

## **SEND Steering Board**

**Tuesday 16 July 2019, 12.00 - 2.00 pm**  
**Town Hall, Maidenhead**

### **Present:**

Sarah Bellars (Chair) – Director of Nursing and Quality, Clinical Commissioning Group  
Liz Kelsall (Vice-Chair) – Chair of PaCiP  
Kevin McDaniel - Director of Children’s Services  
Joolz Scarlett – Head Teacher, Manor Green School  
Helen Alderman - Operational Lead for CAMHS & CYPIT East and Strategic Lead for CYPIT, BHFT  
Debbie Hartrick – Designated Clinical Officer SEND, Clinical Commissioning Group  
Chris Tomes – Head Teacher, Churchmead School  
Helen Alderman - Operational Lead for CAMHS & CYPIT East and Strategic Lead for CYPIT, BHFT  
Hannah Golec (Minutes) - Business Support Team Leader for CYPDSm Early Help and Education, AfC

### **Apologies:**

Alison Crossick - Associate Director for Inclusion (interim)  
Cllr Carroll - Lead Member for Adult Social Care, Children Services and Health  
Jennifer Humphreys – Communications and Marketing Officer, RBWM  
Louise Kerfoot – Learning Disability Service Manager (Optalis)  
Janette Fullwood – Head of CYP&F Clinical Commissioning Group  
Karen Cridland – Director of Children’s Service, BHFT

## **Minutes**

### **1. Welcome and apologies**

This meeting was jointly chaired by Kevin McDaniel and Sarah Bellars.

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### **2. Minutes of last meeting, actions and matters arising**

The minutes from the SEND Steering Board meeting on Wednesday 05 June 2019 were reviewed for accuracy and for actions outstanding:

- Sarah Bellars discussed with Karen Cridland who from BHFT would be presenting on the Inclusion Charter and the journey so far with Liz Kelsall and Kelly Nash.  
**Action: Helen Alderman to follow up with Karen Cridland**
  - Information on the Market Place was shared with the SEND Steering Board.
  - SEND Revisit: Kevin McDaniel ran through the presentation at the Health and Wellbeing Board. The feedback and format recommendations for the presentation was to feature the themes first, then to show the progress, impact and next steps. **Action: Alison Crossick to amend the format of the presentation**
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- Kevin McDaniel noted a different approach for the agenda, to focus more on the family experience. This is largely due to the change in Assessment Coordinators in the Children and Young People Disability Service.

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### 3. Work Stream Updates

#### Workstreams 1 - 4:

- Helen Huntley has been working on the Inclusion Mark which was piloted in Cookham Rise; Chris Tomes was an auditor who reported it was a real opportunity to celebrate good practice. It was also noted that Primary Schools are signing up to do more.
- Kelly Nash, Area SENCo, has been in post for six months and feedback to date has been very positive.
- The Berkshire Association of Secondary Headteachers (BASH) meeting is a push to get schools involved in different panels and groups. Clive Haines and Helen Huntley both attended the meeting on 4 July 2019; this was well received and demonstrated accountability.

#### CCG / BHFT updates:

- The CCG reported a large focus on mental health and the Green Paper; which is creating community-based Mental Health Support Teams in schools across East Berkshire. This will be funded for one area.
- It was also reported that the final review for ATTAIN is approaching. This has been shared with the Directors of Children's Services and will be shared more widely.
- The tripartite panel commences on 17 July 2019.
- The SEND Participation Event is being planned and will be held in October.

#### PaCiP updates:

- Considering plans for September 2019, Liz Kelsall expressed concern that the feedback obtained from parents is becoming out of date. PaCiP will not be holding a family event this year so parents will be asked to complete an online survey. PaCiP's AGM was held in March 2019 so the feedback received from parents will be six months out of date if the revisit is in September 2019. PaCiP want to consider how to obtain up to date feedback from parents quickly. The Steering Board stated the feedback from the AGM is still reasonable, and recommended that PaCiP continue to survey twice a year (March and September). It needs to be sustainable, reasonable and proportional.
- PaCiP's Steering Group is currently at four members. PaCiP have now partnered with Rose Road who will be responsible for the operational load to allow PaCiP to focus on local priorities.

There has been a high turnover of staff in the Children and Young People Disability Service during the first quarter. Feedback from assessment coordinators has been that the role is very challenging with little authority.

There are approximately 180 children / young people allocated to each Assessment Coordinator in the Children and Young People Disability Service. Kevin McDaniel noted that parents and carers have a perception that the Assessment Coordinators are the case worker. When the issuing of Education, Health and Care Plan are delayed or the process has slowed down and parents phone for an explanation, they feel they are not

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responsive. The majority of the phone calls the service receives are pressure calls, and the way in which the Assessment Coordinators are spoken to on the phone is not always respectful. The Assessment Coordinators are generally waiting on information to enable them to coordinate the plans. RBWM has decided to increase the number of posts by two, taking the total number of Assessment Coordinators to six posts.

