

Service User's Advisory Group (SUAG) Minutes Thursday 26th January 2023

Present:

Helen Huntley	PIAS Manager
Bob Burton	Senior Parent Support Co-ordinator (SEND)
Claire Wills	Special School Head Teacher
Jenny Hutton	Early Years Improvement Officer for Plymouth City Council
Brigitte Price	Designate Clinical Officer
Hannah Barton	Senior Parent Support Co-ordinator (Parenting)
George Osbourne	Young Person, Youth Ascends
Anzel Lai	Parent

Apologies:

Aaron Meredith	Primary Head Teacher
Graham Roser	Secondary Head Teacher
Emma Veale	Parent
Nikki Gill	Volunteer
Claire Paddon	Plymouth Parent Carer Voice
Nicolle Gallagher	PIAS Caseworker/CYP

1. Introductions

Helen welcomed Hannah Barton to the SUAG. Hannah is the new Senior Parent Support Co-Ordinator – Parenting

2. Minutes and actions of previous meeting

- Actions reviewed.
- Impartiality policy has been added to the website.
- Recruitment completed.
- PPCV Conference supported by PIAS in July.
- PIAS continues to be part of the Family Hub discussions.
- Webinars – Graduated Approach webinar added to website.
- Youth Ascends film has been completed.

3. The Difference We Make – Annual report - highlights and questions arising

- The number of families contacting our service continues to increase. In 2021-2022, we received **1137** level 1 enquires. Level 1 enquires generally take between 20 minutes to 1 hour of general information/advice and signposting.
- We supported **691** families with more in-depth longer information, advice and support.
- **137** families contacted us for support with the Tribunal process.
- Evaluation questions are nationally set questions which enable a nationwide view of responses. At case closure, families are given the

opportunity to provide feedback on the service they received. Data from this continues to evidence high levels of satisfaction.

- The parenting team experienced high level of staff vacancies and maintained its service delivery, providing 13 Incredible Years programmes, 2 Strengthening Families programmes.
- **No questions arising.** All happy with this year's format.

4. Development Plan (Helen Huntley)

- Overarching development plan aligned to the national Minimum Standards. Current position has been RAG raised (Red, Amber, Green).
- Highlighted priority areas for development:-

Priority areas:

- 1.1.1 Jointly Commissioned Service. Do not have a formalised Joint Commissioning and funding agreement with health.
- 1.6 LA and IASS ensure that potential service users, Head teachers, FE Principles, SENCo's, SEND teams, Children and Adult Social Care, Health Commissioners and providers are made aware of the IASS, its remit and who the service is for.
- 3.4 The IASS provides advocacy support to individual children, young people and parents that empowers them to express their views and wishes and helps to understand and exercise their rights in matters including exclusion, complaints, SEND processes and SEND appeals.
- 3.5 The IASS offers training to local education, health and social care professionals, parents, young people and children to increase knowledge of SEND law, guidance, local policy, issues and participation. HH identified that there is a piece of work on how we share the learning from casework process and decisions.

5. SEND Youth Forum Youth Ascends (George Osbourne)

- George outlined the process of making the Youth Ascends film and the message they wanted the film to give. Youth Ascends wanted a film that would encourage to come and join the group and that was different from other films. The animated graphics were done by a member of Youth Ascends – Natanin. George shared some of his ideas on where and how the film can be promoted.
- George outlined the work the group has been doing on the SEND and alternative provision Green Paper. The group were part of the national consultation and have looked at messages that it would like Plymouth to hear.
- Sharon Muldoon, Director of Children's Services, is visiting Youth Ascends on Jan 31st and will hear from Youth Ascends of the fantastic work they have done.

6. Parenting Programmes Update (Hannah Barton)

- One focus has been on reducing the waiting list for parents so that we can ensure that families receive a good service in a timely manner. We have introduced a new Parenting Program – Circles of Security which is a relational based 8 week programme which sits well alongside Plymouth's Trauma Informed approach. Feedback from parents evidences the impact this has made on families lives.
- The team have also introduced stand - alone topic focussed workshops. Following consultation with families, workshop titles were created. These are: Communication, Play and Social Skills, Behaviour, Routines, Family Wellbeing and Using Rewards and Incentives. Feedback from the first 4 sessions has been excellent.

7. SEND Casework update (Bob Burton)

- Casework team are exceptionally busy. Requests for support have increased by over 50% over the past 5 years. More requests for support at Tribunals and more complex work. It is not anticipated that this workloads will decrease. Anzel (parent) fed back how their calls to SEND 0- 25 team have not been returned and how this lack of response could lead to them following the Tribunal route.

8. Any Other Business

- BP has designed a letter for GPs and other professionals outlining the steps schools could/should be taking rather than jumping straight into requesting EHCP.

9. Dates and Chair

- Helen Huntley to continue to chair.
- Next meeting June 15th 4- 5 pm

Acronyms:

SEND	Special Educational Needs and Disabilities
PIAS	Plymouth Information, Advice and Support
SUAG	Service Users Advisory Group
SENCo	Special Educational Needs Co-ordinator