

**Cumbria SEND Information, Advice and Support Service
Year 1 Plan – April 2019 to March 2020**

Area of work (link to minimum Standards)	Task objective	Actions	Expected outcome	Who will deliver/ be involved	Timescale	Evidence	Date of completion	Funded by
1.2	Increase capacity of SENDIASS team to cope with rising demand and new tasks	Engage a new member of staff to lead on working directly with children and young people and to cope with the rising demands of parents for support and implementing proposals in the development plan.	Increased capacity and better ability to meet rising demand and carry out tasks to meet minimum standards.	Manager and new staff	From April 2019- March 2020	Employment of new member of staff Tasks from development plan are implemented	March 2020 New Co-ordinator joined service Sept'19 work	Fund 1 And CCC resource
1.2	To make arrangements for SEND IAS to be jointly commissioned with a formal agreement	Work with CCGs and other Health Colleagues and Social Care colleges to come to agreements around a jointly commissioned service	Jointly commissioned SEND IAS Service with Education, health and social care	.Manager /SEND Managers / Health and social care Colleagues	April 2019/March 2020	A formal written agreement (SLA) Resources or funding provided by health	March 2020 Request and info sent on behalf of service to Commissioning Working Group July 19	Fund 2 and CCC resource,
1.3	IASS is designed and commissioned with children, young people and parents	Continue to involve PCF and other stakeholders Engagement with parents at events to engage them to improve the service	To have a service designed by a range of stakeholders including parents, carers, children/YP	SENDIASS team	ongoing	Evidence of working together with stakeholders Advisory group set up/minutes	March 2020 Advisory Board meetings have commenced – continue to build on all stakeholders being involved moving forward.	Fund 2 and CCC resource,

1.4/2.1	IASS provides an all year round flexible service.	Set up links to the new national SEND Helpline to give parents greater choice	Parents will be informed of how to access the national helpline for additional help - training to signposting parents to using the system..	SENDIASS team/ Contact training	During 2019	Parents report they are using the helpline and find it useful.	March 2020 Contact helpline number added to co-ordinator signatures and SENDIASS website.	Fund 3 and CCC and CCC
1.6	IASS remains at arm's length and confidential dedicated and easily identifiable service separate from host organisation	Set up an independent website or ensure council hosted webpages are very individual and separate and have a separate landing page. Facebook page for SENDIASS including specialist support for young people.	Independent website or separate landing page and Facebook page	SENDIASS team /website developer	3 months	Good and up to date website with separate identity and Facebook page Feedback from parents	June 2020 Request and business case for alternative design sent to LA web designers.	Fund 3 and CCC and CCC
1.6	Improve awareness of service for all parents and carers including hard to reach families	1.Work with 350+ schools to ensure a description of SENDIAS Service is included in their SEN report and that contact details are up to date so parents are clear on how to contact service. 2.Ensure all schools and nurseries in Cumbria have up to date SENDIASS flyer and are displaying it and understand the service and what support it can offer families 3. Work with FE colleges to ensure that staff are familiar with SENDIASS and can refer students and that they display our flyers	Raised awareness of service	SENDIASS team	2019/20	SEN Reports will include current and up to date details of SENDIASS/ Service user feedback	March 2020 Co-ordinators are in the process of contacting settings in their areas to request information and service flyer are added to their online SEND Report. Co-ordinators continue to work with post 16 providers.	Fund 3 and CCC and CCC

							Up to date flyer has been circulated.	
1.6	Improve publicity materials	From feedback from parents, redesign service flyer to make more accessible and relevant and produce a young persons' flyer	Improved publicity materials	SENDIASS team	3 months	Redesigned flyer – parental feedback	June 2020 Flyer will be redesigned once a colour palette has been agreed by parent/carers. Advisory Board and FB survey.	Fund 3 and CCC
1.7	To promote the SENDIASS service better with SENCOS And to train SENCOS around role of schools in SEN Support for children	To provide training to SENCO's at SENCO Cluster workshops x 6 per annum.	SENCO's and other school staff are more aware of the service and the challenges facing families the schools role in SEN Support	SENDIASS/SEN D Teams	April 2019 – March 2020	6 SENCO cluster days will take place	March 2020 Dates are booked in to July 20, SENDIASS reps will attend.	Fund 4 and CCC
1.8	Strengthening governance arrangements and management reporting and having an advisory body.	Develop advisory support group to include representatives from service user groups and key stakeholders from education social care and health	An advisory body designed with parents and other stakeholders will be up and running and making decisions about the running of the service	SENDIASS team	2019 to 2020	Minutes of meetings and evidence of input of service users and stakeholders into the service Actions based on feedback from parents	March 2020 Advisory Board has been set up and first meeting held, Chair has been selected and service Manager meets with Chair.	Fund 2 and CCC resource,

