

## DECISION RECORD <sup>1</sup>

Officer Key Decisions are subject to the Council's Call-In Procedure (Annex 9 of the Council's Constitution <https://www.hertfordshire.gov.uk/about-the-council/freedom-of-information-and-council-data/open-data-statistics-about-hertfordshire/who-we-are-and-what-we-do/who-we-are-and-what-we-do.aspx>)

**Subject: To extend Hertfordshire County Council's Contract for the provision of the 'KIDS hubs' service**

*(Please use the same title as provided in the Forward Plan)*

Staff Contact: Julie Reddish  
Tel: 01438 843873

Executive Member: Teresa Heritage  
Portfolio: Children's Services

### 1. Decision

The decision is to extend Hertfordshire County Council's Contract for the provision of the 'KIDS hubs' service, whilst a review of the SEND IAG Services is undertaken and recommendations on providing the best way for parents and families to access information, advice and guidance (IAG) in relation to SEND services.

### 2. Reasons for the decision

Given that the original IAG review was some time ago, and some areas of work have developed since then, and need may have changed, it is proposed that some further exploration is undertaken to ensure that any options for the phone line will effectively meet needs, and sit alongside broader IAG approaches and beyond through SEND Transformation. These include:

Some proposed next steps are set out below for consideration which will need input from colleagues and:

#### Exploration, intelligence gathering

- Consider and explore interdependencies and status of related areas of work by key officer groups across ISL, 0-25 SEND commissioning; Family services commissioning, Customer services, and SENDIASS and identify project team to progress proposals;
- Determine status of contracts with Kids Hubs and further exploration of role of these services;
- Engagement with parents around need, including HCPI and through parent interviews, and where necessary regular meetings with officers to steer and shape proposals;
- Review and scope likely cost of telephone line

#### Submission to SEND Executive

- Paper to SEND Executive with proposals, project initiation document, including reference to cost, and strategic alignment

#### Building detailed project plan and project infrastructure to implement

- Depending on outcomes of exploration and intelligence gathering, build a clearer detailed project plan and determine key steps to operationalise phone line (with likely need for some formal consultation) and timeframes for implementation.

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### 3. **Alternative options considered and rejected** <sup>2</sup>

There is a retender of the Kids Hub services without finalising the review the SEND IAG Services and providing recommendations on providing the best way for parents and families to access information, advice and guidance (IAG) in relation to SEND services.

### 4. **Consultation**

(a) **Comments of Executive Member** <sup>3 4</sup>

(b) **Comments of other consultees** <sup>5</sup>  
SEND Executive Group

### 5. **Following consultation with, and the concurrence of the Executive Member, I am proceeding with the proposed decision.**

Signed: 

Title: Operations Director Specialist Services    Date: 4th March 2019

### 6. **Copies of agreed document to:**

- All consultees
- Chairman, and Vice-Chairmen of the Overview and Scrutiny Committee
- hard & electronic copy (for public inspection both at County Hall and on Hertsdirect) Democratic Services Manager - Room 213 County Hall.

<sup>1</sup> for guidance see Chief Legal Officer's note "Taking Decisions"

<sup>2</sup> details of any alternative options considered and rejected by the officer at the time the decision was made

<sup>3</sup> record any conflict of interest declared by any Executive Member consulted. If an Executive Member declares a conflict of interest DO NOT PROCEED without seeking advice from the Chief Legal Officer

<sup>4</sup> If the matter has general significance for the Council and/or is, or is likely to be, controversial, then the officer shall consult the appropriate Executive Member before proceeding. In some cases it will be necessary to consult more than one Executive Member, and in some cases the Leader of the Council will need to be consulted

<sup>5</sup> If the matter has local significance, but no general significance for the Council and no controversial aspects, the officer shall consult or inform the local member in writing (or by e mail) and proceed. It is essential that all officers responsible for delivering services ensure that local members are kept well briefed on issues affecting their areas.