

Suffolk SENDIASS Service Development Plan

September 2022 to August 2023

Area of focus	Desired Outcome	How we will achieve this	Progress/activity
Coproduction	Coproduction is our usual way or working	<ul style="list-style-type: none"> • Commit to copro – work with Healthwatch Suffolk • PDR and supervision include objectives around coproduction. • Coproduce a ‘pledge’ or ‘promise’ guided by the 6 principles of coproduction. • Continue to develop and coproduce information and training which matches the needs of families. • Develop information with young people (webpages and digital resources). • Continue to find ways to expand involvement of families with our service development, e.g. joining the Advisory group. • Create a coproduction webpage. 	<ul style="list-style-type: none"> • Healthwatch representatives joined Advisory group. • Healthwatch added our commit to copro info online: #CommitToCopro - Healthwatch Suffolk • General coproduction flyer created and groups identified. • Shared training plan with parent carer forum • Autism-specific sessions offered • EY SEND coproduction sessions • November Advisory group – focus was around young people, joined by a SENCO for the first time. Two young people joined and input to our work. • Survey was live to guide best ways to reach young people and find out what they would like from the service. Survey results. • Begun to explore options for digital resources. • Outreach planned to settings/groups of young people to work on our website development/digital resources. • Coproduction pledge (coproduced) published. • Working with SPCF and community supporter on some information for families around permanent exclusion. • Working with SPCF on some SENDIASS myth-busting information. • Focus on producing Easy Read information. • Taking part in a national information working group. • Aug 23: Annual Reviews - copro opportunity for young people. • Oct 23: Preparing for adulthood from the earliest years - 3 x copro opportunities for young people and parents/carers. • Nov 23: Collaboration with Careers Policy Officer – copro opportunity for SENCO’s (prepare pupils in schools for prep for adulthood).

Improving access	Young people with SEND are aware of the service	<ul style="list-style-type: none"> • Identify ways to publicise, which reaches young people directly. • Seek groups of CYP (local groups, schools and colleges) we can link with. • Use results of survey to guide development and encourage young people to use the service. • Explore social media platforms used by YP. 	<ul style="list-style-type: none"> • Planned visits to settings and groups Autumn term 2023. • Gained feedback from YP sessions at colleges re different platforms that YP use and how they might access the service. • Held drop-ins alongside Early Help Team who are working with YP aged 15-18. • Attended Youth Focus Conference, Youth Fair and other post-16 events. • Actions in progress following survey findings.
	Families trust us and feel comfortable to use the service	<ul style="list-style-type: none"> • Continue with community outreach to build relationships. • Share information and messages about the way we work (at arms-length & confidentially) • Continue to collect and monitor service feedback. • Explore whether families might help us to build trust, by talking about their own journey with SENDIASS. • Explore a service base, external to SCC • Ensure LGBT communities feel safe and comfortable to use our service. 	<ul style="list-style-type: none"> • Attended 7 networking events/groups reaching 114 people (Sep) • Impartiality article and invite to join advisory group in our e-newsletter 13/10/22. • ‘About us’ information shared via socials (1/11/22) • Annual report 2021-2022 finalised and includes feedback gathered through the year. • Service feedback is good and we continue to monitor this monthly. • Reached out to local organisations to explore possibility of an external service base. • New ID cards – with a reverse SENDIASS side, replacing lanyards. • Working with SPCF on some SENDIASS myth-busting information. • LGBT ally and pronoun badges for team. • LGBT badge and welcome page created for website.
	Families find out about us much earlier in their SEND journey	<ul style="list-style-type: none"> • Raise awareness, including mailshot to services, GP’s, schools and providers, community and voluntary organisations. • Expand our attendance at networking and group events 	<ul style="list-style-type: none"> • Completed mailshot to Family Hubs, assessment clinics, CAB and all schools and post-16 settings. • Podcast recorded by local organisation. • Continue to attend a variety of parent carer groups and drop ins and network with providers (e.g. Homestart, dyslexia information day and Autism and ADHD coffee mornings). • Joined ‘Friends of SEND’ group at Lowestoft library. • Family hub drop-ins well attended and successful. More planned Autumn term 2023.

Core service	Families receive accurate information, advice and support which helps them to understand processes and empowers them take part in discussions	<ul style="list-style-type: none"> • Ongoing flexibility and efficiency of referral process which continues to meet needs of families. • Ongoing development and maintenance of internal library of regular queries. • Develop caseload management and supervision for IAS workers. • Continued SEND legal training for newest team members. • Explore opportunities to expand/enhance offer. 	<ul style="list-style-type: none"> • Further adjustments made to our helpline rota to flex to high demand. • Ceased bookable appointments to enable timely responses to referrals. • Continued resource from experienced team members in triage role. • New suspension and exclusions guidance - updated Governor sessions/resources and website. • Updated 'About us' information online and shared via socials. • Updated Contact us page and voicemail to include service response time and option of 'Contact' national helpline. • Additional investment secured to recruit an additional 0.8 FTE.
Strategic influence	We inform and influence local policy and practice	<ul style="list-style-type: none"> • Continued sharing of our reports and trends, and ideas we gather from families for how their lived experience might be improved. • Ongoing input to local authority (and partners) strategic work. • Ongoing refinement of data and intelligence. 	<ul style="list-style-type: none"> • Classification codes further refined Autumn term 2022. • Raised trend with LA and partners around attendance/anxiety/reduced timetables, as noted in our Annual and September reports. • Input to development of new EHC portal. • Input to work of LA around annual review training. • Continued input to SEND Priorities, and SEND Programme and Accountability Board's.

Progress reviewed by members of the SENDIASS Advisory group (November 2022)