Through personal choices, there is going to be significant management changes in the coming quarter which will include an interim SEND Manager post. Kevin McDaniel noted he will send the interview dates to the Steering Board as he would like a representative from Health, Education and Parents to attend. Liz Kelsall further noted she would like parents or carers to sit on the interview panel for parent facing roles.

Kevin McDaniel also reported that, following a number of complaints, the service is once again looking for a Complex Case Assessment Coordinator. The previous post holder has agreed to commit to the role two days a week in the interim. These changes will be communicated to parents and updated on the Local Offer.

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#### **4. Inclusion Summit Update**

Sarah Bellars noted a six week lag on Health data, so the 2018-19 financial year data can be expected at the end of July 2019.

The Steering Board ratified the documents for the Inclusion Summit. Minor amendments were made to the feedback forms.

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#### **5. Family Experience**

Following the update on assessment coordinators, Helen Alderman noted it would be useful to have more of an understanding of each others roles so that the details of the role is clear. Sarah Bellars noted there is a standard about professionals not responding, and questioned how we respond to this. It was suggested a shared agreement on an escalation process is required. The escalation framework should be that it escalates to the manager, then to the manager's manager, and ultimately to Kevin McDaniel or Sarah Bellars. Helen Alderman noted that she will feed this back to her team.

Kevin McDaniel noted that the Assessment Coordinator holds no power when professionals fail to respond to them in line with the statutory timescale that applied. One difficulty is that as we consult with more than one school for each child, a late response can be a tactic to reduce the likelihood of being asked to accept a child.

Kevin McDaniel questioned how we can make parents and carers see what work has happened to date and what part of the EHCP cycle the plan is currently in. Liz Kelsall suggested a monitoring or tracking system, however this is not feasible with PARIS. Sarah Bellars noted we need something for parents to update them on where they are in the process, but we need a system that allows us to inform parents without it being 'faceless'.

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Kevin McDaniel noted that 72% of local authorities inspected since Sept 2018 have required a written statement of action, and that Ofsted's analysis is that parents are clearer in what the SEND code of practice statutory guidance says they are entitled to. Schools are facing financial and resource difficulties and as a local authority we are continuously reminded that we cannot go over budget.

Liz Kelsall noted we need to do some work around managing expectations for parents, although one of the biggest concern from parents is that the Assessment Coordinators are pulling together an Education, Health and Care Plan without having met the child or young person. Kevin McDaniel noted that the Assessment Coordinators are not professionals. Liz Kelsall suggest the idea of draft plans not being emailed, but instead arranged as a planned visit with the Assessment Coordinator and the family. This will have resource implications for the SEND team.

Debbie Hartrick noted that the Head of SEN attends the East Berkshire SEND meeting, and queried whether this needs to happen to learn from all the three areas.

Liz Kelsall noted another frustration for parents is knowing when a request has not been agreed at panel. Kevin McDaniel stated the panel process is more than one person, and the Assessment Coordinators are not part of that panel. People can cope with a request not being agreed, if there is an explanation. External schools generally only come to a panel, when they have a case, however Kevin McDaniel and Alison Crossick both agreed that the position on the panel should be a paid-for one for schools, as this creates accountability and objectivity in the process.

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## **6. Thematic report of 3rd East Berkshire EHC Plan Multiagency Audit May 2019**

Debbie Hartrick provided a thematic report for the third audit which has been circulated to all SEND Steering Boards in East Berkshire with a call to action theme.

The findings of the deep dive audit are similar to those in the previous audit. The findings show the child's aspirations are not pulled all the way through the EHC Plan, and the voice of the child is variable across the plans. Some of the Health reports were not up to date, and not all outcomes are SMART.

Going forward audits will be two yearly. The data gathered from these audits provide a baseline, and improvements in quality and consistency is to be seen. The audit tool is now being used internally in RBWM, which should improve quality across the board.

The SMART outcomes should be specific for that child. Helen Alderman noted that objectives sometimes need to be short, as it is right for the child or young person at that point in time. The child's aspirations should run coherently throughout the plan and Debbie Hartrick noted that if we get the basis of the plan right then the voice of the child is naturally heard throughout. Education capture this well in their annual reports, so we therefore need to learn from other agencies.

Kevin McDaniel asked who is responsible for achieving the actions set out in the recommendations. Debbie Hartrick stated each individual agency will be asked to produce

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an action plan to be brought to the SEND Steering Board. They will be asked to report back after one school term, which will be in January 2020.

The next audit is in November 2019. Debbie Hartrick will produce an executive summary.

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**7. AOB**

Sarah Bellars noted other DCS' have raised concerns about collaborative commissioning. Kevin McDaniel feels that there is often a practical block on decisions being made due to late invitations to decision meetings, where LA's are not in a position to attend or make a decision at that moment in time given the nature of education funding.

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**8. Date of next meeting**

To be arranged for week commencing 16 September 2019.

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