

Topic of Importance Response: **Parents on panels**

Summary

Responses received from:
<ul style="list-style-type: none"> ● SEN Panel ● Children and Young People's Quality and Expenditure Panel ● Early Support ● Early Help ● Transport panel ● Adults Quality and Expenditure Panel ● Primary Behavioural support panel ● SEN Inclusion Fund

Topic of importance	Parents on Panels Original paper from Family Voice Peterborough: https://drive.google.com/file/d/0B5SanH_wY-tbWmd2MWRBZGY3UHU3eFBnOS1pbGUyRzNZNmXJ/view?usp=sharing
Areas for consideration	<ol style="list-style-type: none"> 1. For PCC to consider exploring different ways to communicate decisions with parent carers and young people 2. For PCC to consider what information can be provided in addition to the information that is currently provided on the local offer about who makes decisions and how. 3. For PCC to consider providing case studies that demonstrate the decision making and feedback process and for these to be available via the local offer
Highlights from responses from local authority / services	<ul style="list-style-type: none"> - SEN Panel decisions are communicated to parent carers and young people via telephone calls and written letters. - Finalised decisions from CYP Q&E Panel are communicated to parent carers / young people and case files are updated up to 48 hours after panel meetings. CYP Q&E Panel reviewing terms of reference, which will be published. - As part of the Early Help Pathway, Multi-Agency Support Groups (MASGs) have representations made on behalf of parent carers/ young people through the Lead Professional involved (often a school staff member), who also communicates decisions from the panel. Due to the high volume of cases responses directly from the MASG are not possible but the panel will ensure timely processes are followed. - Transport panel communicate decisions in writing to parent carers, in order to ensure the right (and means) of appeal are shared. Terms of reference for this panel are published on the local offer. - Adults Q&E Panel communicate decisions through the social worker. The panel are willing to review local offer descriptions and consider creating case studies, possibly as part of an annual report that would also include evidence feedback. - Primary Behaviour Panel (as part of Early Help) communicate decisions through the school. Before panel meetings a home visit is carried out with information being sent to both parent carers (via a printed letter) and schools (via email). - Early Support Pathway Panel need to be consulted.
Suggested actions	<ul style="list-style-type: none"> ● A number of panels requested further details on what could be improved (ie, what are parent carers looking for) on their local offer descriptions. FVP could give share/investigate specific feedback on descriptions of

	<p>panels on local offer, to help shape developments.</p> <ul style="list-style-type: none"> • Could local offer descriptions include signposting to parent carer forum for advice / training on representing parents (on panels)? • SEN, MASG, Transport, CYP and Adults Q&E Panels willing to review content on local offer (including terms of reference) to clarify who is involved in panel, how decisions are communicated, etc. • Generic case studies could be drawn up highlighting experiences with panel decision making (with at least some from the parent carers / young person's perspective) and published on the local offer.
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Individual responses received:

<p>Response from (ie, service, panel, person?)</p>	<p>Special Educational Needs (SEN) Panel</p>
<p>Response from local authority / services</p>	<p>The Statutory Assessment and Monitoring Service communicate individual panel decisions in writing to the parent/carer/young person. The need for this to continue is important as the response is required to include details regarding the right of appeal if the recipient does not agree with the decision. In addition to this, staff always try to communicate the outcome of a panel decision by telephone before sending the written decision, this allows parents/carers/young people the opportunity to discuss the outcome in more detail if they wish. PCC could consider how the information on the Local Offer could be expanded to provide further detail about the SEN panel. These could be made available and added to the Local Offer.</p>
<p>Actions / Impact of considerations (please use bullet points)</p>	<ul style="list-style-type: none"> • Legal requirements around making parents/carers/young people aware of their right of appeal. • What sort of further information is requested relating to SEN panel from parents/carers/young people?

<p>Response from (ie, service, panel, person?)</p>	<p>Children and Young People's Quality and Expenditure Panel</p>
<p>Response from local authority / services</p>	<p>Social Workers/Team Support Workers usually wait until the Decision Notice has been signed off before feeding back to parent carers/families; this is an element which could be made clearer on the Local Offer. Following CYP Q&E Panel, Social Workers/Team Support Workers should feed back to parent carers/families within 24-48 hours. This could be clarified within the Local Offer information to ensure that the process of communicating decisions with parent carers/young people is more streamlined. Decisions following panel should also be distributed to all panel attendees alongside being uploaded to the CYP's file on Liquid Logic. Outcomes should be outlined as part of the Social Worker's assessment process and be clearly articulated in the C&F Assessment. Referrals should therefore clearly outline the outcomes sought from the requested resource. Currently, elements of panel process and panel</p>

