

## Portsmouth SENDIASS: Digital solutions to support and enhance the IASS offer

### The context

Portsmouth SENDIASS is an inner-city service whose team works solely from home. The team has embraced many digital innovations in social media and are always looking for opportunities to develop its digital resources and increase promotion of the service.

### The issue faced

As part of the IASP funded work in 2021-22 live training sessions (using Zoom) were delivered covering a range of topics. Some topics were delivered twice across the year and we tried to vary days of the week and times as much as possible (including offering an evening session). Feedback received was overwhelmingly positive and sessions were well attended, usually between 20-40 people at each session. However, many parents fed back that they would like to attend but the time wasn't convenient, or they had booked to attend but something on the day prevented them from being able to make it.

### The support provided by IASS

In order to meet the needs of those parents who couldn't attend the fixed time sessions, it was decided to create a series of webinars to publish on the Portsmouth SENDIASS website meaning they could be accessed any time and reach more people. A plan was created to assign a webinar topic to each member of the team to ensure the work would be evenly spread and minimise impact on casework. The team were asked in April to set aside some time to create their webinars, with a deadline being set for the end of July. Instructions on the technical aspects were provided. Some support was needed in creating PowerPoint presentations and the team experienced some technical issues as work laptops would not allow recording of PowerPoint until the IT dept made the required changes. This caused a delay. Despite a steep learning curve the team have created fantastic webinars, a resource that can be used to better support all service users and stakeholders going forward. The webinars are a nice addition to the traditional factsheets, providing a personable and engaging aspect to the digital resources. All the webinars created under this project have been added to a new Portsmouth SENDIASS YouTube channel which links to the website under the 'Information & Resources' section (<https://portsmouthsendiass.info/webinars/>). The webinars are easily accessible via the website meaning they can easily be accessed independently but also means the team can signpost parents/carers and YP to additional information at any time on any day they wish to access them.

### The difference made

On reflection, the technical aspects were harder to grasp, and took longer to resolve, than had been anticipated. This meant it took much more of staff time than initially allocated. This caused some of the staff to be quite stressed and made their casework a little harder to manage on occasions. Overall though it has been a worthwhile process, with the team being pleased with the quality of the webinars produced and they are now seen as a valuable new resource for parents and professionals too. These resources will help increase the efficiency and reach of the service in the long run and can be used to better and more efficiently support service users across the three SENDIASS services hosted by the Rose Road Association. It will also help raise the service profile with professionals. In Portsmouth the service has plans to co-produce a future webinar with the Local Authority, presenting an excellent opportunity for joint working. Promotion of the webinars to parents/carers, YP and professionals will continue using social media, with a dedicated push throughout October including signposting from the team.

Overall, all staff as well as learning a new skill, really enjoyed creating the webinars and are happy to continue to do so.

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