

## Keyworking Q3 Progress Report

### Pilot & Early Adopter sites 2022/23

Reporting Period	Q3 Progress	Delivery confidence (RAG)	
ICB and Organisation Name:	Kent and Medway ICB Kent County Council	Last period – Q2	As per Q2 Report
Report Completed by (and email):	Dr Jellina Davies Jellina.Davies@kent.gov.uk	Current status	Green

There are three sections to complete:

- Section 1: Metrics to measure success end Q3
- Section 2: Activity, highlights and workforce
- Section 3: Risks

**Table 1: Metrics to measure success end Q3:**

Where your service is not delivering to the 18-25 age group in 2022/23, please indicate with N/A in the metric table Row 1 and 2 below. Please still provide information in Row 3 on admission and re-admissions for the 18-25 age group

Metric	Measuring success					
	Number on the DSR (RAG)		Number red or amber on DSR with named keyworker		Percentage red or amber on DSR with named keyworker	
	under 18	18-25	under 18	18-25	%under 18	%18-25
1. 90% or above of CYP within the agreed age range identified as red or amber on the DSR will have a named Keyworker	Red = 31 Amber = 24 Green = 18  Total = 73	Red = 22 Amber = 8 Green = 11  Total = 41	Red = 31 Amber = 24  Total = 54	Red = 9 Amber = 0  Total = 9	100% 100%	*41% n/a
					*Keyworker allocated to the most complex 18-25 YP as part of a phased delivery	
2. 90% or above of inpatients within agreed age range will have a named Keyworker	Number of inpatients		Number of inpatients with a named keyworker		Percentage of inpatients with named keyworker	
	Total under 18: 4		Total under 18: 4		% under 18: 100%	
	Total 18-25: 15		Total 18-25: 15		% 18-25: 100%	

3. A reduction in admissions and re-admissions within agreed age range	<b>Number of new admissions in Q3</b>	
	<b>Total under 18: 0</b>	
	<b>Total 18-25: 0</b>	
	<b>Number of re-admissions in Q3</b>	
	<b>Total under 18: 1</b>	
	<b>Total 18-25: 0</b>	

## Section 2: Activity, Highlights and Workforce

### Total number who received keyworking support during Q3

**Total under 18: 94 (comprising 31 (Red), 24 (Amber), 4 (inpatients), 35 (preventive consultations))**

**Total 18-25: 45 (comprising 22 (Red), 8 (Amber), 15 (inpatients))**

**Total number of young people were stepped back from that support during Q3** *(by 'stepped back' we mean the number who moved to a position where outcomes were achieved and keyworker support was no longer required):*

**Total under 18: 18 (Green)**

**Total 18-25: 11 (Green)**

### What's going well, developments or learning you wish to highlight?

#### Successes

- Kent and Medway Keyworking Programme was recognised as making a difference to the lives of children and young people with a learning disability, autism or both in the joint area OFSTED/ SEND re-visit report in November:
  - *An example of successful joint commissioning identified is the 'keyworker programme'. The programme helps to support children who are 'stuck' in tier 4 CAMHS provision or who are at risk of needing it. The keyworker will broker individualised provision to meet needs. The impact of this has been to reduce the number of children in tier 4 inpatient provision from 20 to four.*
- Costed case for change (Neurodevelopmental Pathway Programme) presented to Senior Leaders in December
- Below are some feedback from the network and parents/carers:
  - *"Thank you so much for the extremely proactive, positive support you have offered. Your expertise in a highly complex and specialised area is proving invaluable. We really believe that the kind of partnership working demonstrated by the actions of the group is the best way to support our young people and their families. We look forward to catching up and hearing your ideas for further partnership working in general and the support of AS and his family in particular."* - Head of School, Beacon School, Folkestone

