

# WSOA Monitoring Update

## December 2024

Ofsted and the Care Quality Commission (CQC) conducted a joint area SEND inspection in Hounslow (28 February 2022 - 4 March 2022) to judge the effectiveness of the area in implementing the special educational needs and/or disabilities (SEND) reforms as set out in the Children and Families Act 2014: [50184649 \(ofsted.gov.uk\)](https://www.ofsted.gov.uk/inspections/50184649)

The area was required to produce and submit a Written Statement Of Action (WSOA) to Ofsted that explains how it would tackle the following 4 identified areas of significant weakness; 106 milestones were established to meet these 4 areas:

1. Poor quality of EHC plans, including preparing children and young people for adulthood
2. Poor communication and a lack of co-production with partners, including the workforce, parents, carers, young people and other stakeholders
3. Weak commissioning arrangements for therapies, meaning that some children and young people do not get the help they need early enough. In addition, there are unacceptable waiting times for some therapeutic assessment and support, including SALT and OT.
4. Weak quality assurance processes to evaluate the area's work to bring about improvements across education, health and care.

[Joint Area SEND inspection in Hounslow | Special education needs and disability \(SEND\) | London Borough of Hounslow](#)

## Overall Achievements

- WSOA is 99% complete; 105 out of 106 milestones achieved.
- 71% of the WSOA KPIs reported in Q2 2024/25 have improved in comparison with the baseline set in Q4 of 2022/23.
- Increased coproduction and engagement opportunities for professional and parents/carers, which has resulted in a positive working relationship with the Hounslow Parent Carer Forum, who are regularly involved at various levels including, engagement events, project boards and partnership boards.
- An improved Ofsted & CQC inspection result.

## Overall Challenges

- SEND Workforce.
- It is recognised that engagement and coproduction with CYP requires further development and is an identified area of focus within the post Ofsted Strategic Improvement Plan.
- Improving the quality and timeliness of annual reviews and amended EHC plans.

**Changes within the last reporting period**

4.1.5 Annual reviews are completed on time to enable children and young people to achieve their outcomes and prepare for adulthood

This is now marked as complete as the number of plans that are aligned to PfA outcomes has increased from our baseline of 38% in Q4 of 2022/23 to 50% in Q2 of 2024/25.

**Impact:**

- The percentage of EHC needs assessments completed within 20 weeks (excluding exceptions) remains consistently high and is higher than national average of 50.3%.
- The quality of plans is improving, as an internal audit report for Q2 2024/25 stated that out of 92 draft EHCPs, 59% (54) were graded as 'Meets Compliance' and 41% (38) were graded as 'Exemplar of Good Practice'.
- 67% (41 out of 61) of CYP and their families tell us that they were satisfied with their involvement in the development and review of their EHCP, which is double our baseline of 33% in Q4 of 2022/23.
- 120 parents/carers and young people attended the Preparation for Adulthood Pathways Event at Oaklands School in November 2024.

**Key next steps:**

- Ensure the voice of the child is better represented within EHCPs and Annual reviews.
- Annual reviews will be a key objective within the Post-Ofsted Strategic Improvement Plan.
- Undertake further training with staff on creating PfA Outcomes to ensure EHCPs and AR are aligned to the PfA strand (DfE SEND Advisor).
- Creating and collecting data on an 8-week timeliness KPI for annual reviews.

## Area 2: Poor communication and a lack of co-production with partners, including the workforce, parents, carers, young people, and other stakeholders.

### Changes within the last reporting period

4.2.4. Implement a programme of annual planned opportunities for parents, carers, leaders from schools, the council and health services

This is now marked as complete as the HPCF have completed their annual survey in October 2024; 198 parent/carers responded, with analysis of the survey expected by the end of the year.

### Impact:

- Increased representation of parents/carers voice through the participation of HPCF Representatives at meetings, working groups, project and partnership boards.
- 63% parents/carers tell us they feel more informed about SEND activities and developments.
- 198 parent/carers participated in the HPCF annual survey.
- The number of parent/carer events has increased by 83% (from 18 events in Q4 22/23 to 33 events in Q2 24/25) and professional events increased by 36% (from 33 events in Q4 22/23 to 45 events in Q2 24/25).

### Key next steps

- Review and improve engagement with CYP; this will be an area of focus in the post Ofsted Strategic Improvement Plan.
- Launch and promotion of the new Local Offer site in January 2025 to increase the awareness and use of information, advice and guidance on the new site.
- Launch of the Local Offer Live series, which is a programme of events for professionals, parents/carers and young people, which supports a wider understanding of SEND.
- Launch of a new programme of SEND Surgeries, located in each locality.

