

## Bath & North East Somerset SEND Partnership Service

### Sustainability Plan

The funding available via the IAS Programme over the past two years has enabled the SEND Partnership Service to implement a number of service developments to work towards compliance with the National Minimum Standards for Delivery 2018 and to trial different ways of service delivery in order to increase reach and to monitor quality.

Inevitably the impact of the Covid-19 pandemic has had a significant impact on service delivery. The team has been working from home since March 2020 and there are no plans for a full return to the office. Face to face meetings with families and professionals ceased and are yet to resume.

The team has however, become adept at using tools such as zoom to be able to attend meetings, deliver and participate in training. Parents and young people we support have been offered the opportunity to try out the virtual platforms prior to the meetings where feasible.

The biggest impact of the pandemic has been in the delivery of outreach and awareness raising via our Parent Champion programme which we deliver in collaboration with the Coram Family Childcare Trust and in the delivery of consultation events and training with parent groups.

Despite the work of the Volunteer Co-ordinator in seeking opportunities to join with partners in virtual sessions, this has not proved successful to date. A number of local groups, including the Parent Carer Voice, are reporting a reluctance to engage virtually, service users preferring one to one conversations rather than as part of a virtual group.

#### What has the IAS Programme achieved in Bath and North East Somerset?

This has been plotted against the National Minimum Standards for Delivery 2018.

What	How	Impact
<b>1. Commissioning, governance and management</b>		
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.	SLA in place jointly with LA/CCG which is monitored through regular meetings with the relevant Commissioner requiring support to be offered to 500 families per year.	Number of families supported by the service exceeds that set out in the contract. Last year we worked with 672 families of whom 493 required in-depth casework support.  Maintenance of compliance with Minimum Standards is monitored  Discussions with Commissioner have begun regarding a financial contribution from Adult Social Care for service delivery to the 19 – 25 cohort.
1.7 Governance arrangements outline a clear management structure and a steering	Review of the Advisory Group Terms of Reference and membership.	Review of Advisory Group has streamlined membership and reinforced key stakeholder representation. The

<p>group which includes representatives from service user groups and key stakeholders from education, social care and health.</p>	<p>Enhanced the role for the Independent Chair</p>	<p>views of Parent Carers are represented by local PCF.</p> <p>Role of Independent Chair enhanced to provide additional support to service manager, including attendance at LA/CCG strategic meetings. The enhanced support from an independent role reinforces the impartiality of the service</p> <p><i>On-going work to increase YP and wider parent carer representation forms part of the sustainability planning for the service</i></p>
<p><b>2. Strategic Functions</b></p>		
<p>2.1 Each IASS has a manager based solely within the service, without additional LA/CCG or host body roles. They have responsibility for strategic planning, service management and delivery, and quality assurance.</p>	<p>Initial restructure created a post of part-time strategic manager within the IASS and full-time operational lead with some casework responsibility</p> <p>Subsequent restructure combined roles to create fulltime strategic manager.</p>	<p>Service manager able to focus solely on IASS. Impartiality of service delivery reinforced</p> <p>Savings in the core budget resulting from the rationalisation of the management structure has enabled the creation of a permanent Volunteer Co-ordinator post previously funded via the IASP. This post ensures development of the volunteer resource which adds capacity to service delivery as demand rises</p>
<p>2.3 The IASS works with local partners, including parent carer and YP forums to inform and influence policy and practice in the local area</p>	<p>Protocol agreed with LA/CCG and PCF</p>	<p>Clarity about roles and responsibilities of all partners reinforced. Working together to influence policy and practice rather than in an unstructured way</p> <p><i>On-going work re YP participation forms part of the sustainability planning</i></p>
<p><b>3. Operational Functions</b></p>		
<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 children and young people.</p>	<p>Local Voluntary organisation commissioned to carry out a feasibility study regarding ways in which CYP wish to access information and what they want to access</p>	<p>Information on the website being redesigned with YP.</p> <p><i>Development work to engage with and learn from YP forms part of the sustainability planning.</i></p>

