

## Appendix A: Service: Application form - 2018-2019

Please only use this application template to apply for funding. Only typed applications will be accepted and should not exceed 15 pages using font 12. Once completed the form should be sent for the attention of Martin Bull at [iasp@ncb.org.uk](mailto:iasp@ncb.org.uk) by 5pm on **Friday 15th June 2018**.

### Part 1: Provide general information about the service

#### a) In house service

Name used by the service	<b>Barnsley SENDIASS</b>
Name of local authority	<b>Barnsley MBC</b>
Organisational address	<b>For Addressee Only Barnsley SENDIASS, Corporate Mailroom, PO Box 634, Barnsley, South Yorkshire</b>
Organisational postcode	<b>S70 9GG</b>
Full name of IAS Service Manager	<b>Sarah Wike</b>
Email address IAS Service Manager	<b>sarahwike@barnsley.gov.uk</b>
Full name of LA Commissioner	
Email address of LA Commissioner	

#### b) Outsourced service

Name used by the service	
Name of local authority*	
Organisational address	
Organisational postcode	
Full name of IAS Service Manager	
Email address of IAS Service Manager	
Full name of LA Procurement Lead	
Email address of LA Procurement lead	
Start date/end date of service contract	

\*Organisations who host more than one IAS service should 'copy' and paste table b in Part 1 above and ensure relevant information is provided for each local authority before the application form is submitted.

#### C) Funding and staffing

Please say what your service budget is for 2018-2019 (Net terms only)	
Service budget for 2019-20 (if known)	
Number of staff employed in the service (FTE)	2.1 FtE between 3 staff members
Number of volunteers (number)	0

**Part 2. Provide a statement of intent to meet the service specification**

\*Please expand boxes as you see fit.

\*Only complete Part 2 once if you host more than one IAS service.

<p>1.</p>	<p>Please explain how the IAS service operates as impartial, confidential and at 'arms-length' from the local authority in line with the current IASSN standards and advice.</p>	<p>IASS is located in main BMBC offices but placed in an area away from other SEND services and departments.</p> <p>SENDIASS has a service level specification between itself and the LA (developed with our commissioning partner) that specifies 'independence', 'impartiality' and ability to operate at 'arms-length'. This service specification is under regular review.</p> <p>SENDIASS only interacts with other services with the permission of service users if it can assist a case to reach a conclusion timely or reduce tensions. SENDIASS has its own service identity (logo) that was designed and selected by service users. There is an independent face book and twitter account for social media contact. We have a telephone helpline and all callers are informed of their right to confidentiality. Case officers have mobile phones so calls can be made remotely and in private. Home visits and meetings arranged out of the office are offered but if a service user prefers to come into the office a private room is arranged.</p> <p>Service users are offered IASS on all matters including appeals to SEND, ombudsman and local complaints processes, the LA understand this function within IASS and respect that role.</p> <p>SENDIASS has an impartial and confidentiality policy that is reviewed annually with the support of the strategic management group made up of local area service users and partners.</p> <p>LA services are reminded when necessary of the service offer for 'arms-length' IASS when potential tensions arise between service users and other services.</p> <p>SENDIASS refuse to share information about children, young people and parents carers (service users) unless permission has been given (exceptions apply where there may be child protection and/or safeguarding concerns). Where 'others' choose to share information with SENDIASS about individual cases then SENDIASS remain neutral and if appropriate communicate with service users that this has taken place.</p> <p>The annual survey of service user experience queries service user confidence In the independence and impartiality of the service, annual data collection has consistently shown majority have confidence in the service in these areas.</p> <p>When arranging drop in/advice session/consultative sessions with service users SENDIASS use venues that are non BMBC buildings.</p>
<p>2.</p>	<p>Please explain how you would approach a detailed self- review exercise to establish how</p>	<p>Working closely with our commissioners we would work together to engage through a variety of approaches (individually, local groups, focus groups) with all service users and partners about the impact and effectiveness of IASS in the</p>

the current service offer is meeting its responsibilities required by the CFA 2014 and SEN code of practice.

local area. We would use the quality standards framework for an IASS and data collected through service level activities as a platform for beginning the self – review. We would undertake detailed analysis of service user view and experiences and correlate these to the standards for an IASS. All findings would be reported in a service report and presented at back to service users and to LA partners at senior level with support of our commissioning partner. The data collected would be used to review what’s worked well, what the challenges are and determine next steps to ensure SENDIASS development plan going forward is provided in line with professional standards for an IASS. As part of this process we would review effectiveness of service planning and undertake check and challenge approaches with service users and partners to ensure IASS is operating to a high quality standard in the local area. Service offer to service users will be under constant review and areas of concern addressed immediately as part of development planning.

We would keep under review LA/SENDIASS service specification and alert commissioning of any risks and barriers to meeting all areas of quality standards for an IASS in the local area.

