

## ESCAN / EPCF SG Team Meeting

3<sup>rd</sup> April 2019, Perceval House CR1, 10am – 12o'clock

### Minutes

| <b>Action Points</b>                                                                                                 | <b>By whom</b>                                 | <b>By when</b>   |
|----------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------------|
| To contribute to the FIS Top Tips document                                                                           | <b>Brian Leaning</b>                           | ASAP             |
| To verify costs and dates of Safer Recruitment Training course for 6 parent reps with HR and pass on the information | <b>Chris Jones</b>                             | ASAP             |
| To follow up on finalising Participation Strategy                                                                    | <b>Matthew Jeatt</b>                           | ASAP             |
| To follow up on information session for parents with Brian Leaning on adult services in Ealing                       | <b>Brigitte Bistrick-Bryan / Brian Leaning</b> | ASAP             |
| To email up to date information EPCF with updated details on the Bladder & Bowel service                             | <b>Shabnam Sharma</b>                          | ASAP             |
| To email a plan how the problems would be resolved to Gary R                                                         | <b>Shabnam Sharma</b>                          | ASAP             |
| To present research data around transitioning from mainstream into special schools                                   | <b>Gary Redhead</b>                            | At next meeting  |
| To share new joint health report template for EHCP process with EPCF                                                 | <b>Natasha Patten</b>                          | ASAP             |
| To ensure LA Inspection outcomes main agenda point at next meeting                                                   | <b>Co-Chairs</b>                               | For next meeting |

**Present:**

**Co – Chairs:** Gary Redhead (Assistant Director ESCAN)

Natasha Patten (DCO)

Chris Jones (Children Social Care)

Matthew Jeatt (EPCF-Chair)

**Other members:** Cath Atlee (Head of Integrated Commissioning); Joy Barton (P.E.S.T.S.); Karen Benedyk (SLT); Izra Bernard (FIS); Brigitte Bistrick-Bryan (EPCF); Michael Connolly (Interim Head of SEN); Leslie Dodd (Ealing Mencap); Mary Doody (EPCF); Ying-Hern Heng (OT); Helen Jackson (Contact Ealing); Brian Leaning (Adult Services); Fabiola Peacock (SENASS Team); Ruby Sangha (EPCF); Sam Schmidt (EPCF); Shabnam Sharma (NW London NHS Trust), Anne Marie Smith (CCG); Mariya Zlatinova (Ealing ISAID);

**Apologies:** Polly Bradley (FIS); Rachel Brunton (Physiotherapy); Kirstie Ferrett (EPCF); Nick Radclyffe (EPCF); Sarah Theobalds (EPCF); Joan Wallace (CAMHS),

**Minutes:** B. Bistrick-Bryan (EPCF)

**1. Welcomes, Introductions & Apologies:**

Gary welcomed the group as the Chair of this meeting. All present introduced themselves. Apologies were noted.

**2. Minutes, Matters arising and Action points from last meeting (07/06/18)**

The minutes of the last meeting were seen as agreed as no objections or suggested changes had been received within the allocated time of two weeks after publication. Brigitte reminded all that the minutes were being published by the EPCF on EalingHELP or the EPCF website and asked everyone to check the draft minutes when they were being circulated and respond with any suggested changes promptly. Matthew J added that equally the listed action points should be completed promptly.

**3. Update on Community Team for People with Learning Difficulties:**

Brian Leaning gave an update to the group about the CTPLD's work. The team includes a Psychiatry team and a Nursing team, a Positive Behaviour Team, Speech & Language Therapists, Physiotherapists, Psychology Team, music therapy and art therapy. They work in an integrated manner with LD Social Workers. The team works in a person centred and family centred way, has close working relationships with the SEN team and reports to the Partnership Board.

**Q: Brian was asked what the Partnership Board was.**

A: The Partnership Board is a group consisting of representatives of all stakeholder (including providers and commissioners) meeting once every two months.

The CTPLD has separate workstreams on social communication, benefits, assessments, health, mental health and communication. Training is offered on positive

behaviour support (PBS) with the aim of enabling providers to create an appropriate environment.

**Q: How are people referred to the PBS?**

A: Anyone can refer to the PBS, i.e. parents, GPs etc by emailing or handing a referral form into Green Lane. The team holds weekly referral meetings.

