

Surrey special educational needs and disability (SEND) 2020 programme for change



Outcomes

- improved progression and attainment at all ages
- clear and appropriate expectations and aspirations leading to fulfilled lives
- more resilient families
- increased employment
- choice and control over living arrangements /independent living
- participation in the community
- health outcomes based on need and aspiration.

Principles

- outcome focused
- person centred and personalised
- fair and transparent
- value for money
- timely and preventative
- evidence-based
- innovative.

Context

Key challenges

1. We need to give the right support to children and young people to meet the right outcomes based on their personal needs.

2. Numbers of children and young people with special educational needs and disabilities (SEND) are growing. This means we need to manage our resources more efficiently and bring them into line with other local authorities.

3. Customers do not always have a positive experience because education, health and care services could be better joined up.

4. New requirements from legislation need to be delivered across the SEND system.

5. We need to work with children, young people, families and partners in order to understand what needs to change and make it happen.



Our strategic goals

1: Transform the customer experience

Developing the culture of our organisation, practice of our staff, systems and communication tools in order to improve the experience for those who access our services.

2: Re-build the system around the customer

Redesigning the SEND system and pathways from the perspective of the customer. Developing systems which are transparent, simple to navigate, are seamless and empowering families to identify and access the right support at the right time.

3: Reshape the SEND local offer

Developing a joined up approach to commissioning with partners and working with providers in the market to achieve better outcomes for children and young people with SEND and support them in their preparation for adulthood.

4: Develop inclusive practice

Developing practice and culture to remove barriers to education and universal services, enabling more children and young people to be supported in local schools and provision so that they achieve good progress and outcomes.

Vision

Children and young people will be happy, healthy, safe and confident about their future

