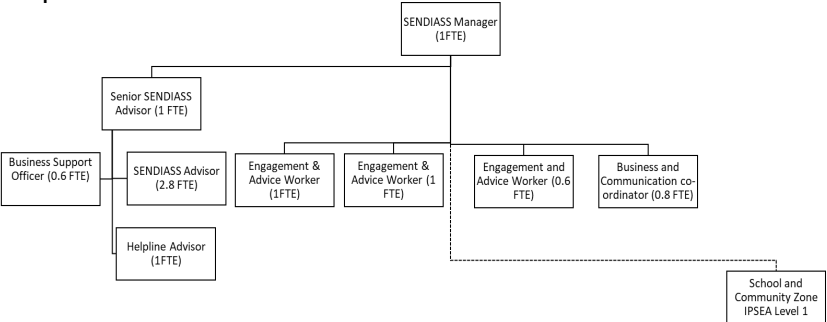


**MINUTES OF NORFOLK SENDIASS
STEERING GROUP MEETING
20th SEPTEMBER 2023
09:30 – 12:00 Via TEAMS meeting**

Steering Group	Title & Organization	Attended
Kim Abel (KA)	Independent Reviewing Manager, Commissioning, Partnerships and Resources	√
Jo Todd (JT)	FGC & Family Networking Advisory Service Team Manager	From 9.41
Mark Gower (Chair) (MG)	Designated Clinical Officer (SEND)Norfolk & Waveney CCG	Apologies
Sarah McRobert (SMcR)	Foster Parent/Carer	From 10.20
Harriet Tunnicliff (HT)	Adviser, Previously Looked After Children Learning and Inclusion	√
Leanne Cryan (LC)	SENCo, Necton Primary School	Left 10.29
Rebekah Muttitt (RM)	Consultant Nurse & Independent Prescriber MH & NDD Pathway Norfolk CAMHS, NSFT	X
Rebecca Chamberlain (RC)	Clinical Lead, Children's Occupational Therapy, NCH&C	√
Theresa Biddlecombe (TB)	Operational Service Lead - Trust Admin and CYP Medically Led Services, NCH&C	Left 10.00 From 10.30
Andrea Bell (AB)	VCSE Optimisation Lead (ICB), Children & Young People's Mental Health Team, NHS Norfolk and Waveney ICB	√
Rob Cole (RC)	Head of Communities & Partnerships	√
Pip Yaxley (PY)	Team Manager Schools & Community Team, Commissioning, Partnerships and Resources	Until 10.30
Ruth Toop (RT)	Adviser EYFS/SEND, Learning and Inclusion	√
Simon Paylor (SP)	Strategic Commissioner Health & Disability, Commissioning, Partnerships and Resources	√
Claire Jones (CJ)	Local Offer Development Manager (SEN)	From 9.45
Kirsty Gannon (KG)	Family Voice Norfolk Representative	√
David Craythorne (DC)	Family Voice Norfolk Representative	√
Lee Gibbons (LG)	ASD Helping Hands	Apologies
Carol Manning (CM)	Head of Family Support - CWD	Until 11.30
Amy Hanton (AH)	Designated Social Care Officer	Apologies
Annette Maconochie (AM)	Head of Sheringham Woodfields	√
Jayne Buckingham (JB)	Children's Service Acting Manager, The Hamlet	X
Nick O'Brien (NO)	SENCO, Dereham Neatherd High School	X
Julie Woodhouse (JW)	St Helen's Pre School	From 10.00
Gemma Burton (GB)	Head of Inclusive Learning and MINT, City College Norwich	Until 11.43
Clare Angell (CA)	Senior Manager for Children, Young People & Maternity Norfolk and Waveney CCG	√
Roger Allen (RA)	PFAL and Employment Service Manager	From 9.45 Left 11.15
Jade Cubitt (JC)	Children and Young Peoples Involvement Officer, Commissioning, Partnerships and Resources	√
Niamh Keane (NK)	SENDIASS Manager	√
Kelly Drew (KD)	Business & Comms Coordinator SENDIASS	√
Belinda Coxall (BC)	Business Support Officer SENDIASS	√

