

Minimum Standards for a SENDIASS

Barnsley SENDIASS Audit – November 2018

Sarah Wike – SENDIASS Manager

Advised by James Stephenson, Assistant IASS Officer
and Sarah Sinclair, Head of Service – Commissioning.

Barnsley
SENDIASS

Special Educational | Information, Advice &
Needs & Disabilities | Support Service



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Introduction

The new minimum standards for SENDIASS were published in October 2018. These standards are a more detailed breakdown of Section 2 of the SEND Code of Practice 2015 which outlines the key functions of SENDIASS.

The Minimum Standards should be reviewed and implemented in partnership with the Local Authority (LA) and the Clinical Commissioning Group (CCG), via Commissioning.

There are 4 headings with descriptors that highlight the function of a SEND Information, Advice and Support Service (IASS).

Barnsley SENDIASS has audited these standards using the colour rating system:

RED – Non-compliant

GREEN – Compliant & Achieving Good Outcomes

ORANGE – On track, working towards compliance.

1. Commissioning, Governance and Management Arrangements

Standard	RAG	Current Position	Compliance/Aspiration	Evidence	IASP Fund
<p>1.1 - The IASS is jointly commissioned by education, health and social care in accordance with the CFA 2014.</p> <p>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>A service specification is in place and was approved by the Executive Joint Commissioning Group in March 2018. The specification is currently being refreshed by commissioning partners to ensure compliance with amended standards and increase opportunities for joint commissioning of the service (LA/CCG).</p> <p>Joint commissioning arrangements between the LA and the CCG are well established in Barnsley via the CYPT. The DCO and Clinical nurse assessor work with the LA to support a joint response to meeting need. Further work is needed to increase capacity to deliver specific health information, advice and support as outlined by the standards.</p>	<p>Finalise service specification which meets the minimum standards for an IASS in the local area, ensuring opportunities for service user engagement are maximised.</p> <p>Develop further links through strategic development with LA and CCG to ensure data collated through service users interaction around health, education and social care requiring IASS are known and inform future strategy/operational development/line of sight re. appropriate governance structures.</p> <p>Provision of training, mentoring and advice sessions for colleagues and SEND peers to ensure constancy across the Trust/system</p>	<p>Existing service specification</p> <p>Report and presentation to the Children and Families Trust (March/November 2018) Executive Commissioning Group.</p> <p>Refreshed serviced specification.</p> <p>Engagement sessions held and noted.</p> <p>Training, mentoring, advice sessions requested and attended.</p> <p>Development of data set to inform performance reporting.</p>	2 - Supporting Strategic Functions.

Standard	RAG	Current Position	Compliance/Aspiration	Evidence	IASP Fund
<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.</p>		<p>Engaged with service users through AGM and service evaluation processes to review IASS and inform development plan going forward.</p> <p>Capacity and demand work which generated additional LA funds for the Service.</p> <p>Provision of a compliant IASS service with a case-by-case approach being able to be provided for health as and when required – plans to increase health based support as outlined above.</p> <p>The service promotes links with Health Watch Barnsley.</p>	<p>Build on current engagement with service users and LA/CCG partners, via workshops, roadshows, service activity through case work, we will create additional opportunities to drive new developments to:</p> <ul style="list-style-type: none"> • Engage with young people and develop processes based on their need. • Engage with partners to review service specifications and identify where there are gaps in IASS to service users across Education, Health and social care. • Raise positive awareness of IASS in the local area through interactions with local groups (parent carer, 	<p>Annual Report (December 2017).</p> <p>Business Plan June 2018 Report to Children and Families Trust (November 2018).</p> <p>Case Work notes.</p> <p>Sessions arranged and held with service users.</p> <p>Governance decisions (ECG/CCG Governing Body)</p>	<p>1 – Service Contribution. 5 - Supporting Innovation.</p>

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
<p>1.3 - The IASS provides an all year-round flexible service which is open during normal office hours and includes a direct helpline with 24-hour answer machine, call back and signposting service, including linking to the national SEND helpline.</p>		<p>IASS offers resources to service users based on need. We re structured to ensure the provision of a telephone helpline for advice and information timely.</p> <p>Case work is identified through the IASS intervention levels and where they become level 3 or 4 are passed from Case Information Officer to Case Advisor.</p> <p>IASS uses social-media through Twitter and Facebook to communicate wider. SENDIASS is operational all year round, except for statutory holidays, evenings and weekends.</p>	<p>young people).</p> <p>To develop an information hub though an independent website and a CRM system that can identify patterns and trends for IASS to respond to.</p> <p>To develop volunteer peer mentors so that service users can engage with a wide range of individuals for IASS based on their own requirements.</p> <p>Using data that shows patterns and trends for IASS deliver subject specific information sessions relevant to current issues identified.</p>	<p>Social Media</p> <p>Service information</p> <p>Case work feedback.</p> <p>Signpost to IPSEA/CaF helplines.</p>	<p>3 – Supporting core Functions.</p> <p>5 - Supporting Innovation.</p>

