

Personal Budgets (Version 4 - April 2014)

Appendix 1 – Hertfordshire's Programme of Workforce  
Development Case Study

# SEND | Special Educational Needs & Disability Pathfinder

## A PROGRAMME OF WORKFORCE DEVELOPMENT

With a commitment to support the new ways of working and delivering the personalisation agenda, Hertfordshire's SEND Pathfinder programme, developed a workforce transition programme to run throughout the academic year 2013-2014.

Delivering this programme to coincide with the roll out of the Education, Health and Care Plan pathway as an alternative to the statutory assessment pathway across its ten district council areas was a priority.

The specification for the training involved designing specific events to support the different groups of professionals in embracing person centred approaches when supporting families. These included those based in educational settings (early years and schools/academies),

Hertfordshire's SEND Pathfinder has worked with In-Control, Herts Parents and Carers Involvement and Herts for Learning Ltd as the delivery partners. The tailored programme includes the following courses:

### **Introducing Education, Health and Care Plans (including Personal Budgets):**

- A one day specifically designed for school SENCOs and Early Years Settings

*Feedback from SENCOs has included statements such as "this has really helped to give me tools I can use with families much earlier on in the journey".*

### **An Introduction to Education, Health and Care Plans**

– A one day event for managers wishing to gain an overview

### **Outcome focused Planning**

– A two day training session for professionals wishing to develop their skills in person centred approaches

Common features included:

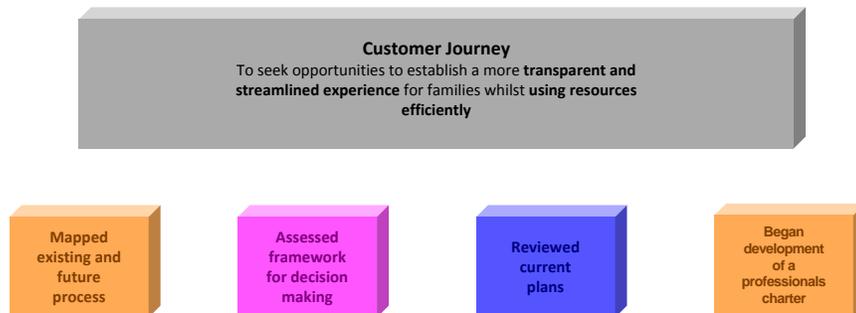
- Person centred planning
- Outcome focused deliverables
- What this will look like from the perspective of practitioners and professionals
- Next steps

At each event, a parent/carer tells their story and explains how the new ways of working will promote personalisation and being outcome focused will provide greater value to families.

As the EHC pathway roll out programme has matured in Hertfordshire, materials and practical arrangements have developed. These new design elements have shaped the training programme content.

**Linked to the Workforce Development Programme, has been the design of the new Customer Journey for families.** A key part of this work included the development of a “value statement”, about how professionals will work with families and young people. A wide range of professionals from Education, Health and Care, including Transition to Adulthood, together with family representatives, have contributed to this work:

## Overview Slide



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**Getting Ready for September 2014** involves planning further support, training and delivery of road shows, involving all partners in Hertfordshire. Feedback from the pilot work undertaken by schools and further education colleges together with feedback from parents and professionals has been invaluable in preparing for this important launch.

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