



# Self Assessment of our SEND Implementation

Update May 2017

*A new approach to special educational  
needs and disability*



## Information, Advice and Support - Update of original storyboard (Sept 14 – May 16)

### How has the work progressed since May 16?

#### After already establishing the following:

- Making sure families voices and feelings are heard
- 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.
- More IPSEA trained staff
- 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.
- Increase SENDIASS Torbay caseload
- Increased parent's and young people's knowledge and understanding of Local and national policies and procedures
- 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



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- Feedback form based on national requirements and additional local service questions for improved service user participation

**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?

To help ensure that timely Information, Advice and Support is available to parents/carers and young people when they need it.

### Our journey so far....

2015 legal training for IASS Officer and this IS legal training. Good links have been made with SEN case workers within the SEN team.

### What have we done?

- The IAS service now offers face to face, telephone and electronic help/support to parent's, carers and young people
- There is now a new updated website which is up and running: [www.sendiasstorbay.org.uk](http://www.sendiasstorbay.org.uk)
- We are holding face to face meetings with parents, carers and young people within two weeks of them requesting it
- Calling all parents, carers and young people back within 2 working days

### What difference has this made?

- Children and young people have provided feedback that they are getting the support they need, when they need it
- Parents, carers and young people have access to free information, advice and support

### Areas for further action

- Outreach to more post 16 young people about the SENDIASS services

### Immediate next steps

- Further legal training and face to face level 2
- Work with Young Devon to develop a monthly focus group
- Employ another member of staff to increase capacity

### Author

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