MINUTES OF NORFOLK SENDIASS

STEERING GROUP MEETING

19th June 2024

 10.00 – 12:40 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 | Apologies |
| Harriet Tunnicliff (HT) | Adviser, Previously Looked After Children Learning and Inclusion | √ |
| Leanne Cryan (LC) | SENCo, Necton Primary School | Apologies |
| Rebekah Muttitt (RM) | Consultant Nurse & Independent Prescriber MH & NDD Pathway Norfolk CAMHS, NSFT  | √ |
| Rebecca Chamberlain (RCh) | Clinical Lead, Children’s Occupational Therapy, NCH&C | X |
| Theresa Biddlecombe (TB) | Operational Service Lead - Trust Admin and CYP Medically Led Services, NCH&C | √ at 10:15 |
| Andrea Bell (AB) | VCSE Optimisation Lead (ICB), Children & Young People’s Mental Health Team, NHS Norfolk and Waveney ICB  | Apologies |
| Rob Cole (RC) | Head of Communities & Partnerships | Apologies |
| Pip Yaxley (PY) | Team Manager Schools & Community Team, Commissioning, Partnerships and Resources | Apologies |
| 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) | √ |
| Carolyn Ellis-Gage (CEG) | Head of Parkside School – Representative for NASSH | X |
| Kirsty Gannon (KG) | Family Voice Norfolk Representative | √ |
| David Craythorne (DC) | Family Voice Norfolk Representative | √ |
| Lee Gibbons (LG) | ASD Helping Hands | √ at 10:30 |
| Carol Manning (CM) | Head of Family Support - CWD | √ |
| Amy Hanton (AH) | Designated Social Care Officer | √ |
| Suzanne Allen (SA) | SEN Advisor, Inclusion & Opportunity | √  |
| Jayne Buckingham (JB) | Children’s Service Acting Manager, The Hamlet | X |
| Nick O’Brien (NO) | SENCO, Dereham Neatherd High School | X |
| Gemma Burton (GB) | Head of Inclusive Learning and MINT, City College Norwich | √ at 11:30 |
| Clare Angell (CA) | Senior Manager for Children, Young People & Maternity Norfolk and Waveney CCG | X |
| Roger Allen (RA) | PFAL and Employment Service Manager | Apologies |
| Jade Cubitt (JC) | Children and Young Peoples Involvement Officer, Commissioning, Partnerships and Resources | X |
| Niamh Keane (NK) | SENDIASS Manager | √ |
| Leah Sloman (LS) | Senior SENDIAS Advisor SENDIASS | √ |
| Kelly Drew (KD) | Business & Comms Coordinator SENDIASS | √ |
| Belinda Coxall (BC) | Business Support Officer SENDIASS | √ |
| **1.****2.****3.****4.****5.****6.****7.****8.****9.****10.** | **Item****Apologies and Introductions****Minutes of Last Meeting & Action Log****Service Update****Louise Hodgson – Exclusion Officer from NCC coming to talk about her role and the role of the team.****Advice Clinic and Training proposal** **Data Report****Terms of reference working group** **SENDIASS policies****AOB/Updates from around the Rooms****Date of Next****Meetings** | **Agreed Action**Apologies Sarah McRobert, Leanne Cryan, Andrea Bell, Rob Cole, Pip Yaxley and Roger Allen.Minutes of the last meeting approved and agreed.**Action Log**Walk through Videos – NASSH. CEG agreed to take back to NASSH. Still outstanding as no representative from NASSH attended meeting.Financial information – NK to present a report once a year at September Steering Group meeting.Booking system - KD confirmed still ongoing.**Staff Update*** Amy Leggett (maternity cover) left the service on the 12th June 2024 and post will not be filled.
* David Bingham will be taking on an extra day until maternity ends to do casework.

**Current Wait Times**NK presented data on the helpline calls and timely appointments (online booking system): -* Current wait times 25 working days (5 weeks).
* ‘Book an appointment’ website page views increased by 48%

April – June 2023 – 956April – June 2024 – 1416NK said there were 35 booked appointments a week, a waitlist, and a cancellation list for deadlines. NK confirmed nationally there had been an increase in demand amongst other SENDIASS organisations.**Feedback*** Discussed options for parents/carers to self-serve and access a wide range of information on the website. This can be a challenge as some parents/carers wish to speak directly to a person.
* Discussed parents needing a response on day but answering calls without booked appointments would not be feasible.
* Demand increased due to a wider awareness of our service and signposting.
* Access to our service must be available to everyone i.e. those with no access to technology, learning and language difficulties.

