



**Parent Carer Needs Assessment (PCNA) Process Flowchart
If child is NOT known to Achieving for Children**

Day 1

- PCNA request received by SPA.
- The PCNA request to be sent to DCT manager tray where it will be allocated within DCT Family Support

By Day 10

- Initial visit to parent / carer to have been completed

By Day 20

- PCNA form to be completed and sent for discussion at panel (to be sent via email to ISCD Business Support and Head of Service, Children with Disabilities team, who will add to panel agenda)

- PCNA to be discussed at the next PCNA panel, which takes place on the 3rd Wednesday of every month.
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- Outcome to be shared with parent / carer within 5 working days of the panel taking place; panel will feedback to the professional who undertook the PCNA and it is their responsibility to inform the parent/ carer of the outcome.
- Panel will also send a letter to the parent / carer with the outcome within 10 working days.
- Panel will inform Business Support of the outcome so this can be added to the PCNA data tracker.

- If parent / carer is unhappy with the outcome of the PCNA, they must inform the professional who undertook the assessment in writing (letter or email) within 10 working days so this can be sent for appeal.
- Appeals will be heard within 10 working days and responses to parent / carer within another 5 working days.

Notes:

Panel members: Team leader Specialist Community Nursing
Short Breaks Manager
Head of Service, children with Disabilities Service

Appeals Panel: Associate Director for Health
Associate Director for Identification and Assessment



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Panel will review tracker every 6 months for themes to be identified and will feed information back to councils.