MINUTES OF NORFOLK SENDIASS

STEERING GROUP MEETING

14TH FEBRUARY 2024

 10.00 – 12:04 Via TEAMS meeting

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| **Steering Group** | **Title & Organization** | **Attended** |
| Jo Todd (JT) | FGC & Family Networking Advisory Service Team Manager | √ |
| Mark Gower (Chair) (MG) | Designated Clinical Officer (SEND)Norfolk & Waveney CCG | √ |
| Sarah McRobert (SMcR) | Foster Parent/Carer | x |
| Harriet Tunnicliff (HT) | Adviser, Previously Looked After Children Learning and Inclusion | Apologies |
| Leanne Cryan (LC) | SENCo, Necton Primary School | √ |
| Rebekah Muttitt (RM) | Consultant Nurse & Independent Prescriber MH & NDD Pathway Norfolk CAMHS, NSFT  | √ |
| Rebecca Chamberlain (RCh) | Clinical Lead, Children’s Occupational Therapy, NCH&C | √ |
| Theresa Biddlecombe (TB) | Operational Service Lead - Trust Admin and CYP Medically Led Services, NCH&C | Apologies |
| 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 | x |
| Pip Yaxley (PY) | Team Manager Schools & Community Team, Commissioning, Partnerships and Resources | √ left 11.00 |
| Ruth Toop (RT) | Adviser EYFS/SEND, Learning and Inclusion | x |
| Simon Paylor (SP) | Strategic Commissioner Health & Disability, Commissioning, Partnerships and Resources | √left 11.12 |
| Claire Jones (CJ) | Local Offer Development Manager (SEN) | √from 10.12 |
| Carolyn Ellis-Gage (CEG) | Head of Parkside School – Representative for NASSH | √ left 11.10 |
| Kirsty Gannon (KG) | Family Voice Norfolk Representative | √ |
| David Craythorne (DC) | Family Voice Norfolk Representative | √ |
| Lee Gibbons (LG) | ASD Helping Hands | √ |
| Carol Manning (CM) | Head of Family Support - CWD | √left 10.45 |
| Amy Hanton (AH) | Designated Social Care Officer | Apologies |
| Suzanne Allen (SA) | SEN Advisor, Inclusion & Opportunity | √ |
| Jayne Buckingham (JB) | Children’s Service Acting Manager, The Hamlet | √ |
| Nick O’Brien (NO) | SENCO, Dereham Neatherd High School | √left 11.14 |
| Gemma Burton (GB) | Head of Inclusive Learning and MINT, City College Norwich | √ from10.25 |
| Clare Angell (CA) | Senior Manager for Children, Young People & Maternity Norfolk and Waveney CCG | Apologies |
| Roger Allen (RA) | PFAL and Employment Service Manager | √ |
| Jade Cubitt (JC) | Children and Young Peoples Involvement Officer, Commissioning, Partnerships and Resources | x |
| Niamh Keane (NK) | SENDIASS Manager | √ |
| Kelly Drew (KD) | Business & Comms Coordinator SENDIASS | √ |
| Belinda Coxall (BC) | Business Support Officer SENDIASS | √ |
|  **1.****2.****3.****4.****5.****6.****7.** | **Item****Apologies and Introductions****Minutes of Last Meeting & Action Log****Service Update****SENDIASS Finance****Data Report****AOB/Updates from around the Rooms****Date of Next****Meetings** | **Agreed Action**Carolyn Ellis-Gage (CEG) Head, Parkside School representative for NASSH in place of Annette Maconochie (AM)Apologies received from HT, TB, CM and CA.The minutes of the last meeting were approved and agreed.Action Log – Outstanding items: -Training for Young People – two additional Engagement and Adviser workers (E&AW) now in post so should be capacity later in the year to provide training for young people. NK confirmed this item can be removed from the Action Log in the future.Exclusion Team – Louise Hodgson unable to attend February meeting. Louise to be invited to a future meeting to talk about exclusions.Walk through Videos – NASSH – Action for AM at last meeting. CEG agreed to take back to NASSH.SENDIASS data and report being distributed more widely now. It was agreed to remove this item from the Action Log.No responses from Dragons or SEND Youth Forum regarding representation on Steering Group. The E&AW to engage with young people to recruit new members when up and running in their new roles.New Staff* Engagement and Advice Workers (E&AW) - Laura Back and Jo Thompson started on 1st January.
* Sally Bailey – now up and running as full-time Helpline Advisor
* Amy Leggett – started on 1st January as SENDIAS Advisor (Maternity Cover) until June with possibility of extending contract.

NK said E&AW would be working with younger aged children to encourage more involvement and to get their views at an early age. MG agreed the importance of capturing this information and the need to find ways to achieve this and be shared across the whole system.JT confirmed there were plans to co-produce a questionnaire for all young people which was in the early development stage with SEND Participation Team.School and Community TeamsFollowing a review of the SENDIASS Champion project it’s been agreed that we will change how this works:* Stop requirements of recording interventions in Synergy.
* Upskill all SCT staff not just specific ones.
* Re focus the role of SENDIASS Champion Communities and Partnership.

