



Strategic Management Group (SMG) SENDIASS 21/07/23

11am – 12.00am

HYBRID – Westgate Plaza/TEAMS Virtual

Present

SW, EH, JS, KP, JHC, JJ, PS, TR, LF, LH, NW, HR, BM, KB

Apologies

SB, SD, AT, ME, SK, JG, EB

Invited

SH

1. Welcome and apologies.

Those in attendance and those who sent apologies noted. BM (young person representative attended in person for his first formal meeting).

2. Minutes of last meeting and matters arising

Minutes agreed by all parties as correct.

Action: Minutes to be published on SENDIASS webpage (SW/EH)

3. Updates from actions identified in last meeting.

SW produced a report in line with the SEND oversight board proforma (see attached) and each area identified was rag rated SW said she would use this as part of the agenda for the SMG.

Action: Use this document for the agenda of this meeting as an agenda item.

3.3 SW talked about policy review and how these feeds into the ToR and membership of SMG, this is due for refresh ready for the next cycle of SMG. SW mentioned how this had already been discussed with parent representatives and is now in process to be moved forward, including, a scoping out a process for recruiting new parent carer members to comply with ToR membership requirements. SW pointed out how crucial the current reps had been to the success of SMG this cycle. SW thanked members for their contribution and particularly the chair (KP) as she had not only chaired meetings but supported developments within SENDIASS in-between meetings,

staying in touch with service manager and acting as a critical friend to documentation produced. SW said a review and refresh of the ToR would take place over the summer with the team and also that an exit planning meeting would take place with current members to close this cycle of SMG and to prepare and plan for the next cycle for 2023 – 2025.

Action: The SENDIAS Service to undertake the ToR review and SW to arrange and hold an exit planning discussion meeting with current parent carer members. SW to form the next membership group and set the next round of dates for SMG.

4. Service Update

SW informed the group that she had undertaken a full audit of the service standards and review outcomes and used the reporting template from the SEND strategy oversight board and aligned it to the reporting template for this board. SW explained the rag rating and areas for development and how SMG can then look at how progress is being made or not being made against this document. SMG will then check and challenge the progress or lack of, and SW will then report this back into strategy board for SEND oversight.

SW reported that service staff were settling in as a new team and case work management was levelling out, response time to enquiries was greatly reduced and service user satisfaction had increased. SW reported undertaking surveys to gauge temperature of service user experiences and how the staff in the service will then use this to look at team planning over the summer break period. SW reported all staff were taking some leave between July and September, but it was staggered so that overall, the team was staffed with little disruption to outcomes for families.

SW reported that over the summer break the team were spending time together to look at the CRM data base to see how this can be better utilised and to make sure all staff are aligned in what and how recording is taking place.

SW reported that the next big piece of work was to complete the annual report and take this through internal governance processes and to then publish this.

Action: Complete the annual report (SW/KB).

SW reported the need to review and refresh service policies and to ensure these are published.

SW reported that there was a need to address response times for service users and expectations of service users with regards to drift and delay in staff contact to parental enquiries. KP pointed out some staff in the service seem to respond more promptly to parents than others and this is chatter known from parenting community. LH suggested a practice standard for response time and to look at this in line with the Family Support Services to see how they manage it.

Action: SENDIASS staff to develop some practice standards around response times and undertake staff development as a team as an area to address together.

5. Any Other Business

BM asked about connecting in a platform that suits young people as although SENDIASS has a good Facebook page that parents like its not the usual communication platform for young people. BM talked about Instagram.

Action: to interact with the communications team around alternative means for social media connectivity with young people (EH/SW).

BM asked about other young person representation on SMG. SW explained there was one other young person who has agreed to join SMG and asked that for him he needs to be able to attend virtually and have his parent alongside him. This is agreed with him as reasonable adjustments and he will be joining SMG under the reviewed ToR for the next cycle of SMG.

NW asked if SENDIASS were experiencing any concerns with young people and their post 16 education offer. SW reported that for this last quarter this had been quiet in terms of referrals/request for IASS.

Date and Time of next meeting – To Be Arranged