- *“I just wanted to give a ‘shout out’ to the Practice Consultant who has been doing some really fantastic work with supporting 2 Medway YP residing in Medway hospital. She really has been going that extra mile to ensure that these YP have the best possible community wrap around support for when they are discharged. Working in collaboration has always been the key, and it will be great to see how this work develops.”* - Medway Senior Partnership Commissioner – CYP Mental Health and Emotional Wellbeing
  - *“Just wanted to say thanks for your input in the meeting earlier today; very helpful.”* - Art Therapist, Children and Young People’s Mental Health Service – West Kent
  - *“Practice Consultant (PC) has been extremely effective and made a lot of difference. I was working with a very high-risk young person who had suicidal ideation, lack of education, was a high risk misper who had just returned to live with parents. Having PC by my side when I was working this case was invaluable as she helped me with liaising with SEN, identifying alternative school provisions and courses to explore and source funding to improve the family home outhouse into a 'den' for this young person. PC was the person who identified the school which finally accepted young person. Thank you so much!”*  
- Social Worker
  - *“Practice Consultant (PC) is creative, directive, and is child-focused. PC contributed to greater outcomes than expected, have been extremely effective and made a lot of difference. PC was able to help manage people’s unrealistic expectations about support and care plans. PC has been able to contribute to discharge planning for the young person to return to the community and has been clear about what everyone’s responsibilities are etc. PC visited the young person and their family in a variety of settings and really heard their voice. This has contributed to a care plan that’s based on the young person’s needs and to which they have contributed too. My perspective is that this will make the discharge more positive and likelihood of readmission less likely.”* - Health Practitioner
- Attached to this report are Keyworking case stories (and a CETR case study) that demonstrate the positive outcomes that the Keyworking team have made to the lives of the CYP in the last quarter.

## **Development**

- Recruitment of:
  - One Occupational Therapy Lead
  - Two Family Strategy Officers (Lived Experience Experts)
  - Two Behaviour Technicians
  - Local Offer IASK Worker
- Participation in National Keyworking Evaluation
- Converted GAS/ASCOT templates (part of the National Keyworking Evaluation) into e-forms for ease of completion by parents/carers and Keyworkers
- Competitive tendering underway for third sector keyworking partner to host Peer Associates team
- Keyworking support extended to residential schools. Ten children and young people at high risk of entering secure residential care have also been identified and will be receiving preventative keyworking support.
- Support planning commenced with local peer support groups as part of step-aside process led by Family Strategy Officer (Lived Experience Experts)
- Work begun with PBS Consultancy around functionality and role of neuro-intensive home support (PBS) team
- Operating model for NEST 1 being developed - Designated Keyworker Programme responsible for end-to-end process
- Commissioning of a series of bespoke strategic leadership and negotiation skills training from Awaken! (training consultancy group) for Designated Keyworkers
- Development of formulation training for designing multi-disciplinary risk, care and support plans
- Commissioned ASPENS (care and support charity) to pilot a localised community parental support

work around behaviour management and emotional wellbeing of children and young people receiving keyworking support.

### Learning and challenges

- Challenges in securing bespoke positive behaviour support care plans for inpatient children and young people aged 10-25.
- Local restructuring of adult social care has presented challenges in securing a consistent, named social worker for young people aged 18-25 years old in inpatient and supported living facilities.
- Acute health sector failing to coordinate support, discharge/care plan, MDT pathway for neuro-diverse children and young people who frequently access A&E across Kent.
- Disproportionate distribution of caseloads across Practice Consultants i.e., 18+ keyworker having a higher caseload
- Begun exploring the needs of siblings of children and young people with complex needs as there is currently an unmet need for siblings who are not carers and so unable to receive support from the young people's carers service.
- Delay in the release of the national DSR policy is causing uncertainty around:
  - Transition processes from child to adult DSR
  - Commissioning responsibilities and accountabilities between ICBs for child or young person placed out of area

