



# Self Assessment of our SEND Implementation

Update May 17

*A new approach to special educational  
needs and disability*



## How has the work progressed since May 16?

### After already establishing the following:

- Making sure families voices and feelings are heard
- Supporting parents through the 20 week EHCP process
- Supporting more parents through more consultation via meetings, telephone and email support
- Liaising with other agencies.
- Ensuring families have a named SENDIASS Torbay Caseworker

### Resulting impact:

- Parents, carers and young people now feel more informed and both parents and young people have said they feel like they can talk to us about what they want in their plan.
- Areas identified for further development in 2016:
- We weren't supporting the number of parents and carers and young people that we would have liked too.
- We needed to appoint more IS volunteers and increase the amount of young people using the service.
- We are working with Young Devon to find out how young people would like the service to run.

### How has the work progressed since 2016:

- Increased number IS trained staff in the service.
- Training of IS Volunteers.
- The Staff continue with professional development and training.
- Our phone lines are manned more often and for longer periods of time, by more staff.
- Working on evaluating more draft plans with parents and young people.
- We are now commissioned, through the Independent Support Programme to offer increased support to parents and young people through the annual review process
- Increase SENDIASS Torbay caseload
- Increased parent's and young people's knowledge and understanding of the EHCP process and purpose enabling people to be empowered and make informed decisions.
- Improved informative and regularly updated website.
- Established social media that is regularly updated and monitored.
- Increased publications
- Parental participation which led to the setting up of a Parent led SENDIASS Torbay parent group.
- Young people participation and focus group established with partner agency Play Torbay
- Database Management and effective development of data gathering for reporting purposes
- Feedback form based on national requirements and additional local service questions for improved service user participation



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**How has this improved outcomes for children who have SEND? How can this be evidenced?**

## **Outcomes:**

- All the above have resulted in supporting a higher number of parents than ever before.
- A volunteer was trained in IS and was subsequently recruited. Currently training a new volunteer.
- Our staff are trained to higher levels, enabling a higher and varied level of support.
- Due to the increased telephone contact, evidenced through our database, parents are finding it easier to access a caseworker.
- We are supporting and empowering more parents to request amendments to plans to ensure they are person-centred and SMART: specific, measureable, achievable, relevant and time - bound.
- Annual review support results in more person centred plans moving forward.
- More person centred and SMART plans that better meet the children's aspirations and needs, ensuring appropriate provision and the best possible outcomes.
- Supported and empowered parents and young people improves outcomes for children and young people.
- The improved and regularly updated website and social media with online referral, has enabled more parents and young people to contact us, access information, and gain knowledge and support.
- The new leaflets have improved parent and young people's knowledge and understanding. Also signposting more people to the service.
- A successful coffee morning which links parents together and friendships have formed. This has provided peer to peer support both at the coffee morning and on the online group. It has also led to identified training needs and information requests which is parent led. It also identified a need for a SENDIASS Torbay drop in service which happens regularly through group work.
- Successful young people participation and co-production with other organizations.
- Good quality data collection and use.
- Improved reporting and data protection.
- Thorough feedback from service users.

## **Author**

**Kelly Givens**



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## Original Storyboard – Sept 14 – May 16

### What was the issue?

We weren't supporting the number of parents and carers and young people that we would have liked too.

### Our journey so far....

All staff have now had their IS training, we liaise with the local authority as well. SENDIASS leaflets are sent to parents, carers and young people by the SEN team informing them that support is available to them.

### What have we done?

Our Independent Support Services help parents, carers and young people by:

- Offering support during the 20 week EHCP process
- Liaising with different agencies
- Attending meetings with parents, carers and young people
- Helping to make sure parents, carers and young people's voices and feelings are heard
- Acting as a named contact throughout the EHC process

### What difference has this made?

Parents, carers and young people now feel more informed and both parents and young people have said they feel like they can talk to us about what they want in their plan.

### Areas for further action

Need to appoint more IS volunteers and increase the amount of young people using the service.

### Immediate next steps

We are working with Young Devon to find out how young people would like the service to run.

### Author

**Kelly Givens - SENDIASS / Independent Supporters**