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## **Barnsley SENDIASS – Service Development Plan 2024 – 2025**

### **Minimum Standards for SEND Information, Advice and Support Services**

Information Advice and Support Services (IASS) provide free impartial, confidential, information, advice and support about education, health and social care for children, young people and their parents on matters relating to special educational needs and/or disability. The provision of information, advice and support should help to promote independence and self-advocacy for children, young people, and parents/carers. Chapter 2 of the SEND Code of Practice (2015) sets out the role of SENDIASS. There are also a set of minimum standards for an IAS Service, and these are based on the requirements relating to SEN/D Information, Advice and Support Services and what specifically they provide.

### **SENDIASS Review**

The 2023 annual report should include an update on the action plan generated after the service review, and a fresh summary of performance against the national minimum standards.

### **Annual Review and Development Planning**

The service has conducted the annual review and report of the service for financial year 2022 – 2023. Following this the next task is to re-create the service develop plan based on the findings of the annual report. The annual report sets out the areas of progress and areas for further development based on service level activity and service user feedback.

This development plan is created based on the following:

1. Annual reporting and data collection
2. Service user feedback

3. Review of the standards for an IASS and SENDIASS review outcomes
4. Strategic Management Group (SMG) reporting
5. Strategic partnership platforms where the service is open to check and challenge.

Progress is monitored through Rag Rating system in line with the reporting processes for SEND Local Area Partnership Board and SMG Board

Red = At Risk

Amber = In Development

Green = On Track

National Minimum Standards - 1. Commissioning, governance, and management arrangements	Measure of Success – SENDIASS Review	Position update – Success of outcome	Evidence Timeline	Responsibility	Progress Status – Rag Rated
1.1 The IASS is jointly commissioned by education, health, and social care in accordance with the CFA 2014. A formal agreement is set out in writing which refers directly to these Minimum Standards, whilst also considering the need for continuity and stability of the service.	Joint commissioning has successfully been agreed and implemented with Health partners.	SENDIASS re located under Directorate for Commissioning.  Conversation taken place to embed the arrangement in preparation for OfSTED CQC inspection readiness processes. Meeting with HoS in commissioning taken place.	Formal agreement is drafted.  Formal agreement is reviewed and agreed through internal governance structures.  Formal agreement in place by 1/6/24	SENDIASS Manager with support of Line Manager	

		SLA and Joint commissioning arrangements raised and reported on in SMG and SEND partnership board.			
1.2 The IASS is designed and commissioned with children, young people and parents, and has the capacity and resources to meet these Minimum Standards and local need.		<p>Service user feedback is collected throughout the year and assistant case officer collates this into a folder.</p> <p>Service is reviewed annually through survey.</p> <p>Any challenges to the service through operational practice is reviewed and practice standards developed to inform lessons learned and future practice.</p> <p>Service user feedback informs service development plan.</p>	<p>Annual Report 2023-2024 – produced by August 2024</p> <p>Minutes of Meetings from SMG and SEND Strategy Board January 2024 onwards – published on webpages.</p> <p>Survey undertaken by June/July 2024 for annual report 2023-2024.</p> <p>SMG minutes.</p>	<p>SENDIAS Manager</p> <p>SENDIASS Staff</p> <p>Monitored by SMG</p>	

		SMG informs and shapes service practice.			
1.3 The IASS provides an all-year-round flexible service which is open during normal office hours and includes a direct helpline with 24-hour answer machine, call back and signposting service, including linking to the national SEND helpline.		The service is operating a TRIAGE model, and this is working well response time is within 48 hours on most occasions. The service makes use of social media and offers out of office hours IAs sessions. All staff to share responsibility for providing a flexible service.	CRM Data of Intervention Levels Survey feedback Social media activity Quarterly data reporting to SMG/Partnership Board	SENDIASS Manager SENDIASS Assistant Case officer _ TRIAGE responsibility SENDIASS Staff	
1.4 There is a dedicated and ring-fenced budget held and managed by an IAS service manager located within an IASS.		This is in place and funding has remained secured to meet staffing costs.  Regular meetings held with finance partners to monitor budget – SENDIASS Manager to attend these.	Budget spreadsheets	SENDIASS Manager  Finance Officer	
1.5 The IASS is, and is seen by service users to be, an arm's length, confidential, dedicated and easily identifiable service, separate		Feedback from families indicates the identity is the arm's length offer. However, the SENDIASS offer needs	Survey responses.  Service user feedback.	SENDIASS Manager  SENDIASS Staff	