### **Workforce: Please complete the table for each role within your Keyworker service model**

Keyworking Service Function Role	Employer (NHS/ LA / third sector)	Grade (AfC Band/ equivalent)	Vacant (✓)	Recruited (✓)	eLearning modules 1-3 (✓)	Op'nal (✓)	Current caseload (n)	Stepped down in quarter (n)
<i>Eg Keyworker</i>		5		✓	✓	✓	3	0
<i>Eg Project Support</i>		4		✓	✓	✓	n/a	n/a
Prog. Lead P/T	LA	B8b/KR13		✓	✓	✓	n/a	n/a
Snr Educational Psychologist P/T	LA	B8b/KR13		✓	✓	✓	n/a	n/a
Project Officer	LA	B6/KR10		✓	✓	✓	n/a	n/a
Project Officer P/T	LA	B6/KR10		✓	✓	✓	n/a	n/a
Programme Administrator	LA	B3/KR5		✓	✓	✓	n/a	n/a
Programme Administrator	LA	B3/KR5		✓	✓	✓	n/a	n/a
Occupational Therapy Lead	LA	B8a/KR12		✓			n/a	n/a
DKW - Practice Consultant (TL)	LA	B8a/KR12		✓	✓	✓	8	5
DKW - Practice Consultant (JT)	LA	B8a/KR12		✓	✓	✓	9	4
DKW - Practice Consultant P/T (MK)	LA	B8a/KR12		✓	✓	✓	28	1

DKW - Practice Consultant (NW)	LA	B8a/KR12		✓	✓	✓	10	5
DKW - Practice Consultant (PL)	LA	B8a/KR12		✓	✓	✓	4	5
Keyworker – Board Certified Behaviour Analyst (BCBA) (CC)	LA	B7/KR11		✓	✓	✓	11	6
Keyworker – BCBA P/T (YR)	LA	B7/KR11		✓	✓	✓	6	3
Keyworker – Behaviour Tech (BT) (ME)	LA	B4/KR7		✓	✓	✓	5	3
Keyworker – BT P/T (NC)	LA	B4/KR7		✓	✓	✓	2	2
Keyworker – BT (KO)	LA	B4/KR7		✓	✓	✓	4	0
Keyworker – BT (JC) <i>(new starter)</i>	LA	B4/KR7		✓	✓	✓	n/a	n/a
Keyworker – BT	LA	B4/KR7		✓			n/a	n/a
Parent Strategy Officer - P/T <i>(new starter)</i>	LA	B5/KR8		✓	✓	✓	n/a	n/a
Parent Strategy Officer - P/T <i>(new starter)</i>	LA	B5/KR8		✓	✓	✓	n/a	n/a
Local Offer IASK Worker	LA	B4/KR7		✓			n/a	n/a
Keyworker – Peer Associate (PA) Lead	3 <sup>rd</sup> Sector	B5/KR8		✓	✓	✓	2	0
Keyworker – PA (AE)	3 <sup>rd</sup> Sector	B4/KR7		✓	✓	✓	8	0
Keyworker – PA (SA)	3 <sup>rd</sup> Sector	B4/KR7		✓	✓	✓	7	3
Keyworker – PA P/T (ZB)	3 <sup>rd</sup> Sector	B4/KR7		✓	✓	✓	4	0
Keyworker – PA (DF)	3 <sup>rd</sup> Sector	B4/KR7		✓	✓	✓	3	1
Keyworker – PA (SB)	3 <sup>rd</sup> Sector	B4/KR7		✓	✓	✓	4	0
*P/T – part time roles								

## Section 3: Top 3 Risks

Top 3 Risks				
#	Description	Risk (RAG)	Mitigation action(s)	Risk after actions (RAG)
1	Shortage of regulated placement providers encouraging the use of unregulated services to accommodate and support children and young people with complex needs.		To reduce the risks of undesired outcomes, Keyworkers have suggested the development of grab packs for social workers to share with the care providers when setting up an unregulated placement. These packs can include templates of risk assessments, recording sheets, guidance on setting up a placement, expectations from social care etc. No such packs currently exist, and individual social workers use their initiative when setting up each placement. The provision of a grab pack should further safeguard children and young people as it would ensure better monitoring of care and the staff team will be more informed of expectations and good practice. It should also relieve tensions between the relationship of social worker and care staff as expectations will be clearer from the outset.	

2	Constant change and challenges of recruitment in wider health, social care and education sectors.		Whilst there are localised solutions in progress, these need to be supported by targeted national campaigns.	
3	Disproportionate split of cases across Keyworking (Practice Consultant) Team. One Practice Consultant currently focussing on 18+ cohort but an increased number emerging that needs support		Recruitment of additional keyworkers for 18+ to provide support at all levels of our model – Practice Consultant, PBS Practitioners, Peer Associate	