

**MINUTES OF NORFOLK SENDIASS
STEERING GROUP MEETING
18th September 2024
10.00 – 11:55**

Steering Group	Title & Organization	Attended
Jo Todd (JT)	FGC & Family Networking Advisory Service Team Manager	Apologies
Mark Gower (Chair) (MG)	Designated Clinical Officer (SEND) Norfolk & Waveney CCG	√
Harriet Tunnicliff (HT)	Adviser, Previously Looked After Children Learning and Inclusion	√
Leanne Cryan (LC)	SENCo, Necton Primary School	√
Rebekah Muttitt (RM)	Consultant Nurse & Independent Prescriber MH & NDD Pathway Norfolk CAMHS, NSFT	X
Rebecca Chamberlain (RCh)	Clinical Lead, Children's Occupational Therapy, NCH&C	X
Theresa Biddlecombe (TB)	Operational Service Lead - Trust Admin and CYP Medically Led Services, NCH&C	√ until 11.00
Andrea Bell (AB)	VCSE Optimisation Lead (ICB), Children & Young People's Mental Health Team, NHS Norfolk and Waveney ICB	X
Rob Cole (RC)	Head of Communities & Partnerships	X
Pip Yaxley (PY)	Team Manager Schools & Community Team, Commissioning, Partnerships and Resources	Apologies
Ruth Toop (RT)	Adviser EYFS/SEND, Learning and Inclusion	√ until 11.00
Simon Paylor (SP)	Strategic Commissioner Health & Disability, Commissioning, Partnerships and Resources	√ until 11.00
Claire Jones (CJ)	Local Offer Development Manager (SEN)	Apologies
Carolyn Ellis-Gage (CEG)	Head of Parkside School – Representative for NASSH	√ until 11:30
Kirsty Gannon (KG)	Family Voice Norfolk Representative	√
David Craythorne (DC)	Family Voice Norfolk Representative	Apologies
Lee Gibbons (LG)	ASD Helping Hands	Apologies
Carol Manning (CM)	Head of Family Support - CWD	Apologies
Amy Hanton (AH)	Designated Social Care Officer	√ 10:30 to 11:00
Suzanne Allen (SA)	SEN Advisor, Inclusion & Opportunity	√
Jayne Buckingham (JB)	Children's Service Acting Manager, The Hamlet	Apologies
Nick O'Brien (NO)	SENCO, Dereham Neatherd High School	X
Gemma Burton (GB)	Head of Inclusive Learning and MINT, City College Norwich	√
Roger Allen (RA)	PFAL and Employment Service Manager	Apologies
Jade Cubitt (JC)	Children and Young Peoples Involvement Officer, Commissioning, Partnerships and Resources	X
Niamh Keane (NK)	SENDIASS Manager	√
Leah Sloman (LS)	Senior SENDIAS Advisor SENDIASS	√
Kelly Drew (KD)	Business & Comms Coordinator SENDIASS	√
Belinda Coxall (BC)	Business Support Officer SENDIASS	√

	Item	Agreed Action	
1.	Apologies and Introductions	Apologies received from JT, CM, CJ, JB, LG, PY, RA and DC. RT attended until 11.00 and Jenny Howell joined from 11.00 in place of RT.	
2.	Minutes of Last Meeting & Action Log	<p>The minutes from June were approved and agreed. Any changes/comments from members not attending the meeting to be sent to BC by email.</p> <p>Action Log</p> <ul style="list-style-type: none"> - CEG confirmed several schools have a walk through video and other schools in process of doing this. CEG to send the links to NK and this item can now be closed. - Financial information – this item to be reviewed in February meeting due to a full September agenda. Moving forward this item will be on the February agenda each year as closer to the end of financial year. - Online booking system – signposting at point of contact – KD confirmed this is ongoing. - KD to compare data in other areas such as Norwich and Gt Yarmouth – to be reviewed in February meeting due to annual report being presented at this meeting - NK confirmed the SENDIASS policies had been sent out with the September agenda and no comments received. This item will be moved to the February meeting and the documents emailed to members. 	<p>CEG</p> <p>NK</p> <p>KD</p> <p>KD</p> <p>NK</p>
3.	Service Update	<p>HJ will return from maternity leave on 7th October 2024.</p> <p>A business proposal has been prepared for CSLT to request a 22.2 hour per week Helpline Advisor for two-year fixed term due to the increased workload and waitlist. The budget will come from ring fenced underspend IASP funding given to SENDIASS's from the IASSN The business proposal is complete and is waiting to be submitted to CSLT. The Steering Group requested NK to chase the submission date so this can be approved and move to the next stage.</p> <p>NK reported that the current wait times as of 17th September 2024 were at a 21 working day call back.</p> <p>NK reported on updates to elevate wait times: -</p> <ul style="list-style-type: none"> • Website – bitesize videos to enable parent/carers to signpost • Telephone system – new voicemail service with options from 1-6 • FAQ section on website and Focus weeks <p>MG suggested whether a “busting week” to reduce the waitlist would help and NK to consider this but may not be an option due to workload and capacity.</p> <p>SA suggested the new SEND and Inclusion support telephone line launching on Monday, 23 September may have an impact on demand.</p> <p>NK updated the Group on the work carried out by the Engagement and Advice team and SEND Youth Forum.</p>	<p>NK</p>

