

**RICHMOND SEND PARTNERSHIP BOARD**  
**Salon, York House, Twickenham**  
**29 January 2020 – 9.30am – 11.30**

<b>Attendees:</b>	
Ian Dodds (ID)	Director of Children’s Services, Richmond Council
Anna Chiva (AC)	Associate Director of Special Educational Needs
Tracy Mabbs (TM)	Early Years provider representative
Tonia Michaelides (TM)	Managing Director, Kingston & Richmond CCG
Kirsty Hogg (KH)	Commissioning Support Lead, Richmond Council
Grace Over (GO)	Participation Officer for Children and Young People with SEND, AfC
Ian Hutchings (IH)	Headteacher, Sheen Mount Primary School
Charis Penfold (CP)	Director of Education Services, AfC
Jonathan Rourke (JR)	SENDIASS Team Coordinator for Richmond and Kingston, KIDS
Ashley Whittaker (AW)	Programme Director, AfC
Natalie Douglas (ND)	Deputy Director Clinical Services for Richmond and SW London
Cllr Penny Frost (PF)	Cabinet Member for Children/Schools, Richmond Council
Aaron Guiver (AG)	Parent representative
Alison Stewart (AS)	Designated Clinical Officer
Doreen Redwood (DR)	Lead Children’s Health Commissioner, Kingston & Richmond CCG
Heather Mathew (HM)	CYP Voluntary Sector Strategic Lead Manager, Richmond CVS
Sara Doyle (SD)	Associate Director for Identification & Assessment, AfC
Alex Hardy (AH)	Independent Supporter, Ruils
Alison Danks (AD)	Associate Director of Health Services
Claire Schneider (CS)	Clinical Service Manager for Paediatric Therapies
Karen Lowry (KL)	AfCinfo/SEND Local Offer Website Manager
Heema Shukla (HS)	Consultant in Public Health
Michael	Young Person representative
Juliana Braithwaite (JB)	Commissioning Manager - Learning Disabilities Team (Adults)
Cathy Maker (CM)	Chief Executive, Ruils
Louise Edwards (LE)	Parent representative
Janice Riley (JR)	PA to Ian Dodds, minutes

<b>Apologies:</b>	
Elaine Ball (EB)	Headteacher, Orleans Park School
Ivan Pryce (IP)	Headteacher, Strathmore Special School
Laura Turner (LT)	CEO, Richmond Mencap
Pranay Chakravorti (PC)	Adult Services, Richmond Council

## 1. Introductions and welcome

## 2. INFORM

### a) Data Dashboard and Analysis

AW presented the previously circulated dashboard and noted that we are now in a good place for reporting and collecting information. Number of plans audited are still low but we are collecting the data and the numbers will therefore improve. SEN Support data will be included in Q4. We are reaching out to a wider group of families and young people. Waiting times are still a concern for Tier 2 CAMHS and Tier 3 was worse than Q1 so we need to monitor closely. There are issues around recruitment – ID is chairing a Workforce Task and Finish Group which plans to address this. Number of EHCPs continues to increase – total increased by 9%.

AH asked if the criteria for the audits is available – CP responded there is a QA process in the SEN team and there are now bi-monthly with education, health and social care representatives. Three of these have been done so far. A document is used for this to help us look at trends. AS noted that a preliminary deep dive has used an audit tool which is used nationally. We are looking at setting up a deep dive based on providers' advice. Criteria can be shared with parents. AC noted that we are in the process of agreeing a template across London boroughs. LE asked if SEN Support feedback is requested through all schools and it was confirmed that it is. AC said we get better feedback once final plans are issued. AG noted that some parents are frightened to give negative feedback as they feel there may be some retribution. AW is hopeful that the Parent Carer Forum can help to improve trust issues for parents.

AH asked how many annual reviews are completed in each quarter and percentage. This is not currently included in the data dashboard but we could look into the possibility of it being added. The management of Annual Reviews and the system around this is improving. We have been working with schools, Health Care Teams and Social Care to understand where they may need further training and are investing in this. The SEND team has also received additional capacity to enable them to review and triage the Annual Review minutes when they are received, attend Annual Reviews and amend those accordingly. This new process is helping the timeliness in decision making but further work is needed to better manage the SEND team's ability to make amendments, when agreed, in a timely manner.

**Action: AW to follow up on the possibility of adding the figure for annual reviews completed each quarter to the dashboard.**

ID asked AW what we are doing with the information we are gathering. The purpose of the board is for us all to think about what we can do within each organisation to improve areas. ND asked if the 'so what' is being fed into the workstreams. The four workstreams will do this and will make recommendations to the Board.

