

Barnsley SENDIASS Operational Service Development Plan April 2021 – March 2022

Overview

The operational Service Development Plan is for the financial year 2021 – 2022 and sets out how the Barnsley SENDIAS service, and the work funded under the IASP Programme, will be delivered within Barnsley Metropolitan Borough Council (BMBC).

Operational Development Plan April 2021 - March 2022 alongside this is the audited IASS Standards 2021 for Barnsley SENDIAS Service and the Service Annual Report 2020-2021.

The four areas for the effective function of an IASS are as follows:

1. Commissioning, governance and management arrangements (1.1 - 1.8)
2. Strategic functions (2.1 - 2.3)
3. Operational functions (3.1 - 3.6)
4. Professional development and training for staff (4.1 - 4.3)

Goals and Compliance with IASS Standards and Funding Grant Category (FGC)	SENDIASS Team member	Expected Outcome	Mid Year Review of Progress
Collect accurate data to produce data story for annual report 1.2 1	Assistant Case Officer	Data story written and inserted into annual report by July 2021	
Undertake service user feedback survey 1.2/1.5/4.2 1	Assistant Case Officer	Survey undertaken and data captured to be inserted into annual report and used to inform service development and design	

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<p>Produce service annual report 1.8/1.5/1.7 2</p> <p>Produce development plan based on service user feedback, IASS standards and LA area needs 1.8 2</p> <p>Review and refresh the annual SLA and work to include CCG 1.1/1.2/2.1 2</p> <p>Governance arrangements and co-production with parent carer representatives of steering group will thread together to form a term of reference for steering development group as part of strategy development for the LA 2</p> <p>Securing the CCG joint commissioning arrangements and to embed these in-to the service longer term 2</p>	<p>SENDIASS Manager</p> <p>SENDIASS Manager in partnership with strategic management group</p> <p>SENDIASS Manager in partnership with Commissioning Partner</p> <p>SENDIASS Manager, Head of Service, Steering Development group</p> <p>SENDIASS Manager in partnership with Commissioning Partner</p>	<p>Annual report written April 2021 and use this to inform annual service development planning</p> <p>Development plan produced and implemented</p> <p>SLA is agreed and in place and incorporates the required standards for CCG joint commissioning arrangements</p> <p>A co produced formally adopted in strategy processes within the LA Terms of References for Steering Development Group and work within the local Area</p> <p>Joint commissioning arrangements are in place and embedded by March 2022</p>	
<p>Present annual report to senior leadership of LA 1.5/1.6/1.7/2.1 2</p>	<p>SENDIASS Manager</p>	<p>Annual report presented May 2021 for governance arrangements</p>	

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<p>Manage case work across all 4 levels of intervention within resources and provide this flexibly and all year round 1.3/3.1/3.2/3.3/3.4/3.5 1</p> <p>Reduce SENDIASS Manager commitments to case work to enable commitments required to lead, develop and QA service delivery 2.1 2</p> <p>All staff/volunteers to undertake legal training and other training to enable them to provide IASS effectively 4.1 4</p> <p>Have in place appropriate needs led training opportunities for staff and volunteers alongside other progression development through coaching, mentoring, dispute resolution or other identified needs from supervision with staff and volunteers. 4</p>	<p>All staff</p> <p>SENDIASS Officers</p> <p>SENDIASS Staff, new starters and volunteers</p> <p>SENDIASS Manager/SENDIASS staff</p>	<p>level 1 - 4 intervention levels offered and achieved</p> <p>SENDIASS Manager has lowest case load by 50 percent commitment across the team</p> <p>All staff are trained to deliver their remit effectively</p> <p>Individual staff and volunteers have a clear progression plan for their own development</p>	
<p>Keep website under review 3.3 3</p> <p>To embed the website as a go to resource, this will be refreshed monthly between service staff and service users to ensure it kept</p>	<p>Assistant Case Officer</p> <p>Assistant Case Officer and SENDIASS Manager</p>	<p>Website is providing a level of information and advice reducing demand for helpline</p> <p>Website continues to be co-produced and developed with service users</p>	

