



# Managing demand - Getting the right services to the right children

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# First Steps

- Reviewed our data
- Reviewed our spend
- Identified key lines of enquiry and agreed panel process and its decision making is a key area of vulnerability in our decision making process
- Interviewed key protagonists

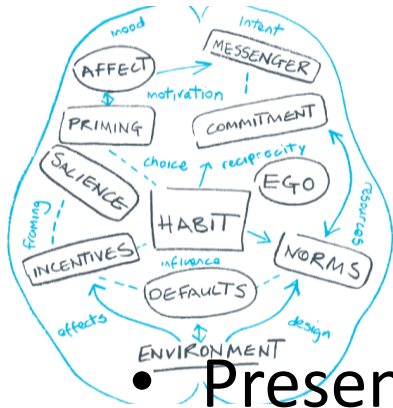


# What we did

- Developed some key interventions over 2 trial periods and introduced stage 1
- Robust triage process
- Consistent strategic attendance supported by agreed TOR
- Reminder to attend sent to participants
- Tracking of cases to anchor decision making especially in relation to finances



# What we did



- Presentations to school leaders and SENCOs
- Standardised form
- Programme of training and updated guidance documentation
- New Chair
- Identified a new venue for the meeting is required



# This is what we found

- Good business support is critical for preparing panel members and tracking decisions
- Strong, agreed criteria and thresholds are critical supported by training and clear documentation
- Paperwork needs to be consistent, easy to read and have a good analysis to support decision making



# This is what we found

- Senior decision makers need to be present at panel and be committed to the changes in practice and vision
- Focus on the child and what provision there is to support the child and their family as a whole, not just in the class room



# Challenges we faced

- Didn't implement everything due to resources
- Needed to engage hearts and minds to get key people across the multi disciplinary agenda to engage
- Implementing the interventions alongside considerable change at a senior management level and a service redesign (don't do it!)



# Outcomes and conclusions

- The number of deferred cases has reduced to nil
- The quality of submissions to the panel has improved
- Panel operating costs have reduced (not least that panel time has reduced from a 4/5 hour meeting to 2 hours and less)
- Requests for assessment have declined by 36% resulting in cost avoidance figures of £50,000 for the Council