The team is currently working to revamp its transition plan to better support the interface of Education Health & Social Care.

The Psychiatry team is also holding a STOMP (Stop Overmedicating of People with Learning Disabilities) clinic where individuals' medication can be reviewed.

A new full time Nursing Manager has been appointed last year and two new junior nurses have started in the team four months ago.

The Speech & Language Therapy Team has had 2 new SLT start recently.

**Q: How are individuals being referred to the STOMP clinic?**

A: People already open to psychiatry who are on medication are being reviewed and being put forward for the clinic.

**Q: What is the strategy with regards to replacing the medication?**

A: A possible replacement of medication would depend on the individual person's needs. An analysis of need is always being carried out first looking at the environment, physical health, anxiety etc taking a holistic approach.

**Q: Lesley Dodd (Mencap) pointed out that Ealing Mencap use PBS and asked if the team could send out more leaflets about the program to help reach more carers.**

A: Brian replied that the team already did attend provider forums but acknowledged more work could be done to promote the training.

**Q: Mary (EPCF) asked what the update was of the Drop In sessions at Green Lane and asked if it was correct that attendance needed to be booked.**

A: Brian confirmed that due to very sporadic uptake of the drop in sessions by people new to the service the team had started to ask people to book attendance.

**Q: Can adults below the Social Care threshold contact the team for advice?**

A: Yes, adults who do not have a diagnosis of learning disability sometimes approach the Team for signposting. The Team also work closely with Ealing's IABT service. Brian added that referrals could also be made to the Independent Living Team for adults who may have social care needs but do not have a diagnosis of a learning disability.

**Q: Izra (FIS) explained that the FIS was putting together a document of Top Tips for parents and asked if Brian would be happy to populate one subject area of the document.**

A: Brian agreed to support the Top Tips document.

**ACTION: Brian to contribute to the FIS Top Tips document**

**Q: Brigitte (EPCF) asked which of the services offered by the team would be affected by the new charges to social care.**

A: Brian was not aware of the new charges. Cath A agreed to check and confirm for the next meeting. Chris J informed the group that anyone over the age of 18 in receipt of Social Care would be assessed under the new system. If they had an income over £21,000 they would be liable to pay the full cost of social care. He pointed out that this did not apply to health services and added this would not apply to the costs of the social worker but only the support itself.

**Q: Does the Independent Living Team have a specialist team for mental health?**

A: No, service users have to use mainstream services for mental health support.

Cath A reported at this stage that there would be an Autism Diagnostic Post 18 Pilot Service soon which had been put together by the CCG and NW London NHS Trust in response to a gap in the service provision for adults with suspected ASD. This gap had been highlighted in the discussions of the Autism Board. The one-year pilot service will offer assessments and post assessment support to the individuals as well as their families, employers or education providers. Cath added that the team was struggling to recruit Occupational Therapists.

#### **4. Parent Representation in Recruitment Processes**

Chris J reported that he had communicated with HR and that parent representation as full members of the recruitment panels was possible, as long as the parents had undergone the relevant safer recruitment training. HR had agreed to offer a training package for 6 parent reps which would be based on the e-learning course on EGfL. Brigitte (EPCF) confirmed that there would definitely be 6 parent reps interested in undertaking the training. She asked why all members of the recruitment panels had to undergo the training if within schools it was sufficient for one member of the panel to have completed the training?

Gary R replied that the Council had different internal recruitment rules from school and suggested for Chris to establish the costs and dates of the course. Brigitte (EPCF) pointed out that this had already been an action point in September without any progress having been made so far and asked if there was someone in HR she could contact directly. Gary R asked Chris J to establish the practicalities as soon as possible.

**ACTION: Chris Jones to verify costs and dates of Safer Recruitment Training course for 6 parent reps with HR and pass on the information**

#### **5. Update on work by ELP SEND & Inclusion Committee**

In Glinys's absence, Gary R reported briefly on the work carried out by the ELP (Ealing Learning Partnership) SEND & Inclusion Committee which was overseeing SEN advice and funding to schools in Ealing. A guidance document had been agreed by the committee to be sent to all schools with regards to expectations around SEN support for pupils. The committee was also in the process of agreeing a decision-making guidance for EHCP assessment thresholds.