<p>from the LA, Clinical Commissioning Group and/or host organisation.</p>		<p>to be shared and published so that there is an understanding of this in the local area.</p>	<p>SEND Strategy Board/ SMG Minutes.</p>	<p>Monitored by SMG</p>	
<p>1.6 LA and IASS ensure that potential service users, Head teachers, FE principals, SENCos, SEND Teams, children’s and adult social care, health commissioners and providers are made aware of the IASS, its remit and who the service is for.</p>	<p>Clear SENDIASS service offer developed and visible to parents on website; and shared with other SEND professionals across the LA, Health and Schools.</p> <p>Memorandums of Understanding have been written up clarifying what SENDIASS and (at least) the following</p>	<p>Refreshed publicity materials created and webpages refreshed, and service offer is completed.</p> <p>Attendance at information events taken place – enabled networking.</p> <p>SEND drop in sessions for Targeted Early Help practitioners in place.</p> <p>SMG has wide representation from partners across Education, Health and Care.</p> <p>SENDIASS Manager met with partners to develop the MOU. Within that meeting (SEND Partners from Health and Education</p>	<p>Publicity materials are produced.</p> <p>Website is kept under review and refreshed and up to date.</p> <p>Minutes produced and published.</p> <p>Practice standards in place of service offer (in place of MOU) and published along with publicity videos of the service.</p> <p>Training video showcasing the service offer is published.</p>	<p>SENDIASS Manager</p> <p>SEND Partners (SEND services)</p> <p>SENDIASS Staff</p>	

	<p>services/groups do and can expect of each other:</p> <p>Education, Health and Care team  Family Information Service  Designated Clinical Officer SEND  SEND Participation Officer  Special Educational Need Coordinators, via SENCo Network  BMBC Disabled Children's Team</p> <p>Training sessions have taken place with the groups above reiterating the MOUs and service offer from SENDIASS.</p>	<p>felt an MOU was not appropriate and instead advised a practice standard). SW wrote a practice standard to fulfil the measure of success for the SENDIASS review and sent out to consultation with partners.</p>			
<p>1.7 The Governance arrangements outline a clear management structure, encompassing a strategic manager within the IASS and a steering group or advisory body which includes representatives from service user groups and key stakeholders from education, social care and health.</p>	<p>Strategic Management Group re-established with Terms of Reference, membership, and responsible for an action plan</p>	<p>A governance process with a Terms of Reference is in place. 4 of 6 SMG meetings scheduled January 2024 – January 2025.</p> <p>Terms of Reference reviewed November 2024.</p>	<p>Service structure is published.</p> <p>Minutes of SMG produced, agreed and published on website.</p> <p>Terms of Reference agreed.</p> <p>Membership updated.</p>	<p>SENDIASS Manager</p> <p>Service Line Management</p> <p>SMG</p>	

		<p>SMG membership reviewed and refreshed.</p> <p>Service structure is published to show clear management structure.</p>			
<p>1.8 The IASS has a development plan reviewed annually with the steering group/advisory body, which includes specific actions and improvement targets</p>	<p>Review of information and content has been done with the Family Information Service to ensure no duplication and maximal clarity for families.</p>	<p>Development plan is designed, reviewed, and developed with service users and partners.</p> <p>SENDIASS Manager attends Local Offer Steering Group and FIS manager sits on SENDIASS SMG</p>	<p>Development plan agreed by 1/4/24.</p> <p>Annual report reports progress against this – August 2024.</p> <p>SMG minutes show progress against action plan and published.</p> <p>Local Offer Steering Group minutes.</p>		

<b>National Minimum Standards - 2. Strategic functions</b>	<b>Measure of Success – SENDIASS Review</b>	<b>Position update – Success of outcome</b>	<b>Evidence</b>	<b>Responsibility</b>	<b>Completed</b>
<p>2.1 Each IASS has a manager based solely within the</p>	<p>SENDIASS Manager holding minimal cases</p>	<p>SENDIASS has always had a designated</p>	<p>Review of standards and SENDIASS Review</p>	<p>SENDIASS Manager</p>	