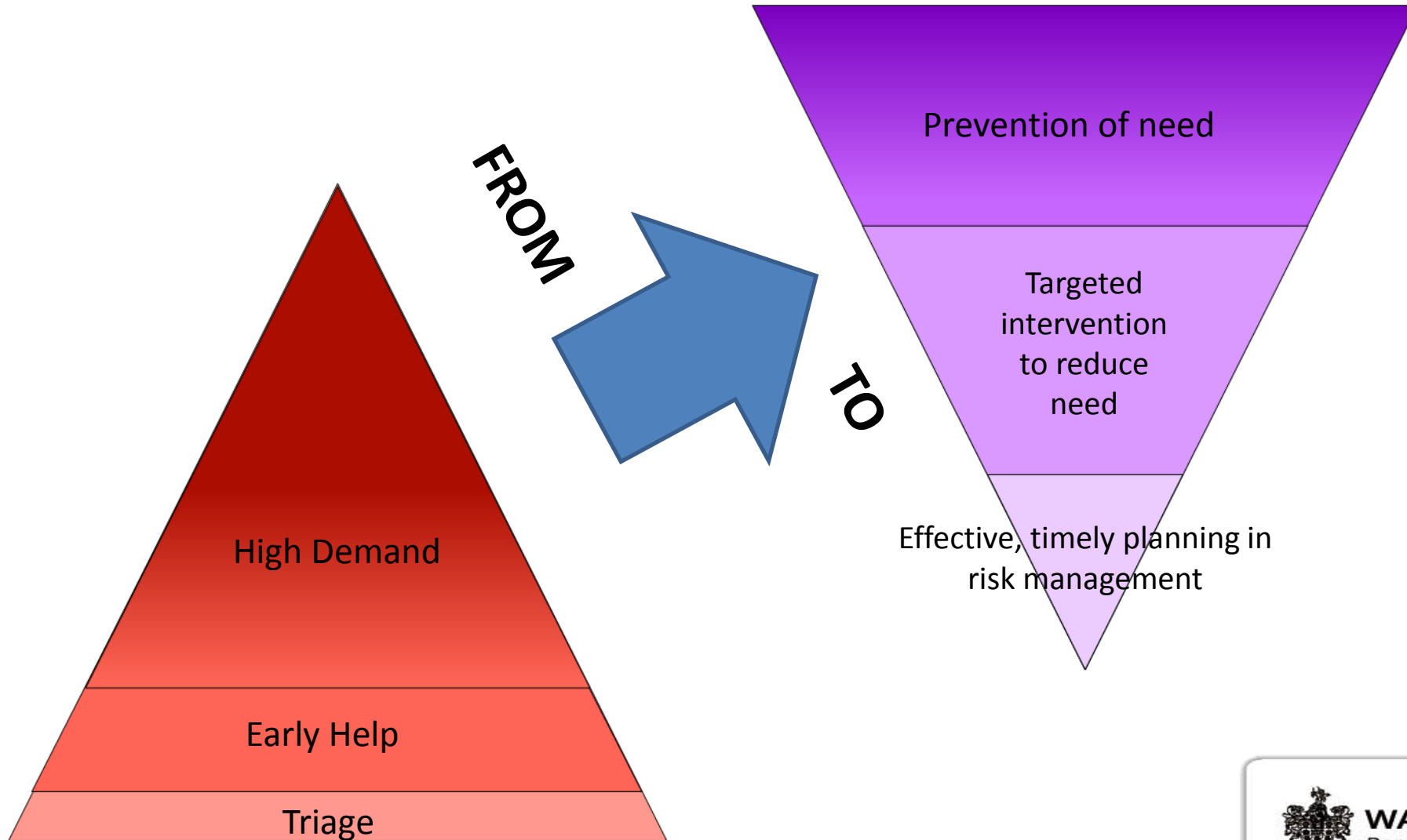


# Outcomes and conclusions

- Requests for additional resources have been refused or dropped to a lower rate for some cases saving £58,545 in potential spend
- 45% of requests to maintain the current support package have been declined saving £29,178
- Changes to placements have been made resulting in £15,510 of actual savings

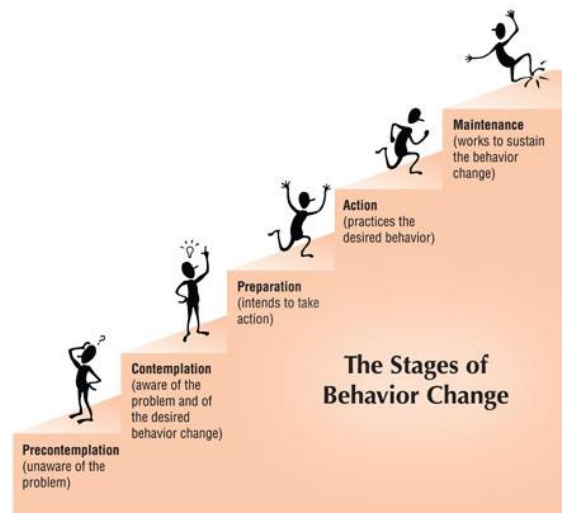


# How to make the change



# Insights and recommendations

- Make the nudges simple - don't over complicate the process
- Don't try and turn the Titanic – go for the canoe first
- We need to do a register of attendance at panel



Sources: Grimley 1997 (75) and Prochaska 1992 (148)



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# Next steps

- Look to apply behavioural insights to our Early Help division
- Work with attendees to ensure they always have an appropriate Deputy to attend to prevent panel meetings being deferred
- Link our LGA work into the broader work around relationship and systemic based practice, trauma informed practice and Adverse Childhood Experiences (ACEs)



# You helping us

- How do you influence those that you have no influence over?
- How do we ensure that the need to manage demand doesn't tip over into stopping children and their families from accessing the right services?

