

10 March 2022

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Tracey Faraday, Executive Managing Director, Frimley CCG

Dear Mr Fraser and Ms Faraday

This letter is written in accordance with The Children Act 2004 (Joint Area Reviews) Regulations 2015¹ to inform Slough Borough Council and Frimley Clinical Commissioning Group, as principal authorities, that Ofsted and the Care Quality Commission have jointly evaluated the written statement of action submitted to us on 18 February 2022.

The statement of action is deemed to be fit for purpose in setting out how the local area will tackle the significant areas of weakness identified in the published report letter.

I note that the statement of action addresses each separate area for development and outlines how improvements will be measured. The statement of action also outlines how different stakeholders will work strategically together to bring about change and maintain their accountability for the area's SEND provision. It is encouraging to see that some planned actions are already underway and that appropriately planned investment in strengthening services is included. Most planned actions are focused centrally on the impact of services of children and young people and their families. In particular, the proposed actions to improve SEND provision in the area's schools are thorough and focused on positive change for children and young people. However, I have identified some points for improvement in other parts of the statement of action.

¹ The Children Act 2004 (Joint Area Reviews) Regulations 2015
www.legislation.gov.uk/uksi/2015/1972/regulation/4/made.

The statement of action does not address strongly enough how the area will tackle the legacy of parental frustration and struggles to have their children's needs identified and supported. The proposals in the statement of action focuses on how the area will review its communication systems rather than how it will bring about cultural change in terms of listening to families and learning about the lived experiences of children and young people. In addition, the statement of action does not specifically identify exactly how the area will survey parents – including those who may be harder to reach – to gather their feedback on the improved service. The area's response to the second, fourth and seventh priorities identified in the inspection are not sufficiently coherent in terms of timeliness, focus and how success will be achieved and measured. Plans to improve resemble a menu of ideas about engagement and co-production and some of the impact measures outlined in the statement are not sufficiently quantifiable. Proposed actions to reduce waiting times and waiting lists for assessments and provision of therapies do not include measurable targets, percentages or benchmarks. Given the scale of what needs to be improved in this aspect of the area SEND provision, a more staged and systematic approach to ensuring that children's and families' voices are heard would be likely to be more successful.

The statement of action proposes that data and performance information will be collected to support the area's self-evaluation. However, it is not clear enough exactly what data will be collected and what this will look like. For example, the statement of action does not make sufficient specific reference to how parental satisfaction will be used to measure improved performance.

The written statement of action must be published on local websites², so that parents, carers, children and young people can understand the actions you are taking to improve the effectiveness of the local area in identifying and meeting needs, and improving outcomes for children and young people who have special educational needs and/or disabilities.

Yours sincerely,

Matthew Purves
Regional Director

² Regulation 4 (5); www.legislation.gov.uk/ukxi/2015/1792/regulation/4/made