



## Terms of Reference, August 2019

### 1. Introduction

The formation of the Community Action Partnership Panel (CAPP) resulted from the convergence of ideas from Reach Academy and the development of an Early Help Strategy co-ordinated by LBH.

Many areas in London and beyond use similar community partnership forums, to improve outcomes for families whose needs are at early help level and provide a support network for local practitioners. There is evidence that where a Panel approach is taken multi-agency practitioners work better together, experience improved communication and relationships, and feel more supported in their work with families who have multiple needs. Information sharing is stronger and feelings of professional isolation or anxiety can reduce through an improved partnership approach. There is also evidence to suggest that the level of need in the majority of families discussed does not escalate to the point of requiring a contact or referral to children's social care within the next 6 months, demonstrating better outcomes have been achieved for children.

The CAPP model was launched and evaluated as a pilot in the Feltham locality from November 2018 to March 2019. The outcome of the pilot was to roll out across the borough as part of the new Early Help Partnership Commitment (strategy), starting in September 2019.

### 2. Purpose of the Panel

The purpose of the Panel is to:

- a) Create a supportive but accountable forum for practitioners delivering early help, which secures commitment from a range of community services and the Local Authority to working in partnership for vulnerable families
- b) Deliver a timely response, via a clear pathway, for practitioners seeking guidance or consultation regarding specific families, including escalation where this is agreed to be the best course of action for a family
- c) Facilitate improved information sharing, communication and relationships between local services, supporting practitioners in the community in their day-to-day work with families
- d) Reduce feelings of isolation and anxiety for practitioners supporting families with multiple or chronic needs at early help level
- e) Increase sharing of good practice and build confidence amongst practitioners who deliver early help
- f) Increase likelihood of improved life chances for children and young people, as seen by their improved ability to engage in education, positive activities and a healthy lifestyle with the support of those who care for them.

For the families discussed at the meeting, the Panel would aim to:

- a) ensure the full information held by partners is shared and considered in one place
- b) benefit from multi-agency expertise in the case discussion and decision-making



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- c) ensure the case can be held safely within the community
- d) identify a Team Around the Family and name a Lead Professional for the family
- e) conclude the meeting with an agreed plan as to what should happen next and who will carry this out
- f) provide an element of tracking of cases to ensure agreed actions are undertaken, or that rationale is understood where not

### 3. Meeting Format

#### 3.1 Frequency and venue

The Panel will meet monthly during term-time. Exact dates and a community venue will differ in each locality and be determined locally.

#### 3.2 Criteria for referral

- a) The family's need is believed to be at community early help level: below the threshold for referral to children's social care or specialist services
- b) The family is not currently open to children's social care, to the LA Families First and Intensive Support Services teams, or to a Children's Centre Early Intervention Practitioner
- c) The family's Lead Professional requires the support of a multi-agency discussion and/or allocation of one or more agency interventions in order for the family to progress
- d) Consent has been provided by the family to have their situation discussed at the Panel
- e) A CFAN has been completed giving all known information on the whole family's situation, including siblings and adults in the household

**Residency:** families presented must either live or attend school in Hounslow.

For children who attend school in Hounslow but live out of borough, if a response is sought predominantly from education services the case is likely to be suitable for Panel. If a response is sought primarily from family support services, it would be recommended to contact the home borough. Where a mixed response is sought from education and family support services please discuss with the Chair in the first instance.

For children who live in Hounslow but attend school out of borough, the opposite will apply.

Each partner attending the panel will be asked to bring one case per term for discussion.

#### 3.3 Panel Process

Please see accompanying document 'Community Action Partnership Panel – Quick Guide to Process'.

#### 3.4 Chairing

The Panel will be chaired by CAPP Host School in the first instance.





**3.5 Discussion outcomes**

At the end of each case discussion the following outcomes will be identified and recorded:

- a) The named Lead Professional responsible for co-ordinating ongoing support for the family
- b) The members of the Team Around the Family responsible for working together to support the family
- c) Recommendations for action and the family’s ongoing plan
- d) One overall outcome from the following: single-agency early help, multi-agency early help, escalation to children’s social care, escalation to another specialist service, NFA.

Where the overall outcome is for the family to be escalated to children’s social care, the CFAN will be transferred directly to children’s MASH by the Early Help Hub for consideration following the Panel meeting.

In the case that the Panel believe the threshold for children’s social care has been met, consensus from the children’s social care representative on the Panel will be sought. Where there is disagreement between the Panel and the children’s social care representative regarding escalation of a case, the dispute resolution process should be followed (see section 12).

**3.6 Tracking**

All cases discussed will be tracked after the discussion until the Chair is satisfied that actions have been undertaken and/or progress has been seen with the presenting issues.

Where an agency or agencies are considered by the Panel not to have taken action for families as agreed and this appears unresolvable by the Panel itself, this will be escalated (see section 12).

