
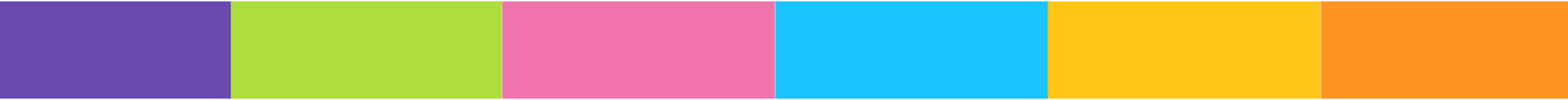


# Suffolk SENDIASS Service Development Plan

## 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"> <li>• 'Commit to co-pro' – ongoing 6-monthly reviews with Healthwatch Suffolk</li> <li>• Continue to develop and co-produce information and training which matches the needs of families. (see also 'Core service')</li> <li>• Develop information with young people (webpages and digital resources).</li> <li>• Continue to find ways to expand involvement of families with our service development, e.g. joining the Advisory group.</li> <li>• Create a co-production webpage.</li> </ul>	<ul style="list-style-type: none"> <li>• Worked with SPCF to publish '<a href="#">Permanent exclusion</a>' factsheet.</li> <li>• Offered co-production sessions around 'preparing for adulthood from an early stage'.</li> <li>• Initial draft videos around specific areas of preparation for adulthood shared with families for feedback.</li> <li>• Working with secondary and post-16 groups of young people.</li> <li>• Attending home educated group and general drop-ins for young people.</li> <li>• In response to a question raised by the SEND YP Network, reached out for initial ideas and begun to develop information around '5-day provision with an EHC plan' (see 'Support across 5 days 16+' below).</li> <li>• Development of easy-read information with young people: <ul style="list-style-type: none"> <li>○ <a href="#">Rewards for working with SENDIASS</a></li> <li>○ <a href="#">Annual review of your Education, Health and Care plan</a></li> <li>○ <a href="#">Support across 5 days 16+</a></li> <li>○ <a href="#">Care and support needs 18+</a></li> <li>○ Travel and transport 16+ (in progress)</li> <li>○ Getting help in college (in progress)</li> </ul> </li> <li>• Published <a href="#">co-production webpage</a>.</li> <li>• Begun to draft some <a href="#">information to explain how we consult and co-produce</a>.</li> <li>• Feedback collected about a proposed character to feature in our publicity.</li> <li>• Ran a competition for young people to name the character.</li> </ul>

<p><b>Improving access</b></p>	<p>Young people with SEND are aware of the service.</p> 	<ul style="list-style-type: none"> <li>• Focus on the findings from our <a href="#">young person survey 2023</a>.</li> <li>• Develop content and publicity which appeals to young people and is accessible.</li> <li>• Continue to work on ways we could improve the layout, style and navigation of our online content, including incorporating Cosmo.</li> <li>• Expand groups (local groups, schools and colleges, in care/care-leavers and youth-offending) we can link with.</li> <li>• Explore favoured ways young people might use the service.</li> </ul>	<ul style="list-style-type: none"> <li>• Easy Read versions of our <a href="#">young person service leaflet</a> and <a href="#">poster</a> published and print version available.</li> <li>• Worked to develop a character (Cosmo – see image) and published a YouTube video: <a href="#">Suffolk SENDIASS – welcome children and young people!</a></li> <li>• Input to local authority advocacy video (to include a section explaining the advocacy we can provide).</li> <li>• New collaboration with ACE Anglia - hosted 3 sessions for young people with learning disabilities.</li> <li>• Published an <a href="#">update around our content development</a>.</li> <li>• <a href="#">Support to get your voice heard</a> (new easy-read information explaining our advocacy)</li> <li>• Videos – ongoing project work to develop engaging video content.</li> <li>• Replaced the young people banner on our website, to incorporate our character, Cosmo.</li> </ul>
	<p>Families trust us and feel comfortable to use the service.</p>	<ul style="list-style-type: none"> <li>• Continue with community outreach to build relationships.</li> <li>• Share information and messages about the way we work (at arms-length &amp; confidential/impartial)</li> <li>• Encourage service-users to complete feedback survey.</li> <li>• Continue to share service feedback and use it to improve the service.</li> <li>• Explore whether families might help us to build trust, by talking about their own journey with SENDIASS.</li> <li>• Embed information retention policy and inform families.</li> <li>• Continue to explore training for staff which will increase our understanding, and ability to communicate with children and young people with particular needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Worked with SPCF to publish: <a href="#">‘Frequently asked questions about SENDIASS’</a> factsheet.</li> <li>• Continued attendance at the Family Hub SEND advice drop-ins.</li> <li>• ‘Talking Mats’ whole team training - for working with children and young people with Speech, Language and Communication needs.</li> <li>• Planned joint whole staff training with Eastern Region colleagues.</li> <li>• ‘Helplines’ training for team (provided by national IASS network).</li> <li>• New ‘button’ included within email signatures – to draw attention to the feedback survey.</li> <li>• Posted a monthly capture of service feedback on social media.</li> <li>• Drafted a simple template to gather positive experiences of families using the service and <a href="#">published 3 testimonials</a>.</li> </ul>