4.	Terms of Reference	<p>NK presented a Case Study from one of the SENDIAS Advisors.</p> <p>NK and LS also gave a brief overview each of one of their Level 4 representation cases.</p> <p>NK shared some recent feedback which was positive despite the wait times.</p> <p>AH who was part of a small working group reviewed the Terms of Reference and presented the updated document.</p> <p>It was agreed to send the Terms of Reference for members to read, agree and sign the document electronically or confirm by email.</p> <p>The Terms of Reference will be reviewed in the February meeting.</p>	
5.	Projekt Rising	<p>Projekt Rising</p> <p>KD presented to the Steering Group the Projekt Rising project for their comments and approval.</p> <p>Background</p> <ul style="list-style-type: none"> - SENDIASS currently use multiple software packages to book online appointments: - Timely - Calendly - Eventbrite - All this information must be manually entered into Crossdata - Across a month this can be in excess of 150 forms that need to be added to Crossdata. - Only SENDIASS staff can take and add this information to our databases due to confidentiality and impartiality reasons. <p>Current Problem</p> <ul style="list-style-type: none"> - The way we currently work is extremely time consuming but just manageable. - It leaves us open to errors when inputting information. - With the introduction of a new part-time Helpline Advisor adding their additional appointments to Crossdata will become unmanageable for SENDIASS BSO. - Without Projekt Rising we would need to employ a further BSO to keep up with current demand. <p>Proposed Solution</p> <ul style="list-style-type: none"> - Create an automated process linking all the software packages we currently use, using a secure API connection. - This will streamline data transfer and reduce manual input. - This will ensure all relevant information is securely transferred improving efficiency and risk of error. - This will include customised email follow ups, minimising the need for manual reminders. - By consolidating software packages this will reduce subscription costs and simplify the overall process. <p>Implementation</p> <p>KD confirmed everything was ready to go and awaiting approval by IMT.</p> <p>The Steering Group approved the project and suggested KD escalate this with IMT.</p>	KD

6.	Annual Report Headlines	<p>KD reported the Norfolk Statistical Annual Report 1st September 2023 - 31st August 2024 is completed and available on the SENDIASS website https://www.norfolksendiass.org.uk/about-us/annualreport. A copy will also be sent with the Minutes.</p> <p>KD presented a snapshot of the report.</p> <p>MG commented on the slide which showed there has been a 108% increase in cases taken in 23/24 compared to 22/23, this is due to the new service model which started in February 2024. MG asked KD to show stats for demand rather than input as there was no casework in 22/23 it could not be compared.</p> <p>It was suggested that NK share and present the report's data and information with other bodies across the board.</p>	KD
7.	SENDIASS Development Plan / Minimum Standards	<p>Minimum Standards</p> <p>NK compared the Minimum standards from 2023 to 2024 and confirmed there were significant changes with nearly all areas now green.</p> <p>SENDIASS are a more compliant service and in a better place. NK confirmed to continue working on areas such as helpline and waitlists.</p> <p>NK agreed to send out Minimum Standards with the Minutes.</p> <p>Development Plan</p> <p>NK presented the Norfolk SENDIASS Service Development Plan September 2024 to August 2025.</p> <p>The new structure started for Norfolk SENDIASS in February 2024, the restructure has now had time to embed itself and this development plan will be focussing now on areas we need to continue to improve upon.</p> <p>NK discussed the new Development Plan for 2024 and a copy will be sent out with the Minutes.</p>	
8.	AOB/Updates from around the Rooms	<p>NK discussed the position of Chair and Vice-Chair. MG's three-year term is coming to an end and the post of Vice-Chair is still vacant. Any members interested in these positions to contact NK. MG would be happy to discuss the role of the Chair to any interested parties.</p>	
9.	Date of Next Meetings	<p>February 19th 2025 June 18th 2025 September 24th 2025</p>	