<p>service, without additional LA/CCG or host body roles. They have responsibility for strategic planning, service management and delivery, and quality assurance.</p>	<p>and regularly attending numerous strategic boards.</p> <p>SENDIASS performance data identified and agreed; and is then being reported to Manager's line manager quarterly, including data on reach (website hits, enquiries), intervention levels and numbers, and service user satisfaction.</p>	<p>Manager solely based in the service.</p> <p>SENDIASS Manager attends SEND Strategy boards and provides data of operational and strategic partnership working. SENDIASS Manager produces reports and provides development overview to SMG.</p>	<p>report dated July 2023.</p> <p>CRM Case work Data.</p> <p>SEND Partnership Minutes.</p> <p>SMG Minutes.</p> <p>Annual Report 2022-2023.</p>	<p>Service Line Management</p>	
<p>2.2 The IASS engages with regional and national strategic planning and training and demonstrates effective working with other IASSs to inform service development.</p>		<p>SENDIASS staff continue to represent the service at regional events and training.</p>	<p>Attendance at regional meetings.</p>	<p>SENDIASS manager</p> <p>SENDIASS Staff member in manager absence</p>	
<p>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.</p>	<p>SENDIASS is consistently present at the Ozone SEND drop-in. Other drop-in opportunities (including for young people) have been explored.</p>	<p>SENDIASS continue to be regular attenders at Ozone drop in this was the role of the assistant case officer.</p> <p>SENDIASSs attends other SEND events when included.</p>	<p>SMG Minutes.</p> <p>Attendance at Ozone – calendars.</p> <p>Attendance at SEND events.</p>	<p>SENDIASS Manager</p> <p>SENDIASS Staff</p>	



		SMG has young person membership to SMG and Youth Participation Manager is a member of SMG.			
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National Minimum Standards - 3. Operational Functions	Measure of Success – SENDIASS Review	Position Update	Evidence	Responsibility	Completed
<p>3.1 The IASS provides; Impartial information, advice and support (IAS) on the full range of education, health and social care as defined in the SEND Code of Practice to the following service users –</p> <ul style="list-style-type: none"> <li>a) children</li> <li>b) young people</li> <li>c) parents</li> </ul> <p>This support is offered in a range of ways which includes face to face, a telephone helpline, email, website and social media.</p>	<p>Intervention system being used, evidenced by clear recording of cases being closed as appropriate in line with CDC guidance.</p> <p>Work has begun to:</p> <ul style="list-style-type: none"> <li>• Generate and/or make available video and written resources for families to disseminate useful guidance from national IPSEA legal training and the most frequent challenges for which parents seek IAS from SENDIASS.</li> <li>• Develop training sessions to deliver to parents, and</li> </ul>	<p>All case work interaction is recorded on CRM and the data is used to inform strategic partners and reported into SMG and SEND Partnership Board.</p> <p>TRIAGE model is working well, and all staff cover the full range of 4 levels of intervention.</p> <p>All platforms for engagement are offered.</p>	<p>CRM.</p> <p>Survey Feedback.</p> <p>Training workshops/Videos are published on social media platforms.</p> <p>Training sessions schedule published and delivered.</p>	<p>SENDIASS Staff</p> <p>SENDIASS assistant Case Officer to TRIAGE at level 1 and 2 of intervention levels.</p> <p>SENDIASS Officers to provide level 1-4 case work.</p>	

	professionals, on the topics mentioned above.	Videos already exist on social media platforms as this was an exemplar standard of practice by an IAS initiated during covid 19.			
3.2 The IASS provides branded information and promotional materials in a range of accessible formats.		<p>Work has taken place with our communications team and refreshed. Publicity materials developed.</p> <p>Any information required in additional language or where reasonable adjustments are required are provided on an individual basis.</p>	Publicity materials are purchased and distributed.	SENDIASS Staff	
3.3 The IASS has a stand-alone service website that is accessible to all service users. The website includes; <ul style="list-style-type: none"> <li>• Contact details of the service</li> <li>• Opening hours</li> <li>• Response times</li> <li>• Information on a range of SEND topics</li> </ul>		<p>SENDIASS has website area on the local Authority Website. SENDIASS maintain this hand have complete autonomy to manage it. The service social media (TWITTER/FaceBook)</p>	<p>Website is refreshed and current.</p> <p>Social media presentation is positive and shows a good level of engagement.</p>	SENDIASS Staff	

