



Welcome to this additional information sheet for January 2025.

Plymouth Information, Advice and Support for SEND service provides impartial information, advice and support to children, young people with SEND and their families.

The Local Authority are thinking about making changes to PIAS and how the service operates(restructure).

The slides at the end of the newsletter outlines the plans in detail.

Summary of the proposals:

1. The PIASS casework team will reduce in size from the current **6.18** fulltime equivalents to **3** full time equivalents
2. There will be changes to the service operating hours.
3. Youth Ascends will move to a different team within the Local Authority
4. Parenting programmes and parenting workshops will no longer be offered through PIAS.
5. A new tutor role will be created within the adult education provider On Course Southwest.

The Local Authority are holding 4 meetings to share these plans, give you the opportunity to ask questions and give your views (consultation).

- Monday 13 January 2025 - 4:30-6:00pm (Teams – [Join Meeting](#))
Meeting ID: 389 616 958 214 & Passcode: WE7PM7Hx
- Tuesday 14 January 2025 - 11:00am-12:30pm (Teams – [Join Meeting](#))
Meeting ID: 392 363 496 20 & Passcode: KA3bd7um
- Thursday 16 January 2025 - 6:00-7:30pm (Teams – [Join Meeting](#))
Meeting ID: 375 308 863 504 & Passcode: au7XK6zc
- Friday 17 January 2025 - 12:00-1:30pm (In person)
Directions next to Civic Centre
Address: Council House, Warspite Room, Armada Way, Plymouth
PL1 2AA (Attendees please email: piasconsultation@plymouth.gov.uk)

[Join a meeting in Microsoft Teams](#) from any device.

OFFICIAL

Consultation Sessions on Suggested Changes to PIAS

You are also able to ask any questions and share your views by contacting: piasconsultation@plymouth.gov.uk

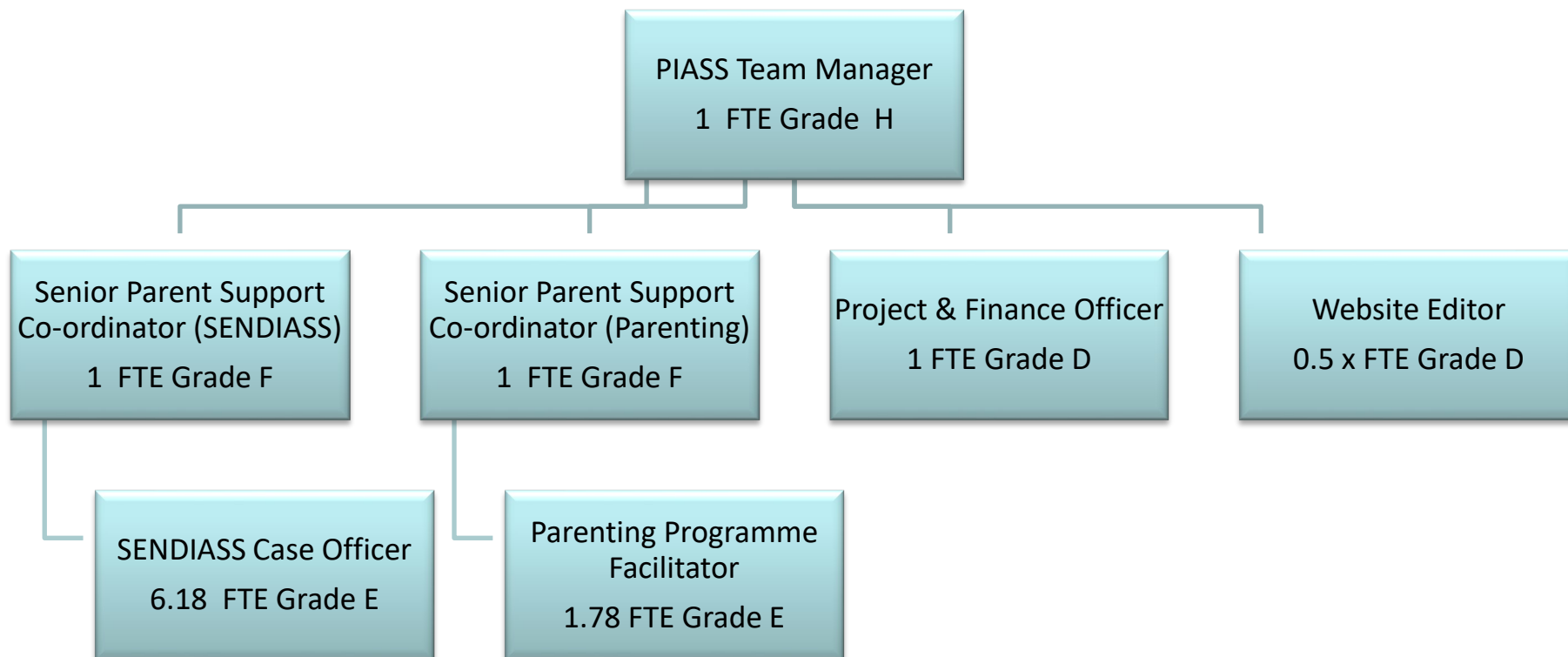
While this consultation process is underway the PIAS team will continue to offer the very best service.

