

Title of Meeting:	Suffolk SENDIASS Advisory body
Purpose or Mandate:	To monitor how well the service is meeting the IAS needs of children, young people and their parents and particularly in relation to the national Minimum Standards (these can be viewed on the Council for Disabled Children website).
Date:	12/3/2025
Place:	Remotely Via Teams
Time:	10.00 to 12.00

Item No.	Item Description	Notes
1	Welcome and introduction. 😊	<p>17 attendees.</p> <p>Actions from previous minutes reviewed:</p> <p>SENDIASS to map out their training offer (this was in relation to an interim plan - actioned).</p> <p>Members to follow up any opportunities to highlight SENDIASS resources to families, e.g. leaflets and resources and adding relevant links online.</p> <p>Preparing for Adulthood – members to share any specific topics for SENDIASS to consider.</p> <p>SENDIASS to add item (SES update) to agenda for March. (agenda item for this meeting)</p>

Actions Agreed

SENDIASS to attach minutes in addition to providing a link.

2.	Service updates	<p>Due to temporary capacity issues, it has continued to be challenging managing referrals to the service, with response times regularly beyond the published 1-week (posts on Facebook when this is the case).</p> <p>This is not where we'd like to be for families. Backlog causes follow up calls/email - digital solutions for call management being explored which will help with expectations/reassurance.</p> <p>We shared with you in November our new QA & Development post that we recruited to. An existing team member was successful. We're beginning to gather intel and scope out QA tools which will help us deliver accurate timely information and advice to families. We'll be involving the wider team as we explore this further.</p> <p>We gained approval to replace our 2x vacant Grade 5 senior posts and we've been focussing on recruitment. Next month,</p>
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	<p>Mural capture (opens PDF) What's working well? What's not working well? How do we improve?</p> <p>Service Development Plan 2024 to 2025 (to be updated for next meeting)</p>	<p>we will be welcoming a new team member to one of these roles - who will begin their training with us. Our Job Ad for the remaining post closes this week with interviews planned later this month.</p> <p>We previously shared that we want to build in a senior layer to manage both high level support for families and provide escalation and support for team members (managing complex referrals).</p> <p>Increased proportion of referrals (which are mostly parents/carers) seeking support with complex processes (including appeals) and/or with support needs of their own, and which require higher levels of support. Last annual report shows that the 2% of our referrals (for our highest support level) equated to around 20% of our time.</p> <p>New layer of senior staff will be embedding QA tools and processes currently under development. This approach consolidates tasks/responsibilities across the team and will help us to be more flexible to target resources - to manage the varying incoming and ongoing demands.</p> <p>We'll be inducting our new post-holders over the coming months as they learn the various aspects of the senior role.</p> <p>Interim training offer in place currently while we focus inducting and training and exploring what sessions will be reintroduced.</p> <p>For planning in the longer term, we will again be involving families (through a survey/this group) to get a fresh view on what information and training they would like the service to develop.</p> <p>Thank-you for taking part. Your views will feed into our service development plan.</p>
<p><i>Actions Agreed</i> SENDIASS to review mural capture and update development plan.</p>		
3.	Specialist Education Services	<ul style="list-style-type: none">• View presentation

4	Advisory Body Frequency, timing, length of future meetings.	<ul style="list-style-type: none"> • Frequency of meetings – about right • Suggestion that we explore a way of linking between meetings. • Timing – needs to work for families/school pick-ups. 10-12 seems to be a good time. • Advisory Body members to provide robust challenge and a reminder of Terms of Reference to frame each meeting could help. • Further discussion in Nov 25 – fits with reviewing Terms of Reference.
<p><i>Actions Agreed</i> Members to consider (frequency/timing/length) alongside overall review of Terms of Reference (due November 2025). SENDIASS to highlight requirement for (and purpose of) the Advisory Body to members ongoing. SENDIASS to explore other (SENDIASS) Steering Groups/Advisory Bodies. SENDIASS to explore opportunities for interim meetings/links.</p>		
5.	Any other business	<ul style="list-style-type: none"> • Resilience session – discussed this had not landed too well on Facebook with some parents sharing they felt the onus was being put on children and young people to be more resilient. SENDIASS had not anticipated this response as previously the session was well-attended, includes a range of support strategies that families might discuss with their settings, and received positive feedback. Despite the negative comments, there are 92 bookings for this session. SENDIASS gave reassurance that it is listening and will be reviewing all the comments and feedback when planning future sessions. • Facebook – comments switched off for posts. SENDIASS assured that this was related to current capacity. We value everyone’s voice and will be planning ways to monitor social media and respond ongoing.
<p><i>Actions Agreed</i></p>		
6.	Forward plan	<p>June agenda items (to be confirmed):</p> <p><i>Service Feedback. Self-evaluation.</i></p> <p>November agenda items:</p> <p>Review Terms of Reference</p>
7.	Close meeting	<p>Next Advisory Body meeting Wednesday 18th June, 10am to 12pm</p>