



Our Ref: TS/AKB/FOI/0724/925

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

1st August 2024

Telephone: 0300 123 1461

Sent by email

Dear

FOI-0724-925

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 19th July 2024. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

I am hoping you can help or direct me to where someone maybe able to assist regarding some questions and request for information, in order to understand things locally for ourselves and family.

Please see below.

- 1. How do we as individuals in Stoke/Staffordshire submit questions to the ICB and get answers timely and directly. Below we have included some of the questions we would like to have answers directly from our ICB. If they cannot be, could you direct us to where they could be or let us know why they cannot be answered.**

The ICB has a Patient Advice and Liaison Service (PALS).

The Patient Advice and Liaison Service (or PALS) is a free, informal, confidential help and advice service for patients, carers and their families. It is there to help when you need advice or have concerns about health-related matters, or simply do not know where to turn.

PALS can help with questions about the ICB itself or about any of the health services commissioned in local hospitals or your community.

PALS will:

- help you get the information you need about the NHS
- listen and respond to your concerns, suggestions, queries or compliments
- sort out problems quickly on your behalf in an informal and friendly manner

- use your feedback to help improve services
- tell you how to get more involved in your own healthcare
- help you to make a formal complaint
- signpost you to other agencies or organisations who can assist you.

Please contact us via one of the methods below and we will be happy to help.

Freephone: 0808 196 8861

Email: PatientServices@staffsstoke.icb.nhs.uk

PALS is open from 9.00 am to 4.00 pm Monday to Friday (excluding bank holidays).

Any information will be treated in confidence. We may need to collect personal information from you to help provide the best possible service, but we will not share your details with anyone without your consent.

2. Who do we contact in relation to the needs of individuals who require something from health but there is no pathway to meeting these needs?

For example:

a) what should happen for a child who needs a dyspraxia assessment in Stoke?

A child with significant issues around dyspraxia – i.e they have functional challenges can be referred to Occupational Therapy (OT) for support around those functional challenges after following the movement programmes on the Midlands Partnership University NHS Foundation Trust website ([Your school age child \(5-19\) :: Midlands Partnership University NHS Foundation Trust \(mpft.nhs.uk\)](http://Your school age child (5-19) :: Midlands Partnership University NHS Foundation Trust (mpft.nhs.uk))). If the OT feels there is a need for a diagnosis, then they will refer to a Community Paediatrician for review.

b) what should happen for an adult who needs a dyspraxia assessment?

As per the NHS webpage on Dyspraxia [Dyspraxia in adults - NHS \(www.nhs.uk\)](http://Dyspraxia in adults - NHS (www.nhs.uk))

c) How do you know an individual has dyspraxia without an assessment and how is support and needs of a child or adult met where it is not known formally?

This a condition with no formal cure – but has functional challenges around movement and coordination – which as the NHS website details can improve with OT and talking therapies which are available on the NHS. OT's do not need formal diagnosis but go on what the needs are as do talking therapy options.

d) What is the ICB's view on families being flip flopped between, health, social care and education when no pathway exists for assessments such as this?

As an ICB who are part of a SEND partnership we are working to prevent families being flip flopped around. Our OT team have information for families and professionals

to utilise. There is a pathway in children's and as it is a developmental disorder. In adults as the NHS page directs there is potential support.

e) Where no pathway/route/gap has been identified by professionals what does the ICB do and is it timely?

Any gaps identified are being picked up within the relevant portfolios in the ICB, work is then undertaken to review the need and the need to fulfil the gap according to clinical priority and NICE guidance. Some needs are much greater and significant so would be prioritised. Currently it is taking the ICB time to identify and work through these issues.

3. (a) What is the position of The ICB on autism, adhd, dyspraxia, dyslexia, mental health conditions, other SPLD, Afrid (to name a few) on diagnosis and assessment etc, when professionals/practitioners tell the child/adult and families diagnosis is not necessary or is irrelevant- as the needs of the individual should just be met.

We work as a partnership with the Local Authorities around delivering a needs led support model and not just diagnostic testing and labels for all these situations.

