

**SCHEDULE A: SEND Information, Advice and Support Service -  
Service Level Agreement 01/04/2019 to 31/03/22**

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|-----|---|
| 1.1 | <p><b>CONTRACT MANAGEMENT:</b></p> <p><b>XXXX Council and Clinical Commissioning Group Representative:</b> XXXXX<br/> <b>Provider's Representative:</b> SEND Partnership Service – Strategic Manager</p>  |
| 1.2 | <p><b>DESCRIPTION OF SERVICE:</b></p> <p><b>Aim</b></p> <p>The SEND IASS provides children, young people and their parents with impartial information, advice and support about matters relating to their special educational needs and/or disabilities including health and social care as it impacts on their education and aspirations. XXXX SEND IASS is an in house/out sourced service which is jointly commissioned and funded by the Local Authority and the Clinical Commissioning Group</p> <p><b>User Group and Geographical Area to be covered by the service:</b></p> <p>For children and young people aged 0 – 25 years with Special Educational Needs and/or Disabilities (SEND) and their parent/carers who are normally resident in XXXXXX local authority. XXXXX SEND IASS works with families from the moment a concern is identified with a child's education, or development, and continues to support whether statutory thresholds for an Education Health and Care plan are met or not up to and including Tribunal, complaints etc . The service also supports families whose children and young people are excluded from school, or at threat of exclusion.</p> <p><b>Key Deliverables</b></p> <ul style="list-style-type: none"> <li>• XXXXXX SEND IASS provides a service delivering tailored impartial information, advice and support (IAS) on a full range of education, health and social care issues as defined in the SEND Code of Practice 2015 to parent/carers, children and young people. This support is offered in a range of ways which includes face to face, a telephone advice line, email, website and a developing social media site.</li> <li>• XXXXXX SEND IASS provides an all year-round, flexible service which is open during normal office hours and includes an advice line with 24 hour answer machine, call back and sign posting service, which includes information about a range of National SEND help lines</li> <li>• XXXXXX SEND IASS is monitored by an independent Advisory Group which comprises service users, professionals with an interest in SEND, local authority and partner representatives</li> <li>• XXXXXX SEND IASS provides branded information and promotional materials in a range of accessible formats which are age appropriate</li> </ul><br><ul style="list-style-type: none"> <li>• XXXXX SEND IASS has a stand-alone service website that is accessible to all service users.</li> <li>• XXXXX SEND IASS is, and is seen by service users to be, an arm's length, confidential, impartial, dedicated and easily identifiable service, independent of the</li> </ul> |

LA and Clinical Commissioning Group (CCG)

- XXXXX SEND IASS provides informal advocacy support (see Appendix 1 for definition) for individual children, young people, and parents/carers empowering them to express their views and wishes and exercise their rights in matters including exclusion, complaints, SEND processes, and SEND appeals etc.
- XXXXX SEND IASS provides impartial information, advice and support before, during, and following, a SEND Tribunal appeal in a range of different ways, dependent on the needs of the parent/carers, child or young person.
- XXXXX SEND IASS offers training to local education, health and social care professionals, children, young people and parents/carers to increase knowledge of SEND law, guidance, local policy, issues and participation and meet the required levels of training as stated in the minimum standards.
- XXXXX SEND IASS routinely requests feedback from service users and professionals in a range of ways, and uses this to further develop the work and practice of the service.
- XXXXX SEND IASS provides a bespoke IAS service for children and young people, per minimum standards, by giving children and young people their own confidential and impartial information, advice and support which may look different from parental/carers support
- XXXXX SEND IASS widely advertises the service using a variety of media. SPS ensures that head teachers, FE principals, SENCos, SEND Teams, children and social care, health commissioners and providers are made aware of the IASS, its remit and who the service is for.

**Access and Referral:** Children, young people and parents/carers can access the service by contacting the service directly either via telephone, email, text or web form.

