

Steering Group Meeting 23rd July 2020

Held virtually via Microsoft Teams

MINUTES

Attendees:

George Whitney, Young person (Chair) Jan Gray, Parent (Co-Chair) Tiffany Elliott, Commissioner for Social Care Daniel Heard-White, IASK (Minutes) Sharon King, Parent Kerry Miles, IASK Fiona Pender, Space2BeMe Karen Ponte, Parent

Apologies

Dana Aris-Carter, Parent Jackie Ross, Interim Head of SEN Sarah Selby-Bird, SNAAP Janis Smith, Parent

Item		Action
1.	Welcome, introductions, apologies:	
	 Dana, Jackie, Sarah and Janis were unable to attend and sent their apologies. 	
	Feedback regarding last Steering Group meeting:	
2.	The election of a chair did not take place due to Covid-19. It was suggested this could be	IASK
	done via email using voting buttons.	
	 IASK to share the next Kent Pact newsletter in September on the IASK website. 	IASK
	 Kent Pact recently had a meeting with Jackie Ross where there was a lot of good 	
	comments and feedback from parents.	
3.	Information, Advice and Support Programme: 2nd year Development plan 2020/2021	
	(Covid Implications).	
	 Kerry has carried £22,000 over to the current year and did not apply for the second year 	
	IASP funding. It was felt that it would be difficult for a new Engagement and Participation	
	Officer to carry out their role during the lockdown.	
	 The service has eight new volunteers who are currently undergoing training. 	
	Joint Commissioning education, health & social	
	There will be a joint service level agreement between social care and education which will	
	have a written in commitment to making IASK successful.	
	 As part of joint commissioning, there was a consultation with families to identify the core 	
	values that parents want to see when engaging with practitioners. These values will be	
	included in the joint commissioning protocol.	IASK
	There will be a separate consultation for IASK to identify the core values people in Kent	IASK
	want from their Information, Advice and Support Service. The service level agreement for	
	IASK should be aligned with theses core values once identified.	
	 It was suggested that there could be some example values people could comment 	
	on with space to add their own suggestions.	
	The Council for Disabled Children have suggestions for different values. A roll pould be not up on the LASK Foodback rough for a guide turn rough with the	
	 A poll could be set up on the IASK Facebook page for a quick turnaround with the 	
	option for extra answers to be added.	
	 Tiffany is planning to use a Forms document for the survey which could be accessed via a link posted on Facebook. 	
	 I he impartiality of the service should be included at the top of the values. The consultation could ask 'what are your priorities for you IASS service' and ask 	
	people to rank the examples by most important.	
	 The link to the questions could also be posted on the IASK website. 	
	 Once the values have been established, they could be added to the IASK website. 	
	There will be a move towards Commissioning funding IASK rather than SEN. This would	
	help reassure people who have concerns about the impartiality of the service.	
	 Tiffany will be working with Kerry on gathering evidence for joint commissioning with 	
	health.	
	 A more in depth consultation for health will be carried out later in the year with 	
	workshops.	
	 The aim is for IASK to be jointly commissioned in full by April 2021. 	
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	Children/young people and parent participation	
	The original target set for testing virtual meetings has been exceeded due to the service	
	adapting to Covid-19. IASK are currently offering virtual meetings in place of face to face.	
	The service users who were asked their opinions on virtual meetings in January were	
	unsure whether they would want these. IASK recently surveyed parents and carers who	
	have had virtual meetings with IASK and received a lot of positive feedback on them.	
	 One respondent said they felt less anxious being in their own environment. 	
	 Young people felt more comfortable with virtual meetings. 	
	Training sessions	
	• IASK have recently run SEN support workshops and will be holding more later in the year.	
	Further update the website	14.014
	 An Inclusion and Equality page has just been added to the IASK website. 	IASK
	 Kerry would like to have YouTube videos on the website. These could be short 	
	information clips based on what service say they would like information on. Fiona	
	suggested that Sharon McLaughlin's work could help inform this.	
4.	Annual Service Report:	
	• The list of steering group members should be updated so that Jan is listed as co-	IASK
	chair and George's name comes first.	
	 The user feedback survey results for 2019/2020 were very positive. 	
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	completed Makaton training in the past though do not get many	
	opportunities practice.	
	 Jan suggested looking into whether there are programs that can translate 	IASK
	information into sign language. Charities may know about this or could	
	potentially translate information into sign language.	
	 The number of enquiries has increased. The service carries out a lot of in-depth 	
	email correspondence that is not logged as casework as the child or young	
	person's details were not recorded. A new database project has implemented to	
	record these conversations as cases to better represent casework figures.	
	 Any further feedback on the annual report can be sent to Kerry 	
5.	Service statistics for the past 4 months:	
J.	 Some of the figures have gone down in the last three months due to the pandemic. 	
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	The number of new referrals has dropped, there have been more contacts taking place with people already know to the continue.	
	with people already know to the service.	
	IASK have had virtual meetings in place of face to face including some conference calls. The proof face to face to face including some conference calls.	
	The most frequent referral reasons were EHC Needs assessment, support issues, EHC	
	Plan issues, appeal process and annual review.	
	Case referrals by disability showed most came regarding students with communication distance the string of the string o	
	and interaction disabilities.	
	It was suggested it would be useful to have data on case referrals by area with the	Daniel
	average over a year in a pie chart.	Daniel
6.	Covid-19 discussions:	
	 There was a discussion around the impact of Covid-19. It has been difficult for families 	
	who have limited or no access to computers or the internet. There have also been	
	struggles where there are language barriers within families.	
	The IASK team have a daily catch up via Microsoft Teams which includes a 10 minute	
	exercise.	
	IASK have attended some virtual events.	
7.	Dates of future meetings:	
	 George to confirm his availability after the university year starts in September. 	GW
	 The next meeting will also be virtual. An earlier meeting may be better during term time. 	
	Sharon can attend after 3.30pm except on Monday or Friday evenings.	
	Jan is available on Thursdays and Fridays.	
	It was agreed the next meeting would take place around mid-October, potentially	
	commencing 12th October, on a Thursday or Friday during the day.	
	Next Meeting: 4 December 2020	
	Heat meeting. 4 December 2020	