

## Highlight Report for Strategic Management Group

<b>Report of</b>	SENDIASS	<b>Date of Report</b>	13/7/23
<b>Author</b>	Sarah Wike	<b>Date of SMG</b>	14/7/23

<b>Key to RAG</b>	<b>At risk:</b> There is a risk that this priority is not progressing as expected and this requires escalation from SMG to SEND OB. A mitigation plan may be required.		<b>Vulnerable:</b> The priority area is vulnerable due to lack of progress in some areas and may have implications for improvements. This may require escalation to SMG		<b>On track:</b> The priority area is on track for improvements and there are no issues raised.	
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Highlights	Challenges	RAG Rating
<b>Case Work</b> 694 case enquiries between 1/2/24 – 1/7/24 473 cases at intervention level	Demand is high, calendars busy, staff can feel overwhelmed. Regularly receiving requests for IAS where barriers to access in other areas.	

Intervention Level



■ Level 1 ■ Level 2  
 ■ Level 3 ■ Level 4

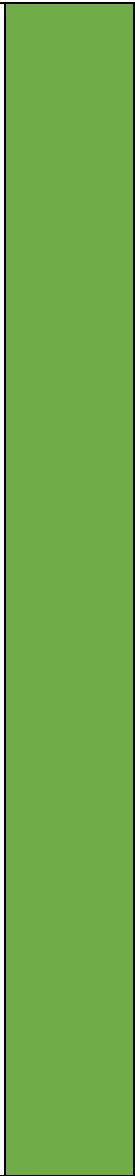
Key Stage /Age Range



■ EY/KS1/KS2 ■ KS3/KS4 ■ 16-25



■ SEN Support142  
 ■ EHCP Processes  
 ■ Other



<p><b>What we are achieving</b></p> <p>Recruitment completed and Team in place</p> <p>Service profile and identity improving</p> <p>TRIAGE – waiting time, referral turnover – 1-3 days on average 24 hours turn around</p> <p>Joint working – partnerships with others, FSW's monthly surgeries</p> <p>SMG – 3<sup>rd</sup> meeting</p> <p>Workshops</p> <p>Strategic Networking</p> <p>CRM – data story boarding</p> <p>Accessibility</p>		
<p><b>Work Underway</b></p> <p>Service Practice Standards – partnership working</p> <p>Service team development</p> <p>Strategic developments – reduced manager commitments to case work</p> <p>Service development – planning, marketing, developing the IAS offer</p> <p>Data recording, collection and sharing</p> <p>SMG member profile and process</p> <p>Annual Report</p> <p>Joint Commissioning with ICB</p>	<p>Focussed time to complete these pieces of work and implementation of all of the work underway by 1/9/23 – to report as green for next SMG</p>	

Refresh the website		
Refresh and create new publicity materials		
<b>SWOT Exercise with the Team</b> – collective responsibility		

**S**

- Team work.
- Diverse Experience.
- Hard working.
- Problem Solving
- Don't say no.
- Waiting Times (Triage model).
- Different communication platforms.

**S**

- Strategic links.
- Relationships with other services - positive.
- Service is trust-worthy.
- knowledgeable.
- Go the 'extra mile'!

**S**

- fresh, new team.
- Resourful.
- Helpful
- calm.
- parents come first.
- pro-active.

**W**

- caseload is high
- closing cases
- training opportunities to upskill or to develop knowledge of what's out there.
- Isolation for the service

**O**

- website development.
- capture positives.
- CRM organised.
- Data story.

**O**

- To develop service + refresh.
- To develop networks.
- To ~~develop~~ update local phases.
- connect with ICB.

**O**

- upskilling staff
- opportunity to teach parents (workshops)

**O**

- promote the role of what SENDZASS is.
- parent workshops
- workshops on appeals.

**O**

- e-connecting with families.
- Reflect + Evaluate the service.
- promote the service.
- Enter the service in local area

**T**

- Other services
- Impact on response to
- inappropriate
- waiting time our caseload close cases.

**T**

- capacity
- being misu
- Some se
- Some prop
- Vulnerability
- miscommu
- Perception