JT said that the School and Community Teams would help with SEND support so SENDIASS can focus on more complex issues.PY confirmed the partnership and training with SENDIASS was proving a successful partnership.Community and PartnershipsNorfolk SENDIASS presenting a full day’s training for; Communities and Partnership Managers, Communities and Partnership Co-ordinators and Early Help Advisors to upskill their knowledge and understanding of SEND law and the SEND landscape in Norfolk.The Family Hubs and Start to Life offer to be linked with SENDIASS from April and future Advice Clinics to be held at the hubs. MG suggested the hubs have co-partners working together with health etc.Training was discussed and how SENDIASS distributed the information to ensure all co-partners have access: -* MI system for schools
* SEND bulletin.
* Newsletter

KD to investigate distribution.GB asked if there was a professional email list. KD reported that the professionals could sign up to the newsletters via our website.MG said it was difficult to distribute to everyone i.e. health and social care and there needed to be a plan to work out how to do this. MG to check distribution sources within Health.JT suggested adding newsletter statistics for professional and parents to the next report. KD to action.TrainingNK presented the training schedule up to July 2024.NK confirmed an email had been sent to all professionals. NK to resend email to MG as requested.KD to provide training statistics at next Steering Group.Focus WeeksNK discussed the Focus Weeks and shared the timetable with the Group. Once a week each month a particular topic is covered and SENDIASS has received positive feedback on this.Focus Weeks advertised via all social media platforms and provide an accessible resource for parents to self-serve.OutreachNK presented the schedule for Outreach work for January/February and March.NK confirmed that more professionals were contacting SENDIASS and getting busier and more well known with more requests to attend outreach events.MG asked if there were any flyers available to promote Outreach so they can be distributed within Health in areas such as CAMHS and Youth NSFT.Website Re-DesignNK confirmed the website was being re-designed to make it easier to navigate and find information so parents/carers can self-serve.In the process of re-designing and adding to the website: -* a dedicated Child and Young Person section and within that the Youth Forum will sit.
* moving things around to make it easier to access for parent/carers.
* dedicated professional's section.

Children, young people, and parent/carers will be consulted as part of the re-design to gather their views. Recent Feedback – Evaluation FormsNK presented some feedback from parents/carers and although there are long wait times the comments were positive and appreciative of the service offered. SENDIASS FinancesAt a previous meeting it was agreed to produce a report on finances. Discussed information to include funding by multi agency groups/joint commissioning, any overspend and underspend.NK to contact Dawn Amiss, Finance to run a report for the last two financial years. NK to present the report at the next meeting.It was agreed to present an Annual Finance Report for the Steering Group in the future.**Data Report**KD presented the report from 1st September 2023 to 31st December 2023. The Steering Group to be emailed the report to look at in more detail.Main points from the Report.Levels of Referrals* Level 1 – business support now recording signposting/outreach/training numbers – 586 from Sept to Dec 2023.
* Level 2 – helpline appointments/advice clinic – 34% increase since last period
* Level 3 – Casework - only started recorded since November 2023

Age RangeThere has been a change in age range with an increase in under 5 and primary school age 5-10 compared to previous period.NK to contact from Sam McCallum and Mandy Woods for representation on Steering group.Number of Referrals with EHCPThere has been an increase in number of referrals with an EHCP by 22% and SEN support has increased by 65%.Emergency Calls and ClassificationsDue to the new booking system data is now available on emergency calls which a total of 41 were taken in the period Sept-Dec 2023.Classification Code – Reason for ContactSEN Support calls have doubled to 260 in the last period.New Codes Added* EOTAS
* Health – code next month
* Mediation
* School and Communities

Average Wait TimesAverage wait times was 14 working days and currently 25 working days in this period but is our busy period due to phase transfer.NK confirmed 38 more calls added on the helpline and taking emergency calls to help with the wait time. It was important to protect the advisors’ casework times while providing extra calls.The group discussed the increase in workload and ways to overcome this with the need to encourage more training for parents/carers to self-serve as the service has reached pinch point.LG asked NK if ASD Helping Hands could help alleviate pressure as parents were contacting with same questions and whether we could work together to help this situation. RM also suggested whether there could be some shared calls and joint working.NK said as a confidential service it would be difficult and there was no way to manage or facilitate due to booking online appointments so unaware of what other services have been involved. NK also explained that you can’t stop parent/carers speaking with different services/organizations.KD confirmed since moving to online booking system no opportunity to signpost at point of contact. KD to look at other booking systems and compare with existing one.NK proposed a backup plan if NK unable to attend the Steering Group meeting due to illness etc. It was agreed the Senior SENDIAS Advisor step in for NK if required.KG confirmed Family Voice does lots of signposting and will be undertaking IPSEA training which could reduce pressure on Norfolk SENDIASS.Date of next meeting agreed: -* June 19th 2024.
* September 18th 2024.
 | By**NK****CEG****NK****KD****KD****NK****KD****NK****BC****KD** |