



HARTLEPOOL SENDIAS SERVICE

IAS Programme Exit and Sustainability Plan

January 2021

Planning to Exit

Going forward post March 2021, the additional work funded by the IAS Programme to enable the service to meet the required minimum standards and to achieve a full service offer. This work will continue to be delivered via the SENDIAS Service.

The YP worker will remain part of the establishment albeit reduced hours to 15 hours per week with the cost of the post to be covered by the local authority. Ongoing work will continue with the engagement and participation in decision making of young people within the service at both operational and strategic level.

The SENDIASS Manager will have sole responsibility to deliver the SENDIAS Service and the service areas will continue to remain outside of either education, health or social care arena's to minimise a conflict of interest and to remain impartial.

Work of the service will continue to be monitored and future developments agreed with the SEND operational Group which reports to the SEND Strategy Board.

The standalone website will continue to develop to meet service users' needs and the administration and updating of the site will be provided in kind by the local authority.

Ongoing work will continue to develop, agree and deliver joint commissioning arrangements with the LA and CCG to provide a health offer across the Tees Valley, which will be provided by the CCG in kind and provide direct information, advice and support to both the Tees Valley SENDIAS Services and service users.

The service carried out a SWOT Analysis to support/identify future planning and development of the SENDIAS Service. The SWOT Analysis is detailed below:

<p>Strengths</p> <p>Seen as a valuable and knowledgeable resource by parents and practitioners</p> <p>Impartial and independent of Education, Health and care</p> <p>Confidentiality</p> <p>Good working relationships with the LA/Schools/Health and Social Care professional, including the PCF</p> <p>Personable, friendly and puts families at ease</p> <p>Sign posting from other services to families</p> <p>Service offer 52 weeks of the year</p> <p>YP persons worker in post</p> <p>Stand-alone service website</p> <p>Co-produced resources and training delivery across the region</p> <p>Being an advocate for parents and young people when they find it difficult to express their views</p> <p>Going the extra mile</p>	<p>Weakness's</p> <p>Engagement with YP</p> <p>A dependency on the service by families who require ongoing support</p> <p>Not being able to support all families when they require the service</p> <p>Capacity in terms of availability to attend meetings to support parents and young people</p> <p>Full engagement and participation of partners across health and the local authority around joint commissioning arrangements</p> <p>Feedback responses from parents, carers and YP</p>
<p>Opportunities</p> <p>Further develop the functions on the SENDIASS Website to enable parents and young people to make contact with the service using various mediums, including social media and online self-referral forms into the service</p> <p>Building up resilience and confidence of parents and YP to communicate more effectively with schools and professionals with minimum service input</p> <p>Cross area joint training delivery to share resources and cost</p>	<p>Threats</p> <p>If funding is cut thereby reducing the service offer that is currently available</p> <p>Funding cuts to retain a YP worker, therefore the voice and aspirations of the YP are lost</p> <p>If the service is no longer classed as a statutory service, families would lose access to an impartial service to support them</p>

Hosting more virtual meetings with schools and others to reduce travel time and increased time to attend more meetings if required

Improved joint commissioning arrangements with the LA/CCG

Retention of the YP worker to provide the YP with opportunities to have a voice, express wishes and support for them in their own right

Opportunities to better promote the service to a wider audience using various elements and resources of effective communication

Opportunities to continue to develop joint commissioning arrangements between identified agencies to provide a full offer of services to service users and expertise from a variety of disciplined areas across education, health, and social care

To increase the number of feedback responses from Parents, Carers and YP by encouraging them to use the direct link to feedback using the online survey following contact via email. Include the feedback link on the SENDIASS Website and call backs to service users

Obtain the support of the PCF to remind and encourage parents to provide feedback on their experiences

Risk & Impact Associated with the Service Change

If we do nothing then the service will not be able to meet its statutory obligation to parents, carers and young people, thus increasing the levels of anxieties to the point of crisis for the users of the service.

Should the service not retain the hours of the YP worker and the sole involvement of the SENDIASS Manager, it will not be able to deliver the service effectively and efficiently to parents, carers and YP.

Should the website not be maintained by the LA people wishing to access the service information may not have access to the most up to date information on SEND and their rights?

