

Norfolk SENDIASS Service Development Plan September 2023 to August 2024

Context

SENDIASS Minimum Standards and national levels of intervention require both an offer of helpline, casework, and advocacy/representation to support parents/carers, children, and young people alongside a training offer for parent/carers, children, young people, and professionals.

Norfolk's joint area SEND inspection in May 2020 highlighted the considerable pressure Norfolk SENDIASS was under, which was preventing it from fulfilling its core functions, including work with children and young people, having a training offer and promotion of the service.

The subsequent revisit in Nov 2022 noted that there were additional challenges with recruitment and staff retention which were impacting on the ability of the service to respond to requests in a timely manner as well as offer core aspects of the service such as casework, advocacy, representation and training.

The service development plan 23/24 focusses on the minimum standards that we are currently amber/red in and so need work to improve and change to green to become a fully compliant service.

Area of focus	Desired outcome	Minimum standard relating to	How we will achieve this	Progress/activity
Service capacity & core function	<p>Increased capacity within the service which includes employing more advisors.</p> <p>Reduced wait times for a helpline appointment and/or casework support.</p> <p>Better retention of staff by providing a comparable salary and progression through the service.</p>	<p>1.2 The IASS is designed and commissioned with children, young people, and parents, and has the capacity and resources to meet these Minimum Standards and local need. For smaller LAs this may involve commissioning across local areas.</p>	<p>Business case proposal which includes additional roles to increase capacity for casework, a restructure of the service and regrading of job roles to provide a comparable salary.</p> <p>Taking influence from other SENDIASS's ways of working to better suit our service user and increased complexity of calls/cases to include in the business case.</p>	<p>Business case proposal has been agreed in its entirety.</p> <p>The new roles within SENDIASS include a dedicated full time equivalent helpline advisor, new SENDIASS Advisors who whose remit is to advocate through casework for</p>

	<p>Earlier intervention through casework to mitigate escalation into complaints.</p> <p>Equity across the system so that more parent/carers, children and young people are supported through casework and provided with advocacy.</p> <p>Representation is provided for parent/carers, children and young people throughout the tribunal process.</p> <p>Successful commissioning across Social Care (completion of children's services commissioning and successful agreement for adult services).</p> <p>Increased reach of the Norfolk SEND Youth Forum with more young people joining to have their voices heard.</p>	<p>1.1 The IASS is jointly commissioned by education, health, and social care in accordance with CFA 2014. A formal agreement is set out in writing which refers directly to these Minimum Standards, whilst also considering the need for continuity and stability of the service.</p> <p>3.1 The IASS provides; impartial information, advice and support (IAS) on the full range of education, health and social care as defined in the SEND Code of Practice to the following service users – children, young people and parents. This support is offered in a range of ways which includes face to face, a telephone helpline, email, website and social media.</p>	<p>Close links with the School and Communities Team within Norfolk County Council to help support parent/carers in ensuring their child/young person is receiving the correct SEN support and inclusion within the mainstream environment.</p>	<p>parent/carers, a full-time senior advisor whose role is to deputise for the service manager, supervise the SENDIASS Advisors, Helpline Advisor and BSO and represent complex cases, and Engagement and Advice workers who will work directly with young people, increase participation and representation on the SEND Youth Forum. This is more inline with how other SENDIASS's operate.</p> <p>Work between SENDIASS and the School and Communities teams has taken place. This is to identify and train 'SENDIASS Champions' who will promote the service to parent/carers, CYP and the educational settings they are working with. They will also undertake L1 SEN Support meetings to ensure schools are putting the correct support in place – early intervention.</p>
--	---	--	--	---

		<p>3.4 The IASS provides advocacy support for individual children, young people and parents that empowers them to express their views and wishes and helps them to understand and exercise their rights in matters including exclusion, complaints, SEND Processes and SEND Appeals.</p> <p>3.5 The IASS provides information, advice, and support before, during and following a SEND Tribunal appeal in a range of different ways, dependent on the needs of the parent or the young person. This will include representation during the hearing if the parent or young person is unable to do so.</p>	<p>Regular contact will take place with children’s social care until funding is provided. SENDIASS Manager to work with colleagues in Independent Statutory Services to start process of joint commissioning with adult social care. This will include promoting and explaining the service to those in adult social care and how our remit extends to them.</p>	
Digital offer	Easy read versions of our most popular booklets for	1.2 The IASS is designed and commissioned with	Increase capacity within the team as per the business	Time over the summer was spent creating two draft easy read booklets, these