**Strategic Manager (or nominated representative) - Duty to attend LA/CCG meetings**

Attendance will be expected at:

- SEND Strategy Board
- SEND Operational Group
- Other expert groups: eg Parenting Strategy Meetings, Preparing for Adulthood Sub Group Meetings, Early Help Meetings, Learning Difficulties Group

**Duty to attend Regional and National Network meetings**

Attendance will be expected at:

- XXXXX Regional Network Meetings
- National IASS Network Meetings

**Local Authority and Clinical Commissioning Group responsibilities**

- Advertise SEND IASS via communication networks, Local Offer, CCG, LA, partners and stakeholders, statutory SEN Team, to all education providers, to all health providers and the voluntary sector
- Keep SEND IASS updated about any LA and CCG developments that will impact on service delivery
- Provide appropriate funding to deliver the statutory service and be compliant with the DfE Minimum Standards
- Provide office space that will not compromise SEND IASS impartiality, provide management support and the appropriate infrastructure to deliver the service

## Appendix 1 Definition of the SEND IASS Advocacy Offer

Advocacy means getting support from another person to help an individual to express their views and wishes and help them understand and exercise their rights. IASS do not fulfil the role of statutory advocates - more info here –

<https://www.mind.org.uk/information-support/guides-to-support-and-services/advocacy/legal-rights-to-advocacy/#> nor do they provide legal advocacy as provided by a lawyer.

More information on what we mean by advocacy can be found on the MIND website and in the extract below:

<https://www.mind.org.uk/information-support/guides-to-support-and-services/advocacy/#.WyJ4mKdKiM9>

### An informal advocate can:

- listen to the individuals views and concerns
- help them to explore their options and rights
- provide information to help them make informed decisions
- help them contact relevant people
- accompany them and support them in meetings or appointments

### An informal advocate will not:

- give their personal opinion
- solve problems and make decisions for the individual
- make judgements about them

### The support of an advocate is often particularly useful in meetings when an individual might not feel confident in expressing themselves. They can:

- support them to ask all the questions they want to ask
- make sure all the points they want covered are included in the meeting
- explain their options without giving their opinion
- help keep them safe during the meeting – for example, if the individual finds the meeting upsetting, the informal advocate can ask for a break until the individual feels able to continue.

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| Signed for and on behalf of <b>SEND IASS</b> | Signed for and on behalf of <b>XXXXXX LA and the CCG</b> |
| Authorised Signatory                         | Authorised Signatory                                     |
| Signature.....                               | Signature.....   |
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Date:

**SCHEDULE B: CHILDREN'S SERVICES**  
**SEND IASS: Service Level Agreement**  
**01/04/2019 to 31/03/22**

| Quantity of Service  | Quality Standards  | Service Outcomes  |
|--|--|---|
| <ul style="list-style-type: none"> <li>• To support XXX families with impartial information and advice relating to education, health and social care for children and young people on matters relating to SEND.</li> <li>• To increase the reach of SEND IASS to more than 10% the potential cohort of service users</li> <li>• Recruit and train 2 Parent Champions by April 2020 and have met the training and development requirements</li> <li>• Recruit and train 2 CYP champions by April 2020 and have met the training and development requirements</li> <li>• Recruit and train 2 additional volunteers to</li> </ul> | <p>SEND IASS provides information, advice and support tailored to the needs of children, young people and their parents/carers to understand and navigate the law relating to SEND and to exercise their rights and wishes in matters including provision, educational placement, exclusion, complaints, SEND processes, and SEND appeals.</p> <p>To act as a conduit for consultation with children, young people and their families. To enable them to comment on SEND provision, local authority and partner services and delivery with respect to local and national policy and practice; with the potential to influence and effect change. Use a range of communication tools, activities and events to raise awareness of the SEND IASS and the support it provides. Develop children and young person friendly campaigns to engage them in developing and accessing support tools</p> <p>Develop a system for gathering intuitive, relevant and quantitative feedback from the full range of service users eg parents/carers, children and young people, and professionals</p> <p>Develop a network of parents/carers, children and young people groups to raise awareness of issues, offer training</p> | <ul style="list-style-type: none"> <li>• Provision of appropriate resources and information is accessible on a stand-alone website, on social media and in hard copy.</li> <li>• Enable families to navigate the complex world of SEN and D processes and policies in an informed way and with choice</li> <li>• Maximise the effect and voice of children, young people and their families</li> <li>• Increased number of children and young people have accessed the service independently accessing appropriate resources/support</li> <li>• There are agreed protocols and tailored opportunities with the LA for meaningful consultation with children, young people and their families</li> <li>• Accessible tools are developed to feedback regularly on SEND IASS, its</li> </ul> |

