

Steering Group Meeting 28th June 2019

At The Bungalow, Shepway Centre, Oxford Road, Maidstone, ME15 8AW

MINUTES

Attendees:

Jan Gray, Parent (Co-Chair) Dana Aris-Carter, Parent Daniel Heard-White, IASK (Minutes) Louise Langley, Head of SEN Kerry Miles, IASK Fiona Pender, Space2BeMe Karen Ponte, Parent Emma Sedgwick, IASK Janis Smith, Parent Matthew Wellard, Commissioning Officer for Social Care

Apologies

George Whitney, Young person (Co-Chair) Sharon King, Parent Sarah Selby-Bird, SNAAP

Item		Action
	Welcome, introductions, apologies:	
1.	George Whitney, Sarah Selby-Bird and Sharon King were unable to attend and sent their apologies.	
	Feedback regarding last Steering Group meeting 1st March 2019 (group not quorate):	
2.	The previous steering group meeting was not quorate therefore no final decisions were made.	
	 Kerry applied for the Information, Advice and Support Programme funding last year. The programme aims to ensure every Information, Advice and Support Service follows the minimum quality standards. 	
	The service is working towards having an IASK website which is separate from Kent County Council.	
	Money has been allocated to run events, training and to work towards getting the service jointly commissioned by Health.	
	 IASK has recruited Emma Sedgwick as the service Engagement and Participation Officer. A website taskforce session took place on 4th April. George Whitney and Charlie Randell researched the designs of other IASS websites and came to similar conclusions about the designs to be shared in a survey to capture other service user views. 	
	 A survey asking for feedback on website designs including sample websites sent to people who have contacted the service to other organisations and shared on Facebook. Emma Sedgwick will be able to meet with focus groups in her role. 	
3.	Date of next meeting:	
	A provisional date of 4th October suggested.	
4.	Annual Report:	
••	The report should include a sentence stating that IASK are looking for more parent steering group members.	KM
	 Janis Smith was missing from the list of parents on the steering group. Members were asked whether they would mind their surnames being on the annual 	KM
	report. Kerry to speak to those who did not attend to ask their permission to include their surnames	KM
	The list of steering group members could mention groups parent member are affiliated with.	KM
	Due to time constraints, members took copies of the annual report to read. Steering group members to send any comments to Kerry prior to sharing the report on the website.	All
5.	Service income generation opportunity:	
	IASK received an email from Medway Council stating that their Information, Advice and Support will be going out to tender at £90,000 for a three-year contract. IASK will be applying for this, it was noted that the service already has some crossover with Medway.	
	The service will need to look into what would be needed e.g. information on the website for Medway parents and a note to say the service is funded by Kent and Medway.	
	 A different project would be used on the database for Medway casework and enquiries. Medway parents could be invited onto the steering group. 	
	The steering committee were in agreement that IASK should apply for the Medway tender.	

6.	Information, Advice and Support Programme: 1st year Development plan 2019/2020:	
	Kerry to send the website information to Matt.	KM
	Emma Sedgwick discussed the work she has been carrying out as part of the	
	Engagement and Participation Officer role.	
	Website (development group)	
	 Research has been completed on customer journeys and how utilise this. The 	
	website needs to be streamlined.	
	 Emma has visited youth hubs and schools to gather feedback. She has also 	
	met with schools and young people regarding trialling the website.	
	 Feedback from the SENCo forums on the Kent County Council website 	
	suggested websites should avoid having too many clicks to find information.	
	 One of the points raised during feedback on the current Kent County Council 	
	website was that it looks too corporate. The IASK website should look	
	distinctive and impartial. A design has been chosen.	
	 IASK has a preferred designer and is currently in discussion regarding 	
	contracts. The preferred designer has knowledge on website accessibility.	
	There will be FAQ sections tailored to different audiences	
	A page aimed towards professionals will be included. A page aimed towards professionals will be included.	
	One of the key priorities is to get commissioning from Health. The convices The convices the key priorities in the get commissioning from Health. The convices	
	One of the key priorities is to get commissioning from Health. The service current receives 530,000 from Social Core Commissioning.	
	current receives £30,000 from Social Care Commissioning. The lack of joint health commissioning was highlighted by the recent Ofsted	
	inspection.	
	 It was suggested the service could write a letter to somebody within health 	IASK
	regarding joint commissioning.	
	One of the difficulties with arranging joint commissioning is the changes going	
	on in health going at the moment. There is now a joint committee, the recent	
	meeting was attended by chairs of each Clinical Commissioning Group.	
	 Emma Hanson will be the link to joint commissioning in health. 	
	 Some of the other IAS services already have joint commissioning with health in 	
	place.	
	 IASK need to gather evidence of what the service provides relating to health. 	IASK
	Statistics on health should be produced, this could be done by area.	
	 The process of getting joint commissioning should take a year. 	
	 County wide awareness raising 	
	 The service will be holding 12 launch events for the website in each district of 	
	Kent. These events will also be an opportunity to celebrate the 25 th anniversary	
	of when the service was first opened as Partnership with Parents.	
	 Venues for these events have been identified. 	
	 Emma has been visiting SENCo forums to get people involved with the events. 	14.01/
	 It was suggested Facebook events could be used to advertise them and also 	IASK
	identify the numbers of people interested.	
	 Emma is visiting SENCo forums around the county and has been to four so far. 	
	She has been speaking to special school SENCos.	
	 It has been difficult to engage young people. Emma will be visiting youth hubs during the summer holidays and working with 	
	Sharon McLaughlin.	
	 Young people have said that they feel there is no single place for information 	
	about post 16 options.	
	 Emma will be attending a task group for improving outcomes in ECHPs in 	
	preparation for adulthood.	
7.	Implications for the service of Ofsted and CQC Inspection:	
	IASK was not mentioned in the recent Ofsted report.	
	The questionnaire following the report will be shared with parents who have contacted the	IASK
	service.	
	Next Meeting: 1 November 2019	