



Derbyshire IAS Sustainability and Continuity Plan

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Contents

Page 2- Context and requirement for sustainability plan

Page 2- How existing IASP funding has been used

Page 3- Ensuring continuity

Page 3- Action plan

Page 5- Joint working & Impact on Families

Page 6- Conclusion

Context and requirement for IAS sustainability plan

The role of the Derbyshire Information, Advice and Support Service for SEND (DIASS) is to ensure parents and young people have access to all year round free, confidential and impartial information, and advice and support about matters relating to SEND and disabilities so that they can make informed decisions about their or their child's special educational needs and disability.

DIASS were successful in bidding for IASP funding. Derbyshire has 8 different and distinct districts; High Peak, Derbyshire Dales, Chesterfield, North East Derbyshire, Bolsover, Amber Valley, Erewash and South Derbyshire. Most of these districts come under Derbyshire CCG apart from Glossop in the High Peak which comes under Tameside CCG. Before receiving the additional IASP funding there were five support worker and one Assistant Manager of the service. There is a large geographical area to cover and there has been no dedicated worker for the High Peak due to capacity. Case work has been steadily increasing from 2015. The minimum standards meant the service has had to reflect on the current offer. In order to secure the funding there were a number of goals and outcomes the service wanted to achieve in line with the minimum standards.

How existing IASP funding has been used

Under IASP funding, we were able to focus resources on the following areas;

- Service contribution- ensuring we were adequately staffed, with the recruitment of an additional member of the team to help cover all areas of Derbyshire and to allow for backfilling time for other staff to do their duties fully including the DIASS Assistant Manager. Staff are now able to undertake extra duties for example around the website where we are able to edit and update content, and social media update, staff assigned to look at DIASS training offer and ensuring factsheets and leaflets are up to date. A new advisory group has been set up.
- Supporting strategic functions- DIASS have reviewed and had further training for all staff on the Crossdata database. There continues to be a compliant and purpose built, database, to ensure compliance with GDPR law. Systems are in place to ensure accurate data reporting and monitoring, and all staff received additional training and are confident in using the system. There are now two administrators for the database from the team.
- Supporting core functions- adequate staffing has ensured DIASS has had a full attendance at both local and regional events, the service can maintain response times all year round and can comfortably cover all Derbyshire areas. During COVID, the team have adapted to new ways of working very quickly and the service has ensured continuity without any break, or interference on the families using the service. IT skills have been improved.
- Professional development- All staff have completed IPSEA level 3 training. They have completed other training identified as useful to them through their 'My plan' 6 monthly meetings and in monthly supervision sessions. This has included for example, Safeguarding, Autism awareness, Mental Health and Wellbeing. All staff have had access to reflective practice sessions.

- Supporting innovation - We focused on working with Derbyshire Parent Carer Voice (DPCV) to deliver training to parents and carers in the High Peak Area of Derbyshire. This was in response to lack of support worker cover in this area. A consequence of this is that DIASS and DPCV have developed working relationships, and continue to meet jointly and are working on further projects around for example the Local Offer, linking in with Derbyshire's SEND strategic Action Plan to ensure participation and co-production with Parents Carers Children and Young People.

Ensuring Continuity

The impact of the IASP funding in allowing these outcomes to be delivered, has meant that families accessing DIASS have had a good service. The service has ensured quick response times including holidays. There are a range of ways in which people can get in touch with the service advice line, email, website and Facebook. Staff have very busy, yet have been able to be on the rota for the advice line, manage caseloads, and taken on additional responsibilities. The work is overseen through a supervision process. Policies and protocols are in place and overseen by manager for the service.

This level of service delivery needs appropriate funding. To build on the success already established, there will need to be a well-managed budget in the service.

The DIASS manager has met with the Accountant and looked at budget requirements for the service and has established where cost savings have been over the year. The IASP budget has been monitored closely.

The database and communication system comes at an ongoing cost. This is in the Core budget for the service.

Because of COVID, all staff have been working at home for the vast majority of the time. This means that, there have been savings from monthly staff mileage expenses. Due to the large geography on the county this has been a good saving.

