

CAMBRIDGESHIRE AND PETERBOROUGH SENDIASS: SERVICE DELIVERY PLAN 2023/24

Cambridgeshire & Peterborough SENDIASS provides information, advice and support to parents, children and young people regarding Special Educational Needs and Disabilities.

SENDIASS service offers:

- Impartial advice and information about Special Educational Needs and Disabilities.
- Advice and support for parents, children and young people navigating the Special Educational Needs processes.
- Advice and support for parents and young people to work collaboratively with schools, education, health and children's services, and other professionals.
- Inform and signpost parents and young people to other available support services and organisations.
- Advice and support for parents and young people in resolving disagreements.

NATIONAL STANDARDS	ACTION/DELIVERY	OUTCOMES	2023/24 Targets	Evidence
COMMISSIONING, GOVERNANCE & MANAGEMENT 1.1 1.2 1.3 1.4	1. Delivering an accessible multi-agency service with contributions from Education, Health and Social Care combining resources from Peterborough and Cambridgeshire while reflecting local demography within team structure. This involves providing regular reports on service performance and pressure points to Local Authority and Health Commissioners.	<ul style="list-style-type: none"> ▪ Annual budget and long-term viability of the service guaranteed. ▪ Accountability through regular data reports to Health Commissioners and Local Authorities. ▪ Efficiencies of scale by combining Cambridgeshire and Peterborough resources where appropriate. ▪ Team structure providing differentiated service according to local demography. 	1. Gather evidence of health involvement to demonstrate that temporary health advisor post is essential. This to include collection of case-studies and ensuring that appropriate reporting facilities in Crossdata are regularly completed. 2. Participate in local and national initiatives to address problems with "SEN Support" levels of intervention in schools.	
	1.5 1.7 1.8 2. Ensuring that the service maintains and demonstrates its autonomy through a clearly established Stakeholder Management Steering Group, independently chaired and comprising service-users, key parent-	<ul style="list-style-type: none"> ▪ Impartiality is apparent and promotes the trust of service-users. ▪ Stakeholder Group acts as governing body, monitoring and supporting service delivery - 	3. Provide data as required. 4. Provide information and regular reports of activity levels, priorities, and key issues to Stakeholder Steering Group	

1.6	carer forums and service providers (education, health and social care).	also acting as critical friend when necessary.		
	3. Providing regular training and information input to local forums to ensure that the role and remit of the service is understood.	<ul style="list-style-type: none"> Local providers (LA staff, schools, therapists, support services) are aware of SENDIASS role and appreciate the rights of parents, carers and YP to be involved in decision making and receive appropriate provision. Services for parents, carers and YP improved by collaboration and improved communication. 	5. Increase presence at SENCo Forums and other groups to raise awareness and deliver training across both authorities. 6. Regular newsletters sent out to all settings with updated service information, contact details, and what support can be offered. 7. Update service literature that can be shared with external stakeholders / service users with the services general leaflet being sent to all schools to publicise the new service and the 0300 number.	
STRATEGIC FUNCTIONS 2.1	1. Maintaining impartiality by ensuring that the Service Manager is based entirely within SENDIASS, operating autonomously but in close collaboration with Head of Education.	<ul style="list-style-type: none"> Service is effectively and professionally managed with accountability to commissioners and independent Stakeholder Group. 	1. Establish reporting arrangements with Heads of Education, Social Care and Health (within both local authorities) 2. Increase collaborative working within the whole team and across both authorities.	
	2. Reporting regularly to SEND Executive Groups in Peterborough and Cambridgeshire.	<ul style="list-style-type: none"> Service is accountable and has a clear focus on data collection and effective delivery. Needs and views of parents, carers and YP are taken into account by policy makers, commissioners and service providers. 	3. Report to Executive meetings on reasons for referral and areas of parental concern and key issues.	
	2.2 2.3 3. Engaging with SENDIAS Services in the Eastern Region to produce an Annual	<ul style="list-style-type: none"> Quality of professional development and training is maintained. 	4. Agree and implement annual training programme.	

	Training Programme and share resources and good practice.	<ul style="list-style-type: none"> Resources and good practice are shared. Service stays up to date on regional and national issues. 	5. Attend three of four regional meetings. 6. Attend regional sub-group looking at consistent approaches to case recording and the case database, and discuss issues such as gender recording, use of the Dashboard and ethnicity recording to demonstrate service reach.	
OPERATIONAL FUNCTIONS 3.1 3.2 3.3 3.4 3.5	1. Providing an accessible information, advice, and support in a variety of ways including: <ul style="list-style-type: none"> Dedicated SENDIASS website Digital resources Telephone contact-line Email Text Face-to-face and virtual meetings Newsletters Social media Group sessions & workshops Signposting to the Local Offer, Support Services, CYP/parent forums and other relevant resources. Advice and support prior to, during and after Mediation and Tribunals 	<ul style="list-style-type: none"> Parents, carers and YP are supported and well informed about law, procedures and provision relating to SEND, Social Care and Health. Parents, carers and YP are better able to express their wishes and exercise rights relating to assessment, provision, review, appeals and tribunals. Documents available on-line and widely disseminated around all schools and relevant services. Fewer parents/carers feel compelled to appeal to SEND Tribunal as their concerns are effectively addressed locally. Documents are reviewed annually in response to service user feedback. 	1. Establish and embed common working practices. 2. Maintain existing mediation arrangements in Peterborough and explore options for Cambridgeshire. 3. Introduce new national intervention levels and update database accordingly. 4. Establish external website. 5. Increase the number of conversations and levels of direct support to young people. 6. Gain more robust feedback on how easy parents find it to contact the service. 7. Amend website and service documentation in response to national initiatives and service-user feedback.	
	3.6	2. Working collaboratively with other statutory and voluntary agencies to ensure that the needs, views and rights of parents, carers and YP with	<ul style="list-style-type: none"> Local Authority, Support Service, School and Health staff are aware of the role of SENDIASS and the rights and 	8. Develop collaborative working in Cambridgeshire to match Peterborough.

	SEND are recognized and responded to. This includes training, co-production and dissemination of information.	views of parents, carers and YP in SEND matters. ▪ Parents, carers and YP are better supported and more able to engage with services.	9. Increase evidence of social care involvement by amending and ensuring reporting facilities in Crossdata are regularly completed.	
PROFESSIONAL DEVELOPMENT & TRAINING 4.1 4.3 4.2	1. Providing ongoing supervision, appropriate professional development opportunities and training to all staff, including IPSEA legal training.	▪ Staff are fully qualified and feel supported and confident in providing clear advice and support to service users.	1. Recruit and train new staff and offer robust induction programme. 2. Establish new Manager role.	
	2. Seeking regular feedback from service-users and other stakeholders to further develop the work and practices of the service.	▪ Service is sensitive to the needs and views of parents, carers and YP. Priorities and practice are modified as appropriate.	3. Review arrangements for monitoring feedback from parents/carers, YP, service users and stakeholders. 4. Gain more robust feedback on the impartiality of the service to ensure this has increased after a decline to the national average. 5. Analyse service user ethnicity data from confidential casework evaluations to see if there is sufficient information to gauge service reach in these communities. If not consider recording ethnicity at the time of contact to do this.	