

Redbridge IASS: Rolling online training programme

The context

Planning service delivery during lockdown had started before the lockdown was enforced. With lockdown looming, the service was concerned on how pre-booked training could be delivered. There was a contingency plan in place to use an online platform which required the LA to provide access to their Zoom account. The option of using TEAMS was already available to the service. The use of online platforms was something the service did not have experience of using. Training from the LA was provided on how to use these without a cost. CYP and parent/carers who had already signed up to the IASS mailouts, were canvassed via email to see if they would be happy attending online sessions. The feedback was positive.

The issues identified to be tackled using IASP funding

Task Order point 5 from the IASP funding grant was for the service to have 4 different sessions available and a rolling programme of delivery. Two issues that the service identified with providing training online affecting parent/carers or YP were:

1. their knowledge and means to use the online platforms
2. their availability to access the training during daytime with CYP at home e.g. home schooling

The service had identified the need to review their flexibility on delivery (**MS 1.3**), operational functions regarding a range of ways of delivering support (**MS 3.1**) and reviewing the training to professionals, CYP & parent/carers (**MS 3.6**)

A noticeable trend emerged from parents requesting information on the impact of Corona virus on SEND.

How the funding was used

The training programme was expanded as agreed in the Task Order part 5 of the IASP funding by increasing service capacity. This enabled the lead adviser to create the online rolling programme and increasing it to cover **5 subjects** and an additional 2 sessions related to the impact of covid and the return to school after the national lockdowns. The 2 extra sessions were delivered a total of 11 times. The service was able to create a session for professionals to be included in the rolling programme and these sessions have been held with 14 different teams within the LA and CCG.

The difference made (i.e. the impact of your work and how your service/service users have benefitted)

The use of delivering training online has enabled the service to deliver a total of 26 sessions between April 2020 and March 2021 with a 197 parent/carers or YP having attended them. By being flexible with the delivery of the sessions, with ten of them being held in the evenings which was only possible due to them being hosted online. This has further allowed the service to be flexible and continue to meet the current needs of parent/carers and YP.

If these sessions were to have been held face-to-face, it is estimated that a maximum of 10-12 session would have been delivered and none would have been available in the evening. The service intends to

continue delivering most of its training sessions virtually. This has saved the service on costs incurred by room hire, materials and refreshments and increased the opportunity to engage with more parent/carers and YP who would not have otherwise been able to attend. The evening sessions have increased flexibility in service delivery. The service was only able to create these sessions by having the IASP grant available to help increase capacity.

Contact details

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