**Area 3: Weak commissioning arrangements for therapies meaning that some children and young people do not get the help they need early enough. In addition, there are unacceptable waiting times for some therapeutic assessment and support, including SALT and OT.**

### Changes within the last reporting period

#### 4.3.3

Implement a new model of service delivery for OT/SALT

This remains green as a new quality assurance model has not yet been implemented, however, will be developed by Children's Tiered Model Design & Implementation Board.

### Impact:

- The historic backlog, which was a total of 693 initial OT, SaLT or Physio assessments, will be cleared by end of December 2024.
- Timeliness of the initial reports that feeds into the EHCP assessment has improved significantly since Q4 2022/23 across SaLT, Physio and OT within the 6-week period for Q2 2024/25: Physio completed 100% of reports; SaLT completed 64% and OT completed 41%.
- Partners are collaborating effectively to further develop the Tiered Model of Children Therapies, including coproducing an improved universal offer.

### Key next steps

- Design and implementation of the tiered model.
- Implement a borough wide quality assurance process for children's therapies.

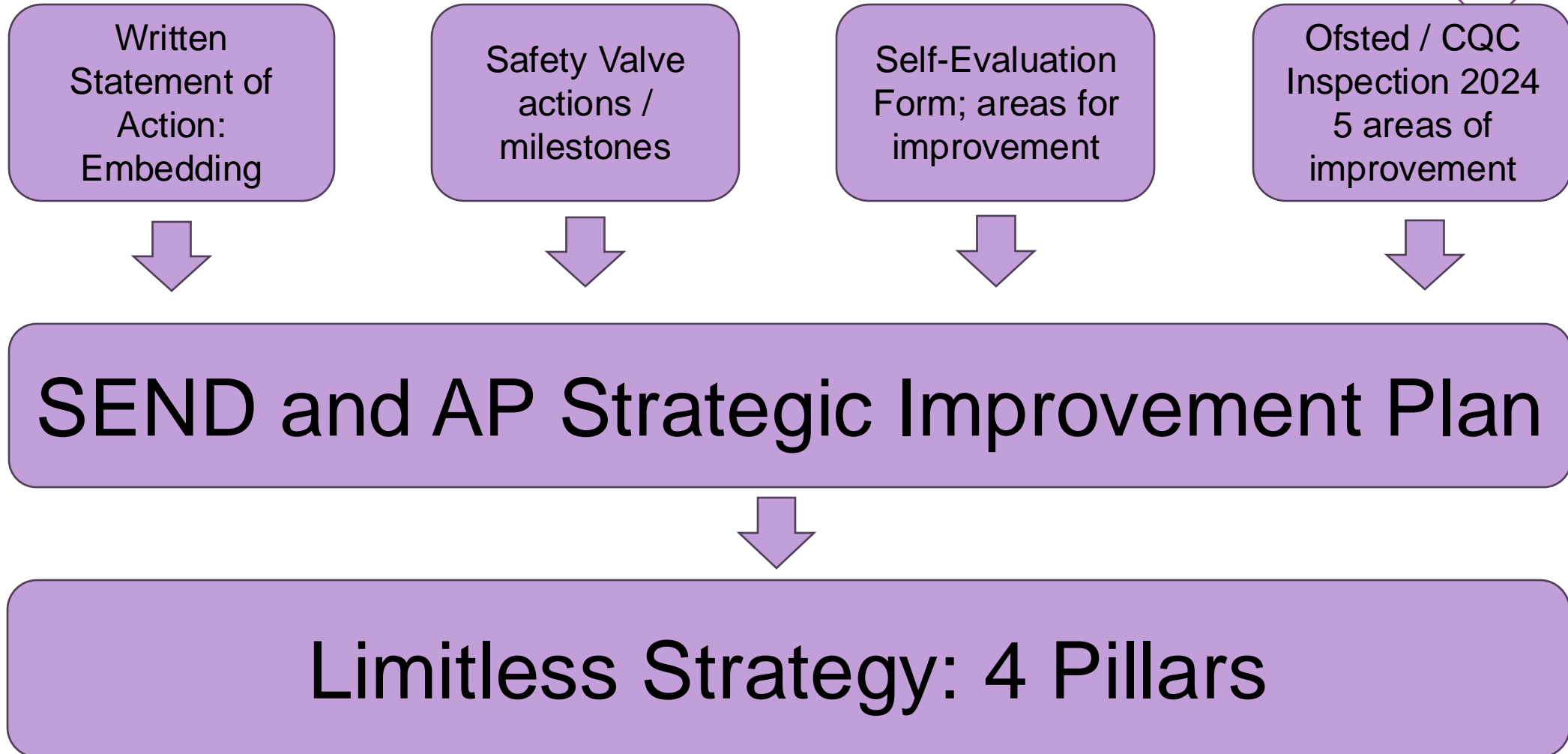
## Area 4: Weak quality assurance processes to evaluate the area's work to bring about improvements across education, health, and care.