Brigitte B was sitting on this committee in her role as Chair of Springhallow Governors.

**Q: Matthew J asked if a parent rep could be included on the committee.**

A: Gary R responded that the ELP was subscription based and that members wanted the committee to be staffed by members only.

Matthew J pointed out that there should be parent and young people representation on all boards within Ealing's SEN provision.

## 6. **Survey process and results**

Brigitte B reported that the EPCF run survey of respite services (CwDT) was still open. She pointed out that the expectation had been for the survey to be shared by the EPCF as well as the professionals (CwDT) as had been the case with the surveys on the Speech & Language Therapy service. She had agreed the questions with Chris J prior to sending it out to parents. From monitoring the response rate via Survey Monkey, it did not look as if the link had been shared by social workers with families on their caseload. Chris J stated that he had asked every social worker in the team to share the link and that he was not sure why it hadn't happened. A discussion was held about the issue of trust and communication between the EPCF and services and Brigitte offered to attend a team meeting to explain the purpose of surveys if helpful.

Gary R pointed out that part of the Ofsted inspection feedback had been the need to formalise cooperation on parental feedback and surveys.

**Q: Matthew J asked if there were any data protection issues?**

A: Shabnam confirmed that the NHS guidance was clear that nothing unrelated to the NHS could be communicated via email. An agreement existed with the LA to share information but no emails from parents or the EPCF could be shared. The S&LT had solved the problem by handing out slips of paper with the link to the survey on it to parents during clinics.

Gary R suggested that if a service had agreed to a particular survey there should not be any issues around distribution.

## 7. **Participation Strategy - update**

Matthew J reported that he had updated the SEND Executive Board on the Participation Strategy recently after some improvements to the format. Judith Finlay had suggested some changes before it was going to be signed by her and Tessa Sandall (Managing Director CCG). He stressed that all officials should sign up to the strategy in due course.

**ACTION: Matthew J to follow up on finalising Participation Strategy**

## 8. **Update on EPCF**

Brigitte B had circulated an update sheet with the data of the EPCF's recent activities prior to the meeting. Matthew J asked if Brian Leaning could lead an information session for parents similar to the update he gave at today's meeting. Brian responded that he was happy to do so.

**ACTION: Brigitte to follow up on information session for parents with Brian Leaning on adult services in Ealing**

Matthew J presented the Issue Log (copy attached to the minutes). The issues most frequently raised by parents continue to be problems around the EHCP process.

**Q: Gary R asked if the problems around the Bladder & Bowel service had been resolved.**

A: Brigitte B responded that there had been some progress last summer when an interim service had been introduced. However, communication between the CCG or the provider and the EPCF had seized entirely again and any follow up email was either not responded to or had just prompted a "We will get back to you" response. Parents had reported that their children had now been assessed but many of them had not received the product yet. It was unclear if the problems around the quality of the product had been resolved.

Shabnam S reported that work continued to happen in the background on this service. She pointed out that there may be problems during the handover to the new NHS Trust in June. Parents raised the inadequacy of the commissioning as well as problems with the product quality as continuing problems. Shabnam S explained that the product was procured London wide. She had highlighted the need to communicate with the EPCF several times to the service. One of the monthly meetings around the service was to take place the following day and she would raise this again. She pointed out that the service currently consisted of one nurse only with no admin support.

**Q: Brigitte B asked if we could have a brief update for parents on what is happening with the service as well as correct contact details for it.**

A: Shabnam B agreed to provide this and email it to Brigitte.

Gary R asked for a plan to sort out any remaining problems with the service to be outlined in a document as well.

**ACTION: Shabnam S to email information flyer to EPCF with updated details on the Bladder & Bowel service**

**ACTION: Shabnam S to email a plan how the problems would be resolved to Gary R.**

Karen B asked if Brigitte B could send the details of the issues raised with the Speech & Language Therapy and Occupational Therapy Service to her. Michael C asked if she could do the same for any issues around the EHCPs.

Brigitte pointed out that the Issue Log was not designed to act as an unofficial "complaints line" and that she feared it would turn into one if she was required to pass on details. Gary confirmed that the Issue Log's value was to show trends and highlight problem areas to guide Ealing's action plans and that there was no need for the EPCF to pass on details of each issue to the individual service.

