**SEND Panel Feedback Analysis**

**Overview of Survey**

To support our continuous review work, we are keen to obtain feedback on the experience of our attendees of SEND Panel. The feedback provided will contribute towards the monitoring of the impact of SEND Panel, consider our processes and make changes where necessary.

The SEND Panel Feedback Survey was developed in 2020 and launched on 2nd December 2020. The feedback survey is sent out weekly after each SEND Panel to all attendees (except core members).

Swindon Borough Council’s recognised survey tool (Smart Survey) is used for gathering feedback. The last analysis, undertaken in February 2021, of the 15 responses received found the following:

* Sometimes key information is missing
* How cases are sent to panel could be more organised
* It can be difficult to pull out information needed due to the volume of information provided
* The range of professionals attending is improving
* Time constraints can result in cases being rushed
* SEND Panel attendees were not always aware there was training available

Since February 2021, a further 22 responses have been received and are analysed below.

**Analysis**

**Question 1**

Are the cases you receive of good enough quality to make an informed decision?

The pie chart above shows that 91% of respondents thought that the cases sent to SEND Panel are of good enough quality to make an informed decision. This is an **11% increase** on the analysis reported in February 2021. As part of this question, attendees were invited to give comments. These have been paraphrased and amalgamated below:

Comments/suggested areas of improvement

* Usually there is enough information, but there are still occasions when essential information is missing
* The quality of applications from settings is variable
* There have been occasions when there have been missing SEND Panel front sheets or Draft EHCP
* Sometimes there is too much information which can make it difficult to find the relevant information. It is very unlikely that Panel members will read every item
* There have been occasions when documentation was not accessible i.e. Panel members were unable to open it and therefore did not have a full picture of the case
* It varies between SEND Officers. Some documentation is included which is irrelevant or out of date
* It would be beneficial for settings to have a mini MAQA/Panel exercise and to share good examples (of requests/contributions)

**Question 2**

Were you happy that there was a range of professionals to bring depth to the discussion of each case?

The pie chart shows that 100% of respondents thought that SEND Panel had a range of professionals attend which brought depth to the discussion. This is an **increase of 13%** compared to the last analysis which was undertaken in February 2021. As part of this question, attendees were invited to give comments. These have been paraphrased and amalgamated below:

Comments/suggested areas of improvement

* This has been a significant move forward over the past year or so. It is really good to have regular representation from Social Care and Early Help as well as representatives from Primary and Secondary Schools. This has meant the cases are viewed in a much more holistic way
* All parties had an opportunity to share their thoughts/suggestions; an interesting range of viewpoints which was great. A well chaired meeting

**Question 3**

Is enough time given to discuss the merits of each case before a decision is made?

The pie chart shows that 86% of respondents thought that the enough time was allocated to each case at SEND Panel. This is a 6% increase compared to the analysis which was undertaken in February 2021. As part of this question, attendees were invited to give comments. These have been paraphrased and amalgamated below:

Comments/suggested areas of improvement

* Some more complex cases required more time
* As long as the information provided is clear e.g. the caseworkers pre-amble, the discussion is focussed and a decision can be made
* Can be slightly more rushed towards the end due to time limitations
* There are too many cases at each panel

**Question 4**

Is the final decision and the reasons, where relevant, made clear?

The pie chart above shows that 100% of respondents through that the final decisions at SEND Panel were clear. Compared with the analysis undertaken in February 2021, **this figure has not changed**. As part of this question, attendees were invited to give comments. These have been paraphrased and amalgamated below:

Comments/suggested areas of improvement

* The final decision is clearly articulated, although it is not always agreed with

**Question 5**

Does the training provided for panel members support in how the panel functions and its remit?

The pie chart above shows that 77% of respondents thought that the training provided does support in how SEND Panel functions and its remit. This is a **17% increase** compared to the analysis undertaken in February 2021. As part of this question, attendees were invited to give comments. These have been paraphrased and amalgamated below:

Comments/suggested areas of improvement

* As a Headteacher with no SENCO experience, it has been difficult to work through some of this. There is no appropriate training and felt out of my depth with some of the decision making. SENCOs or Headteachers with SENCO experience would be more suited to this role
* The opportunity for SENCOs to observe SEND Panel is a great learning aid, especially for new SENCOs or SENCOs who have not made any requests for assessment recently
* Would be good to have updates on any changes or any further guidance
* The PowerPoint was really useful to go through beforehand. It would be beneficial to attend to observe a session before actually doing one
* Not sure if training has been provided

Summary

Overall, the level of satisfaction of SEND Panel attendees remains high. Compared to the analysis of feedback undertaken in February 2021, there has been an increase in positive responses/levels of satisfaction. However there remains some areas in which the SEND Service need to address to ensure a positive experience for all members and to ensure SEND Panel has the desired impact. Some proposed suggestions for improvement are outlined below:

1. Some further guidance/training to be delivered to educational settings to ensure more consistency in the quality of requests/advice received
2. A further audit of the SEND Panel training log to be undertaken and any attendees who have not received the training materials to be sent them with immediate effect. Alongside this, the opportunity for observation of SEND Panel is to be explored before active attendance and participation
3. Further training/guidance to be delivered to the EHCP Coordinators to ensure consistency in the completion of SEND Panel front sheets and to ensure there is an understanding of exactly what information panel members need to have sight of
4. The time spent discussing each case at SEND Panel to be closely monitored to reduce the need for conversations to be rushed towards the end of the meeting

Improvements which have already been made:

* Each SEND Panel is limited to a maximum 20 cases, with an extra 2 spaces for emergency cases
* The Panel Front Sheet and Agenda & Decisions spreadsheet is currently under review to ensure EHCP Coordinators are providing the essential information SEND Panel members require in order to make informed decisions. This includes the requirement to include the dates when decisions need to be made by, to support with the prioritisation of cases being heard at SEND Panel. A process map has also been developed and subsequent training will be delivered to EHCP Coordinators in the near future
* A SharePoint site for SEND Panel has been agreed. This should reduce the difficulties with SEND Panel members accessing this confidential documentation, but also some internal benefits e.g. the monitoring of timely uploading of cases to SEND Panel, the ease of removing access rights when users no longer require to view or make changes to the information