3. (b) What is the view of this statement when the culture of our area is not ready for needs to just be met?

The information going to schools and colleges is that it is around recognising and meeting needs not diagnostic labels. There is information and training to support professionals around the graduated response to meeting a wide range of needs including movement/ motor difficulties.

3. (c) Do we have a local plan for meeting the needs of CYP and adults and not needing formal diagnoses in order to meet and support their needs?

SEND and Inclusion plans with good, graduated responses are where these needs are met in health, education and social care. The support schools can access when concerned does not rely on a diagnosis. This message is key in our discussions with SENCo's.

3. (d) Can you forward it if you do.

The improvement plan does not state this directly. However, to get Mental Health support you do not need a diagnosis you contact around your need and are triaged to the appropriate service.

4. Is the ICB aware and what is the view of the ICB on; Children who were not assessed for conditions/difficulties that present in childhood and are lifelong (such as autism, learning disability, dyspraxia, MH, adhd) are for many reasons- either turned away, flip flopped or school won't support -to not even identified in a timely manner as having additional needs that would require assessment; Only for then that child as an adult are

then turned away further as professionals state the request is a lifelong condition which should have been identified and supported in children's- therefore there is no pathway or means to do this for individuals as adults.

One of those of those listed conditions does not have a specific adult pathway – all other have pathways in place.

- 4. (a) As an adult requiring an assessment of a condition such as those mentioned above and was not undertaken as a child- should a GP coordinate professionals and rule out other reason for the issues (hearing loss, sight issues, ADHD, ASD, side effects of certain drugs etc before pursuing an assessment- in this case dyspraxia. But it could be others.**

A GP is an individual who can support though often may not have the full information for all referrals – an educational setting can have much more information and be best placed to refer at times.

- 4. (b) What should happen in situations such as those where children's needs and assessments were not carried out as children only for them to struggle as adults? Getting turned away for reasons such as, beliefs it should have been done if children's or no pathways exist or very little is commissioned due to the needs of the population not been evaluated and identified.**

Then there will be work to do the evaluation and identify if there needs to be a pathway separately or change an existing pathway.

- 5. What does the ICB understand of its responsibilities in relation to the diverse needs of our SEND population and through the life course?**

The ICB understands its obligations around being a statutory SEND partner in the 0-25 space, 3 staff have completed the SEND leadership programme. NHS England gives us oversight and challenge as well as providing training to senior leaders. This programme of work is linked heavily to the Learning Disability and Autism Partnership board and the Mental Health Improvement plans and boards which are all age.

The ICB also works together other partners including NHS providers and local authorities in relation to the diverse needs of our SEND population and through the life course.

- 5. (a) What does the ICB do or don't do in relation to the needs of children and young people on SEN support/Graduated approach?**

We commission range of services who work to meet children and young people's needs and those services may be providing support at all levels of the SEN\ Graduated and statutory levels.

The ICB also works together other partners including NHS providers and local authorities in relation to the needs of children and young people on SEND

support/Graduated approach helping skills and knowledge to be shared across the SEND partnership.

5. (b) How do you support and meet the needs of CYP through education, health and care assessments and plans?

Our health providers write reports and attend Annual Reviews when invited by the Local Authority.

5. (c) Where A condition is not a recognised assessment and the NHS doesn't fund, is it then a child or young person should then be refused this assessment through their education, health and care plan or via personal budget? If there should be no unmet needs of a child or young person- should not there be a route?

Personal budgets have significant guidance on their use and application and there are policies on this available via the Local Offer.

5. (d) What is the Local Authority responsible for in relation to Children and young people with additional needs - where do they begin and end and then Health begins and ends?

The Local Authority are the lead partner agency. Their responsibility is to ensure the delivery of support as per the legislation. If a child requires an EHCP they are legally responsible for that which would educate and train. Health responsibility is around the duty to meet health needs as per the Health and Social Care Act and the SEND Code of Practice.

5. (e) In respect to Joint Commissioning of Health, Social care and Education how does the ICB work in relation to this for its CYP population with SEND/SEMH and lifelong conditions?