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
<p>1.4 - There is a dedicated and ring-fenced budget held and managed by an IAS service manager located within an IASS.</p>		<p>SENDIASS has a budget that is currently allocated to staffing.</p> <p>SENDIASS has an allocated business partner to support managing the budget.</p> <p>SENDIASS has been successful in gaining additional funding from the LA to grow the leadership of the service and increase case work capacity.</p> <p>SENDIASS has been successful to date in drawing down grant funding to support the provision of IASS of EHCP processes and more recently to develop engagement for a more effective IASS in the local area.</p>	<p>SENDIASS manager be able to engage more proactively with the LA and CCG to undertake a more strategic function with the local area.</p>	<p>Business partner from finance department provides help, advice and funding reports.</p> <p>Funding applications and reporting reports to CDC.</p> <p>Data reporting to the LA quarterly.</p>	<p>2 - Supporting strategic functions.</p> <p>4 - Enhancing Skills & professional development.</p>

Standard	RAG	Current Position	Compliance/Aspiration	Evidence	IASP Fund
<p>1.5 - The IASS is, and is seen by service users to be, an arm's length, confidential, dedicated and easily identifiable service, separate from the LA, CCG and/or host organisation.</p>		<p>SENDIASS is located within the main offices for core services within BMBC. But this is in a separate section from the LA SEN EHCP team.</p> <p>SENDIASS has its own identity through its logo and are exploring options for a website and alternative lanyards for individual identity and a CRM data recording system.</p> <p>SENDIASS arranges drop-in advice sessions so that IASS is provided in local community venues not associated with BMBC where possible.</p>	<p>To offer drop in/road shows out in communities where IASS can be provided at arms –length from the LA/CCG</p> <p>To offer live chat sessions through social media.</p> <p>To offer twilight/early evening IASS.</p> <p>To develop an independent website, webinars and a CRM data recording system. The strategic management group and commissioning partners would have access to the information from CRM to create data sources for reporting and monitoring IASS activity.</p>	<p>Annual Report (December 2017).</p> <p>Report to Children and Young People's Trust (November 2018).</p> <p>Social media posts and communication sessions.</p> <p>Independent Website.</p>	<p>1 – Service Contribution. 3 – Supporting Core Functions. 5 - Supporting Innovation.</p>

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
<p>1.6 - LA and IASS ensure that Head teachers, FE principals, SENCOs, SEND Teams, children's and adult social care, health commissioners and providers are made aware of the IASS, its remit and who the service is for.</p>		<p>The LA inform young people and parents, carers of their rights to access IASS when sending out statutory paperwork related to EHCP processes.</p> <p>The LA inform SENCO network meetings about the role of SENDIASS and/or invite IASS to participate in the meetings.</p> <p>SENDIASS has a lead commissioning partner. SENDIASS interacts with settings through attendance at meetings at SEN support, EHCP processes, appeals. SENDIASS attends events to promote IASS in the local area such as short break drop in session, family learning days, information events and work alongside other services such as FIS and TIAG.</p>	<p>To update and promote new materials promoting IASS and that are part of school/settings websites and SEND offer sections, to hold seminars about IASS in colleges and other FE establishments to reach young people.</p> <p>To attend SENCO network meetings and provide up-to-date training on legislation SEND policy.</p>	<p>Letters sent to service users via EHCP processes.</p> <p>Local Offer.</p> <p>SENCO Network meeting attendance.</p> <p>Identified commissioning manager involved.</p> <p>Meeting notes pertaining to individual case work.</p>	<p>3 - Supporting Core Functions.</p> <p>4 – Enhanced Skills/Professional Development.</p>

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
<p>1.7 - The Governance arrangements outline a clear management structure, encompassing a strategic manager within the IASS and a steering group or advisory body which includes representatives from service user groups and key stakeholders from Education, Social Care and Health services.</p>		<p>SENDIASS report this in the annual report.</p> <p>SENDIASS has a service level specification with the LA.</p> <p>SENDIASS has a strategic management group but this has not been active in the last 12 months.</p>	<p>To re-ignite an active strategic management group and to link this group to the Children and Families Trust strategic group using the CRM as a data reporting tool.</p>	<p>Annual report (December 2017). Service level agreement (June 2018).</p> <p>Annual General Meeting (June 2018).</p>	<p>2 - Supporting Strategic Development. 3 – Supporting Core Functions.</p>

