

# MANAGER'S REPORT FOR THE SEND IASS STEERING GROUP

MARCH 2023

## 1. SEND IAS Team Update

- In addition to her role as job share manager of SEND IASS, Louise continues to work 1 day a week in her Senior IAS Worker role to support and train the tribunal workers as they progress in their learning through all of the stages and processes involved in appeal work, this training has been prolonged due to the length of the appeals, as appeals are taking 51 weeks to be heard.
- Tribunal work continues with Senior IAS Workers Deborah Quelch on 3 days per week and Siobhan Beaumont 5 days a week. Within their responsibilities as Senior IAS Workers is the responsibility to support new members of the team in their development of casework knowledge and experience.
- Danielle Brown the South caseworker is now working independently from January 2023.
- Vicky Torr is in her position as new website/data/social media and helpline role which is working well and Sally Grainger continues in the other helpline role which she moved from MID role.
- Our new helpline workers are Gemma Bayford and Suzanne Vant. Gemma successfully completed her probation period last week. Suzanne completes hers at the end of April. Both are proving to be valuable members of the team already and are taking live calls and completing helpline work whilst being shadowed by members of the team.
- Recruitment for the backfill for NE and Mid SEND IAS Workers and an additional SEND IAS Worker to cover Tendring and Chelmsford has been successfully completed and we have recruited the three positions. The references and checks have now gone through and we have a start date for all three of 17<sup>th</sup> April, after half term. We plan to start all three together so that the training and shadowing can be managed efficiently.

We hope that the creation of additional positions across all levels of casework will start impacting on being able to meet demand for SEND IASS but until all caseworkers are up and running and have passed the probation periods, we will be unable to comment fully. However, we are expecting that once the helpline workers complete their probations, we will be able to show a marked difference in our response rate to the helpline.

- Additional Training capacity. With the additional funding from the LA to extend the capacity of the service for the delivery of joint training, Hannah Knight is devising a plan for the bespoke training packages that will be offered. Bespoke training will be commissioned in addition to in-house delivery. Commissioned training will be sourced from local, regional and national sources. SEND Teams and other LA teams will be receiving training devised and delivered by SEND IASS. This includes Social Care Tribunal training in April with Hannah Knight and Louise Bracci which has 70 enrolments. Legal training for SOS is also to be delivered jointly with Hannah, Louise and Tracey Nudd. Hannah will also be jointly presenting with SOS delivering for EF training on the annual review process which has been welcomed.
- CYP work - The strand of work for the development of CYP ambassadors for the service has begun at NECCA with Hannah Knight and Amy the SEN Youth Worker meeting the children/yp to build a relationship with them. Overtime part of this work would also involve raising awareness of how the SEND IAS Service works with children and young people and their parents/carers and the difference this can make.

## 2. Service referrals overview

Overview of the referrals that the service has been receiving and an overview of the tribunal work that is coming into the service



Helpline report  
March 2023.docx

**Service data.** The service moved over to the new independent database Crossdata and we are only now able to produce reports on the new system.



Data.docx

## 3. Website

This continues to be a really effective resource for parents /carers as well as for members of the SEND IASS and other teams and services.

Vicky Torr leads on ensuring the content is up to date and posting news and events.

Bigfork provide quarterly analytics on key aspects of the access made to the website.



Nov 22- Jan 23.pdf

#### **4. Drop in Sessions – Chelmsford Library**

SENDIASS are proud to announce the new drop in sessions for parents/carers C/YP that will be located at Chelmsford Library on the last Thursday of each month starting in April. We have advertised on the website, The Essex Local Offer, Vol Orgs and also the Library has been promoting this through their social media and posters in the library.

Louise Bracci

Job share Manager SEND Information, Advice and Support Service with Clare Woodcock

March 2023