**4. Panel Membership**

The following agencies will be invited to join the Panel:

Schools in the locality	Educational Psychology
Children’s Centres	Hounslow VAWG
Health Visiting	Early Help Hub (includes links to LBH social care)
School Nursing	Safer Schools Officers
CAMHS	Local Voluntary and Community Sector Organisations
Education Welfare	Adults’ Services
Future Path/Employment services	Youth Services
Housing	

Other agencies will be welcome to join the Panel at the discretion of the Chair.



## 5. Roles and Responsibilities

<p><b>Chair</b></p>	<p>Screening of cases prior to the meeting and formation of the agenda, in liaison with the Early Help Hub.</p> <p>Chairing the meeting.</p> <p>Taking the final decision on identifying the Lead Professional for the family.</p> <p>Taking the final decision on the recommendations of the Panel for the family.</p> <p>Determining the outcome of the case. Where escalation to children’s social care may be required, this decision would be taken in conjunction with the Early Help Hub, who will be able to liaise with children’s social care.</p> <p>Leading tracking of cases.</p>
<p><b>Panel Members</b></p>	<p>Members should have decision-making, or delegated decision-making, authority within their service to allocate cases within their team.</p> <p>Members commit to making every effort to attend meetings, or to send an alternative representative from their service. If attendance is absolutely not possible, members commit to sending in advance of the meeting a written summary of their agency research for families on the agenda.</p> <p>Each member of the Panel should prepare for the meeting by:</p> <ul style="list-style-type: none"> <li>• checking the list of children to be discussed against their agency database</li> <li>• being prepared to share information and contribute their area of expertise in a meaningful multi-agency discussion</li> <li>• knowing the capacity of their agency to take the lead and commence early help interventions with families recommended through the CAPP</li> <li>• providing timely updates on families as requested by the Chair.</li> </ul> <p>Signature of the central Information Sharing Agreement before participation.</p>
<p><b>Early Help Hub</b></p>	<p>Providing consultation prior to the Panel to identify families who would benefit, and ongoing consultation to support practitioners working with the family.</p> <p>Formation of agenda in liaison with the Chair.</p> <p>Circulation of agenda.</p> <p>Granting access to Panel members to the families’ files on EHM prior to the meeting, and removing access once the meeting/actions have concluded.</p>

	<p>Producing accurate minutes/outcomes of the discussion and recording these on EHM.</p> <p>Maintaining a tracking record of children discussed and their outcomes.</p> <p>Maintaining the central Information Sharing Agreement and ensuring Panel members have signed this.</p> <p>Making available a Privacy Notice and family information leaflets to support practitioners in speaking with the family about the Panel and seeking consent.</p>
<p><b>Lead Professional requesting support from Panel</b></p>	<p>Submitting a well-completed CFAN to the Panel, including obtaining of the family’s consent to the discussion taking place.</p> <p>Attending the meeting to present the family’s situation and having all relevant information prepared to do so.</p> <p>Acting on the recommendations of the Panel in a timely manner.</p> <p>Discussing with the family as appropriate the outcome of the Panel meeting.</p>

**6. Consent, confidentiality and information sharing**

If consent has not been given by the family in an informed manner, the case cannot be discussed at the Panel. If consent is missing or in doubt the Lead Professional will be asked to obtain evidence of consent to the satisfaction of the Chair prior to discussion.

The Early Help Hub will make available family information leaflets, and the Early Help Privacy Notice, to support discussions around consent.

The Panel is a confidential environment where sensitive personal information will be discussed. All members will be asked to sign agreement to a confidentiality statement prior to their participation in the meeting.

In order for the Panel to benefit families fully, it is expected that members will be prepared to share information held by their agency at the discussion. All Panel member agencies will be expected to sign the Early Help Information Sharing Agreement prior to attending. However, principles of data protection will govern the discussion and members should use their professional judgement in terms of sharing information which is relevant, proportionate and in the best interests of the family.

CFANs, Minutes/Actions and other documents containing client-identifiable sensitive information will be shared securely in accordance with the Data Protection Act via EHM only (no paper copies or circulation by email). Agendas will be circulated by email.

**7. Dispute resolution and escalation.**

Where this is a dispute regarding the Chair’s decision which cannot be resolved within the Panel itself, the case may be escalated to the Early Help Hub for review and decision-making. Likewise in



the case that the Panel feels an agency is not maintaining accountability for attending the Panel or undertaking agreed actions for families.

## 8. Evaluation

Outcomes and performance of the CAPP will be tracked via the Early Help Performance & Impact Framework, which will be scrutinised by the borough's Early Help Strategy Group.

Activity and outcomes tracked will include, but will not be limited to:

- Numbers of families discussed at panel
- Numbers of families identified through the panel as requiring single agency early help, multi-agency early help, or escalation to specialist services.
- Main presenting needs of families discussed at panel
- Demographic characteristics of families discussed at panel – e.g. ages and gender of the children
- Rate of contacts/referrals to LBH children's services for families discussed at the panel in a 3-6 month period following the meeting