Priority 4.2 - Develop local solutions that can support the "Tell it once" culture						
Key actions to address the area of development	Success measures	How will we deliver on this? Individual milestones	Date to be completed by	Owner of the action	Progress Update	Rag
4.2.1. Development of a non digital solution that will ensure children will only need to tell their story once	We will fully understand the 'Tell it once' culture and what this means to CYP, parents and carers. Bury people will not feel the burden of having to tell their story over and over again.	1. Explore and define with all stakeholders but particularly CYP, parents and carers the definition of a"Tell it once culture" and what good would look like for this. We will ask CYP, parents and carers through widespread conversations, engagement and surveys.	6m	Data sharing T&F group	Being explored through the EHCP group to understand how the implementation of an IT system can be an enabler to support this. Following this the wider context of tell it once will be explored through the co-production group, likely this will be carried out via focus groups to capture the views in person so we have a true undertsanding of the meaning	
		2. Co produce the my story, my passport with partners across the system and with children and families	6m	Data sharing T&F group and Co-production work stream	Agreed this action will be steered through the co-production group,	
	CYP, parents and carers will understand complaints processes for the services they come into contact with. Feedback from compliants will directly feed into the commissioning cycle for service improvement.	3. Complaints processes will feed into service level improvement	6m		Build on current complaints processes that in part are effective in feeding into service level improvement, e.g. current informal complaints about HYM has led to a full service review. Parents describe barriers when complaining to Providers the CCG commissions services from	