	<p>report formatting is being reviewed to further promote clarity in decision making and feeding back to parent carers/young people.</p> <p>The CYP Q&E Panel Terms of Reference will soon be uploaded to the Local Offer, alongside the currently available information to provide more detail and clarity. It would be helpful to know if the information currently on the Local Offer (under Decision Making) is easy to find and in the right location.</p> <p>Whilst a Case Study may prove too easily identifiable and too case specific to provide comprehensive information to those concerned, an overview of panel activity will be collated to provide an overview of all referrals & decisions for a certain period; this will document the requests and decisions/actions.</p>
<p>Actions / Impact of considerations (please use bullet points)</p>	<ul style="list-style-type: none"> ● Ensure panel decisions are fed back to parent carers/young people in a timely manner ● Ensure panel decisions are uploaded the the CYP's case file in a timely manner; and ensure that these panel decisions clearly document the decisions made, outcomes sought alongside relevant discussions/actions ● Upload the CYP Q&E Panel Terms of Reference to the Local Offer ● Make amendments to the information available on the Local Offer, following feedback from parents carers/young people; ensure that this is easy to locate on the Local Offer ● Collate an overview of panel activity document for parent carers/young people to review

<p>Response from (ie, service, panel, person?)</p>	<p>Early Help - MultiAgency Support Group</p>
<p>Response from local authority / services</p>	<p>Prior to any case being heard at MASG, the voice of the child and parent/carer will have been captured in the Early Help Assessment populated with the assistance of the Lead Professional. For school age children, this will very often be a member of staff from the school community.</p> <p>Parents / carers must have given their consent to have their case discussed as MASG prior to the case being heard. The Lead Professional is invited to attend MASG to present the case and to present the views of the family. There is an expectation that the Lead Professional will already have spoken to the family about what sort of support they will be happy to engage in.</p> <p>Following discussion at the panel, the Lead Professional will be asked to go back to the family to discuss the proposals and recommendations and gather their views on these.</p> <p>A set of recommendations following discussion is produced and stored on the child's open episode on Liquid Logic Early Help Module. The Lead Professional can access this record and is asked to share the recommendations with the family. They can be downloaded from the system and printed off to share with the family. The volume of new cases and cases reviewed at each panel is too great to consider the Local Authority taking on responsibility for sharing the decisions at panel directly</p>

	<p>with the parents and this is why the role of the Lead Professional is so critical. For those children electively home educated or not in education, a nominated representative from the LA will communicate directly with the family.</p> <p>At each review, feedback from the family is directly requested to help shape future provision.</p> <p>The Terms of Reference for MASG has recently been updated and currently going through the appropriate governance and sign-off procedures.</p> <p>In terms of case studies, we would be able to give some generic examples of what MASG can offer, but would be unable to provide details on specific cases</p>
<p>Actions / Impact of considerations (please use bullet points)</p>	<ul style="list-style-type: none"> ● Ensure panel decisions are fed back to parent carers/young people in a timely manner through the identified Lead Professional. This is recorded as a separate action on the MASG recommendation sheet. MASG panel to emphasis the importance of this being done. ● Ensure the voice of the child and parent/carer is captured in the update questionnaire sent out to Lead Professionals and services providing interventions when a case is reviewed at MASG ● Ensure the voice of the child and parent/carer is present on the end of intervention impact report completed by the service at the end of each delivered Early Help intervention (for example, a period of 1:1 family support work in the home) ● Upload the MASG panel Terms of Reference to the Local Offer ● Ensure the MASG panel recommendations are authorised in a timely manner to ensure the child and parent/carer are informed of the recommendations swiftly.

<p>Response from (ie, service, panel, person?)</p>	<p>Transport Panel</p>
<p>Response from local authority / services</p>	<ul style="list-style-type: none"> ● The Passenger Transport communicate individual panel decisions regarding transport in writing to the parent/carer/young person if transport is refused. If transport is agreed transport is arranged and parents are informed of the arrangements. We need to continue to write a letter when transport has been rejected as it is important to include details regarding the right of appeal if the recipient does not agree with the decision. In addition to this, staff always try to communicate the outcome of a panel decision by telephone before sending the written decision, this allows parents/carers/young people the opportunity to discuss the outcome in more detail if they wish. ● The terms of reference for Transport Panel's are available on the Local Offer we are happy to revisit the information but would like to understand what further information is requested? ● These could be made available and added to the Local Offer, could we have examples of case studies in other areas to help develop this?
<p>Actions / Impact of considerations</p>	<ul style="list-style-type: none"> ● Legal requirements to inform parents/carers/young people of their right of appeal.

