good	2
<span style="color: green;">●</span> Satisfactory	0
<span style="color: red;">●</span> Not at all	0



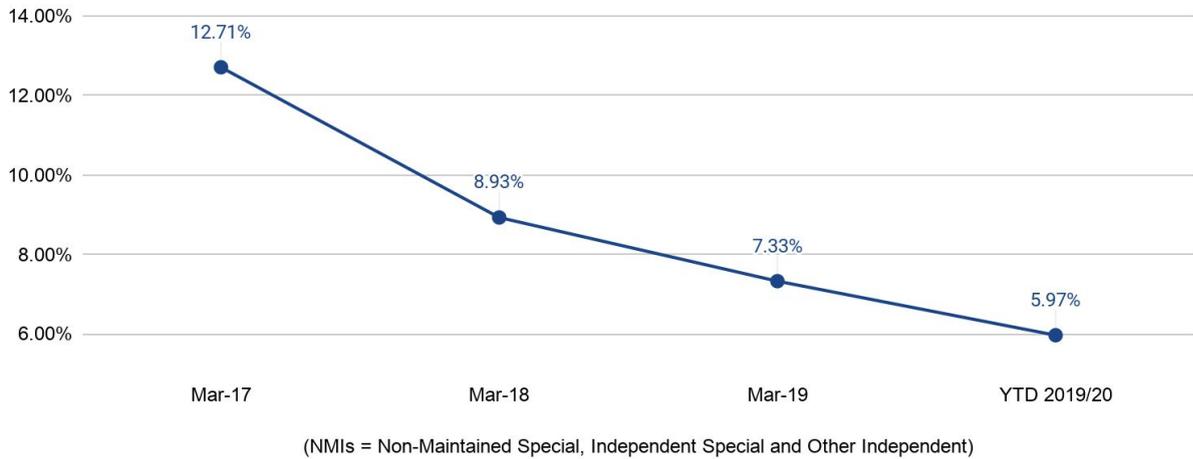
- The Local Area now systematically tracks the timescales for decision making and requests for professionals’ advice: this has significantly increased the number of Education, Health and Care (EHC) Plans that are completed within the statutory 20 week timescale. By the time of the Revisit, 99% of EHC Plans had been issued within the 20 week timescale.

Sutton LA: Timeliness of EHCPS Issued (12 Month Rolling Average)



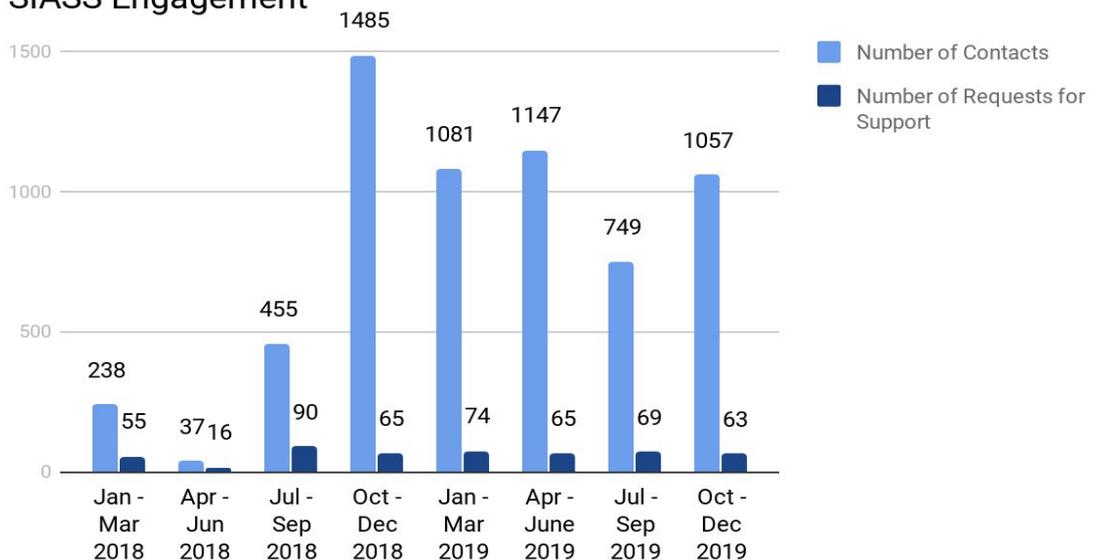
- The dependence on the independent or non-maintained (INM) sector within education continued to reduce (i.e more needs being met locally): This is important because it means that more pupils attend local provision in their local communities, receive consistent and joined up support from services provided locally and enables social inclusion; these are all important aspects of preparing for adulthood.

% of Pupils with an EHCP Educated in NMIs



- In March 2017, 12.7% (188) of Sutton pupils with EHCPs were being educated in the INM sector, but by January 2020, the percentage had reduced to 5.9% (108 pupils). This is particularly notable in the light of the numbers of Plans increasing rapidly: in March 2017 there were 1479 EHC Plans, but by the end of January 2020, there were 1832.
- The number of parents/carers using the Sutton Information and Advice Support Service (SIASS) increased significantly from September 2018.

SIASS Engagement



- Positive feedback from parent/carers/young people, gathered via the SIASS quarterly survey, had increased greatly since the baseline survey was undertaken in August 2018. At that time, only 40% of users were satisfied with the service. However, the

last quarter data demonstrated that 82% of parents perceived the information being provided by the service as accurate, up to date and relevant.

11. The content of the Local Offer website has since been widely refreshed and updated. The improvements in the appearance and content of the website have increased the number of visits and the time spent by users, as demonstrated below by the Google Analytics data (comparisons between April-December 2018 and April-December 2020):

April 2018 – December 2018 Averages

● <b>Page views (per month)</b>	1842 (22,100 for the year)
● <b>Unique page views (per month)</b>	1603 (19,234 for the year)
● <b>Average time on page</b>	53 sec
● <b>Bounce rate (per page)</b>	87.77%
● <b>Exit rate (per page)</b>	69.01%

April 2019 – December 2019 Averages

● <b>Page views (per month)</b>	3154 (37,850 for the year)	<b>Improved</b>
● <b>Unique page views (per month)</b>	2377 (28,527 for the year)	<b>Improved</b>
● <b>Average time on page</b>	1 min 1 sec	<b>Improved</b>
● <b>Bounce rate (per page)</b>	71.55%	<b>Improved</b>
● <b>Exit rate (per page)</b>	41.69%	<b>Improved</b>