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# **STRATEGIC REGIONAL WORKSHOPS**

Martin Bull, Programme Manager, CDC

## Welcome

## Who are we, why are we here together today

## What we aim to cover with you

## What happens after today

09:30	Registration / refreshments
10:00	Welcome / housekeeping / introductions
10:10	<b>Session 1: Overview of IASP / future planning / Valuing relationships</b> Martin Bull, Programme Manager, CDC
11:15	<b>Session 2: National Government Position on SEND</b> Keith Thompson - Department for Education SEND Advisor
11:35	Feedback on first two sessions
11:55	<b>Session 3: Why joint Commissioning Matters</b> Daisy Russell, Policy and Practice Manager, CDC
12:20	Lunch and networking
13:15	<b>Session 5: Department for Education SEND Review</b> Presented on behalf of the SEN Review team / DFE official present
14:15	<b>Session 6: Sustainability planning (focus on IASS)</b> Dan Ellitts, Programme Manager, CDC
14:45	<b>Final thoughts</b> Daisy Russell, Policy and Practice Manager, CDC
15:00	Close



## **Session 1:**

**1. Overview of IASP**

**2. Future planning**

**3. Valuing relationships between services**



# What is the Information Advice and Support programme?

Commenced June 2018.

Led by the Council for Disabled Children and funded by the Department for Education.

Aims to ensure that in every local authority area, children and young people with SEND and their parents have access to impartial and free information, advice and support covering SEND issues – including a national helpline offer.



**The funder**  
Accountable to  
Treasury



**The host of CDC**  
Accountable to DfE



**Lead organisation for IASP**  
Accountable to DfE  
Accountable to NCB



**Programme Title**  
Accountable to CDC

**Information,  
Advice & Support  
Services Network**



**contact** *For families  
with disabled children*

## How do we do that?

Being accountable for the distribution of government funding to IASS linked to financial incentives.

Funding then supports service plans and activities to seek compliance and service improvements.

Offer strategic support to services and LA commissioners of services.

Host the Information Advice and Support Network.

Offer a national Helpline service through our partner "Contact."

Provide access to relevant training and legal training through our partner "IPSEA."

## **What have we achieved so far?**

Reinstated the importance and purpose of IASS within the local authority system.

Supported by the development of new minimum standards for statutory services.

Used contracting with IASS alongside targeted goals linked to financial incentives.

Improved joint local relationships and commissioning requirements of health and social care.

Change the management culture by moving IASS away from a 'reactive service' to one that is 'strategic'.

Aligned the national Helpline service to support local provision.

### IASP contracting - National progress

	Fund 1	Fund2	Fund 3	Fund 4	Fund 5
Green	57%	59%	58%	63%	61%
Amber	32%	30%	30%	28%	29%
Red	2%	3%	5%	1%	2%
Black	3%	0%	0%	1%	0%
Other	7%	9%	7%	8%	9%

### IASP contracting – South West

	Fund 1	Fund2	Fund 3	Fund 4	Fund 5
Green	63%	56%	63%	56%	75%
Amber	31%	38%	31%	38%	19%
Red	0%	0%	0%	0%	0%
Black	0%	0%	0%	0%	0%
Other	6%	6%	6%	6%	6%

# **Are we making a difference? Yes, according to feedback from IASS**

Brought a fresh and welcome vision to the team who feel ready to take on the world for the families.

Helped to develop and facilitated the strategic development of the service and its offer to families.

Created a closer liaison and focus with the LA, particularly on commissioning requirements.

Funded goals to work towards has created staff enthusiasm and a readiness for change.

Resources has led to a more effective engagement with families we work with and our partners.

You have ensured we can focus on our service improvements through rigorous quality monitoring and support.

Provided the opportunity to increase staff hours and create new ones that will have an impact.



## **But we hear some common challenges**

Recruitment restrictions / challenges – resulting in a delay which impacts on the work required to be delivered.

Challenges of staff sickness /absence and managing case work in their absence.

Getting people interested and commitment to a purposeful IASS Steering Group arrangement.

Securing the time of LA Commissioners to discuss a SLA and joint commissioning arrangement.

Services are managing more enquires than ever now the viability and quality of IASS has improved.

Its tough to secure meetings with key LA officials to plan ahead for longer term funding of IASS.

## Looking at future opportunities

We certainly believe further targeted investment into IASS is required

CDC has made a strong case to DfE

But **Election/Purdah** creates uncertainty about future funding for the sector

DfE officials will be considering their **budgets** (2020-21) whilst also ensuring funds are available for new initiatives and priorities

This all then impacts on the timetable for decision making and any commitment on future funded programmes of work



# What we have been asked to do

Propose a programme of work to extend for a further year

Offer that programme of work with different pricing

Consider funding based on the size of LA and CYP with SEND population

Consider the pros and cons of each offer

Take our options to the IASP Advisory Board for scrutiny and challenge

Submit and make recommendations to the funder, DfE

**All this has been done**



# What happens next

We now have to wait and see.

Purdah means officials cannot announce their funding intentions until after the election

Once we know, we will first communicate to service managers

If there are to be changes to future funding arrangements you will be informed

We promise to keep you informed but you will need to be patient with us

All of this is subject to the outcome of the election and the department's priorities for future years

# Independent customer survey of IASS

Commissioned by DfE

Recruitment & analysis independent of SENDIASS/IASSN

Conducted between 11<sup>th</sup> July – 23<sup>rd</sup> September 2019

887 'valid responses'

88% Parents/carers, 7% professionals, 2% YP, 2% Friends/relatives

## Questions focused on:

1. Access
2. Helpfulness
3. Improved knowledge?
4. Made more confident?
5. Would recommend?
6. Anything else you would like to say?



## And survey said!

**63.4%** of all respondents said that they found it 'easy' or 'very easy' to **access** their SENDIASS

77.3% said that the service was either '**helpful**' or 'very helpful'

**69%** said it had greatly improved their **knowledge** of issues relating to SEND

A further **30.3%** said their knowledge had improved 'a bit'

**44.1%** of respondents said IASS has made them much more **confident** about getting the right support

A further **28.5%** said they felt a bit more confident

**71.6%** said they would **recommend** the service to others

The full report will be shared with you after Purdah.

## **Is there anything else you would like to say about your local IASS?**

Concerns about relationship between services, teams, decision makers

Poor knowledge of some staff

Delays in getting responses

Getting the detail right

Securing school places for their children

*Important to recognise we are all working to achieve the best possible outcomes for children and young people with SEND and their families*



## **SEND managers also have challenges**

- Pressures of 'organisational change' in the local authority over the last few years
- Implementing a new SEND system that will meet local needs
- Pressures on local budgets
- Staff changes at various levels/grades within the local authority
- Facing a Local Area inspection and being scrutinised
- Managing conversations that has led to an increase demand for plans and support
- Being on the receiving end of harsh criticism and judgment

## **But there could be much to learn from each other**

- IASS are 'independent' but there are some real benefits in working together
- Support due to the level of legal training and expertise and managing challenging cases
- Where IASS meet with SEND managers the LA often gain access to useful local intelligence that can lead to proactive interventions or change

**We think all staff in both LAs and IASSs are absolutely committed to doing the right thing**

## Table talk

20 minutes to discuss:

1. How does each service interact with each other?
2. What do you appreciate about each other's role?
3. What are the barriers to your relationship?
4. What could be done to further develop relationship between services?
5. What would you need to do to make that happen?



**Be prepared to feedback what you discuss to the room at the end of the session.**