

Suffolk SENDIASS Service Development Plan

September 2023 to August 2024

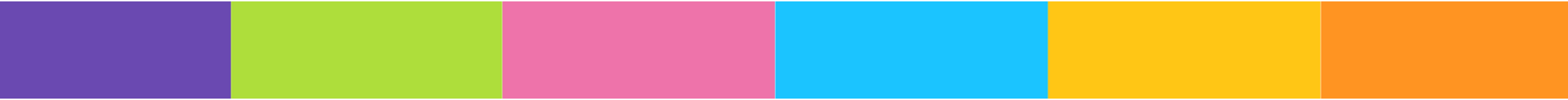
Area of focus	Desired Outcome	How we will achieve this	Progress/activity
Co-production	Co-production is our usual way of working.	<ul style="list-style-type: none"> • 'Commit to co-pro' – ongoing 6-monthly reviews with Healthwatch Suffolk • Continue to develop and co-produce information and training which matches the needs of families. (see also 'Core service') • 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 co-production webpage. 	<ul style="list-style-type: none"> • Worked with SPCF to publish 'Permanent exclusion' factsheet. • Request from SPCF for some information around suspensions for families. • Offered co-production sessions around 'preparing for adulthood from an early stage'. • Two draft resources around a specific area of preparation for adulthood shared with families for feedback: a draft video shared with parents/carers and a draft resource shared with a group of young people with SEND. • Developed easy-read: 'Rewards for working with SENDIASS' with young people. • Developed easy-read 'Annual review of your Education, Health and Care plan' with young people. • Published co-production webpage. • Feedback collected about a proposed character to feature in our publicity. Begun planning a competition to name the character. • In response to a question raised by the SEND YP Network, begun to develop and reached out for initial ideas about how to present information around '5-day provision with an EHC plan'. • Begun next draft videos for parents/carers around 5-day provision for young people with EHC plans and post 16 transport. To be shared for feedback mid spring term. • Working with partners around a video explaining advocacy.

Improving access	Young people with SEND are aware of the service.	<ul style="list-style-type: none"> • Focus on the findings from our young person survey 2023. • Develop publicity which appeals to young people. • Expand groups (local groups, schools and colleges, in care/care-leavers and youth-offending) we can link with. • Explore favoured ways young people might use the service. 	<ul style="list-style-type: none"> • Easy Read versions of our young person service leaflet and poster published and print version available. • Working with a provider for a publicity video, including ‘character’ development. Storyboard in draft stage. • Input to local authority advocacy video (to include a section explaining the advocacy we can provide). • Advocacy information in easy-read being drafted. • New collaboration with ACE Anglia to host 2 sessions in spring 24 for young people with learning disabilities. Hosting enables us to explain our service and respond to any general questions around SEND.
	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 & confidential/impartial) • Encourage service-users to complete feedback survey. • Feedback from the survey is used to improve the service. • Explore whether families might help us to build trust, by talking about their own journey with SENDIASS. • Embed information retention policy and inform families. • Continue to explore training for staff which will increase our understanding, and ability to communicate with children and young people with particular needs. 	<ul style="list-style-type: none"> • Worked with SPCF to publish: ‘Frequently asked questions about SENDIASS’ factsheet. • Continued attendance at the Family Hub SEND advice drop-ins. • ‘Talking Mats’ whole team training - for working with children and young people with Speech, Language and Communication needs. • Exploring joint training opportunities with Eastern Region colleagues. • ‘Helplines’ training for team (provided by national IASS network). • New ‘button’ being designed for email signatures – to draw attention to the feedback survey. • Drafted a simple template to gather positive experiences of families using the service.
	Families find out about us much earlier in their SEND journey.	<ul style="list-style-type: none"> • Raise awareness, through publicity to services, GP’s, schools and providers, community and voluntary organisations. • Continue to present what we do to services and teams who work with families. 	<ul style="list-style-type: none"> • Continued attendance at SEND Advice Drop-ins, coffee mornings and parent groups. • Attendance at events, including ‘Boost’ (18+ not in employment), All Age Autism, Careers Fair, secondary school SEND evenings and parent hub events.



		<ul style="list-style-type: none">• Expand our attendance at networking and group events.• Develop social media strategy and expand reach: a forward plan for information items to be shared; explore and develop alternative channels.• Ongoing delivery of training to school Governors includes challenge on how schools share info about our service.	<ul style="list-style-type: none">• Service leaflet for practitioners to be created.
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<p>Core service</p>	<p>Families receive accurate information, advice and support which helps them to understand processes and empowers them take part in discussions.</p>	<ul style="list-style-type: none"> • Ongoing flexibility and efficiency of referral process which continues to meet needs of families. • Focus on our information development for young people. • Consider specific information and advice for particularly vulnerable young people. • Develop our consent policy. • Ongoing delivery and development of information sessions to families addressing key areas from our data and SPCF. (develop leaflet/factsheet around suspensions and information covering reduced timetables). • Ongoing partnership with other services to offer additional training which does not lie within our expertise, but which will support families to participate in SEND discussions. • Ongoing delivery and development of training to school Governors and SENCOs, including working with parents and supporting parents to participate. • Ongoing delivery of training to school Governors includes challenge on the accessibility of their info for parents & coproducing policies with families (SEN Information Report, Accessibility Plan etc). 	<ul style="list-style-type: none"> • Easy Read information about annual reviews published. • Resources for specific topics in progress, including ‘provision across 5 days’, vocational profiles and transport. • ‘Switches’ training (for children and young people with significant communication difficulties) attended by team member. • ‘Talking Mats’ whole team training. • Undertook first Talking Mats gaining the child’s voice to help inform an EHC needs assessment and an Annual Review. • ‘Photosymbols’ licence available (provided by the national IASS). • ‘PageTiger’ licence in place for us to trial. • We will be delivering a ‘Working with Parents’ session as part of the National SENCO Award for the first time this year. We currently deliver this session as part of the Early Years SENCo training to positive feedback. • Presenting at Early Years SENCo forum about our service and importance of families being supported to participate.
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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.• Develop closer links with health.• Ongoing refinement of data and intelligence.	<ul style="list-style-type: none">• Autumn 23 & spring 24: supporting the local authority in the development of their training for practitioners around EHC plans and writing quality practitioner advice as part of EHC processes.• Input to local authority EHCP portal development with annual reviews (forms and information for families).• Requested involvement with the NDD pathway (Nov 23).• Raised with local authority whether any link between the reduction of suspensions/increase in attendance issues (e.g. reduced timetables).• Requested overview of waiting lists (wellbeing/mental health and diagnostic services) in a format which is easy to understand (so that we can let families know/help with expectations).• Reviewed the 'All Age Autism Strategy'- input suggestions and comments.• Input suggestions for the new Suffolk SEND Strategy.• Offered feedback to Psychology in Schools team re new parent workshops around neurodivergence.• Offered feedback to Early Years and Childcare Service re SEND training to EYs SENCOs.• View our service activity.
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Progress reviewed by members of the SENDIASS Advisory group (November 2023).