At this point Gary R introduced Michael Connolly as John Miller's interim successor in the role of Head of SEN. Judith Chambers-Thomas had taken over the role of Head of Educational Psychology and Fabiola Peacock was leading the SENASS Team.

## **9. Ofsted Local Area Inspection Outcome**

Gary R reported on the headlines and actions following the inspection outcome. The SEND Executive Board had adapted the SEND Action Plan. Going through the outcome letter Gary explained the following:

- a) An additional ARP (Additional Resource Provision) unit was to open in September at primary school level with another one opening in 2020. A secondary school ARP was due to open in September at Greenford Highschool and two additional ones had been budgeted for.

**Q: Brigitte B asked if the secondary ARPs would only include Years 7-11 or include post 16.**

A: The secondary school ARPs would only include Years 7-11 as 6<sup>th</sup> form in mainstream schools was very academic with less schools offering B tech courses.

**Q: Ruby S asked what criteria were used when Ealing decided which school was to receive an ARP.**

A: The school had to be good or outstanding. The space at the school was not necessarily a factor, however, the distribution of ARPs across the Borough was relevant. ARPs should be placed where they are most needed. There was currently a need for another 2-form entry ARP in the Central Ealing / Acton area.

**Q: Sam S asked how the focus of an individual ARP was selected?**

A: The biggest need in Ealing generally was for children with communication / ASD needs. The focus of the ARPs was chosen based on needs.

**Q: Sam S asked if there was any data or research being carried out on when and why children moved from mainstream into special school in Ealing.**

A: Gary R confirmed that there was currently research being carried out into the transition points looking at prevalent needs in primary and secondary phase where SEMH issues were the biggest area of need. An analysis was being carried out to inform future predictions including the question of where children moved to when they left a mainstream school. He agreed for the research data to be presented at the next meeting of this group.

**ACTION: Gary R to present research data around transitioning from mainstream into special schools at next meeting**

- b) Gary R reported that the main findings of the report with regards to parents had been around communication. There had been some unhappiness amongst parents with services as well as an issue with parents not knowing about services available. There was a new focus within the LA's SEN strategy on communication to address this.

Izra B reported that the FIS was working hard to increase the visibility of the Local Offer website. New promotional material had been purchased and she suggested that everyone working within Children's Services should have a link to the Local Offer website as part of their email signature. Gary R confirmed that work around the LO would be part of the new communication strand. Lesley D pointed out that poor communication was an endemic problem around Ealing service and in her view a cultural issue which needed to be addressed.

Izra B commented on the fact that many parents she had spoken to at the recent SEND Advice event had not heard about the LO website.

- c) Referring to the issue raised in the inspection report around EHCPs Gary asked for an update on the work to improve the timeliness of the plans. Fabiola P replied that currently between 90 - 100% of plans were delivered on time. Matthew J pointed out that there was great concern about the quality of plans resulting from the pressure to complete them promptly. Frequently parents had been told to accept poor quality plans and address any remaining issues at the first Annual Review. Sam S agreed and suggested that the EHCP system was broken and a new process was needed. Gary R responded that a lot of work was currently happening to improve the process, particularly around the digitalisation of the EHCP process. Ruby S and Rashid W (EPCF) had been involved as parental representatives and were contributing to Natasha's work around this.

Karen B added that a new joint health report template was being launched this week. Matthew J asked for it to be shared with parents. Gary R agreed that Natasha could share the joint health report template with parents.

**ACTION: Natasha P to share new joint health report template for EHCP process with EPCF**

Mariya Z (ISAID) expressed concern about EalingISAID being inundated with requests from parents for support with the EHCP process. ISAID had carried out a self-evaluation and additional funds had been granted from 1<sup>st</sup> April. She was now able to recruit an additional case worker and a lead for working with young people.

Matthew J highlighted that home educating parents were underrepresented in the EPCF and all our discussions. Fabiola P replied that following the LA inspection more work was planned to identify home educated children with SEND. The DfE had produced some new guidelines around home education.

As time had run out all agreed that the LA Inspection outcomes should be the basis of the next meeting, too, where remaining issues could be discussed.

Gary R and Matthew J agreed to ensure this would be on the agenda for the next meeting.

**ACTION: Chairs to ensure LA Inspection outcomes main agenda point at next meeting.**

The meeting ended at 12o'clock.