



Steering Group Meeting

12th October 2021

Held virtually via Microsoft Teams

MINUTES

Attendees:

George Whitney, Young person (Chair)
Nicola Bowden, Commissioner for Social Care
Daniel Heard-White, IASK (Minutes)
Sharon King, Parent

Kerry Miles, IASK
Stuart Sanders, IASK
Sarah Selby-Bird, SNAAP
Janis Smith, Parent

Apologies

Dana Aris-Carter, Parent
Jan Gray, Parent (Co-Chair)

Fiona Pender, Space2BeMe
Karen Ponte, Parent

Item		Action
1.	<p>Welcome, introductions and apologies:</p> <ul style="list-style-type: none"> Steve Tanner is the new Assistant Director for SEND and will be Kerry's new line manager Louise Hickman has returned to Kent County Council as an Interim Project Lead. Tiffany Elliott has left Kent County Council. It was confirmed that the steering group meeting was quorate. Stuart Sanders recently joined IASK as an Administration Assistant and attended this steering group meeting. 	
2.	<p>Minutes of previous meeting (18th June 2021) and matters arising:</p> <ul style="list-style-type: none"> Kerry was not sure whether Jan forwarded the survey about discrimination in employment and training mentioned during the previous meeting. Hayley Dawson has joined IASK as a part time Data, Information and Social Media Officer. She will be keeping the IASK Facebook page and website updated. IASK has received statistics showing that the Reachdeck toolbar on the website is being used. Kerry is no longer planning to produce video versions of the IASK leaflets as the Reachdeck toolbar can now be used to hear the leaflets read out loud. There have been no further updates regarding the police concerns Jan raised. 	JG
3.	<p>Dates for the next three meetings:</p> <ul style="list-style-type: none"> The steering group discussed future meeting dates, the following dates were put forward and agreed: <ul style="list-style-type: none"> 18th January 2022 26th April 2022 12th July 2022 	
4.	<p>Interim report:</p> <ul style="list-style-type: none"> Kerry shared the service six-month interim report from April to September 2021. The steering group discussed the report and suggested amendments: <ul style="list-style-type: none"> On page 2, there was a 'the' which should have been a 'they'. On page 13 there was a sentence cut off in the middle. Case study 2 had the word 'the' instead of 'they' after 'parents were able to explain why...'. and the final sentence on the page was cut off in the middle. At the end of pages 8, the dates had different style dashes between them. Kerry to put the percentages on page 8 in blue to stand out. Nicola Bowden should be added to the list of steering group members. One of the suggestions to improve service from the user feedback surveys was that there is often a high demand and it can be difficult to get help. Kerry explained that meetings requests do sometimes come in at short notice and the team will do whatever they can to move things around so somebody can support. There are rare occasions where no staff are available and this is not possible. Another suggestion from the user feedback surveys was to provide support before 	KM

	<p>needs arise. The service must work to a model of empowerment and does not have the capacity to keep in touch with every person the team has worked with. The service can signpost people to other services and charities who can provide higher levels of support. The team do call parents they are currently supporting through processes to check how things are going.</p> <ul style="list-style-type: none"> ○ In the 'You said, we did' table, the sentence in the second box on the right ends on 'and'. ○ Some of the user feedback survey pie charts had missing lines in the key. 	
5.	<p>Service Developments:</p> <ul style="list-style-type: none"> • Kerry will be having a meeting with the service Volunteer Independent Supporters on 5th November to reconnect with them. Kerry is hoping there will be at least four active volunteers by March 2022, • The service will be piloting joint drop ins with the PEOs (Provision Evaluation Officers) where service users can speak to the PEO for their area. A feedback form will be developed so IASK can look at how useful these drop ins were and what could be improved. • Canterbury College have not responded about IASK providing a post 16 workshop for young people. • Kerry is hoping that Stuart will be able to support the development work IASK do with young people. 	<p>KM</p> <p>IASK</p>
6.	<p>Any other business:</p> <ul style="list-style-type: none"> • The steering group will ideally need to have a health representative, Kerry to look at the representatives other IAS services have. • The service has tried to invite a parent from 21 Together to join the steering group however this has not been successful so far. • Sharon thanked Kerry and Teresa Hay for attending the recent Kent Pact launch event and providing a stall. 	<p>KM</p>
7.	<p>Agreed next 3 meeting dates: 18th January 2022, 26 April 2022, 12th July 2022</p>	
<p>Date of next meeting: 18th January 2022</p>		