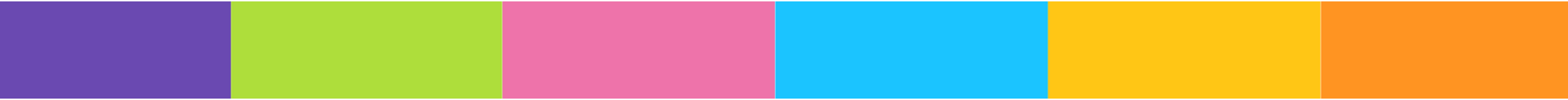


Suffolk SENDIASS Service Development Plan

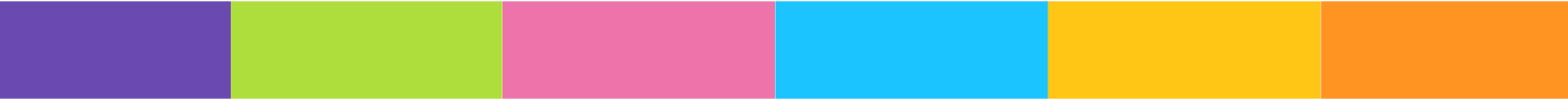
September 2024 to August 2025

Area of focus	Desired Outcome	How we will achieve this.	Progress/activity
Efficiency	The service is meeting the national Minimum Standards .	<ul style="list-style-type: none"> • Flexibility with service delivery (identify areas of the service which could share responsibilities/tasks). • Build capacity to explore: <ul style="list-style-type: none"> ○ IT/AI opportunities. ○ An IT interface (web contact forms auto-populate our online database). • Explore an alternative solution for the creation of our printed leaflets. 	<ul style="list-style-type: none"> • Recruitment to 2 vacancies consolidates task ownership. • Wider team involved with events, session hosting and website maintenance. • Exploring with sister Eastern Region IAS services what works best in assessing the quality, consistency and accessibility of their information, advice and support. • Request raised with IT projects – exploring solutions. • Exploring how AI can assist us to analyse data and simplify reporting. SCC intelligence hub to provide guidance. • Reached out to database provider to find out how a web contact form interface could be built. • Initial contact with 1 x external provider. • Request to Business Support to scope out options. • Explore printable web content as a solution.

<p>Co-production</p>	<p>Co-production is our usual way of working.</p>	<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’) • Share regular updates about all co-production projects and expand ways people can contribute. • Maintain co-production webpage. • Continue to find ways to expand our Advisory group. • Scope out information and training needs of families and practitioners – possibly through a fresh survey. 	<ul style="list-style-type: none"> • Carried forward from 2023/24 - request from key partners for some information around specific topics (suspensions for families and EOTAS. Draft EOTAS video shared with families – to be published early summer 2025.) • Carried forward from 2023/24 – create PageTiger to present information which explains how we consult and co-produce. • Finalised 3 easy-read resources: <ul style="list-style-type: none"> ○ Travel and transport 16+ ○ Getting help in further education ○ Annual-Review-of-your-Education-Health-and-Care-Plan-easy-read.pdf • Following feedback from families and practitioners, finalised 6 new videos covering specific aspects of Preparing for Adulthood for young people and parents/carers. • Further 2 Prep for Adulthood videos currently out for feedback. • Continued outreach to groups of young people. Have widened reach to other areas in Suffolk and with harder to reach young people. Talks in discussion to widen further afield.
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<p>Improving access</p>	<p>Young people with SEND are aware of the service.</p>	<ul style="list-style-type: none"> ● Continued focus on the findings from our young person survey 2023: <ul style="list-style-type: none"> ○ Develop publicity which appeals to young people, e.g. short animations. ○ Expand groups of young people we can link with. ○ Build on the success of outreach – explore co-producing targeted sessions or workshops around specific topics with groups of YP. ○ Guided by young people, develop online presence. ● Encourage young people to get involved with our advisory body. 	<ul style="list-style-type: none"> ● Videos – ongoing project work to develop engaging video content. Service video for YP now complete and on website – following co-production with YP. 3 further animated videos have been storyboarded with young people. First of these is awaiting final amendments. Aiming for next videos to be shared with YP groups for feedback by early summer 2025. ● Have widened reach to other areas in Suffolk and with harder to reach young people. Talks in discussion to widen further afield. ● Getting feedback after each session - to look at topics that young people would like more information about and looking at resources to support these. ● New survey developed - for young people to give feedback about our involvement. (standard questions being developed nationally) ● In contact with setting in Sheffield which offers prep for adulthood sessions for YP. ● Continue to work on ways we could improve the layout, style and navigation of our online content.
	<p>Families trust us and feel comfortable to use the service.</p>	<ul style="list-style-type: none"> ● Continue community outreach to build relationships. ● Explore ways we can increase numbers of people completing our survey. ● Service feedback is regularly publicised. ● Consider ways we can communicate ‘you said, we did’ activity. 	<ul style="list-style-type: none"> ● Continuing to attend parent support groups, parents evenings and SEN Parent coffee mornings and SEND drop ins to share information on the service. ● Linking in with professional networking events to share updates and information on our service. ● Service feedback reviewed and published each month.