2.2	Write Development plan which is reviewed annually with the advisory group to include actions and targets	Write development plan and engage the advisory group in its review and monitoring	Development plan in place and reviewed regularly	SENDIASS team	2019/20	Minutes of meetings and evidence of input of service users and stakeholders into the service	March 2020 Development Plan regularly reviewed, to be discussed at next Advisory Board meeting.	Fund 2 and CCC resource
2.3	IASS engages with regional and national strategic planning and training and demonstrates effective working with other IASSs to inform service development	Attendance at national events and NW consortium bi-monthly events	To have good links with other members of the NW consortium and knowledge of national trends etc.	Manager and designated co-ordinators	2019-20	Minutes of NW consortium meetings	March 2020 Service Manager attends NW consortium meetings, Cumbria Hosted event in July 19.	Fund 2 and CCC resource
3.1	Strengthen work with local Parent Carer Forums to support them and to inform and influence policy and practice in the local area	Attend monthly steering group meetings and Disability Information Days, deliver training for parents, attend events on request of PCFs	Well supported Parent carer forums and better informed parents	SENDIASS team and PCFs	April 2019 to April 2020	Minutes of meetings, attendance at Disability Information Days, other events .	March 2020 SENDIASS attends CPCF Steering Group meetings and events. SENDIASS will broaden scope to engage and support across the county, attend events when requested.	Fund 2 and CCC resource
3.2	The IAS provides branded information and promotional	Joint working with health, SEND team, PCF/Local offer team, Contact to produce promotional	Raised awareness of a range of local services for IAS	Range of partners and	By June 2019	More hits to range of websites offering help and	March 2020	Fund 3 and CCC resource

	materials in a range of accessible formats	materials to promote a range of local services. Easy to hand out format for a range of professionals to handout at meetings to parents and carers and young people.	making services more accessible.	LA and SENDIASS		support including IAS, Local Offer, PCF etc.	SENDIASS are included in a recent info card produced by health. Branding will be reviewed once colour palette has been agreed.	
3.2	Ensure all fact sheets and information is up to date and accessible.	Revise and review current branding and fact sheets. Develop versions of some fact sheets for young people with their input.	A good range of materials in a range of accessible formats for both parents and young people.	SENDIASS team With the support of young people, parents/carers	By June 2020	A good range of materials in a range of accessible formats for both parents and young people.	March 2020 Parents and YP will be asked what information they would like that is currently not available, possible through All of Us forum. All factsheets will be updated and rebranded with new colour palette once agreed.	Fund 3 and CCC resource
3.2	Cumbria SEND IAS Service is accessible to all potential service users.	Provide “drop-ins” in range of settings, including schools and colleges, children’s centres, libraries, health centres to encourage “hard to reach” families.	Potential service users are aware of Cumbria SEND IAS Service and what it can offer them.	SENDIASS Co-ordinators	From April 2019	Case studies and annual report shows range of service users has increased.	March 2020 Co-ordinators to begin to arrange drop-ins.	Fund 3 and CCC resource