Challenges to meeting the requirements for IASS as set out in the Children and Families Act (2014) and SEND Code of Practice will be discussed with line management in the first instance. Following these conversations with commissioning partner will take place with an emergency review of the LA/SENDIASS service specification. Where it’s not possible resolve any barriers for delivering an effective IASS in the local area advice and guidance will be sought from CDC to consider how we can work together with our commissioning partner to achieve better outcome for long term sustainability of IASS.

Identifying barriers that prevent access to IASS and reporting these to LA and its commissioning partners to ensure capacity to meet with the statutory requirements for an IASS is known. Identifying risks to the LA where provision of high quality IASS to service users is at risk.

Conduct a full audit of service activity using the quality standards framework to identify areas of strengths and weakness. Where the LA or IASS is under performing or non-compliant a report will be produced and presented to our commissioning partner and senior LA officers. Priorities will be set to address major areas of concern immediately and areas for further development in the medium term will form part of the annual service development plan.

Service development plan will be reviewed with service users, service staff and head of service for Quality Assurance, critical analysis will take place using a SWOT approach to further inform priority areas for improvement and development.

Bi annual and annual focus group sessions will be held to review the self-review and identify any areas of challenge or in need of further focus. CDC would be invited to attend these to quality assure the process of monitoring and reviewing self-

		assessment processes.
3.	Please provide an early indication of perceived service priorities that you would like to address in the years ahead.	<p>SENDIASS has recently held an AGM, this was well attended by service users and a range of colleagues and served as a platform for consulting about what could be improved upon and/or developed going forward. In addition to this looking at data collected for the last academic year we are already able to identify priorities we would like to be able to address. Service users have also identified challenges locally in terms of access to and for IASS and reported this as an area to be addressed within the local area. We have produced a business plan that identifies the risks for the LA to fulfil its statutory functions in line with the current IASS Quality Standards Framework for the provision of its IASS locally.</p> <p>The process above has enabled us to consider need and development opportunities we would like to address for the coming year and beyond, but these can be reviewed in line with the new QS's when they are ready:</p> <ol style="list-style-type: none"> <li>1. Ensure all staff has access to shadowing of SENDIASS manager to enable them to undertake all four levels of case work interventions and providing IASS to children, young people and parent carers. The aim being that at all times within SENDIASS all staff are able to respond to the diverse range of needs for IASS.</li> <li>2. IASS surgeries weekly where service users can access face to face interaction with case advisors in a neutral non BMBC venue.</li> <li>3. IASS advice sessions where specific 'hot topics' relevant to the local area can be brought forward by service users. Relevant colleagues will be invited to be present to enable serve users to access specific advice and support, for example meeting the needs of children and young people who have specific learning difficulties, school exclusions, accessing CAMHS etc.</li> <li>4. IASS workshops/training sessions for service users and colleagues so that up to date SEND information can be presented and discussed – looking for solution focussed approaches, empowering individuals to develop confidence in their participation of decision making about their child/young person or if a young person decision making about themselves.</li> <li>5. Develop volunteering opportunities so that the levels of intervention for an IASS can be offered and where required peer to peer mentoring can be developed to support service users further. Seek other external funding opportunities to create a volunteer coordinator role to ensure all volunteers within IASS are mentored, supported and developed in the role of volunteer.</li> <li>6. Create a virtual information library within an independent SENDIASS website and social media outlets where service users can access information quickly.</li> <li>7. Develop the young person service so that there are</li> </ol>

		<p>clearly defined access routes for young people to receive IASS in confidence.</p> <ol style="list-style-type: none"> <li>8. Develop personalising packages of support to key work cases with children and young so that they can prepare and participate fully in processes around their SEND.</li> <li>9. Set up face book live sessions so that service users can access advice within and outside of standard working hours.</li> <li>10. Contribute to strategic reporting more regularly within our local area about trends, issues, challenges, successes within SEND processes and practice within the local area.</li> <li>11. Develop information routes and transition information packs for schools/settings to ensure they know about SENDIASS and share this information with children, young people and parents carers.</li> <li>12. Develop IASS to cover health and social care requirements, to ensure we are providing high quality IASS in this area</li> <li>13. Network regionally with SENDIASS peers to see if there is scope to join up and pool resources in specific areas.</li> <li>14. IASS networking to offer opportunities to shadow areas of strength within individual IASS', for example, one SENDIASS may have that another would value mentoring with, e.g SEND Tribunal.</li> </ol>
4.	<p>Please explain what process you would take to ensure a forward look two year service-led operational plan would be developed to a high standard</p>	<p>We would set up an IASS strategic management group meeting as a priority and begin the process of looking forward with all our partners. We would create a plan of action for how we are going to progress forward thinking to achieve service-led operation plan. The planning would involve:</p> <p>Setting up discussion groups both face to face and through social media to explore what's important to service users for a developing IASS within our local area.</p> <p>With all stakeholders and partners audit the quality standards framework and together create a working plan.</p> <p>Consult wider with the draft working plan to ensure we reached as many service users and our partners as possible.</p> <p>Formalise a plan of action and identify who will lead on what area, it will have a time scale to follow with review dates.</p> <p>Arrange quarterly meetings with service users and our partners to review progress of the plan and evaluate whether it's working and ensure accountability to achieving the targets identified for development.</p> <p>Focus on outcomes that are relevant to the local area and in line with the quality standards framework for a high quality IASS.</p> <p>Keep under review what is effective and working well and build on this and identify early challenges within SEND for children,</p>