As the service grows and awareness of the service increases, there will be a greater demand placed on the current staff members providing the service from parents, carers and young people requiring information, advice and support.

The risk is that the service could be consumed to the point of being unable to provide the right level of support and time to cases, thus the impact being service users may feel dissatisfied with the support available

Considering Contract Matters

Post March 2021 parents and young people will continue to be supported by Hartlepool SENDIASS, therefore no changes to the service they currently receive.

The service will ensure that it remains on track to deliver the IASP outcomes set out in the contract and that all management reports and data requirements will be produced and submitted as part of the contractual arrangements with NCB.

The local authorities finance team will be made aware that the final invoice will be raised by 7th April 2021 following the successful submission of the final monitoring report at the request of NCB staff.

Considering Local Partnerships

Post March 2021 we will continue to build on the relationships developed with the CCG/LA and the SENDIAS Service around Joint Arrangements to ensure that a full service offer is achieved in line with the minimum standards which is readily available for parents and young people. It will continue to review the relationship and development of joint arrangements through the SENDIASS Steering Group/SEND Operational Group.

The service will continue to work with the other Tees Valley SENDIAS Services to work collaboratively and provide peer support as part of the CCG/LA joint arrangements across the Tees Valley.

The service will continue to work and build on relationships with the PCF, schools and other organisations to work collaboratively and share information and resources to best meet the needs of service users.

The SENDIAS Service will also communicate with relevant professionals and organisations to ensure that they have access to up to date promotional materials and access to the SENDIASS Website

Consider Parents and Young People

Parents and young people will see no change to the service provided post March 2021 as the staff currently employed to deliver the service will remain as part of the establishment. Relationships have been established with the current service users which will provide consistency and continuity

Considering Legacy Materials

Resources developed as part of the IAS Programme will continued to be used going forward. The new standalone SENDIASS website is live and will continue to evolve as new resources become available and will be added to the website. The administration and updating of the site will be administered and supported by the local authority and the SENDIAS Service.

The newly branded factsheet and policies are available on the website to either download or view and these will also be available in hard copy for families who have limited access to the internet. The factsheets and polices will be reviewed and updated in accordance with the review dates detailed on the website and or should new information become available around change in law and policy.

Regular contact will be kept with relevant partners and families to ensure that they are signposted to the website to check regularly for any changes that may arise.

Considering staff team and/or volunteers

Post March 2021, the SENDIASS Manager will be working across service areas five days of the week to provide the IAS for parents, carers and Young People to ensure that service users and other professional have access to the service 52 weeks of the year.

The Young Persons worker employment in the establishment has been retained for 15 hours across the week to provide dedicated support for CYP with regards to IAS and this is based on the number of YP supported in the service area and the funds available to retain the post going forward.

Staff will continue to receive support, supervision and access to relevant training to enable them to carry out their job function effectively.

Sustainability of the Service

The service will update the 2020/2021 Action Plan to identify successes and gaps in service delivery against the minimum standards.

The service has maintained the role of the Young Person's Worker in the establishment to cover 15 hours each week across the year and this will be supported by the local authority. The administration of the SENDIASS website will be supported in kind by the Community Hub Team, who also have responsibility for the upkeep of the Local Offer and Hartlepool Now (older people).

SENDIASS will continue to work with the LA/CCG/SENDIASS working group to identify health gaps and develop both the social care and health offer as part of the full service offer across the Tees Valley.

Health will identify both staff and other resources with health to support this function and Joint Arrangements Agreement produced and agreed with all parties involved and reviewed accordingly.

The local authority will continue to fund the role of the SENDIAS Service as part of the statutory requirements to provide this service.

To work in partnership with the Parent Carer Forum to build resilience for families to self-support to enable the SENDIAS Service to be more focussed on those that have a higher level of need.

Agreement with the Local Authority to provide access to office space and resources to enable the service to be delivered.

To continue to report to the SEND Operational Group on service plans, success's and concerns around service delivery and options around access to continued funding/resources.

For the service to explore, identify and secure funding opportunities to enhance service delivery.

Joint working to deliver multi agency training across Education, Health and Care.

Full title of Service:	Hartlepool SEND Information, Advice and Support Service
Name of Local Authority:	Hartlepool Borough Council
Name of Manager Completing the Plan:	Tracy Liveras