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as an accurate and up to date resource. 2/3			
<p>Develop SYPS 1.2/3.1/3.4 3</p> <p>Develop a virtual platform for young people to engage independently of the family focused facebook page 3</p> <p>Young people will have representation on the steering development group to help influence IAS design and delivery in the local area 3</p>	<p>SENDIASS Officers</p> <p>SENDIASS Manager</p> <p>SENDIASS Staff</p> <p>SENDIASS Staff</p>	<p>Young People are aware of SENDIASS and able to self-refer</p> <p>Young People become a layer in the strategic development of SENDIASS</p> <p>Young people have a connection that they can use independently of the main SENDIASS page to reach the service and to have access to SEND specific information</p> <p>Young people have an active voice in IASS development</p>	
Continue to interact with SEND Youth Forum 3.1/2.3 3	SENDIASS Officers/Manager	Offer regular attendance at meetings and undertake joint initiative where required	
Continue to Interact with SENDCO development arrangements 2.3 4	SENDIASS Officers/Manager	Productive joint working and information sharing	
Continue to build on the developed virtual IAS service 1.2/3.1 1/3	All staff	All staff engage with delivery of IAS through virtual platforms to meet increased demand	

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<p>Social media will continue to provide diverse and creative opportunities for families to engage and be part of a shared platform for positive interaction between service users to service users, and service users to service staff and vice versa. 3</p> <p>Family Engagement, including holistic support where families have seen greater anxiety and uncertainty regarding education provision. 3</p>	<p>All staff and peer mentors</p> <p>SENDIASS Staff SENDIASS Steering Development sub-groups</p>	<p>Engagement is sustained and grows to include families in IASS developments and interactions remain positive</p> <p>Service users continue to engage and positively engage in IASS participation events</p>	
<p>Roll out the 12-month plan for SENDIASS steering that will co produce IASS with service users and service providers 1.7/4.3 2/4</p> <p>Steering Development Group, including formalising processes on involvement by key stakeholder; parents/carers, young people (including the SYPS group) and professionals. 2</p> <p>Develop the peer mentor arrangements 2.3/3.6/4.1/4.3 2/4</p>	<p>SENDIASS Manager</p> <p>Strategic Development Group - Parent Carer sub group, children and young people feedback</p> <p>SENDIASS Manager, Service Staff and Head of Service</p> <p>SENDIASS Manager</p>	<p>Calendar is published, meetings are arranged, and strategic development is running smoothly</p> <p>Records are made illustrating clear progression evidence about the direction of IASS in the local area</p> <p>Peer mentors are undertaking relevant training and coaching sessions to enable them to participate</p>	

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Continue strategy work locally using data to inform processes 2.1/2.2/2.3 2	SENDIASS Manager	Attendance at strategy development meetings locally	
Continue to support and mentor the IASS's 2.2 2	SENDIASS Manager	Sharing of practice	
Connect regionally and nationally with IASS peers and training workshop 2.2 2	All staff	Represent the service and the LA regionally and nationally	
Secure joint commissioning arrangements with CCG 1.1 2	SENDIASS Manager in partnership with Commissioning Partner	Joint commissioning achieved	
Work with external partners to achieve outcomes for children and young people and families (mediation company, tribunals, settings etc) 1.6/2.3 1/4	All staff	Joint working is embedded	
Work with local area partners towards achieving outcomes for children, young people and families 2.3 1	All staff	Joint working is embedded	

Goals and Compliance with IASS Standards and Funding Grant Category (FGC)	SENDIASS Team member	Expected Outcome	Mid Year Review of Progress
<p>LA and IASS ensure potential service users, Head Teachers, FE principles, SENCO's, SEND Teams, Social Care services (adults and children), health commissioners and providers are aware of IASS and its remit and who the service is for 1.6 4</p> <p>Provide SEND specific training sessions with colleagues, using virtual media approaches through SEND specific conversational workshops with peer mentors, wider service users and practitioners 4</p>	<p>SENDIASS Manager in partnership with Head of Service and Commissioning Partner</p> <p>SENDIASS Staff, peer mentors, guest speakers</p>	<p>There is clear awareness in the local area of what IASS is and who it is for.</p> <p>Sessions are going well and learning is being shared to develop participation of families and better outcomes for children and young people</p>	
<p>Continue to meet with finance partner to review budget and funding expenditure, identifying underspend early to ensure it is used to meet IASS targets 1.4 2</p> <p>Meet the key performance indicators required to draw down grant funding 2</p>	<p>SENDIASS manager in partnership with finance officer</p> <p>SENDIASS Manager</p>	<p>Budget is ring fenced and used for IASS</p> <p>Monitoring reports are completed and evidence shows key performance indicators are met and outcomes achieved</p>	

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