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
1.8 - The IASS has a development plan reviewed annually with the steering group/advisory body, which includes specific actions and improvement targets.		Service development plans are developed based on the previous years' service activities and outcomes of service user feedback and through interaction with our line management.	<p>To create opportunities for young people to develop IASS to meet their needs.</p> <p>Focusing on an information hub that's accessible, reporting opportunities for feeding into strategic LA boards and to collect data on outcomes and challenges around Education, Health and Social Care in the local area.</p>	Service development plan September 2017 – August 2018 reported at AGM and new service development plan (September 2018 – August 2019).	<p>2 – Supporting Strategic Functions.</p> <p>3 – Supporting Core Functions.</p>

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2. Strategic Functions

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
<p>2.1 - Each IASS has a manager based solely within the service, without additional LA/CCG or host body responsibilities or roles.</p> <p>They have responsibility for strategic planning, service management and delivery, and quality assurance.</p>		<p>SENDIASS has a manager designated solely for the purpose of delivering IASS within the local area. All leadership of the IASS and its statutory function are delegated to the manager.</p>	<p>To interact more with strategic functions on the LA to tie in IASS to strategy development, this would enable IASS to become embedded within borough wide policies for children and young people and to raise the profile of IASS and its importance within a local area to achieving better outcomes for children, young people and their families.</p>	<p>Annual Report (December 2017).</p> <p>Supervision notes with line management PDR Processes.</p> <p>Strategy board minutes.</p> <p>Meetings with local providers.</p> <p>Road shows.</p> <p>Other events held locally (information events, drop in sessions).</p>	<p>2 - Supporting Strategic Development.</p>

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
<p>2.3 - The IASS works with local partners, including local parent and young people forums to inform and influence policy and practice in the local area.</p>		<p>SENDIASS links with local services and colleagues and attends strategy development meetings</p> <p>SENDIASS interacts with local groups.</p>	<p>To undertake further work with local groups (parents, carers and young people) – to share information around SEND, to promote IASS to ensure wider reach.</p> <p>To skill-up around specific SEND knowledge so that they peer to peer support each other with correct information.</p> <p>To set up local joint awareness raising session with national agendas, such as, anti-bullying week, world DS day etc.</p>	<p>Attendance at service-led events, such as Short-Breaks drop-in, Family Learning Days, events at settings.</p> <p>Road Shows, coffee mornings.</p>	<p>1 – Service Contribution. 3 - Supporting Core Functions.</p>

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3. Operational Functions

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
<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 –</p> <ul style="list-style-type: none"> (a) parents (b) young people (c) children <p>This support is offered in a range of ways which includes face to face, a telephone helpline, email, website and social media.</p>		SENDIASS fulfils this within its resources.	<p>To develop volunteers to assist in providing IASS</p> <p>To offer a training, mentoring and development progression role for volunteers so that they can progress as individuals into further study, work or whatever else they want to achieve</p>	<p>Case work data.</p> <p>Annual report data (December 2017).</p> <p>Business plan (June 2018).</p> <p>Facebook posts.</p> <p>Twitter posts.</p> <p>Service user feedback.</p> <p>Case Log data.</p> <p>Mapping sessions held with young people data.</p>	<p>3 - Supporting Core Functions.</p> <p>5 - Supporting Innovation.</p>

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
<p>3.2 - The IASS provides branded information and promotional materials in a range of accessible formats.</p>		<p>SENDIASS has a designated Information officer specific for this purpose.</p>	<p>To create a virtual library that is co-managed with service users and stakeholders – a digital resource and one-stop location – providing information to parents, carers, young-people, colleagues and other professionals.</p>	<p>Website.</p> <p>Social media.</p> <p>Service literature, leaflets, factsheets and referral forms.</p> <p>Telephone, email and social media information provided.</p> <p>Business plan for developing an independent website and data recording through a CRM system (September 2018).</p>	<p>3 –Supporting Core Functions. 5 - Supporting Innovation.</p>

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
<p>3.3 - The IASS has a stand-alone service website that is accessible to all service users. The website includes;</p> <ul style="list-style-type: none"> • Contact details of the service • Opening hours • Response times • Information on a range of SEND topics • Signposting to other useful groups including parent groups and youth forums and national helplines • Signposting to the Local Offer • Key policies including a complaints procedure 		<p>We have a designated information officer post that manages a case work load for information and advice only, this role also ensures information is sent out when required and keeps service staff up to date with any new information around SEND locally and nationally.</p> <p>SENDIASS are working towards developing an independent website.</p> <p>We are very visible and accessible through social media and interact proactively with FIS.</p>	<p>To further develop the information officer role to undertake specific project work, such as;</p> <ul style="list-style-type: none"> • Co-managed Virtual library • Volunteer/Peer-support development. 	<p>Website.</p> <p>Social media.</p> <p>Case-work notes, Case log data.</p> <p>Service literature, leaflets, factsheets and referral forms.</p>	<p>5 - Supporting Innovation.</p>