	<p>children/young people and parent/carers so there is equity of access.</p> <p>A better organised, accessible, and comprehensive website offer which is easy for parent/carers, CYP and professionals to access.</p> <p>Additional 'self-serve' resources on the SENDIASS website for parent/carers, CYP and professionals to access. This would help to reduce wait times on the helpline.</p> <p>A re-designed, comprehensive newsletter with better content for parent/carers and professionals.</p> <p>A newly designed newsletter for young people that provides them with information about training, articles related to their rights, promotion of the SEND Youth Forum and how to have their voices heard.</p> <p>Better follower numbers on our social media which will make</p>	<p>children, young people, and parents, and has the capacity and resources to meet these Minimum Standards and local need. For smaller LAs this may involve commissioning across local areas.</p> <p>3.1 The IASS provides; impartial information, advice and support (IAS) on the full range of education, health and social care as defined in the SEND Code of Practice to the following service users – children, young people and parents. This support is offered in a range of ways which includes face to face, a telephone helpline, email, website and social media.</p>	<p>case to expand our digital offer.</p> <p>Meeting with Big Fork to determine what can be done to make the website more accessible.</p>	<p>are to be reviewed by the SEND Youth Forum in the autumn term.</p> <p>Over the summer two videos were started around 'Suspensions and Exclusions' and 'SEN Support'.</p> <p>The newsletter has been re-designed and is now titled 'SENDIASS Scoop'.</p>
--	---	--	--	--

	more people aware of us, how we can help, what we do and provide them with relevant information.			
Training offer	<p>More parent/carers, CYP and professionals aware of the law around SEND and education.</p> <p>Bespoke training is offered to professionals across education, health, social care and voluntary based on a range of topics such as understanding what disagreement resolution is, myth busting in SEN Support, legal tests around EHCNA etc.</p> <p>Bespoke training is offered to parent/carers on understanding the law around SEND and education/health and social care where it impacts on education such as educational personal budgets, what is disagreement resolution, fixed term suspension and permanent exclusion, legal tests around EHCNA, applying for a school in relation to an EHCP etc.</p>	<p>3.6 The IASS offers training to local education, health and social care professionals, children, young people and parents to increase knowledge of SEND law, guidance, local policy, issues and participation.</p>	<p>Increase capacity within the service so that training can be offered to all service users.</p>	<p>Business case has been agreed, this includes additional roles and extra capacity which includes expanding our training offer.</p>

	<p>Workshops for parent/carers to understand how to apply for an EHCNA, writing their views and wishes for an EHCNA, filling in appeal paperwork, what a SEN support should look like etc.</p> <p>Bespoke training is offered to young people year 9+ to help them understand their rights in education, how to provide their views and wishes and what words/phrases mean.</p> <p>Webinars are created and uploaded to our website for anyone to access at times that suit them.</p> <p>Ensure that the training is accessible to the audience and at times that suit them e.g. evening and weekend training to enable equity to all.</p>			
<p>Promotion of the service</p>	<p>Services across the LA (relevant to SENDIASS) have a greater understanding of who we are and what we do. This will in turn mean they signpost parent/carers,</p>	<p>1.6 LA and IASS ensure that potential service users, head teachers, FE principals, SENCos, SEND teams, children's and adults social care, health commissioners</p>	<p>Training is provided to education providers on who we are, what we do and how we can support them as well as their parent/carers and CYP.</p>	<p>Business case has been agreed, this includes additional roles and extra capacity which includes expanding our training offer.</p>

	<p>children and young people to us as well as come to us themselves when needing a question answered.</p> <p>Education providers (SENCO's, Headteachers and Teachers) have a greater understanding of who we are and how we can help them, parent/carers and CYP. They signpost to us and come to us to ask questions.</p> <p>Paperwork sent to parent/carers and CYP related to SEND and education have SENDIASS details on them ensuring promotion of the service (LA and educational placements).</p> <p>More parent/carers and CYP know who SENDIASS are, what we do and how we can help.</p>	<p>and providers are made aware of the IASS, its remit and who the service is for.</p>	<p>Training is provided to services within the LA about who we are, what we do and how we can help parent/carers and CYP they work with.</p> <p>Members of SENDIASS network with other professionals across Norfolk to promote the service.</p> <p>Meetings with the High Needs service, education providers, children and adults social care to see if our contact details can be added to their letters if they aren't already.</p> <p>Increase in staff capacity will enable the service to provide more drop in sessions, outreach, advice clinics for parent/carers and CYP.</p>	
--	---	--	---	--