<ul style="list-style-type: none"> <li>• Signposting to other useful groups including parent groups and youth forums and national helplines</li> <li>• Signposting to the Local Offer</li> <li>• Key policies including a complaints procedure</li> </ul>		are stand alone and provide the stand-alone platform for engagement.	Local partners across services also report their feedback of posts and videos they view on our active FB page.		
3.4 The IASS provides advocacy support for individual children, young people, and parents that empowers them to express their views and wishes and helps them to understand and exercise their rights in matters including exclusion, complaints, SEND processes, and SEND appeals.		The service continues to do this through case work and group network sessions face to face and virtually.	CRM. Service user feedback.	SENDIASS Staff	
3.5 The IASS provides information, advice and support before, during and following a SEND Tribunal appeal in a range of different ways, dependent on the needs of the parent or young person. This will include representation during the hearing if the parent or young person is unable to do so.		The service continues to provide this level 4 intensive case work intervention.	CRM Service user feedback	SENDIASS Staff	
3.6 The IASS offers training to local education, health		Training workshops are provided and	Service user feedback	SENDIASS Staff	

and social care professionals, children, young people and parents to increase knowledge of SEND law, guidance, local policy, issues and participation.		delivered. Some of these are also recorded and posted on social media.	Staff user feedback		
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<b>National Minimum Standards - 4. Professional development and training for staff</b>	<b>Measure of Success – SENDIASS Review</b>	<b>Position Update</b>	<b>Evidence</b>	<b>Responsibility</b>	
4.1 All advice and support providing staff successfully complete all online IPSEA legal training levels within 12 months of joining the service. Volunteers who provide advice and support should complete IPSEAs Level 1 online training within 12 months.		Existing staff hold L1-3 IPSEA legal training. New staff are working through the legal training.  SMG members (parent carer representatives) have been offered this and 9 out of 10 are underway with level 1.	Staff certification – supervision notes/PDR	SENDIASS Staff	
4.2 The service routinely requests feedback from service users and others and uses this to further develop the work and practices of the service.		Feedback is collected through individual case work, Facebook, Customer complaints/compliments processes.  Surveys have been created and published.	Survey responses.  Annual report.  SMG Minutes.  Complaints and Compliments data log	SENDIASS Manager  SENDIASS Assistant Case Officer  SENDIASS Officers	

			SMG Minutes. Practice Standards developed where necessary.		
4.3 All IASS staff and volunteers have ongoing supervision and continuous professional development.		Regular supervisions and PDR processes are in place, these are scheduled in calendars. Records are made and kept for staff.  Volunteers are to SMG and they are offered support and professional development.	Supervision/PDR notes.  SMG minutes  Annual Report	SENDIASS Manager	

**Terminology**

SEND IASS - Special Educational Needs Disability Information Advice Support Service

IA - Information Advice

IAS - Information Advice Support

IASS - Information Advice Support Service

LA - Local Authority

SEND OB – SEND Oversight Board

CRM - Computer Records Management

SMG - Strategic Management Group

SENDCO - Special Educational Needs Disability Coordinator

DMO - Designated Medical Officer

EHCP - Education Health Care Plan

ICB – Independent Commissioning Board

SYPS - SENDIASS Young People Group

CDC - Council for Disabled Children

DfE - Department for Education

SLA - Service Level Agreement

BMBC - Barnsley Metropolitan Borough Council

### **Resources**

2022 - 2023 Service Annual Report

2018 - IASS Standards

[https://councilfordisabledchildren.org.uk/sites/default/files/uploads/files/Minimum%20StandardsFINAL%20with%20DfE%20DH%20logos\\_0.pdf](https://councilfordisabledchildren.org.uk/sites/default/files/uploads/files/Minimum%20StandardsFINAL%20with%20DfE%20DH%20logos_0.pdf)

2015 - SEND Code of Practice

2023/2024 SMG Minutes

SMG Terms of Reference

2022 SENDIASS Review Outcomes