

Steering Group Meeting Thursday 13th February 2025

Held virtually via Microsoft Teams

MINUTES

Attendees:

Amy Chivers, Parent (Chair)
Karen Dudley, KCC Commissioner
Claire Packman, NHS Kent and Medway
Daniel Heard-White, IASK (Minutes)

Natalie Hanchett, Parent
Melisa Jones, 21 Together
Sharon King, Parent
Kerry Miles, IASK Service Co-ordinator

Apologies

Dana Aris-Carter, Parent
Claire Charlton, Parent Advisory Group
Hannah Chandler, Parent
Becky Clark, Parent / 21 Together
Jan Gray, Parent
Emily Jones, KCC Commissioner for Social Care

Kayleigh Leonard, VSK representing young people
Steve Lusk, KCC Senior Commissioner
Fiona Pender, Space2BeMe
Siobhan Price, KCC Mainstream Inclusion
Katie Wicks, SNAAP

Item		Action
1.	Minutes of previous meeting (17 October 2024): <ul style="list-style-type: none"> The most recent interim report has been uploaded to the website. IASK recently ran four events where people had the opportunity to drop in to ask questions and also see the service video. There were also private bookable information sessions available. There were 16 attendees across the events however all feedback about the service received was very positive. 	
2.	Service statistics: <ul style="list-style-type: none"> January 2025 had slightly less people contacting the service than January 2024. <ul style="list-style-type: none"> There were a very high number of emails. Although the number of face to face meetings decreased there was a higher number of virtual meetings. There was an increase in the number of tribunals conceded The highest referral reason between October 2024 to January 2025 was 'support issues' with 'appeal process' coming second It was noted that mental health referrals were significantly higher than the number of health contacts in the monthly statistics. Kerry to review how the IASK team are recording health contacts. 	KM
3.	Review Policies: <ul style="list-style-type: none"> The steering group reviewed the IASK service policies. The privacy notice has been reviewed by Kent County Council's Data Protection Lead for the Children, Young People and Education directorate as part of the recent DPIA assessment. Kerry confirmed that the IASK website does not collect personal data. The review dates on the policies will be changed to February. The draft easy read privacy policy was shared. Kerry will continue looking for pictures that are more suitable for some of the sections. It was noted that the image for the 'keeping records' was not clear. 	KM KM
4.	Review of Terms of Reference and Role Description: <ul style="list-style-type: none"> Point two of the role description did not mention having a young person on the steering group. Kerry to add 'Representative for children and young people' to the list. 	KM
5.	IASK Review update: <ul style="list-style-type: none"> Karen Dudley shared updates about the IASK service review. The review was completed before Christmas however it has taken a long time to go through the governors process. The recommendations have been shared with Kerry however the full report cannot be released until formal confirmation has been received from Kent County Council and the ICB. Karen is hoping this will be confirmed by the end of March so that funding can be arranged from April. 	

	<ul style="list-style-type: none"> • It has been recommended that the service leaflet for young people should be redesigned following feedback from young people which will be detailed in the final report. • Additional health metrics should be explored to support the receipt of funding from health providers. • The current service level agreement (SLA) does not mention the Disabled Children's Register or Max Cards, Karen would like these to be included. It was noted that the SENDIASS SLA only covers IAS work. • The recommendations in the report do not have a set time frame. • It has been recommended that a 'tell it once' system should be explored. IASK do keep notes on the service database so that previous service users do not need to explain their history again. • The final report will provide explanations for the recommendations • It is hoped that the new SLA will provide the service with more security. 	
6.	<p>Review of service developments and update for the next financial year:</p> <ul style="list-style-type: none"> • The only outstanding action from the operational plan is video clips from steering group members explaining their role. It was noted recording videos can be difficult to arrange and Kerry does have written induction information to share with new steering group members. • IASK continue to attend events and support groups to promote the service. • The service also delivers workshops for parents/carers and young people. There has not yet been an opportunity to offer the review meeting workshop again. IASK have also provided appeal workshops for some of the people who have contacted the service requesting appeal support. • New volunteers have been trained. • Criticism of the service on social media was raised. There appears to have been a recent increase in people claiming IASK are not impartial and are on Kent County Council's side. <ul style="list-style-type: none"> ○ It should be emphasized to service users that the team can only relay the law and empower people rather than speak for them. It should also be made clear that the service does not have the authority to give order to schools or the Local Authority. ○ Natalie has produced posts about the difference between impartiality and advocacy for the Facebook page. ○ Even if the service was outsourced it would still need follow the SENDIASS way of working which includes remaining impartial. 	
7.	<p>Dates for future meetings:</p> <ul style="list-style-type: none"> • Friday 13th June 2025 at 10:30. • Thursday 16th October 2025 at 10:30. • Thursday 12th February 2026 at 10:30. 	
8.	<p>Any other business:</p> <ul style="list-style-type: none"> • There is currently a Post 16 transport consultation which has been shared on Facebook 	