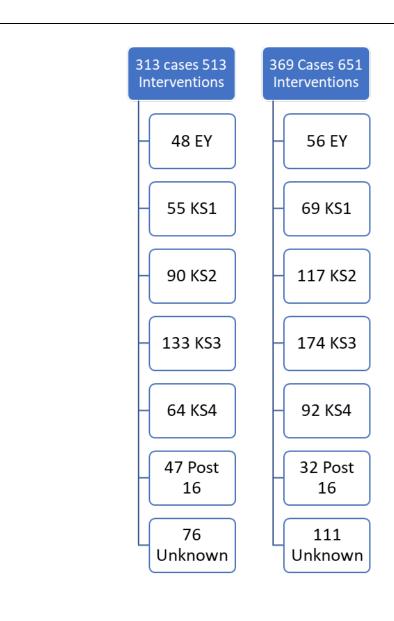
Highlight Report for Strategic Management Group

Report of	SENDIASS	Date of Report	17/01/24
Author	Sarah Wike	Date of SMG	25/01/24

Key to RAG	At risk: 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.		Vulnerable: 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		On track: The priority area is on track for improvements and there are no issues raised.	
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Highlights	Challenges	RAG
		Rating
Case Work – Reporting over 2 Quarters	Case work demand increased,	
	and case officers are reporting	
Quarter 2 1/7/23 – 30/9/23 - 313 Cases	their case load as too high. Due	
Manager 34, Assistant Case Officer 66, Case Officers 211	to issues in other areas of SEND	
	its not possible to close cases so	
Quarter 3 1/10/23 – 31/12/23 - 369 Cases	interventions are prolonged.	
Manager 31, Assistant Case Officer 86, Case Officers 252	For example, a tribunal appeal	
	hearing is up to 1 year in wait,	



annual review processes following meeting is not within the prescribed time frame for completion, children out of education and source alternative placements are taking time.

Areas to note: Rise in referrals from early years through to KS4 and Q3 shows a decrease in post 16 -25.

We continue to see high demand around SEMH, picking up higher number of referrals around mental health issues. This is proving to be a growing trend and is possibly unsustainable for IAS in terms of level 3 case work support.

Triage – 1 month snapshot of profile of referrals between 1/12/23 – 31/12/23

Key Challenge areas coming through via referrals are:

attendance.

Increased Mental Health Issues for Children and YP affecting

TRIAGE

168 Emails/46 Online Referrals

School Exclusion continues to rise.

20 Signposted From Practitioners

EHCP processes for Annual Review and placements (section I EHCP) requests is high.

15 Voice Mails Through Phone Line

First responders when other areas within SEND don't respond to service users timely.

Parents carers seeking support for behaviour management of their children at home.

Tribunal processes lengthy – not able to close cases.

Q3

Referral Trends

•103 returned/70 word of mouth

•17 Education

•14 Health

•38 Social Care

•42 Social Media

•19 Unknown

Increase in social care referring parents to service.

Q2

Referral Trends

•227 Returned/42 word of mouth

•22 Education

•16 Health

•24 Social care

•21 Social Media

•17 Unknown

High return of previous service users

What we are achieving

TRIAGE – waiting time, referral turnover – 1-3 days on average 24 hours turn around. Assistant case officer managing high. number of cases at level 1/2 of intervention levels.

Joint working – partnerships with others, surgeries etc

Workshops – providing IAS in groups.

Strategic Networking and partnership working.

CRM – data story boarding.

Service development – collective responsibilities.

Develop practice standards based on challenges/success.		
Refreshed publicity leaflets.		
Refreshed webpages.		
Annual report completed and published.		
SMG review and completed – dates forecast for 2024-2025.		
Development Plan in place.		
Work Underway		
Outlining our Joint Commissioning arrangements with ICB and publishing this		
on web pages.		
Development planning to look at smarter working to reduce high case work	This needs careful thought and	
demand to case officers.	conversations as it may mean	
	the service has to reduce its	
	offer at level 4 of case work	
	intervention level and this will	
	impact on families.	
	1 case officer reduction in hours	
	by 7.30 hours per week from	
	1/4/24 currently funded from	
	some underspend within	
	budget will have an impact on	
	other case officers' caseloads.	
	case officers caseroads.	

Support and develop SMG members.	
Hybrid working arrangements – looking at how we connect as a team more.	
Develop our data story to contribute to the SEND data Dashboard.	
Become OfSTED/CQC Inspection ready.	
2.3 The IASS works with local partners, including local parent and young	
people forums to inform and influence policy and practice in the local area.	
Service Development	
The team met for a development session on 22/1/24.	
Reflective Practitioner	
Each member shared three examples where over last 6 months they have	
felt conflicted as to whether they think this is work the service should have	
been doing and considerations for this are capacity of the service, the	
standard we work to and the corporate principles we follow as BMBC employees.	
Outcome	
By the end of the session, we will have had a reflective practitioner CPD	
session where we developed a two-page profile report with our	
development direction mapping out our identity.	
Next Steps	
Share the two page profile for comments.	