(please use bullet points)	<ul style="list-style-type: none"> • What sort of further information is requested relating to Transport panel from parents/carers/young people?
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Response from (ie, service, panel, person?)	Adults Quality and Expenditure Panel
Response from local authority / services	<ol style="list-style-type: none"> 1. For PCC to consider exploring different ways to communicate decisions with parent carers and young people <ul style="list-style-type: none"> ○ The Social Workers who present applications (based on their statutory assessments) at panel will feedback the decisions captured by the panel clerk. This provides a clear and quick feedback loop for clients, families and carers. ○ For adults with complex needs that involve very complicated scenarios which include multi-agency funding (Continuing Care) the communication by the social worker with the family is crucial to explain the complexity of decisions made. ○ For a number of clients that don't have capacity and are subject to Powers of Attorney (or other Mental Health Act) the role of the Social Worker in clearly communicating decisions to families is critical within those statutory(Mental Health) guidelines/legislation. If the communication provided was not accurate or presented without a full understanding of the condition it could have a detrimental impact on the client and family and may lead to a legal challenge. ○ To develop a feedback loop through the Social Workers to determine the views of Clients, Carers and Families - quality audit tool that can be completed alongside/with (incorporated) the service shortfall form. 2. For PCC to consider what information can be provided in addition to the information that is currently provided on the local offer about who makes decisions and how. <ul style="list-style-type: none"> ○ The information relating to the Adults Quality and Expenditure Panel could be expanded as part of the local offer 3. For PCC to consider providing case studies that demonstrate the decision making and feedback process and for these to be available via the local offer. <ul style="list-style-type: none"> ○ The cases that come to the Adults Quality and Expenditure Panel have a variety of differing presenting issues that could be developed into complex cases studies that could inform the local offer. Clearly this would require permissions etc. Could be part of an Annual Report that could also evidence feed-back on activity, decision making and attendance.
Actions / Impact of considerations (please use bullet points)	<ul style="list-style-type: none"> • Making clients, carers, families aware of the Quality and Expenditure Panel and its remit to support decision making • Ensure panel decisions are fed back to clients, carers, families in a timely manner • Ensure panel decisions are uploaded onto Framework i (electronic systems) in a timely manner; and ensure that these panel decisions clearly document the decisions made and outcomes. • Upload the Quality and Expenditure Panel Terms of Reference to

	<p>the Local Offer</p> <ul style="list-style-type: none"> ● Make amendments to the information available on the Local Offer, following feedback from clients, carers, families- feedback loop ● Explore the development of an annual report than can provide feed-back on activity, decision making and attendance.
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Response from (ie, service, panel, person?)	Primary Behaviour Support Panel
Response from local authority / services	<p>(From Claire George) This service is provided by the Pupil Referral Service. For Primary Panel referring schools have already completed an EHA which families have actively contributed to and agreed. There is a specific Consent Statement for parents / carers to sign so they know exactly what information will be shared with which partner agencies All referrals to primary panel receive home visit – so parents, carers and young people are involved in a face to face opportunity to tell their story. This also provides an opportunity for parents, carers and young people to be directly involved in decision making around the support plan to be offered.</p> <p>We could provide case studies to be included in the Local Offer to demonstrate the depth and breadth of panel activity</p> <p>(From Chair of Primary Behaviour Support Panel)</p> <ul style="list-style-type: none"> ● All requests for Primary Behavioural support from all primary settings must have first been referred via an early Help. “Voice of the child being captured”. ● Once a decision for E.H and then Behavioural support is decided upon the request is transferred to Behavioural Support “ Panel Admin” by the Early Help team. ● Once all paperwork is in place with the relevant updates and correct authorities Re information share a space at the next available Behavioural support panel is allocated. (Fortnightly panels). ● At the same time as allocation of a panel date, panel admin will identify a date for a home visit, this will include the child. Each and every referral has a home visit which is carried out by Head of service and the early intervention manager pre-panel where possible. ● This is communicated by way of a hard copy letter to the parent/carer and Email to school, this safely allows for the absence to be authorised and recorded in the correct manner. ● The panel will then be conducted and completed with a range of actions being identified. ● Actions will be shared with the school and then to parent/s by school ● Any Family intervention worker allocated from panel will result in contact by a Family intervention specialist (FIS) for a 4 - 6 week period. ● If a F.I.S is allocated parents are fully involved and updated as the process progresses. ● School is also fully involved and updated which allows triangulation and a safe working environment for all. ● All CP and CIN cases are fully accepted but a joined up approach is requested from CSC as lead professional.

