

**Service User's Advisory Group (SUAG) Minutes  
Thursday 15<sup>th</sup> June 2023**

**Present:**

Helen Huntley	PIAS Manager
Bob Burton	Senior Parent Support Co-ordinator
Claire Wills	Special School Head Teacher
Aaron Meredith	Primary Head Teacher
Jenny Hutton	Early Years Improvement Officer
Brigitte Price	Clinical Officer for Health
Hannah Barton	Senior Parent Support Co-ordinator

**Apologies:**

Brigitte Price	Designated Clinical Officer
Graham Roser	Secondary Head Teacher
Emma Veale	Parent
Claire Paddon	Plymouth Parent Carer Voice
Sara Beale	

**1. Introductions**

**2. Minutes and actions of previous meeting**

Minutes of previous meeting agreed.

**3. Development Plan – Highlights and questions arising (Helen Huntley)**

PIAS received confirmation at the start of June that NHS Devon ICB has agreed to joint fund the SENDIAS service commencing April 1<sup>st</sup>, 2023. The service now meets this Minimum Standard. Helen Huntley has submitted business case to increase SEND case officer capacity. Other aspects of the development plan which still require further work is communication with all stakeholders to ensure that that all are aware of the service, who it is for and its remit. We did provide 3 workshops at the PPCV SEND conference and Bob Burton has recently provided training to a school on Annual reviews. The team remain incredibly busy, and we are continuing to explore and try diverse ways of working for example, greater use of the online enquiry form. This has reduced the number of missed attempts at contact families. We are currently looking at how we can ensure that by signposting families to this form we are not adding a barrier to accessing our service.

**4. Feedback questions for schools**

Following on from discussions with school representatives around increasing the opportunities for schools to feedback to PIAS I have created a draft questionnaire which uses the same questions we ask parents. These questions are set nationally and asked by all SENDIAS services. Discussion around how question 1 and 2 need to be adapted. 1. Has PIAS supported a parent/child/young person in the last academic year/ and how easy was it to get in touch with us?

**Action: PIAS to look at questions ask for final feedback and then send out in LA newsletters**

**5. Feedback from surveys sent to parents.**

All families are asked to complete a satisfaction survey when a piece of work has finished. In previous years these were completed by volunteers and students via phone call. We have less capacity to do this currently and so we are sending families a form to complete. Replies to these are positive and all families are given the option of talking the line manager.

**6. SEND Youth Forum ASCENDS update**

Nicolle Gallagher has returned to work following maternity leave and is continuing the work of promoting Youth Ascends. The group were visited by Sharon Muldoon (Director of Children's Services) who asked that Youth Ascends relook at the Local Offer. This is something that the young people have looked at in the past and there was no follow up action. The group have decided however, to participate in this piece of work and take another look. In response to Youth Ascends view that children and young people should have greater involvement in plans. Nicolle has written and delivered a workshop on the voice of the Child/young person. The feedback from this session will be used to further develop the content and the revised workshop will be delivered from Sept with a webinar.

Nicolle will re-establish links with schools and from September and recruit new members to Youth Ascends.

**7. Parenting Programmes Update**

The parenting team are continuing to deliver the incredible years, Circle of security and FNP parenting programmes and have also developed shorter SEND focused workshops. Take up for the workshops has been good and feedback from parents is that they value the shorter, topic focussed workshops.

Waiting lists for the longer parenting programmes have also been reduced and we anticipate that there will be higher take up from parents.

We have been involved in discussions around family hubs and the development of a single point for families to find information on all parenting support across the city. One of the team has also attended the PEEP training programme which has a focus on the home learning environment and preschool readiness and is aimed at children aged 3- 4years of age.

The parenting team are currently recruiting to a vacant post with the intention of having a new member of staff in by Sept 2023

**8. SEND Casework update (Bob Burton)**

The Case officers have been incredibly busy. The team are currently working with 389 families with a total of 410 students. The number of families we are supporting at Tribunals has also continued to be high. Tribunals generate a huge amount of work for all involved including the PIAS team, the Local Authority, schools, and other agencies. They are also incredibly stressful for families. PIAS works hard to work with families and the 0-25 team to resolve the issues and so negate the need for families to attend Tribunals.

Jenny Hutton also noted that from an Early year's perspective there are lots of children who are possibly deferring entry into school and also an increase in number of children who will be discussed at the SEN inclusion panel.

**9. Any Other Business**

**10. Dates and Chair**

Wednesday Oct 18<sup>th</sup>

**Acronyms:**

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