increase support in caseload by April 2020 and have met the training and development requirements

- Provide a live stand-alone, website with a range of accessible resources and one additional commissioned infographic. The website will be linked to an active social media account by April 2020
- By April 2020 SEND IASS will have reviewed membership of the Advisory Group which include the full range of service users and have revised Terms of Reference
- Geographical and mapping data is collected by the service which meets the minimum requirements

and engage with in consultation and co-production exercises  
 SEND IASS offers training to local education, health and social care professionals, children, young people and parents/carers to increase knowledge of SEND law, guidance, local policy, issues and participation By April 2020 SEND IASS will have offered X sessions of awareness training to the Childrens' and Young People's Network. Delegates will be those working directly with children and young people

delivery and other initiatives using a number of different channels including social media, website, telephone calls

- A greater number of professionals working with children and young people with SEND will be informed about policy, process and the law governing SEND
- Local partners, including local parent and children's and young people's forums who can inform and influence policy, practice and service development will have a joint protocol for engagement and consultation with SEND IASS

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Schedule C LA/CCG Service Level Agreement – Financial Statement 1/4/19 – 31/3/20

**SEND IASS BUDGET PROJECTION 2019 - 2020**

| <b>Staffing Costs</b>                 |                               |  |                     |   |   |
|---------------------------------------|-------------------------------|--|---------------------|---|---|
| <b>Post Title</b>                     | <b>Total contracted Hours</b> | <b>Hours attributable to this contract</b> | <b>Total salary</b> | <b>Salary attributable to this contract</b> | <b>Is this post currently filled and in place within your organisation?</b> |
| Strategic Manager                     |                               |  |                     |   |   |
| Operational Lead                      |                               |  |                     |   |   |
| Information and Advice Officer - SEND |                               |  |                     |   |   |
| Information and Advice Officer - SEND |                               |  |                     |   |   |
| Information and Advice Officer - SEND |                               |  |                     |   |   |
| Administrator                         |                               |  |                     |   |   |
|                                       |                               |  |                     |   |   |
| <b>Total Staffing Costs</b>           |                               |  |                     |   |   |
|                                       |                               |  |                     |   |   |

| <b>Resources/Materials Costs</b>       |                    |  |
|--|--------------------|--|
| <b>Description of cost</b>             | <b>Annual cost</b> | <b>Annual cost attributable to this contract</b> |
| Fees                                   |                    |  |
| Subscriptions                          |                    |  |
| Stationery                             |                    |  |
| Printing                               |                    |  |
| Travel costs                           |                    |  |
| Hospitality                            |                    |  |
| Hosting                                |                    |  |
|  |                    |  |
| <b>Total Resources/Materials Costs</b> |                    |  |

**TOTAL ANNUAL COST OF  
THE SERVICE PAYABLE BY  
XXXX AND CCG**

| <b>SEND IASS BUDGET 2019/2020</b> |  |  |
|-----------------------------------|--|--|
| <b>CAG 30 BASE BUDGET</b>         |  |  |
| Salary costs                      |  |  |
| Ongoing service costs             |  |  |
| CCG contribution                  |  |  |
| Education contribution            |  |  |
| Social Care contribution          |  |  |
| Total                             |  |  |
| Total IASS cost                   |  |  |