**Website Redesign*** A consultation for parent/carers sent out via a wide range of media but no responses received. Consultation link shared to members for distribution within their organizations. <https://forms.office.com/Pages/ResponsePage.aspx?id=fhcZFOBXD0-v8P1htUnRDr3eQevvTFFCpqS4dtJp7JxURDRYNlRSQTNLRDZCVExIWTRHTkQ1VEhQMi4u>
* Youth Forum being consulted over the young person page.
* Work being done in the background by Kelly and BigFork

**Engagement and Advice Update**The two new Engagement and Advice Officers have been out and about attending various events in the last few months. A copy of the slides showing these events will to be sent out with the Minutes. **Case Studies from SENDIAS Advisors**NK confirmed the advisors had between 17 and 25 cases depending on their working hours and were carrying out one-off support work.NK shared with the group two case studies undertaken by the advisors and NK offered to send out copies if requested.**Level 4 representation cases** Leah shared with the group one of her Level 4 representation cases to show the difference between representation and casework. It was an extremely complex case which involved Leah completing all the paperwork for the parents, working with other organizations, and representing the parents at tribunal.**Recent Feedback**NK shared some positive comments from parents/carers about the service they had received from SENDIASS.Louise Hodgson, Exclusion Officer invited to attend the meeting to give a talk about the Exclusion team.Louise gave an overview of the structure of the teams, her role and the exclusion process including exclusion meetings.Louise shared a link for the group to access for more information <https://www.schools.norfolk.gov.uk/exclusions>NK presented an Advice Clinic and Training proposal.**Purpose of Advice Clinic**A booked hour face to face appointment with a SENDIASS Advisor to discuss or review paperwork related to special educational needs in education. For example:* EHC Needs Assessment paperwork.
* SENDIST (First Tier Tribunal) paperwork.
* Draft Education Health and Care Plan (EHCP).

**Current picture*** Each month the advice clinics were fully booked but, on the day, up to half of those booked didn’t turn up and a portion of those that did didn’t have paperwork to go through.
* For example, at the AC in Gorleston out of 12 people booked on only 5 attended throughout the day.
* This is not an effective use of the Advisors time or effective use of SENDIASS budget.

**Advice Clinic proposal*** As we now offer one off support, those with paperwork will be supported via this offer.
* Our resource catalogue will increase including short videos on how to look through a draft EHCP, what case directions look like/mean etc.
* We will review this proposal in 6 months to see if no longer running advice clinics has caused a negative impact in other areas of the service.

**Feedback**This proposal was discussed, and it was agreed to go ahead with the Advice Clinic proposal.NK to review the impact and report back at the February Steering Group. **Training Proposal****Purpose of Training to parent/carers and professionals*** **I**nformation about the law, the rights of CYP, empower parent/carers and professionals.
* Minimum standards state: *“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.”*

**Current Picture*** Multiple people booking on minimal turning up.
* Had to cancel two training sessions one for parent/carers one for professionals because only 3/4 people had booked on.
* One session we had 40 booked on but only 4 turned up.
* Not an effective use of time (planning, booking and delivery)

**Training Proposal*** Bespoke training available (virtual or face to face) for organisation/charity/teams/schools etc.
* Record webinar videos of all our training and upload them to a dedicated section within our website.
* Promote the videos via social media, newsletters, FVN, LO, JON parent/carer and professional portal etc.
* Make use of our interactive pinboard where parent/carers and professionals can ask questions related to the training.
* Add subject specific FAQs to each video.
* Add a ‘rate our video’ type of evaluation.
* Review in 6 months to see what the impact has been.

**Feedback**This proposal was discussed, and it was agreed to go ahead with the Training proposals.NK to review the impact and report back at the February Steering Group.**Data Report**KD presented the Termly Statistic Report from 1st January 2024 to 31st March 2024. A copy of the report will be sent out with the Minutes.The group discussed the data in Helpline District which showed South Norfolk was the busiest area for this period which was not seen as one as an area of deprivation.KD to compare the data in other areas such as Norwich and Gt Yarmouth and bring back the information for September meeting.The group discussed the data and statistics provided and agreed that the data needs to be fed back into the wider system so the information can be viewed.KD said that for reporting purposes it was difficult to produce reports if the data kept changing and to forward any requests to KD.Terms of Reference to be reviewed. HT, SA, AH, (KG or another representative from Family Voice - DB put his name forward as well) agreed to be part of the Terms of Reference Working Group. The SENDIASS policies item carried forward to September’s meeting.No AOB or updates.Dates of future meetings* September 18th 2024
* February 19th 2025
* June 18th 2025
* September 17th 2025
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