	<p>Families find out about us much earlier in their SEND journey.</p>	<ul style="list-style-type: none"><li>• Raise awareness, through publicity to services, GP's, schools and providers, community and voluntary organisations.</li><li>• Continue to present and provide information about what we do - to services and teams who work with families.</li><li>• Expand our attendance at networking and group events.</li><li>• Develop social media strategy and expand reach: a forward plan for information items to be shared; explore and develop alternative channels.</li><li>• Ongoing training delivery to practitioners to encourage further sharing of our service details with families.</li></ul>	<ul style="list-style-type: none"><li>• Continued attendance at SEND Advice Drop-ins, coffee mornings (mainstream and specialist) and parent groups (e.g. Little Stars – for families with children under 5 who may have SEND)</li><li>• Attendance at events, including SPCF open forum, Family Action, 'Boost' (18+ not in employment), All Age Autism, Careers Fair, secondary school SEND evenings and parent hub events.</li><li>• Forward plan of information items for social media.</li><li>• Delivered 2 x sets of webinars to school governors including challenge on how schools share info about our service.</li></ul>
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<p><b>Core service</b></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"> <li>• Ongoing flexibility and efficiency of referral process which continues to meet needs of families.</li> <li>• Focus on our information development for young people.</li> <li>• Consider specific information and advice for particularly vulnerable young people.</li> <li>• Develop our consent policy.</li> <li>• Ongoing delivery and development of information sessions to families addressing key areas from our data and partners.</li> <li>• 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.</li> <li>• Ongoing delivery and development of training to school Governors and SENCOs, including working with parents and supporting parents to participate.</li> <li>• Ongoing delivery of training to school governors including challenge re information for families.</li> </ul>	<ul style="list-style-type: none"> <li>• Easy Read information published.</li> <li>• See 'co-production and 'improving access' - for detailed progress of our information development for young people.</li> <li>• Resources for specific topics for families in progress, including 'provision across 5 days', vocational profiles and transport.</li> <li>• 'Switches' awareness training (for children and young people with significant communication difficulties).</li> <li>• 'Talking Mats' whole team training and licenced facilitator training completed.</li> <li>• Undertook first Talking Mats gaining the child's voice to help inform an EHC needs assessment and an Annual Review.</li> <li>• 'PageTiger' licence in place.</li> <li>• Delivered 2 x 'Working with Parents' sessions as part of the Early Years SENCO national award training (ongoing agreement)</li> <li>• Delivered 1 x 'Working with Parents' session as part of the school SENCO national award training for first time.</li> <li>• Presented at Early Years SENCO forum about our service and families being supported to participate.</li> <li>• Hosted 14 additional sessions for families through collaboration with specialist services.</li> <li>• Delivered 2 x sets of webinars to school governors (includes challenge on the accessibility of their info for parents &amp; coproducing policies with families (SEN Information Report, Accessibility Plan etc).</li> </ul>
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<b>Strategic influence</b>	We inform and influence local policy and practice.	<ul style="list-style-type: none"><li>• Continued sharing of our reports and trends, and ideas we gather from families for how their lived experience might be improved.</li><li>• Ongoing input to local authority (and partners) strategic work.</li><li>• Develop closer links with health.</li><li>• Ongoing refinement of data and intelligence.</li><li>• <a href="#">View our facts, figures and feedback.</a></li></ul>	<ul style="list-style-type: none"><li>• Autumn 23 &amp; 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.</li><li>• Input to local authority EHCP portal development with annual reviews (forms and information for families).</li><li>• Requested involvement with the NDD pathway (Nov 23).</li><li>• Raised with local authority whether any link between the reduction of suspensions/increase in attendance issues (e.g. reduced timetables).</li><li>• 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).</li><li>• Reviewed the 'All Age Autism Strategy' - input suggestions and comments.</li><li>• Input suggestions for the new Suffolk SEND Strategy.</li><li>• Offered feedback to Psychology in Schools team re new parent workshops around neurodivergence.</li><li>• Offered feedback to Early Years and Childcare Service re SEND training to EYs SENCOs.</li><li>• SEND Improvement Board - suggestions to include data about mediation/Tribunals and data/trends in the complaint's dashboard, and to aim for the statutory timescales with finalising EHC plans.</li><li>• Begun discussions with the local authority around providing training to their staff.</li><li>• Suggestion to local authority/health to include some information explaining the referral process in Waveney for Autism/ADHD on the Local Offer or Newberry clinic pages.</li><li>• Reviewed and provided feedback about the local authority draft content to explain their 'graduated response' (based on the graduated approach for early education settings, schools and colleges).</li><li>• Following a number of enquiries, facilitated some discussion between post-16 Training Providers and the local authority (around the process of consulting/naming a setting in an EHC plan).</li><li>• <a href="#">View our service activity.</a></li></ul>
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Progress reviewed by members of the SENDIASS Advisory group (November 2023 & June 2024).