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## Schedule D: Processing, Personal Data and Data Subjects

| Description  | Details  |
|--|--|
| Subject matter of the processing   | Personal data and case notes will be processed for the purposes of delivering the commissioned service as an impartial and confidential service and as a service which operates at arm's length from the LA and CCG  |
| Duration of the processing   | April 2019 – March 2022  |
| Nature and purposes of the processing  | <p><b>Purpose of the processing:</b> SEND IASS processes data which relates to support provided for children and young people and their families. The data relates to reasons for referral, personal circumstances and support provided by IASS and some communication with professionals. The data is used anonymously for performance management reporting</p> <p><b>The nature of the processing:</b> SEND IASS collects, records and stores information about the service user, their circumstances and the support they have received. All data stored is with the informed consent of the service user, including informed consent from the child or young person where appropriate. The data is held on a secure system which is standalone from the LA systems</p> |
| Type of Personal Data  | Data records will include: name, address, email addresses, telephone and mobile numbers, family relationships, educational placement, reports from a range of advice givers relating to the needs of the child or young person, details included in documentation relating to SEN Support, health and disability assessments, exclusions and EHC plans. It will also include evaluation and feedback about the service collated after support.   |
| Categories of Data Subject   | This will include service users and associated family members with advice from professionals who might be involved in their support  |
| Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data | <p>The Contractor shall (subject always to its obligations under the Data Protection Act 1998) retain such documents and records for a period of at least 7 years in respect of financial records and abide by the statutory requirements of retention periods for children's records.</p> <p>Subject to the legal obligations, upon termination of the contract it will be necessary for the provider to give children, young people and parents the choice as to what happens to their personal data – for example whether it transfers to a new provider, is returned to the data subject or is securely destroyed.</p>   |

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## Monitoring Data to be provided

- A bi annual monitoring report evidencing progression towards the achievement of the service outcomes detailed in the table above (To be in line with the CDC Funding Monitoring Report). These will be produced to coincide with monitoring meetings at the end of September and the end of April
- Bi annual reporting of performance management data showing the age, diagnosis and geography of all service users will be provided
- No. of requests for the service not accepted or actioned due to oversubscription (or other reasons, please specify)
- Number of referrals to Social Care Duty Team

## The following should be retained for inspection by the Contract Manager on request:

- Annual self-assessment that demonstrates the service is being delivered in line with the **CDC/DfE Minimum Standards 2018**
- Monitoring forwarded to CDC to draw down external funding

## MONITORING SCHEDULE

| <b>2019/2020</b>   | <b>1<sup>st</sup> Period<br/>(Apr 2019– end<br/>August 2019)</b> | <b>2<sup>nd</sup> Period<br/>(Sep 2019 – end<br/>March 2020 )</b> |
|--|--|---|
| The provider is to ensure all data has been sent to the Commissioning Support Team by: | 10 September 2019  | 10 April 2020   |

| <b>2020/2021</b>   | <b>1<sup>st</sup> Period<br/>(Apr 2020 – end<br/>August 2020)</b> | <b>2<sup>nd</sup> Period<br/>(Sep 2020 – end<br/>March 2021)</b> |
|--|---|--|
| The provider is to ensure all data has been sent to the Commissioning Support Team by: | 10 September 2020   | 10 April 2021  |

| <b>2021/2022</b>   | <b>1<sup>st</sup> Period<br/>(Apr 2021 to end<br/>August 2021- Jun)</b> | <b>2<sup>nd</sup> Period<br/>Sep 2021 to end<br/>March 2022)</b> |
|--|---|--|
| The provider is to ensure all data has been sent to the Commissioning Support Team by: | 10 September 2021   | 10 April 2022  |

The Nominated Representative(s) of the Council and the Provider will discuss the level and standard of Service(s) provided at least once each monitoring period.

Monitoring to be sent to: The Commissioning Support Team at People & Communities, Health, Commissioning & Planning

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**Based on the work of Bath and NE Somerset IASS, LA and CCG, with many thanks.**

*The information contained in this document is an example to stimulate class discussion to support joint commissioning arrangements. CDC shall not be liable for any action taken in good faith if the example is used in local arrangements.*