

## SMG Meeting 1 – Thursday 25<sup>th</sup> of January – Location: Townhall/Hybrid Meeting

### Agenda:

- Welcome & Introductions (Agenda Flow – Joanne Ruston)
- Minutes of meeting (Ellie Hirst)
- SENDIASS Update – data story/staffing/development plan (Sarah Wike)
- National Picture – (Daisy Russell)
- Strategy and operational developments/opportunities/challenges (Sarah Wike)
- Next tasks for priority attention (All members)
- AOB (Joanne Ruston)
- Close (Joanne Ruston)

### Meeting Attendees

<b>In Attendance</b>	<b>Apologies</b>
Joanne Ruston – chair (parent) Kevin Harrison – chair (parent) Nicole Hatfield – parent Bev Barnes – parent Esther Prager - parent Charlotte Allinson-Smith – parent Olivia Bennett– parent Luane Hutchinson– parent Sarah Wike – SENDIASS manager Ellie Hirst – case support officer Kim Smith – young person participation	Bobby M– young person service user JE – link didn’t work so could not access the meeting. Nicola Thomson-Dewey – parent Liz Eland – parent Sara Barnet -EHCP Manager/improvement lead Sue Day – Head of SEND Marie Eastwood – FIS Manager Sally Phillips – Transport Manager Hermoine Rostron - Health Daisy Russell - IASSN

<p>Neil Wilkinson – Post 16          Laura Hammerton – Early Help          Richard Lynch – Service Director          Bev Bradley – SEND Improvement Team.          Jane Grice – Social Care</p>	
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### **Minutes of the meeting**

<b>Agenda Item</b>	<b>Meeting Discussion</b>	<b>Outcome</b>
<p>Welcome &amp; Introductions (Agenda Flow – JR)</p> <p>Minutes of meeting (EH)</p>	<p>Jo Ruston - Jo stated the meeting etiquette/toilet breaks etc.          Jo then went around the room and started introductions. All people within the room gave their name and their role/reasons for attending SMG. Introductions then switched to Hybrid attendees:</p> <p>*Richard Lynch stated he could not stay for the whole meeting as he is in another meeting but would like to give an update*.</p> <p>Richard described his new role in the service, where he came from, experience, what his job role is now. He mentioned the details of the</p>	

	<p>ICG. He stated how ICG links to SENDIASS/other areas of SEND within Barnsley. Richard then stated – SENDIASS been the focal point for parent advocacy in Barnsley. He mentions the new SENDIASS offer regarding new outlooks/SMG etc. He states how he is involved in line management of SENDIASS.</p> <p>Jo - then offers any questions to the other attendees for Richard before he needs to leave.</p> <p>Luane - asked a question regarding the funding of the ICB and how the arrangements work with SENDIASS and where the funding is coming from.</p> <p>Richard began by stating it is a voluntary trust arrangement and making decisions in service. He mentioned executive commissioning group (ECG). SENDIASS have submitted reports to the ECG. Richard states the direction of travel is “integration of decision making”. ICB is new and in development. Richard notices that there are things that need to change e.g. shortages of nurses, SALT waiting lists. ICB is a way to work together and connect it all – e.g. sharing of</p>	<p>Sarah is to produce a joint commissioning arrangement document that will go through the local governance processes.</p>
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	<p>funding. Care and SEND high needs is a national problem – not just within Barnsley. There are direct reductions in running costs. Huge increase in demand – social care needs/EHCPS/specialists’ schools. This again is country wide not just in Barnsley.</p> <p>SENDIASS draws funding from LA grant and ICB. The expectation is that “we all work together to make it the best we can”. Richard states he is excited about the new SMG – a new focus/fresh perspectives/the opportunity to work together and co-produce ideas. Richard states this will help when advocating for change- this is the power of the SMG.</p> <p>Richard then goes to state “we are not sitting on it, we are working on it”. There will be change in the government in the future – this will then also effect SEND policy.</p> <p><i>Richard then made his apologies and left the meeting.</i></p> <p>Jo asked Sarah if there were any apologies for recording, Sarah shared those she had received.</p>	
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<p>SENDIASS Update – data story/staffing/development plan (SW)</p>	<p>Jo asked Sarah to share the SENDIASS report. (handouts of report given to people in the room and then put on hybrid shared screen).</p> <p>Sarah - SMG report is going to a new template – so it aligns with the LA template for strategic partnership board, that template for SMG report will have changed by the April meeting so that it aligns with the strategic reporting to LA.</p> <p>Sarah – described how she combined reporting work on a quarterly basis of quarter 2 &amp; 3 as there had not been an SMG in the autumn term and that quarter 4 will be reported at April 2024 SMG.</p> <p>Sarah then worked through the report. Sarah started with the case work section of the report. Case work is RAG rated green (SMG report is RAG rated Red as a priority action, Amber as in development and Green as achieved) – Sarah reports case load is controlled through the TRIAG model and overall, the service is getting positive feedback</p>	

