

12/12/22

SENDIAS Service

Complaint Resolution Outcome for Service Development

In review of a complaint made about the service where there was drift and delay for service users in gaining timely access to Information, Advice and Support for SEND within remit of Chapter 2 SEND Code of Practice (2015).

The task to complete is:

To establish an escalation process where SENDIASS is not consistent or ceases, this will be undertaken internally, and the information will be shared on social media and the service website.

The service has created an approach to support the task and is set out below.

Introduction to case work – A quick step guide

The quick step guide to show how the service works and SENDIASS staff will explain this as part of their introduction to case work at the outset of their conversation with service users, this process is as follows:

- 1 – Parents carers, young people contact SENDIASS for support
- 2- Requests are triaged and a) services signposted or b) new intervention opened and case advisor allocated
- 3 - Case advisor gives tailored information, advice and support relating to the intervention
- 4- Support is provided until the issue is suitably resolved
- 5- Intervention is closed after consultation with parent carer, young person. Parent advised to contact SENDIASS if requiring further support in future.

The escalation processes to support the quick step guide

1. Staff will monitor their case work interaction and be responsible for overseeing their cases through the intervention level. Staff will know when a case intervention is closed and communicate this to the service user and log this on the data base. Case officers will communicate how service users can access the service again and explain the triage process that will take place. This detail will be logged on the data base.

2. Where cases bounce back to a case officer the service after a gap in accessing Information, advice and support with the service and they have not received point 1 of the escalation process then their case will revert to the original case officer.

3. A template letter/email/communication will be developed and used to communicate closure of an intervention and SENDIASS Officers will take responsibility for instigating this upon closure of the case intervention.

Template

Dear....., thank you for working with the SENDIAS Service. It has been a pleasure to work alongside you to achieve outcomes you desired at the outset of involvement. Our case work intervention will now close as our piece of work has come to an end with you. However, should you require any further Information, Advice or Support from the service please don't hesitate to come back to us using the following referral routes:

Telephone Helpline and voice mail option: 01226 787234 – please leave a message so that we know you have called

Email: SENDIASS@barnsey.gov.uk

Requester Online referral: <https://my.barnsley.gov.uk/form/sendias-referral-form/page-1>

Open and transparency

This process will be shared on social media and placed on the service website.

Formal Review

This process will be reviewed formally 12/12/23 or sooner if its not working.