### b) Quarter 3 Quality Assurance Report

CP presented the report previously circulated. The quality of evidence is crucial in the quality of the plan. We need to be clearer when we have requested a section A and how we can get this information. The SEN Quality Improvement Board are looking at activity on a quarterly basis and assessing how things can be improved. AS is looking

at the process of requests coming to providers and the timeliness and issuing of draft plans. Multi agency training has been organised to look at our approach to person centred outcomes and also operationally how we are writing the plans. It is also looking at families raising issues around how health advice is being incorporated, including the language being used. HM asked if we are looking at the role of finance. CP responded that the quality assurance process does not look at finance although timeliness of pathways are looked at. AH asked if we could please inform him if we don't have a completed Section A. JR suggested the form needs review.

**Action: AH to be alerted if we do not have a completed Section A for assessment.**

### 3. INVOLVE

#### a) Update on parental engagement

AG updated the group on the progress of the Parent Carer Forum group, advising that they are still setting up but making good progress. They are recruiting someone to deal with all admin to ensure continuity. Parent Panel members will transfer across to the new group. Work is being done with local charities and parents and there will be a launch event in March when new members will be signed up.

#### b) Update on SEND Local Offer

Karen Lowry introduced her update using a video. HM noted the video was very good. KL asked all to provide any feedback on the format/content of the video. We are waiting to hear what funding we have available for developing the Local Offer website. AH asked if we have any figures showing how many people are using the website. KL responded that there were 21,047 page views and 180,578 views over the whole site. There were also 6,276 user sessions and 3,737 searches performed. AW noted there are improvements being made all the time as well as this much larger development project.

HM asked what interaction there is with the Children's Information Service. KL responded that the Family Information Service is an official service and they own the community section of the website but are not necessarily in the loop with what is on the Local Offer. KL suggested we may need to think about what they are saying to ensure continuity. CS advised they are in the process of making a video and it would be good to align with what we are doing.

**Action: KL & CS to discuss information for health video.**

ND asked how the Local Offer website viewing figures benchmark and how we make sure we are reaching the families who are not engaging because they need a bit more help. KL advised that there is work ongoing to upskill staff. IH asked what the most common search is. KL responded that it is usually the golden binder, EHCP and Shortbreaks. HM noted that staff within the wider council are not always aware of the Local Offer. KL noted that we are aware that Youth and Children's Centre information is limited and needs some work.

**Action: for us to have a jointly owned communications procedure.**

**c) Annual Public Health Report**

HS introduced the Public Health report with apologies for the lateness. There is a focus on school children and using the whole school approach, including early years and colleges Presentation gives an outline of what they want to do. Looking at the wider picture outside of school to include health and wellbeing. They have looked at what is happening already to ensure this is included and compare how this is working. There is a collaborative approach, engaging the whole school community and working with the engagement teams. A summary of the findings will be presented to the stakeholder group. The idea is to have two or three key priorities to focus on. Email address is on the presentation for everyone to feedback. IH noted that there is an issue with capacity in schools so there will need to be some resource. ID noted we would want engagement with the Parent Carer Forum and inclusion/involvement of young people with additional needs. HM noted we must make sure we equip families to use resources that are out there, looking at digital resources and making sure families are aware of them.

**4. IMPROVE**

**a) Local Government and Social Care Ombudsman Report**

ID gave a presentation and gave reassurance that the audit is being carried out independently and AfC officers are not involved. A second letter is going out to give parents the option of sending their details directly to the independent auditors. The final report will go to committee in June. We currently have five auditors who have never worked for AfC in the past and are not known to us. Some are lawyers and they bring a blended skill base. They are completely impartial.

ND asked about engagement of stakeholders – ID confirmed auditors will contact health partners if required. AS will be the link and can advise auditors who they will need to contact. ID advised that the audit tool will be published.

AH asked about the email address and the fact that it is an AfC email address, advising that this is making parents nervous. ID advised that the new letter going out today will reassure parents that the mailbox is not monitored by AfC staff. ID said that he will look at changing the email address. The mailbox was set up for expediency as we have a short period of time to complete the audit.

We have committed that we will bring in additional auditors if required to complete the audits within the timescale required, however we will go back to the Ombudsman and ask for an extension if we feel this is necessary. JR asked how remote the auditors will be – they will not necessarily be working in the offices but will engage with parents by telephone.