	Item	Agreed Action	By
1.	Apologies and Introductions	CA chaired meeting as MG unable to attend due to original date being rescheduled. Membership reviewed and updated since last meeting and new and existing members introduced themselves. Apologies received from MG, LG and AH.	
2.	Minutes of Last Meeting & Action Log	<p>The minutes of the last meeting were approved and agreed by NK.</p> <p>Action Log – Outstanding items: -</p> <ul style="list-style-type: none"> • Training for young people still outstanding due to capacity issues and to be reviewed when staff numbers increase. • Invitation to Exclusion Team to talk to group moved to February meeting due to full agenda. • NK to attend Youth Forum meeting on 20.9.23 re: representation on Steering Group. • Report on SEN Support to be covered in Service Update • Engagement with children and young people on hold until new staff embedded in service. NK to cover in Service Update. • Finance discussion to be moved to February meeting due to full agenda. 	NK
3.	Service Update	<p>NK explained to the members the history of SENDIASS and how the business case was created. NK confirmed that the case to determine what the service needed to meet its minimum standards and increase capacity had been completed and approved on 23rd June 2023.</p> <p>Rationale as follows: -</p> <ul style="list-style-type: none"> • Develop reach of SENDIASS. • Support earlier through casework – early intervention and early informal mediation to resolve disagreements. • Increase system capacity by ensuring that more parent/carers, children and young people are informed, and their voices heard. • Better equity across the system. • Training provided to professionals to upskill their knowledge and bust myths. • KA - Making Sense of SEND roadshows an opportunity to join up with agencies to bust myths. CJ suggested the speaker on the November event at Wells could be on SEND Support. CA suggested SENDIASS make a video on myth busting to share rather than signing up to training. • Training provided to parent/carers, children and young people to make them aware of their rights and become empowered to advocate for themselves/their child. <p>NK presented the new structure which has increased by 2.4 FTE bringing it to up to 9.8 FTE.</p>  <pre> graph TD Manager["SENDIASS Manager (1FTE)"] SeniorAdvisor["Senior SENDIASS Advisor (1 FTE)"] BusinessSupport["Business Support Officer (0.6 FTE)"] SENDIASSAdvisor["SENDIASS Advisor (2.8 FTE)"] HelplineAdvisor["Helpline Advisor (1FTE)"] EngAdv1["Engagement & Advice Worker (1FTE)"] EngAdv2["Engagement & Advice Worker (1 FTE)"] EngAdv3["Engagement and Advice Worker (0.6 FTE)"] BusinessComm["Business and Communication co-ordinator (0.8 FTE)"] SchoolComm["School and Community Zone IPSEA Level 1"] Manager --- SeniorAdvisor Manager --- BusinessSupport Manager --- SENDIASSAdvisor Manager --- HelplineAdvisor Manager --- EngAdv1 Manager --- EngAdv2 Manager --- EngAdv3 Manager --- BusinessComm SeniorAdvisor --- SENDIASSAdvisor SENDIASSAdvisor --- HelplineAdvisor EngAdv1 --- SchoolComm EngAdv2 --- SchoolComm EngAdv3 --- SchoolComm </pre>	NK

The remaining vacant roles of one full time helpline advisor and two full time engagement and advice workers to be filled externally.

Existing staff new roles: -

Senior SENDIAS Advisor – Leah Sloman (4 days with flexibility for 5 when needed)

SENDIAS Advisor – Liz Service (3 days), Hannah Murgatroyd (3 days) Hayleigh Juggins (3 days), David Bingham (3 days), Heather Jolly (2.5 days)

Engagement and Advice Worker – Bridget Robinson (3 days)

NK discussed the School and Community Zone and IPSEA Level 1 on the new structure flowchart: -

- Local First Inclusion (LFI) is Norfolk County Council's six-year SEND improvement programme and part of the programme is to give more support to mainstream schools by helping them to identify and meet the needs of children with SEND earlier. The programme has the overall aim of creating a sustainable and effective system with the right mix of education places to provide the right support for children and young people with SEND at the right time.
- As part of LFI the School and Community team were developed to support schools, parent/carers, children and young people with early intervention around SEND.
- The team will predominately focus on supporting with emerging SEND needs, including addressing barriers that impact upon a child or young person engaging in education.

A select amount of the SCT are to have bespoke training by IPSEA and SENDIASS to become 'SENDIASS Champions'

Their role as SENDIASS Champion will be to:

- Support schools earlier to provide the necessary support for the child which could reduce the need for EHCNA and tribunals.
- Ensure schools are providing appropriate SEN support so that parents can have faith and trust in them.
- Ensuring that legislation and guidance are followed by the school.
- Providing the parent/carers and CYP with a voice and feel supported.
- Signpost to SENDIASS and their website including their resources and training.

NK introduced RC and PY. RC explained to the group how the teams will work with the schools to offer early help and intervention. RC explained the role of SENDIASS Champions to get in early and support the schools. So far 40 plus staff have been identified and invited to undertake IPSEA Level 1 training as well as bespoke SENDIASS training.

PY added she felt it would be an exciting time to be working in partnership with SENDIASS and a good match.

It was confirmed the help would be available to all including post 16, home educated and childminders etc and no-one would be excluded from support by the team.

NK to update the Group at the next meeting in February on progress made due to the new structure and school and community team.