		<ul style="list-style-type: none">• Work with families using the service to create testimonials that we can publicise.• Develop information retention and consent policies.• Continue to identify training for staff which will increase our understanding, and ability to communicate with children and young people with particular needs.• Embed 'Talking Mats' communication tool into our direct work with families.• Request to offer a SENDIASS information session for families - hosted by Suffolk Parent Carer Forum.	<ul style="list-style-type: none">• 6 published testimonials on our Service Feedback page and shared on Facebook.• Currently exploring Plain English training with view to including in staff induction.• Talking Mats training in induction schedule for new staff members with refresher training for whole team planned for summer term 2025.
	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, at request.• Create publicity for practitioners.• 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 including challenge re information for families.	<ul style="list-style-type: none">• Link with NHS around reaching GP surgeries.• Linking in with early years settings and groups to inform families of our service.• This spring term trialled a termly social media promotion schedule.• 2 x sets of webinars for school governors including challenging how information about our service is shared with families and encouraging including in their website info. Live sessions to be delivered June 2025 on behalf of Schools Choice.

<p>Quality</p>	<p>Families receive accurate and timely information, advice and support which helps them to understand processes and empowers them to take part in discussions.</p>	<ul style="list-style-type: none"> • Support team members with their induction, training and development. • Develop Quality Assurance Standards and workflow planning tools. • Development of new content to match needs of families (EOTAS/Attendance/Right to Choose (NHS) and annual reviews). • Ongoing delivery and development of information sessions to families addressing key areas from our data and partners. • Ongoing partnership with other services to offer additional training lying outside our expertise which parents request. • Ongoing development of training and content to ensure accessibility. • Maintain website (broken links and required fixes) to improve accessibility. • Actions from November 2024 Advisory Body meeting (consider targeting info at primary 	<ul style="list-style-type: none"> • August 2024 - reduced capacity due to resignation. • Service message published. • Continuity plan for interim cover. • Developed and delivered new training for team members on supporting parents with making an appeal to the SEND tribunal. • Induction schedule created for new G5s including training and opportunities for shadowing and informal learning. • Recruitment to new post - Quality and Development Lead. • Outreach to other SENDIAS services to explore best practice (operational and quality assurance). • New QA tools in development. • Begun developing information around the annual review form (tips for completing) for families. EOTAS draft video already shared for feedback – aiming to publish by early summer. • Fewer information sessions offered in spring term due to capacity issues – plan to build in more in summer term, whilst inducting new Seniors, with aim of full offer by autumn term 25. • Continued hosting of live sessions delivered by other services. • Accessibility tools/training for staff including Plain English. • Receiving and acting on weekly SiteImprove report (broken links etc.)
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		<p>school age; EHCPs that are ceased before 25 as a successful outcome; leaflet explaining all the post-16 support services; Preparing for Adulthood – becoming independent/needing more time and/or support from SC).</p> <ul style="list-style-type: none"> • Actions from latest annual report (feedback and trends identified). Explaining service and what people can expect, managing email responses, quality of IAS. • Info request Jan 25 (online info - tab/ option called something like looking after yourself. • Review existing/co-produce Suffolk-specific Service Feedback questions. • SENDIASS Outcomes – keep under review and explore co-producing ‘i’ statements. 	<ul style="list-style-type: none"> • New survey developed - for young people to give feedback about our involvement. (standard questions being developed nationally). • See earlier actions on development of animated videos to engage more CYP (including primary-aged) and ongoing development of prep for adulthood videos. • Reached out to database provider - to explore features to help us plan how we meet the current and ongoing needs of families using the service. • Layer of Senior SEND IAS Workers – recruit to vacant posts. Will embed Quality Assurance tools and new processes currently under development.
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. • Influencing local practice for working with families and supporting them to participate. • Ongoing input to local authority (and partners) strategic work. • Ongoing refinement of data and intelligence. • View our facts, figures and feedback. 	<ul style="list-style-type: none"> • Explored options for providing data and trends while at reduced capacity. See also, efficiency. • Reached out to Designated Clinical Officer’s for the 2 x ICB’s in Suffolk (Right to Choose and the register for LD Annual Health Checks). • Annual Review timescales – raised reviewing compliance with the specific legal duties (decision within 4 weeks of the review meeting and issuing the final amended plan within 8 weeks of notice to amend). • EHCP audit process - request for auditing to look at social care advice (EHCNA and annual review) for children and young people not currently receiving social care provision. Highlighted importance of advice identifying social care needs (and the link to preparing for adulthood). • Personal Budgets – reaching out to LA to discuss their policy in relation to law and national guidance. • View our service activity.