Actions / Impact of considerations (please use bullet points)	<ul style="list-style-type: none"> ● The Service has a new website which links directly to the Local Offer www.pprseducation.co.uk ● Ensure panel adoption and subsequent decisions are communicated in a timely manner. (immediately after panel) ● Ensure that the E.H is updated ● Collate an overview of panel activity and share with other professionals and family where appropriate ● Attend any CP / CIN meetings where appropriate in support of the family.
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Response from	Early Support Pathway Panel
Areas for consideration	<ol style="list-style-type: none"> 1. For PCC to consider exploring different ways to communicate decisions with parent carers and young people 2. For PCC to consider what information can be provided in addition to the information that is currently provided on the local offer about who makes decisions and how. 3. For PCC to consider providing case studies that demonstrate the decision making and feedback process and for these to be available via the local offer
Responses from local authority / services	<p>1.The lead professional who attends the Early Support multi-agency meeting feeds back the recommendations to parent/carer. An outcome letter is sent to the parent/carer as well. The Early Support Coordinator- will ask the lead professional if she/he would like the Early Support Coordinator to feed back the recommendations to the parent/carer.</p> <p>*If the lead professional is not able to attend the Early Support meeting/ the Early Support Coordinator will attempt to contact the lead professional directly- so that they can feedback to parent/carer in a timely manner.</p> <p>*The Early Support Coordinator -is happy to discuss and help explain the outcome of the Early Support meeting to the parent/carer and this is noted within the context of the letter sent to parent/carer.</p> <p>*Family Voice are one of the representatives at the Early Support Stakeholders meeting/ and this provides an opportunity for parent/carer voice to be directly heard/and to contribute to driving the Early Support processes forward.</p> <p>2.Decisions at the Early Support Multi-agency meeting are made on a very individual basis/case by case respectively- based on individual medical information/and developmental needs of the young child/and based on any additional information captured in the body of the Early Help Assessment- which holds a holistic view of the child and family . The Early Support members consists of Health professionals (including either one of the following representatives from the Child Development Centre-Paediatrician/Clinical Psychologist/or Clinical lead SALT /Educational Professionals/and a representatives from the children' Centres.</p> <p>3.Due to the complex medical nature of the cases going to Early Support-this</p>

	may not be appropriate as case studies on the local offer/however it would be beneficial to consider how/or what further information could be including to update the local offer.
Actions / Impact of considerations (please use bullet points)	

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Response from	SEN Inclusion Fund
Areas for consideration	<ol style="list-style-type: none"> 1. For PCC to consider exploring different ways to communicate decisions with parent carers and young people 2. For PCC to consider what information can be provided in addition to the information that is currently provided on the local offer about who makes decisions and how. 3. For PCC to consider providing case studies that demonstrate the decision making and feedback process and for these to be available via the local offer
Responses from local authority / services	<p>Every local authority has to allocate funding from the funded early years education entitlement received for 3 & 4 year olds to provide a SEN Inclusion Fund. This funding is directly for early years settings to allow them to provide better support for children in their setting who may require some level of additional support to access the early years foundation stage. Discussion in relation to this funding is with the setting requesting and the setting will then discuss with parents/carers how they are utilising this funding. Parents have however to have signed any request and agreed the information provided by the setting.</p> <p>The amount allocated for this funding is agreed by the early years and childcare providers as it is taken from the funded early years education entitlement and impacts on the level of funding available in the hourly rate paid to providers. This funding sits alongside the early years funded entitlement.</p> <p>Settings are able to request additional funding to support them in their role in providing access for all children to the early years foundation stage .For a setting to be able to request funding children they are looking to provide more support too need to be accessing the 3 or 4 year old funded entitlement and be on the Early Support Pathway. Requests are reviewed half termly by those working directly with the setting and the level of funding agreed is looked at on a setting by setting basis based on level of need.</p>
Actions / Impact of considerations (please use bullet points)	<ul style="list-style-type: none"> • This is a set allocation of funding taken from the hourly rate , the total amount allocated to the SENI fund and the rate available to providers is decided by they early years and childcare sector.