### Impact:

- Improved oversight of SEND data shared at key meetings.
- A robust quality assurance framework is now in place and a multiagency group are reviewing plans and advice.

### Key next steps

- Review and update the WSOA KPIs to continue improved oversight of data and to inform SEND operations.
- Improved use of intelligence and insights to inform service delivery.
- Building on collaborative professional development to enable shared learning.





The SEND and AP Programme was approved through the [Strategic Business Case](#) in December 2023 to deliver actions as agreed within the Written Statement of Action, interventions contained within the Safety Valve agreement and other activities to deliver improvements within the SEND and AP Service. The programme is also working towards a wider system inclusive approach.

Following the Ofsted / CQC Inspection in Oct 24, we are mapping the 5 areas of improvement across to the existing SEND and AP Improvement Programme, amending and expanding projects where required.

## SEND & Alternative Provision Transformation Programme

SEND Local Offer

Childrens' Therapies

SEND System  
Operating Model

SEND Transport

Preparation for  
Adulthood

Top-Up Funding

Developing an  
Inclusive System

Alternative Provision

Re-profiling Provision  
in the Borough

**Aim:** to take through Limitless Strategy and 4x plans through Cabinet April 2025 as a suite of documents

**'To match the limitless opportunities in our local economy with the limitless talent of our residents'**

**Education:**  
everyone experiences the highest quality teaching and learning from practitioners who are skilled, valued and supported

**Inclusion:**  
supporting people to thrive by participating in a system that is accessible and inclusive

**Skills:**  
aspiration for 'good work' for all our residents and we will engage with our employers to understand and support their current and future skills needs

**Resources:**  
ensuring our education and skills system is efficiently planned, well resourced and resilient

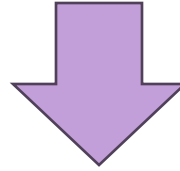
**Vision:** 'In Hounslow, children are prepared for transitions and are supported to reach their full potential. Children's needs are understood, and support is provided at the earliest point in their lives'

**Principles:**

- **We take collective responsibility**
- **We are a connected system:** Hounslow's Borough Partnership Boards are well established with good representation from partners. Members know Hounslow well and what needs to happen to further improve outcomes for children and young people.
- **We understand and support children, young people and families:** Our settings teach and encourage self-advocacy, i.e. children speaking up for themselves and their rights, communicating their thoughts, needs and preferences, saying 'no' to things they don't want and making decisions about what they do want.
- **We act early:** Children's needs are identified early and they benefit from a clear and consistent 'Ordinarily Available Provision' offer in settings, with additional resource from the Mainstream Inclusion Partnership where needed.
- **We co-produce support with children, young people and families:** The child or young person is included in all decisions that impact on their lives, so that no decisions about them are made without their voice.
- **We focus on supporting effective transition:** Our settings foster independence, to prepare children and young people for adulthood from the earliest point.
- **We are aspirational and ambitious, and support children in mainstream settings wherever possible**
- **We support children and young people close to home**
- **We build capability across the system:** Staff in all settings are provided with high quality professional development programmes, of bitesize sessions and national training programme (e.g. Autism Education Trust modules), to meet the additional needs of children and young people.
- **We constantly learn to improve support** We provide flexible support guided by evidence and outcomes for children and families. We all take responsibility for sharing data and insight and acting on it.

Meetings/Workshops	Date
Ofsted / CQC Inspection Report Published By pre-Christmas tbc	TBC (Pre-Christmas)
BBP workshop setting strategic direction	12 <sup>th</sup> Dec 24
Area SEND Strategic Planning Workshop	13 <sup>th</sup> Dec 24
Borough SEND Operational Group	16 <sup>th</sup> Dec 24
BBP & ICB Meeting for Strategic Plan	Jan 25
DfE Senior Officials Meeting	30 <sup>th</sup> Jan 25
Agree Strategic Improvement Plan	Feb 25

# SEND and AP Strategic Improvement Plan



## Reporting through Internal and Partnership Boards

- SEND and AP Transformation Programme Board
  - Borough SEND Operational Group
    - Borough Based Partnership