



# Steering Group Meeting

18<sup>th</sup> January 2022

Held virtually via Microsoft Teams

## MINUTES

### Attendees:

George Whitney, Young person (Chair)

Jan Gray, Parent (Co-Chair)

Nicola Bowden, Commissioner for Social Care

Dana Aris-Carter, Parent

Emma Hanson, Commissioning Manager

Daniel Heard-White, IASK (Minutes)

Sharon King, Parent

Kerry Miles, IASK

Janis Smith, Parent

Sarah Selby-Bird, SNAAP

### Apologies

Fiona Pender, Space2BeMe

Karen Ponte, Parent

Item		Action
1.	<p><b>Minutes of previous meeting (12 October 2021):</b></p> <ul style="list-style-type: none"> <li>Kerry met with the service volunteers in November, two of them have decided to continue with the role.</li> <li>The workshop at Canterbury college has been difficult to arrange during the pandemic and has been postponed.</li> <li>Kerry enquired about health representatives other IAS services have and found that many of them do not yet have one.</li> </ul>	
2.	<p><b>Matters arising from previous meeting:</b></p> <ul style="list-style-type: none"> <li>The minutes of the last few steering group meetings need to be added to the steering group page on the IASK website.</li> <li>A note about the Reachdeck toolbar could be added to the steering group minutes page on the IASK website.</li> </ul>	<p>IASK</p> <p>IASK</p>
3.	<p><b>Service statistics:</b></p> <ul style="list-style-type: none"> <li>The December figures were generally higher than the same month in the previous year.</li> <li>The number of video meetings continued to be high. The service currently only attends face to face meetings under specific circumstance.</li> <li>There have not been many enquiries about short breaks lately, these numbers have likely been affected by the pandemic. It was suggested that parents may be using the SEND information hub instead now.</li> <li>The steering group discussed following up with service users after signposting to other services to check whether they did get help. Kerry explained this would be difficult with the size of the team compared to the high volume of signposting carried out. The service would follow up if there were concerns about the wellbeing of a caller. It was suggested a small sample of people could be contacted to gather feedback on the signposting they received.</li> <li>The casework referrals by referral reason for October to December 2021 were shared. The highest referral reasons were support issues, EHC Needs Assessment. EHC Plan issues, appeal process and annual review.</li> <li>The service may start receiving queries about upcoming transport changes.</li> </ul>	IASK
4.	<p><b>Feedback Information Sessions and Workshops:</b></p> <ul style="list-style-type: none"> <li>Kerry shared the feedback that was received following the workshops the service has run since April last year. The following suggestions were made by workshop attendees: <ul style="list-style-type: none"> <li>Running workshops at special schools – this is something the service would like to develop.</li> <li>Increasing advertising for the workshops</li> <li>There should be more examples and less reading from the PowerPoint presentation – the service is looking at how to discuss the mainstream core standards with parents, this could potentially be included in the workshops.</li> </ul> </li> <li>The service will continue to deliver workshops. Information videos for the website were considered as an alternative however the workshops have the benefit that people can ask questions at the end.</li> <li>It was suggested that it would be helpful to provide a list of Post 16 options and a note of what provider's assisted support looks like.</li> </ul>	IASK

5.	<p><b>Service Developments for next year:</b></p> <ul style="list-style-type: none"> <li>• Ensure that there is representation from health on the steering group and a few more parents. <ul style="list-style-type: none"> <li>○ Kerry asked members of the steering group whether induction materials would be helpful for new steering group members. Agreed this could be a development.</li> </ul> </li> <li>• The service video for the website has been postponed as the current circumstances with Covid have made meeting people face to face difficult. This target will be extended to March 2023.</li> <li>• Kerry would like to expand the current range of information on the website to include information in different formats i.e. videos, with input from parents and young people.</li> </ul>	
6.	<p><b>Any other business:</b></p> <ul style="list-style-type: none"> <li>• Kerry to speak to Alison White at Kent PACT.</li> <li>• The service successfully ran joint drop-ins with the Provision Evaluation Officers in November. Kerry will be discussing further joint drop-ins with the PEOs.</li> <li>• It was suggested a poll could be posted on the IASK Facebook page asking parents for feedback on signposting. The poll could include a note that people can email IASK if they have comments and feedback. <ul style="list-style-type: none"> <li>○ The poll could be separated between education and mental health.</li> <li>○ A Google forms survey could be used for more in depth and anonymous comments.</li> <li>○ The service will consider the best method to obtain feedback for the next meeting.</li> </ul> </li> </ul>	<p><b>KM</b></p> <p><b>DHW</b></p> <p><b>IASK</b></p>
<p><b>Date of next meeting: 26<sup>th</sup> April 2022</b></p>		