		<i>The SW CYP Network is starting to explore opportunities across the region to share existing and develop new CYP resources</i>
<b>3.3</b> The IASS has a stand-alone service website that is accessible to all service users.	Standalone website procured in co-production with parent carers.	<p>There were in excess of 3000 hits to the website in the academic year 2019-2020.</p> <p>Increasing number of enquiries being made via the website. Currently 10% of enquiries are received via a web enquiry form.</p> <p><i>On-going – as part of the sustainability planning, the CYP pages will be revamped in co-production with CYP.</i></p>
<b>3.6</b> The IASS offers training to local education, health and social care professionals, children, young people and parents to increase knowledge of SEND law, guidance, local policy, issues and participation.	<p>Consultation with parent carers to deliver appropriate training sessions</p> <p>Training offer to CYP Network of local organisations working with CYP</p> <p>Training offer to Youth connect SW, commissioned youth service for the LA</p> <p>Training for parent carers and young people to be developed jointly with the commissioned ASD Outreach Service</p>	<p>Planned consultation event postponed due to covid pandemic. This will now be replaced with an online survey.</p> <p>4 training sessions delivered 2019-2020 to the CYP Network. Sessions were well received and attendees reported an increase in their confidence and knowledge.</p> <p>Active listening training delivered to Early Years SENCOs.</p> <p><i>On-going as part of sustainability planning</i></p>
<b>4. Professional development and training for staff</b>		
<b>4.3</b> All IASS staff and volunteers have ongoing supervision and continuous professional development	<p>Volunteers receive termly supervision by the Volunteer Co-ordinator</p> <p>Termly supervision of individual staff members undertaken by manager. Informal supervision as required.</p>	<p>Training and supervision for volunteers has kept the team engaged during the lockdown.</p> <p>Individual and group supervision and peer mentoring have been essential during the lockdown in maintaining morale and sharing issues that have arisen in supporting our vulnerable families.</p>

	Weekly group case supervision.	<p>Throughout the pandemic the team has been able to access a range of online and virtual training opportunities that has kept them abreast of current developments in the wider SEND sector.</p> <p><i>On-going as part of the sustainability planning</i></p>
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### Activities that SEND Partnership Service may need to cease

The Enquiry and Referral Officer post is currently funded by the IAS Programme on a fixed term part time basis until August 2021.

The postholder:

- triages enquiries to the service through a variety of channels – telephone, email, web and social media. 38% of enquiries are currently held at this level by the provision of initial information or signposting. Parents or young people who require in-depth casework support are referred to the Information and Advice Officers.
- manages the social media account for the service. Daily posts on a range of topics include information about SEND, signposting to local and national support, funding opportunities, leisure and play opportunities for CYP with SEND, links to local and national consultations. Engagement from families and professionals is growing

Should this post be ceased, the activities undertaken would need to be reassessed alongside the work currently being undertaken by the Information and Advice Officers.

### Action Plan April 2021 – March 2022

Outcomes	Strategies	Resources
To increase awareness of service delivery	<p>Build upon existing collaborations with other organisations in the local area supporting CYP with SEND and their families to raise awareness of SPS</p> <p>Implementation of the participation protocol between SPS, Parent Carer Voice and the LA/CCG.</p>	<ol style="list-style-type: none"> <li>1. Programme of community outreach delivered by Parent Champion volunteers to increase awareness of SPS</li> <li>2. Officer time to continue to offer training to local organisations working with CYP with SEND to raise awareness of rights of CYP with SEND relating to education, health and social care and SPS offer.</li> <li>3. Officer time to co-produce with Parent Carer Voice a programme of training for parents relating to education, health and social care</li> </ol>

<p>To fulfil more enquiries at initial point of contact</p>	<p>Widen the funding model to include all cohorts entitled to receive the service</p>	<p>Evidence of impact of enquiry line post (currently funded by IASP) in increasing support to families being gathered. During the period September – December 2020 38% of all enquiries received initial information and advice from the Enquiry and Referral Officer. Parents who required further in-depth case support were referred to the Information and Advice Officers. 50% of professional enquiries were also dealt with by the E&amp;R Officer.</p>
<p>To increase the capacity of the operational team effectively</p>	<p>Widen the funding model to include all cohorts entitled to receive the service  Pilot a fixed term SEND CYP Engagement Officer</p>	<ol style="list-style-type: none"> <li>1. Officer time to expand the information offer in co-production with CYP and their parent carers</li> <li>2. Evidence of increase in numbers of CYP seeking advice from SPS</li> <li>3. Additional funding from Adult Social Care to develop service to increase the numbers of YP 19-25 accessing the service.</li> </ol>
<p>To ensure the impartiality of the service so that trust is secured with service users  To sustain the impartiality of the service through its governance and arms' length delivery from the LA</p>	<p>Continue to remain at arm's length from LA/CCG, ensure staff and volunteers are trained appropriately and utilise Advisory Group to monitor</p>	<ol style="list-style-type: none"> <li>1. Continue with a programme of evaluation with all service users to monitor impartiality and confidence of the service, as well as families' increased confidence</li> <li>2. Continue with a programme of evaluations with professionals and stakeholders to monitor impartiality and empowerment of families</li> <li>3. Retain current governance structure, standalone resources and branding to reinforce impartiality</li> <li>4. Training opportunities to ensure all members of the team, include volunteers, have the appropriate skills and expertise to fulfil their roles.</li> </ol>
<p>To enhance the strength of the governance of the service</p>	<p>Continue the established governance model by reinforcing the role of the Advisory Group.</p>	<p>Retain current governance model and, with the role of Independent Chair, utilise group to monitor the service and influence LA/CCG joint commissioning, service provision and adequate resourcing</p>