	<p>from parents' carers. Sarah reported that if there ever is a complaint it is dealt with in a timely manner and as a team and where needed practice standards agreed to reduce risk of any re occurrence of complaint on the reported matter where appropriate. Sarah also mentioned last year's parent/carer survey for the service annual report and how that highlighted positive feedback. SENDIASS are doing a new survey soon – to capture newer data to see if the summer data marries up with the 2024 present data.</p> <p>Sarah then spoke about case officer caseloads and number of referrals. Sarah goes into detail regarding case referrals and where the referrals are coming from. E.g. EYS/KS1/KS2 etc. The data within the report shows an increase in nearly all sections of education stages. There has been a large increase in KS3 referrals – especially linking with exclusions. Sarah highlighted a decrease in post 16 referrals between quarter 2 and quarter 3 reporting periods. SW reported the increase in referrals to early years too.</p>	
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	<p>Laura was interested in the high number of referrals and how she might be able to help - and offered meeting after SMG with SENDIASS regarding SEND issues – to see how early help team can support.</p> <p>Bev Bradley - then offers into the data reporting around increase into early years referrals and states SEND improvement team have worked in early years and this has been developed further by looking into the ease of adding children to the SEND register. Bev stated that graduated approach training is to take place at a family centre through SEND team. Bev stated this may lead to an increase in EHCP applications but a probable decrease of inclusion grants. Bev then confirmed that that piece of work has started and training for that is taking place in February.</p> <p>Sarah then goes back to the SMG report and provided an update around Triage process. Data/feedback shows triage is working well. Response time is quick at the minute. This may change as service demand increases and there may be an issue as to whether the response</p>	<p>SW and LH to meet and discuss further.</p>
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	<p>time remain quick if the service is overloaded. Sarah then provided a snapshot of Ellies reporting for the meeting of triage in December 2023. Data sampling showed the breakdown of how referrals came into the service E.g. emails/calls/etc. Majority are emails. Sarah - stated telephone referrals are lowest and it's an answerphone service. Sarah asked SMG its views about opening the telephone lines rather than having an answerphone service stating currently there are no complaints from parents in this regard. Sarah stated the temptation to keep it like this as it seems to be working and to open the phone lines would potentially create a challenge to capacity. Sarah reported that parents/carers/young people still get the call back when they refer in its just that initial contact response is not there and that other SENDIAS Services operate in similar ways. Sarah queried whether the service should open phone lines so an immediate answer can be given if a caller calls in. Sarah expressed concern that this may then add to work demand and triage could be slower.</p>	
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	<p>Neil commented that if calls are going to voicemail and a response time is quick and it works then is it necessary to change that. Neil suggested answering the phones immediately could take up working time and take focus away from other things.</p> <p>Esther stated that she has been involved with the service for several years. It's good for parents to have a voice at the end of the phone. Email works for her as a parent but there is a need to be mindful of parents who like to hear a voice at the end of the phone.</p> <p>Sarah asked if it worth doing a survey and asking parents/carers/young people what they think will be best.</p> <p>Laura mentioned the Early Help Hubs have phone lines that are manned by receptionists/FIS. Laura offered idea of whether the Early Help team could take the initial calls – just to be that voice at the end of the phone. Then, if a referral is needed for more detailed SEND advice this can be referred into SENDIASS.</p>	
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	<p>Bev stated that parents tend to come to SENDIASS when they are in crisis. Referrals are added to the service more because other services don't get back to parents' carers.</p> <p>Laura H – Early Help team are trialling a “early help conversation” – take the initial call/be that voice down the phone.</p> <p>Esther suggested there is a need for awareness sessions around signposting. E.g. how to refer into Early Help/SENDIASS.</p> <p>Luane pointed out that not all parents know what SENDIASS are – especially new SEND parents.</p> <p>Sarah W – SENDIASS publicity needs to be added to action plan.</p> <p>Neil added that there's a lot more other services out there other than SENDIASS that don't spread awareness of who they are and this needs to be looked at through the local offer across all SEND.</p>	
