

Service User's Advisory Group (SUAG) Minutes Wednesday 17th April 2024

Present:

Helen Huntley	PIAS Team Manager
Bob Burton	Senior Parent Support Co-ordinator (SEND Casework)
George Osbourne	Young Person Youth Ascends
Claire Wills	Special School Head Teacher and Representative
Aaron Meredith	Primar School Representative
Jenny Hutton	Early Years
Brigitte Price	Designated Clinical Officer for Health
Hannah Barton	Senior Parent Support Co-ordinator (Parenting)
Emma Veale	Parent
Nikki Gill	Parent
Claire Paddon	Plymouth Parent Carer Voice
Nicolle Gallagher	CYP Caseworker
Natalie Fallaize	Plymouth City College -Head of SEND

Apologies:

Brigitte Price	Designated Clinical Officer for Health
Anzel Lai	Parent
Gemma Conidis	Commissioning Officer
Nikki Gill	Parent
Gill Watts	Plymouth City College

1. Introductions and apologies

- Welcome to Natalie Fallaize, Head of SEND at Plymouth City College.
- Currently we do not have a representative from secondary schools.

2. Minutes and actions of previous meeting

- Minutes from previous meeting agreed and no actions arising.

3. Sept 2023- March 2024 Casework data update

- Helen Huntley presented casework data (see attached document).
 - High number of enquires to the team including over 1231 level 1 enquires.
 - Level 2 work 175 closed cases, 111 ongoing cases and 161 new cases.
 - Level 3 work 146 closed cases, 111 ongoing cases ,161 new cases.
 - Level 4 work 115 closed cases, 87 ongoing cases and 71 new cases.
- SEND focussed workshops and conferences - reached 268 adults. Currently supporting.
- Feedback from parents – feedback from parents/ carers remains positive.
- Aaron asked how the team is managing with the high level of calls. Discussed how we have improved our use of text, email and booking system, also placing a greater focus on how we can empower parents to support themselves.

4. SEND Casework update (Bob Burton)

- Bob updated on current caseworkers caseloads which are monitored each week. Some weeks have been exceptionally busy. There has been an increase in the number of requests for support around exclusions and in the number of families requesting support around Tribunals.
- Discussion around the development of the ordinarily available provision (OAP) and Claire Paddon clarified that OAP comes before the Graduated Approach.
- Parents are also contacting PIAS because they feel there is a lack of communication with the 0-25 team and they are experiencing delays in all areas.
- We have also had a recent increase in the number of post 16 young people contacting us after they had received a letter ceasing EHCP.
- We work hard at maintaining good working relationships with the 0-25 team and will be restarting the Working Together meetings next week. It is hoped that these meetings will be able to identify trends, look at cases which need to be “unstuck”.

5. Parenting Programmes update (Hannah Barton)

- Hannah updated on the parenting team activity since January 2024. The team have delivered 7 parenting programmes with 65 parents attending.
- The team have also delivered 18 workshops which are a combination of SEND focussed and parenting focussed. The team have also developed new workshop titles including one on transitions which covers everyday transitions.
- The PIAS team has also collaborated with the Mental Health in School team (MHST) to co-deliver the Strengthening Families Plymouth (SFP). The team are also delivering SFP Train the Trainer sessions and have 19 practitioners signed up.
- The % of parents who complete is also high (80%) and we feel that the reduction in time between when parents make the initial enquiry and are offered a place on a course has supported this.
- Parents are asked to rate their confidence, satisfaction and the difference attending has made. 100% of parents feel that we have made a difference.

6. SEND Youth Forum Youth Ascends (George Osbourne)

- George updated on the fantastic work that Youth Ascends has been involved in, including the creation of the SEND Improvement Plan commitments, ([Commitments from the SEND Improvement Board - Plymouth Information Advice and Support for SEND. \(plymouthias.org.uk\)](#)) and attending the Education and Social Care Overview and Scrutiny Committee (28/02/2024) [Education and Children's Social Care Overview and Scrutiny Committee 28/02/2024 - YouTube](#) (from around 2:15 minutes into the meeting).
- George felt that it went well and hopes that it is the first step in having a better connection with the Council. George felt that everyone was a bit nervous before the meeting but that it went well.

- Youth Ascends have also contributed to the development of the ordinarily available provision document and have met with David Haley on two occasions.

Youth Ascends will also be contributing to the Co-production conference being held on Thursday. The conference is the first step in creating a Co-production framework for Plymouth.

7. Any Other Business

Claire Paddon asked for the support of PIAS in developing workshops for parents. Helen and Claire to arrange a meeting.

Aaron suggested including case studies at the next meeting.

8. Dates and Chair

Hannah Barton to chair the next meeting.

Next meeting 26th June at 4pm.

Acronyms:

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