

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:	18/6/2025
Place:	Remotely Via Teams
Time:	10.00 to 12.00

Item No.	Item Description	Notes
1	Welcome and introduction. 😊	11 participants. Actions from previous minutes reviewed: <ol style="list-style-type: none"> 1. SENDIASS to attach minutes in addition to providing a link. Complete/ongoing. 2. SENDIASS to review mural capture and update development plan. Complete. 3. Members to consider (frequency/timing/length) alongside overall review of Terms of Reference (due November 2025). 4. SENDIASS to highlight requirement for (and purpose of) the Advisory Body to members ongoing. Complete and ongoing. 5. SENDIASS to explore other (SENDIASS) Steering Groups/Advisory Bodies. In progress. 6. SENDIASS to explore opportunities for interim meetings/links. Development work is currently limited as we continue to embed changes to the way of working.

Actions Agreed

2.	Service updates	<u>‘SENDIASS now and next’</u> <ul style="list-style-type: none"> • Wider system pressures – locally and nationally. • Increased focus on efficiencies, output, productivity and outcomes. • In recent years we had experienced rising demand. • Support needs and complexity remains at a significant level. Examples given around literacy difficulties. • The breadth of work across 4 levels from basic to intensive means that we’re managing a wide range. Continuous balancing act between managing new
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		<p>referrals, providing ongoing support to those who need it, and keeping all of our other work going (social media/website/events/training).</p> <ul style="list-style-type: none"> • Response times have not been where we'd want them to be for families. <p>What's changed?</p> <ul style="list-style-type: none"> • Return to helpline Monday to Friday - we had to reduce our helpline cover last year, due to capacity. (Senior vacancy whilst we sought approval to recruit and back-filling following promotion). • Layered approach - to ensure we support the team and have resources in the right place (at the right time) for families. • Shared responsibility for areas of the service. • Work spread across team – according to level of responsibility. <p>Impact:</p> <p>In the interim, our focus is embedding the new ways of working. Team have been amazing and so positive to embrace the change needed.</p> <p>The impact of this targeted focus is a slow down with some of our proactive work (website development and maintenance, training offer, content/resource development). Some short-term challenges for us as particularly as we provide cover while we bring our new joiners on board and they complete the required training.</p> <p>In a small team, we're always flexible to help across all aspects of the service – it does divert individuals away from other work, however. It will be into 2026 before we feel the full positive impact of our new joiners and delivery model.</p> <p>Families will be feeling some positive impact right away as our response times have reduced and have remained within the 5-day published offer.</p> <p>SPCF shared that they and other services feel the impact when SENDIASS is not able to meet the needs of families in the way it would like to. Lengthy response times has meant that advice has been sought elsewhere – knock-on effect to individuals/other groups or services.</p>
<p><i>Actions Agreed</i></p> <ul style="list-style-type: none"> • SENDIASS to explore a service message. 		
3.	Service Feedback	The service gathers feedback in a few ways...

		<p>Aim of making sure it is easy to digest and meaningful for members.</p> <p>Advisory Group – capture of comments</p>
<p><i>Actions Agreed</i></p> <ul style="list-style-type: none"> • SENDIASS to explore ways to simplify/improve. • Members to share any further comments or reflections. 		
•	• Any other business	<ul style="list-style-type: none"> • Community Inclusion Forum raised by member as a route to SENDIASS reaching schools. • Expanding group membership. • SENDIASS involvement with work to improve information and navigation of the Local Offer site.
<p><i>Actions Agreed</i></p> <ul style="list-style-type: none"> • Member agreed to highlight SENDIASS at the Community Inclusion Forum. • SENDIASS to explore availability to have a table at the conference. • Members to highlight opportunities/encourage new members. 		
6.	Forward plan	<p>November agenda items:</p> <ul style="list-style-type: none"> • Review 'Terms of Reference' • Annual Report 2024 to 2025 • Service Development Plan 2025 to 2026
7.	Close meeting	<p>Next Advisory Body meeting</p> <p>Wednesday 5th November, 10am to 12pm</p>