Action Plan

Minimum Standard	Area of focus	Developed in funding period – what have you developed under the IASP funding	Sustained activity – what are your continuing and what actions are required.
Commissioning Governance and Management Arrangements	Advisory Group	Establishment of advisory group and quarterly meetings agreed. TOR and agenda.	Advisory group to ensure that service provides impartial service to parents carers, children and young people in line with TOR. DIASS manager to work with team on yearly

			development plan. This will include reviewing of DIASS Development Plan with Advisory group. The group agreed to meet quarterly.
Strategic Functions	DIASS manager role & Support worker.	Funding used for a temporary member of staff has meant that manager within DIASS has been able to take on strategic duties so that service works towards and meets minimum standards.	Establishment of temporary post is required. Manager to meet with LA managers / accountant about core budget and plan submitted re staffing levels to SMT.
	Regional Strategic planning	East Midlands Regional Managers have developed a strategic plan which is regularly reviewed and updated at EMRIASS manager meetings. This has included peer reviews and planning for Regional training of SENDIASS staff.	Meetings with EMRIASS are planned. TOR in place and will be reviewed. Any new managers to region to be welcomed and introduced to EMRIASS. IASSN invited to meetings and any concerns shared. Action plan to be reviewed and updated.
Operational Functions	Website and Social media and Database	Website and Social media roles have been embedded into the service. The DIASS team are now able to post on social media and edit the website when needed. Service users can now contact DIASS directly through website. DIASS team received updated training with Dizons providers of Crossdata. Crossdata database has been updated so that reports reflect work.	Half termly meetings with DIASS team members involved in this work. Schedule and rotas to be in place for posting and editing. Crossdata reviewed annually. All casework checked by DIASS manager when allocated. System in place for this. Annual report to be produced from Database statistics for advisory group. Send strategic board and available on website.

Professional Development and Training for Staff	Supervision and My plan Reflective Practice	The DIASS team have monthly supervision sessions with DIASS manager and 6 monthly My Plan reviews. There are also a number of reflective practice sessions that need to be completed with Educational Psychology Service. All of these sessions support with case work, training requirements, emotional wellbeing and resilience as well as support with development plan and personal development of staff.	DIASS manager to continue with these sessions. To book outstanding sessions with Educational Psychology service. EMRIASS team training to take place in June 2021 probably virtually. Induction programme to continue with new staff.
Supporting Innovation	Parent carer voice / Participation and Co-Production	DIASS are part of the SEND strategic board. The DIASS manger has been available to attend regular meetings and the Service is part of the action plan developing participation and co-production projects with parents / carers / children and young people.	Attendance at task and finish groups for Local offer, processes around EHC needs assessment requests. Host with DPCV virtual drop in sessions for parent carers. Liaise with LA manager re participation of C/YP

Joint working arrangements & Impact on Families

DIASS have always worked in partnership with DPCV and with the LA to help shape local policy and practice. In 2018 DIASS as in house service moved from the Umbrella of Access and Inclusion in Children’s services to Quality Assurance and Participation. There is now a good understanding between the service and new LA managers have understanding of DIASS arms-length, impartial nature and provide appropriate support. A service level agreement is in progress.

At the start of the pandemic in March 2020, the relationships have grown stronger. This has been through joint working meetings between DPCV, Director and Assistant Director for schools and learning, Head of SEND, Derbyshire Designated Medical officer, SEND officers and the Educational Psychology Service. Part of this work is to update and feedback and joint working to gather views from families about the support they have received generally has grown.

Families regularly feedback to the service on support received. The advice line, casework, social media and website developments have helped the service be more contactable with a high proportion of meetings being supported by DIASS staff.

Conclusion

The DIASS staff have all been committed to providing a good quality service despite the restrictions of the lockdowns. The service recognises some of the good practice that has developed even under lockdown constraints and hope in the future to adopt smarter ways of working. There is a commitment from the LA to work with DIASS and to ensure that to ensure that the service is fully compliant with the minimum standards.

When considering the work that we do through the reflective practice sessions we undertake it has been important to remember that at the heart of all of the work undertaken we are aiming for good outcomes for families and for the children and young people that we work with and they are fully involved in the decisions.