The ICB works with the Local Authorities and its joint commissioning board. It has supported and engaged with the work around the Stoke-on-Trent Joint Commissioning strategy.

5. (f) Is there any public health information/documentation you can direct me to, so that informs the public like myself: of who is responsible for what, when, and throughout the life course. What this entails and where this is not happening, who needs to know and how.

The information available is via:

- the NHS website ([The NHS website - NHS \(www.nhs.uk\)](http://www.nhs.uk))
- the ICS website ([Staffordshire and Stoke-on-Trent Integrated Care System \(ICS\) \(staffsstokeics.org.uk\)](http://staffsstokeics.org.uk)),
- the SEND local offers ([SEND Local Offer – SEND Local Offer \(stoke.gov.uk\)](http://stoke.gov.uk) and [Staffordshire Connects | Special Educational Needs and Disabilities Local Offer](http://staffsconnects.org.uk))

- the Local Authority webpages ([SoTCC homepage \(stoke.gov.uk\)](https://www.stoke.gov.uk) and [Home - Staffordshire County Council](https://www.staffordshire.gov.uk))

Where something is not happening then a call to PALS is the route for the NHS or the Local Authority complaints department.

- 5. (g) If it is known to professionals, complaints services, LA and the ICB of struggles or gaps and nothing is done to the detriment of an individual or individuals where the ICB is responsible- what is the recourse or redress and next steps to escalate this?**

We in the ICB are responsible for health as per the Health and Social Care Act. There is significant transformation work currently underway to address and review gaps. Escalation of the patient experience is via PALS.

- 5. (h) Where this is cross system, when health, social care and education are aware and yet no one has taken appropriate action to meet the needs of the child or young person/adult; How is across the system locally held to account?**

Complaints can be forwarded to the Local Authority, then if there is no resolution via the Ombudsman.

- 6. What is the role of the designated Clinical officer within the ICB Board?**

The Designated Clinical Officer works to the Handbook from the Council for Disabled Children. They work with the local authorities, to support the strategic leads in the ICB to understand challenges, ensure reports are sent regarding quality and improvement, work with our health providers to embed SEND within their work.

- 6. (a) How do they provide the ICB board with information regarding the SEND population of Stoke, in particular how do you work together to address gaps and emerging needs?**

Reports are written quarterly. In September the Board will receive the latest SEN2 data to support them understand. There are other streams of work around our population which report to the board such as Children and Young Peoples, Mental Health and the Learning Disability and Autism portfolios. To address gaps there is a joint commissioning strategy and the wider Stoke-on-Trent Local Area SEND and Alternative Provision Partnership Continuous Improvement Plan 2024-27. This is overseen by the SEND Executive Board.

- 6. (b) Who else provides the ICB with information regarding the SEND population in order to make its commissioning arrangements?**

In addition to Local Authority partners, we also listen and engage with a wide range of stakeholders that may include but is not limited to:

- the local SENDIASS Service,
- the Council for Disabled Children and their findings

- Parent voice via PEGIS and the wider VAST group
- Our health providers who are commissioned to undertake care on our behalf.
- Health Watch
- NICE Guidance
- The voluntary, community and social enterprise (VCSE) sector
- The local health and wellbeing boards
- The ICB people and communities assembly who are committed to embedding co production across the ICB, our health providers and when working with our partners in the Local Authorities.

The ICB also uses data from a wide range of sources such as local NHS providers, national datasets (e.g. Data (digital.nhs.uk and **Special educational needs in England: January 2024 - GOV.UK (www.gov.uk)**) and Local Authorities, including public health.

6. (c) Who else can input into this and How do they?

We have parent carers working with us on our work streams. We usually approach the parent carer forums initially and the ICB People and Communities Assembly (**Get involved - bringing together teams and partners (icb.nhs.uk)**)

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at StaffsStokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk



**Staffordshire and
Stoke-on-Trent**
Integrated Care Board

Yours sincerely

Tracey Shewan
Director of Corporate Governance