Once the outcome of the consultation is known the team will keep you updated of the finalised changes and how this will impact on the service delivery.



- **Plymouth Information Advice and Support for SEND (PIASS)** is the Special Educational Needs and Disabilities Information Advice and Support Service (SENDIASS) for Plymouth and fulfils the Local Authority statutory duty to provide free, impartial, confidential, accurate information advice and support about education health and social care for children, young people and their families
- The role and activities of an IASS is set out in Chapter 2 of the SEND Code of Practice. The SENDIASS service must also have regard to the minimum standards.([Minimum%20Standards.pdf \(councilfordisabledchildren.org.uk\)](#))

Current Structure



Statutory Service – SENDIAS Service

Other functions – Youth Ascends and Parenting Programmes

Current Staffing Level



- PIASS Team Manager 1 FTE
 - Senior Parent Support Coordinator (SENDIASS) 1 FTE
 - SENDIASS Case Officer 6.18 FTE (8 staff)
 - Senior Parent Support Coordinator (Parenting) 1 FTE
 - Parenting Programme Facilitator 1.78 FTE (3 staff)
 - Website Editor 0.5 FTE
 - Project and Finance Officer* 0.8 FTE
- **There is a 0.2FTE post on secondment to Education Psychology*

Current Service Standards



The team currently operate within the following service standards:

- Service is open during office hours (9am to 5 pm) and includes a direct helpline, 24-hour machine, call back service and signposting service.
- All calls and email for generic advice and guidance (level 1 request) will be responded to within 2 working days.
- All calls and emails for specific advice and guidance (level 2, level 3 and level 4 request) will be responded to within 2 day working days. Where there is ongoing case work the case will be reviewed within 30 working days.

Benchmarked



- Opening times
- Support provided
- Costs

Proposed Service Standards



The Service Standards will be revised to the following:

- Service is open during office hours (9 am to 3pm) and includes a direct helpline, 24-hour machine, call back service and signposting service.
- All calls and email for generic advice and guidance (level 1 request) will be responded to within 5 working days.
- All calls and emails for specific advice and guidance (level 2, level 3 and level 4 request) will be responded to within 10 day working days. Where there is ongoing case work the case will be reviewed every within every 40 working days.

Modelling for PIASS structure



- Modelling for the revised PIASS service has been based on the 2023/2024 full year demand.

Level	Description	User needs	Time	hours
1	Information and advice about education, health and social care SEND system and processes	Generic Information	1 hour or less (call, research, email response) 1 x 1903 requests	1,903
2	Specific - Information and advice about education, health and social care SEND system and processes	Varies depending on need, requires tailored advice	3 hours x 372 cases	1,116
3	Specific - Information and advice about education, health and social care SEND system and processes	The needs of the service user and complexity of the child/ren circumstances impacts the users ability to independently navigate the system	4 hours + Assumption of an average case 8 hours 313 cases x 8 hours	2,504
4	Specific - Information and advice about education, health and social care SEND system and processes	The needs of the service user and complexity of the child/ren circumstances impacts the users ability to independently navigate the system. The child or young person need advocacy, representation	8 hours + Assumption of an average case 20 hours 274 cases x 20	5,480
Total				7,984 hours

Proposed new structure



- PIASS Team Manager 1 FTE
- Senior Parent Support Coordinator (SENDIASS) 1 FTE
- SENDIASS Case Officer 3 FTE
- Web Editor 0.5 FTE
- Family Learning Tutor 1 FTE (embedded into OCSW)

Reduction of

- 5.96 FTE (5.76 FTE with seconded post removed)
 - 3.18 SENDIASS Case Officers
 - 0.8 Project and Finance Officer
 - (0.2 admin on secondment)
 - 1.78 Parent Programme team

Indicative timelines



25 January 2025 – End of consultation period for staff

03 February 2025 – End of consultation period for parents, carers and external stakeholders

7 February 2025 – Release of final document for staff

14 February 2025 – Release of consultation update to parents, carers and external stakeholders

21 February 2025 – preparation for restructure

1 April 2025 – implement new structure (if applicable)

Consultation Process



- We are keen to hear your views and ideas in relation to any of the changes made to this document and will fully consider them before making our final decisions.
- We will take questions shortly
- Can send questions until the 3 February 2024 (10am) to piasconsultation@plymouth.gov.uk.