AG advised that he was asked just how independent the SWLP was and whether they had any involvement with the three families. ID is not aware of any previous SWLP involvement with any of the three families. There was some confusion between SWLAP and the South London Legal Partnership (SLLP) who are AfC's legal advisers. CP noted that SWLP are not involved in auditing individual cases but are looking at our process from beginning to end. IH asked if schools could be sent the information that is being sent to parents. AH asked if there has been clarification with the ombudsman around whether we audit cases where we decided a plan was not

appropriate – confirmed there has. Mixed messages are being received so advice outside of the meeting on how we can strengthen our communications would be helpful.

**Action: ID to liaise with PCF regarding additional letter to be sent out to parents/carers.**

**Action: ID to look into changing the email address for parents to contact the auditors.**

**b) CAMHS improvement plans and update on transitions into adult mental health services**

DR noted that performance in quarter 3 shows a slight improvement, however additional investment has been provided to improve performance by Richmond CCG. DR advised that they are looking at changing the model to improve service levels. ASD/ADHD pathway referrals are high which results in long waiting times. HRCH have undertaken a service redesign of the ASD 0-5 years pathway and increased staffing capacity in order to reduce the wait time to the NICE guidance standard of 4-6 months. CCG are currently running an Emotional Health Service Brief Intervention Pilot Project which offers up to four sessions rather than the usual eight where appropriate and if this works it could reduce waiting lists by approximately 25%.

ASD pathway has three elements, 0-5 years and then 6-8 years are split into two groups, local for less complex and the more complex cases are delivered by SWL St Georges. Currently running at about 18 months, HRCH have allocated additional resource and are beginning to address the delay. CS explained some cases are a lot more involved and those not requiring a discussion panel will be quicker. The process has been made more robust around evidence at the first panel meeting and additional discussion meetings have been implemented. We are in line with most other boroughs, although this is not a particularly good benchmark. ND noted that it is important to work with wider partners to give parents the right information and to link with support at the earliest time.

HM asked if only 20% were seen within 8 weeks, how long were the remaining 80% waiting and how many have SEND (Tier 2). DR advised that she will need to report back on this although she is not sure that specific data is collected. CP advised that she does have the recent month's data which can be shared.

The process of the Transition service has always been a concern – young people should be identified at 17.5 years but some providers won't start the process until they are 18. Workshops are being organised across south west London to look at the transition process with providers and introduce a transition passport so that young people will only need to tell their story once. DR advised that they are looking at ensuring links with adult services work better.

There is a resourcing issue with CAMHS single point of access. AS noted there is a cohort of young people with EHCP who are struggling to access services and they are carrying out a deep dive to look at their plans and what is available for them.

**c) SEND Futures Plan**

Postponed to next meeting.

**d) Deep Dive Topic – SEN Support**

CP and AW presented and referred to the report previously circulated. The quality and confidence of SEN support is very important for our children, young people and their families. IH presented an additional report which was tabled, detailing some specific information from three schools, which raised the question of whether greater support is needed for schools. CP recognised the system is not robust enough particularly around funding, which is a challenge all schools are experiencing. EB has identified in the report that it is often felt the only way to get funding is to go through the EHCP route as SEN Support funding is not available. AW noted that we want to reach out to the SEN community to increase clarity and work with schools.

AW circulated sheets requesting discussion in groups around what is working well with SEN Support and what we can do to make things better.

Brief feedback was taken:

- KL - No dedicated section on SEND Support on Local Offer
- SD – Doesn't seem to be anything about when SEN Support stops and EHCP starts. Lost CAF engagement from schools.
- AH – Awareness of the hidden effects of SEN on the child and other children around them.

**Actions: HRCH co production group is this Friday and ND will feedback.**

**5. Minutes of previous meeting and action points**

Agreed

LE raised the action from the November Board - *"MT asked how data is reported if the draft plan is completed and the final plan issued on the same day but work is continuing.*

*Action: CP to check on MT query and report back."* CP deferred to AC who advised that she has asked for a report to be run and will check to ensure this has happened and will share the report.

**6. Forward Plan**

ID advised that suggestions are open to the group and asked all to send any requests to him. The topic for next deep dive needs to be agreed.

**Action: ID/AW will discuss forward plan/deep dive topics with chairs of the Parent Carer Forum.**

**7. AOB**

None

**Future meeting dates:** 9.30am 25 March 2020 – Twickenham Training Centre, Grimwood Road, Twickenham