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
<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, SEN processes, and SEND appeals.</p>		<p>SENDIASS provides this based on need in all areas of SEND in our local area.</p>	<p>Develop Volunteer/Peer-mentors and deliver training on providing advocacy support.</p> <p>Develop co-managed Virtual library.</p>	<p>Service user feedback reported in Annual report (December 2017). Case log data and with identification of IASS intervention levels implemented.</p>	<p>3 - Supporting Core Functions</p>

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
<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 young person. This should include representation during the hearing if the parent or YP is unable to do so.</p>		<p>SENDIASS provides this full range of service</p>	<p>Provide specific training sessions to service users about appeal processes and completing paperwork.</p>	<p>Data collection - Service user feedback. Tribunal outcome reports.</p>	<p>3 - Supporting Core Functions.</p>

Standard	RAG	Current Position	Aspiration	Evidence	IASP Fund
<p>3.6 - The IASS offers training to local education, health and social care professionals, parents, young people and children to increase knowledge of SEND law, guidance, local policy, issues and Participation.</p>		<p>SENDIASS provides this through sessions to parents and carers.</p> <p>SENDIASS offers opportunities to shadow and provides individual IASS to others through school based support</p> <p>Professionals use the telephone helpline and email service to seek advice.</p>	<p>Provide formal training sessions on all areas relating to SEND within the SEND Code of Practice.</p> <p>Develop co-managed Virtual library.</p>	<p>FIS Officer - 6 week placement.</p> <p>Participation and co-production presentation 2017</p> <p>SENDIASS officer in a neighboring authority.</p>	<p>3 - Supporting Core Functions. 5 – Supporting Innovation.</p>

Advocacy and IASS

IASS do not fulfil the role of statutory advocates nor do they provide legal advocacy as provided by a lawyer.

More information on what we mean by advocacy can be found on the MIND website and in the description below:

- <https://www.mind.org.uk/information-support/guides-to-supportand-services/advocacy/#.WyJ4mKdKiM9>

RAG	Advocacy Means	An Advocate Can	An Advocate cannot
	Advocacy means getting support from another person to help you express your views and wishes and help you understand and exercise your rights.	An advocate can: <ul style="list-style-type: none">• listen to your views and concerns• help you explore your options and rights (without pressuring you)• provide information to help you make informed decisions• help you contact relevant people, or contact them on your behalf• accompany you and support you in meetings or appointments.	An advocate will not: <ul style="list-style-type: none">• give you their personal opinion• solve problems and make decisions for you• make judgements about you.

4. Professional development and training for staff

Standard	RAG	Current Position	Aspiration	Evidence	IASP Rating
<p>4.1 - All advice and support providing staff successfully complete all online IPSEA legal training levels within 12 months of joining the service.</p> <p>Volunteers who provide advice should complete IPSEAs Level 1 online training within 12 months.</p>		<p>All staff have completed level 1, 2 and 3 online modules and two of three staff are awaiting the face to face training (one will complete this in January 2019, the other March 2019).</p> <p>Staff members have completed training such as Awareness of Autism, Early Years Framework and Education and Training.</p>	<p>Provide opportunities for volunteers to undertake the legal training as peer mentors and volunteers within IASS.</p> <p>Staff to complete face-to-face legal training.</p> <p>Further Safeguarding training.</p>	<p>Certificates.</p> <p>Reported in annual reports (December 2017).</p> <p>Supervision and PDR documentation.</p>	<p>3 - Supporting Core Functions.</p> <p>4 – Enhancing Skills/Professional Development</p>

Standard	RAG	Current Position	Aspiration	Evidence	IASP Rating
4.2 - The service routinely requests feedback from service users and others, and uses this to further develop the work and practices of the service.		Annual service user views are collected and views reported in annual reports.	Undertake surveys and evaluation of IASS in the local area from a variety of stakeholders, including colleges across health, education and social care and settings.	Annual Service User feedback - Survey Monkey and telephone survey enquiries.	3 - Supporting Core Functions. 2 - Supporting Strategic Development.
4.3 - All IASS staff and volunteers have ongoing supervision and CPD.		BMBC supervision and PDR processes followed, service meetings and intermittent one to one mentoring offered.	Provide supervision and mentoring to volunteers and peer mentors.	PDR and supervision, meeting notes.	4 – Enhancing Skills/Professional Development