		Engagement with local refugee services, including LA's Refugees Families Resettlement Officer – ensure leaflets are translated for refugee families.						
3.6	IASS provides IAS before & following SEND Tribunal in a range of different ways.	To strengthen the support we give to parents and YP before during and after tribunal in a range of different ways dependent on the needs of the parent or YP, including representation during the hearing if the parent or YP is unable to do so. Improve our own working knowledge and understanding of the tribunal process.	IASS will be able to provide quality support for parents and YP before and after SEND tribunal. IASS will develop expertise to share within the team as needed. Attendance at tribunals if requested by parents/YP.	SEND IAS Team	From April 2019	We will have a robust advocacy service that complies to the Quality standards and with the IASS definition of advocacy.	April 2020 Service is beginning to support families throughout the whole Tribunal process, including attending hearings when requested.	Fund 3 and CCC resource
3.6	IASS offers training to LA, health and social care professionals etc.	To develop skills within the team to deliver training. Train the Trainer. To seek opportunities to work with other professionals to develop their knowledge and understanding of SEND Law To develop resources and materials that can either be delivered by IASS or another professional e.g. a school	To have had opportunities to work with others on developing the knowledge and understanding of SEND law To have developed resources and materials to use or for others to use.	SENDIASS co-ordinators	From September 2019	To have had opportunities to work with others on developing the knowledge and understanding of SEND law To have developed resources and materials to use or for others to use.	March 2020 Service has delivered training to health professionals, adoption and fostering teams, developed presentations for other professionals to use, will attend SENCO cluster training events.	Fund 4 and CCC

4.1	Service offers training to parents, young people and children to increase knowledge of SEND law, guidance, local policy, issues and participation	Co-ordinators design, offer and complete training for parents and young people E Act 2010/COP/Reasonable Adjustments/Care Act/Continuing Care	Service users and local professionals have the information and advice they need to make informed decisions about provision	Co-ordinators	From September 2019	Feedback from training	March 2020 Service has delivered training for parents at CPCF Disability Days.	Fund 4 and CCC resource
4.2	All support staff to have successfully completed online IPSEA training within 12 months	Continue to work through Level 3 IPSEA for those who need (SG and SE) Staff to be able to go on other locally provided course e.g. Mental health training, autism, suicide awareness, domestic abuse	All team to have completed the IPSEA on line training	SENDIASS Co-ordinators	From April 2019	All team to have complete the IPSEA on line training	March 2020 4 Co-ordinators are trained to level 3. 1 trained to level 2. New co-ordinator has commenced level 1 training.	Fund 4 and CCC resource
3.1	Set up a mutual support framework for parents	Set up a befriending service to put parents in touch with others who have been through similar issues	Parents will be able to give mutual support to other parents	SE as lead co-ordinator with other co-ordinators	From April 2019	Register of parents who will befriend others. Parents being supported.	March 2020 Service has set up register and parents have been introduced.	Fund 5 and CCC
3.1	Service provides direct support for individual young people Enabling YP to have a voice and have that voice heard	Accessibility to young people - develop our relationships with post 16 providers and their young people. Work with individual young people (post 16) to give support for annual review and other issues – to be extended around the county. Drop ins/surgery type sessions	CYP are able to express their views and wishes and understand and exercise their rights in matters relating to exclusion, complaints, SEN processes, and SEND appeals.	Co-ordinators	From April 2019	Case studies show increased individual case work with YP.	March 2020 Service has increased capacity to further our work with YP. Service attends All of Us forums, drop ins to be	Fund 5 and CCC resource

		for young people round the county. Attendance at Youth Forums to promote service to YP.					arranged.	
3.1	Reaching out to vulnerable groups	Further develop work with Adoption teams, fostering teams, virtual school, and social care team.	Work with virtual school team to develop a strengthened referral system.	Raised awareness of services with vulnerable groups	From April 2019	Good referrals from these teams of parents needing support	March 202-0 Service is now receiving a high number of referrals from adoption and fostering, virtual school. Links to be made with social care teams moving forward.	Fund 5 and CCC resource
3.1	Addressing cultural barriers to service engagement	Working with Adult Ed/Colleges/Apprenticeship/Voluntary Sector Providers to become an authority on both generic and bespoke FE packages.	Identify what opportunities there are for post 16 in FE. Mapping all the provision that is available. Have a register of provision.	IASS staff, young people, parents, college staff.	From April 2019	Working group on post 16 set up. Register of provision available in Cumbria Upskill staff to be knowledgeable about post 16 agenda.	March 2020 Post 16 officers attended service staff meeting. Service to look at ways of mapping information. Possibility of co-ordinator training day on post-16 agenda.	Fund 5 and CCC resource