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	<p>Bev suggested there is an opportunity for SENDIASS to link with schools for info/advice.</p> <p>Charlotte offered her experience knowing how and where to source support if you decide to keep your SEND child at home and do not send them to nursery. She questioned where parents/carers can get support if in this situation.</p> <p>Olivia also added to this stating Early Years parents feel they have no option but to send their SEND children into nursery because health visitors state this is where the assessment/support process starts. Olivia stated parents feel like they need to send their children into nursery to start the SEND support process – even if they don't agree nursery is the correct route for their child.</p> <p>Laura commented about Early Help team/family hubs being able help children pre-nursery.</p> <p>Bev mentioned portage has been a route for support prenursery.</p>	
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	<p>Olivia stated portage is not always allowed to be accessed by all parents.</p> <p>Laura continued with how Early Help can help younger children with early help assessments/sessions in family hubs.</p> <p>At this point Jo (chair) mentions the time and reminder to stick to the agenda).</p> <p>Sarah then goes back to the SMG report and starts with the challenges section (this is in red). Exclusion and tribunal referrals can make service offer be overwhelmed as they take up a lot of working hours. SENDIASS having to keep cases longer due to the current 1-year tribunal wait – which means parents are left in limbo for a year – and SENDIASS not been able to close cases. This adds to more service demand. Sarah then goes on to focus on the “work underway” section in the report. Outlining joint commissioning arrangements, looking at working smarter, new SMG approach – SMG now signed up for 2 years. Sarah states the biggest impending task is the Ofsted inspection that will be coming.</p>	
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	<p>Sarah - the above are amber RAG rated but she would expect the SMG members to see this change to green in the April meeting – and to be questioning Sarah in April if they have remained amber and why.</p> <p>Sarah - mentions the information of the new consortium. Consortium is “nearly finalised” (stated by Bev Bradley). Bev states a member of the SENDIASS SMG should be able to attend the consortium.</p> <p>Jo – asks how parents/carers can access this group and who to contact. Ben states to contact Alex Taylor regarding access. Laura H also states that the consortium should link to parent/carers forums for Early Help.</p> <p>Jo then reminded attendees about the rest of the agenda.</p> <p>National SEND picture – ISPEA/IASS did not attend Jo states Daisy Russell did not make it.</p> <p>Sarah – states that Daisy stated she could only attend for 15 minutes, but they would attend the SMG September meeting face to face. Sarah then stated she would ask for a written update on current SEND picture – to be added to minutes.</p>	
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National Picture – (IASSN)	Apologies given in advance of meeting	Sarah to contact DR to ask if a written update can be given for the minutes.
Strategy and operational developments/opportunities/challenges (SW)	Sarah states she has drafted strategy plan. Sarah states she is going to meet with Laura Hammerton and Bev Bradley before adding to the development plan and finalising it.	
Next tasks for priority attention (All members)		
AOB (JR)	Jo then asks for any other business/questions: -No questions asked by virtual attendees or those in the room.	
Close (JR)	Sarah states the SMG has been informative, a new energy, Bev Bradley adds to this and states it's an opportunity to work together/multi-agency working and states it's good to meet everyone.  Jo then ends the meeting, thanks everyone for attending.	

## Meeting Action Plan

Action to follow Up	Members Involved	Timescales
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SENDIASS is produce a joint commissioning arrangement document that will go through the local governance processes.	SW/RL	5/3/24
Share report at next SMG.	SW	29/4/24
SW to ask IASSN for a written update for minutes of this meeting	SW	27/1/24
SW and LH to meet and discuss how SENDIASS and Early Help can work together to support case work and capacity challenges.	SW/LH	Before next SMG- April 2024

***\*SMG Report Attached***