		<p>young people and families.</p> <p>Develop a service level agreement with the LA and its commissioning partners for 'reporting' barriers and success within SEND in the local area. This reporting will be evidenced based through interactions with service users both quantitative through figures of patterns developing and qualitative through case study examples.</p> <p>Service Manager and head of service will use ensure the service led operational plan is a regular feature of supervisions so that any potential challenges to delivering the plan are identified early.</p> <p>The strategic management group for IASS will host Annual General Meetings, this will be a platform for critical analysis of the effectiveness of the plan and identifying whether service users feel it is being effective for positive change.</p>
5.	Please explain your experience at producing accurate, data rich timely management reports	<p>We have always conducted annual service user feedback and data around case work activity. We have self-assessed against the quality standards for an IASS and from this developed an annual service development plan. Using the data and the audit we have produced annual report of the service and this has then been made available to local service users and recently presented to senior leadership at strategy level within the borough.</p> <p>Our commissioning partner is a member of the IASS strategic management group and advises around business planning for future access between service users and IASS.</p>
6.	Please explain your commitment to work closely with CDC and respect the disciplines of working close to Government policy on the Information Advice and Support Programme	<p>Our commissioning partner, head of service for quality assurance and safeguarding and SENDIASS manager plan to work closely together to ensure that the contractual arrangement with the CDC is fully implemented, understood, reviewed and monitored. These meetings will take place quarterly and inform part of the reporting process of the grant back to CDC.</p> <p>We are proactive In networking locally, regionally and nationally to ensure SENDIASS is a reflective service in its ongoing development. We have engaged proactively with our other Independent Support partners (Core Assets), we have engaged positively with CDC in reporting the current funding outcomes for the IS grant.</p> <p>We are continually striving to be a high quality IASS within our local area and will endeavour to work with our national partners to achieve the expected outcomes of the grant should we be successful in this application.</p> <p>We are very positive about interfacing with government policy for the IA Support Programme and would like to be a lead organisation with a project we undertake that the CDC use and tap into going forward.</p>
7.	Please declare any current or perceived conflicts of interest and state how you propose	

	to manage such conflicts.	
8.	Please say if your organisation is exempt or not from VAT. If you don't know we will assume you are not and apply VAT within the value of the contract.	We are not exempt from VAT within the value of the contract.

**Part 3. Value for money**

Part 3 should only be completed if an organisation hosts more than one IAS service.

Organisations who provide an IAS service in more than one local authority area would not necessary be eligible for funding at the full value of £32,000 net, per local area. Organisations that fall into this category would be required to demonstrate *value for money* before a final overall contact price is agreed. Using the box provided below, please provide a statement to say how you will utilise resources and offer *value for money* to deliver on the requirements. In doing so, propose an overall price for consideration.

\*Please type and expand boxes as you see fit.

**Part 4. Confirmation**

Application for funding requires two e-signatures in order to proceed to the next stage. This includes the IAS service manager who completed Part 1 and either a) LA Commissioner with responsibly for setting the budget for the IAS service or b) LA Procurement Lead responsible for contracting purposes with an outsourced service.

Organisation who host more than one IAS service should 'copy' the signature tables in Part 4 below and ensure relevant signatures are provided for each local authority before the application form is submitted (labelling them by service name).

- a) **On behalf of the Information Advice and Support Service**

<b>Signed</b>	
<b>Print Name</b>	
<b>Position</b>	
<b>Date</b>	

**b) On behalf of the local authority (LA Commissioner or procurement Lead)**

<b>Signed</b>	
<b>Print Name</b>	
<b>Position</b>	
<b>Date</b>	

## 5. Submission

A completed application to be sent to the attention of Martin Bull at to [iasp@ncb.org.uk](mailto:iasp@ncb.org.uk) by 5pm on Friday 15th June 2018.

## 6. Enquires

**Questions on contracting:** Martin Bull  
 Telephone Number: 07508 741 212  
 Email: [mbull@ncb.org.uk](mailto:mbull@ncb.org.uk)

**Questions about policy and practice on IAS services** Daisy Russell  
 Telephone Number: 07498 558659  
 Email: [drussell@ncb.org.uk](mailto:drussell@ncb.org.uk)