NK

4.	Service Development Plan	<p>NK presented the Norfolk SENDIASS Service Development Plan September 2023 to August 2024. Report to be emailed to all members and published on the website.</p> <p><u>Background</u></p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p><u>Service Capacity and Core Function</u></p> <ul style="list-style-type: none"> • Business case proposal has been agreed in its entirety. • The new roles within SENDIASS include a dedicated full time equivalent helpline advisor, new SENDIASS Advisors whose remit is to advocate through casework for 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 in line with how other SENDIASS's operate like Suffolk. • Work between SENDIASS and the School and Communities teams had 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><u>Digital Offer</u></p> <ul style="list-style-type: none"> • Two draft easy read booklets created and to be reviewed by the SEND Youth Forum in the autumn term. • Meeting with Big Fork our website designers to review what can be done to make the website more accessible. • Self-serve resources to reduce wait times on the helpline and to access resources before the appointment. • Over the summer two videos were started around 'Suspensions and Exclusions' and 'SEN Support'. • The newsletter has been re-designed and is now titled 'SENDIASS Scoop'. Access for professionals as well as parents/carers by using the following link https://www.norfolksendiass.org.uk/news/newsletters/ 	KD/BC
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<p>Yearly data report</p>	<p>NK confirmed a translation service available on the website for all documents and the helpline advisors use INTRAN on the calls.</p> <p><u>Training Offer</u></p> <p>As the business case has been agreed, this includes additional roles and extra capacity which includes expanding our training offer.</p> <p>GM holds regular CDP sessions for her SEND staff and asked NK if SENDIASS could come in and deliver to them. NK to action.</p> <p>The group discussed training to cover the issue of mainstream provision for those not suitable for complex needs.</p> <p>LC suggested the upcoming increase in SRB capacity and new SRBs opening could potentially help this issue alongside a stronger mainstream offer.</p> <p>AM had experienced issues with parents being totally focused on their child getting a place in one of our special schools but have no idea what the reality actually looks like until they visit and then having to review their choice.</p> <p>NK confirmed SENDIASS advisors encourage parents to visit schools, look at the website and contact the school website before choosing the school.</p> <p>CJ confirmed walk through videos on the school had been discussed with NASSH in the past. AM agreed to take this to NASSH.</p> <p><u>Promotion of the Service</u></p> <p>NK confirmed that more professionals are aware of us and what we do and therefore busting the myths around SENDIASS.</p> <p>Our contact details are on all paperwork for schools and CA confirmed they were on health clinic letters.</p> <p>AB suggested the Talk Centre a new system resource commissioned by ICB and would be a good platform for SENDIASS training, events and resources to be on there. Link Talk Centre</p> <p>Report to be emailed to all members and any comments to be sent to NK.</p> <p>NK and KD presented the Yearly Data Report 1st September 2022 to 31st August 2023. A copy of the report was sent out to members before the meeting and will be available on Norfolk SENDIASS website.</p> <p>5.1 Number of Referrals by month</p> <ul style="list-style-type: none"> Number of referrals increased by 18.2% in 2023 to 1947 with March being the busiest period due to phase transfer. During August the same number of appointments (38 a week) were still offered. A cancellation list was offered due to the wait period for appointments. <p>5.2 Level of Intervention</p> <ul style="list-style-type: none"> Casework was low as due to capacity there was no casework being offered until February 2023. 	<p>NK</p> <p>AM</p>
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		<ul style="list-style-type: none"> • Figures for signposting recorded at level 1 separately for the first time to record work outside booked appointments such as calls and emails taken by business support, website downloads and advice clinics and training. <p>5.4 Main disability</p> <ul style="list-style-type: none"> • 51% increase in mental health as main disability with diagnosis or waiting referrals. • NK confirmed this figure included both diagnosis and waiting for referrals. <p>6.1 Classification Codes</p> <ul style="list-style-type: none"> • 81% increase in EHCP appeal level 1 • 140% increase in SEN Support • Discussed the issue with schools not providing SEN Support and the needs should be met with or without a diagnosis. • With the new roles in SENDIASS and School and Community Team supporting and working with the schools help to identify need and support should be improved. • <p>6.3 Annual Review – Level 2</p> <ul style="list-style-type: none"> • Emergency annual review is a new code added in 2023 and NK confirmed emergency review was the same as ‘early’ review. SENDIASS use word ‘emergency’ to define it from the different types of EHCP reviews. <p>6.4 Complaints</p> <ul style="list-style-type: none"> • KD confirmed there was a typing error in the figures for complaints and this has been corrected. 	
6.	Updates from around the Room/Any Other Business	<p>There were no updates. There was no any other business.</p>	
7.	Date of Next Meetings	<p>Date of next meeting agreed: -</p> <ul style="list-style-type: none"> • February 14th 2024 (confirmed date does not fall in half term) • June 19th 2024 	