



# Steering Group Meeting

**28<sup>th</sup> June 2022**

Held virtually via Microsoft Teams

## MINUTES

### Attendees:

George Whitney, Young person (Chair)  
Becky Clark, Parent / 21 Together  
Daisy Clemente, SEND Advice Surrey  
Lynn Hargreaves-McCallum, SEND Advice Surrey

Daniel Heard-White, IASK (Minutes)  
Sharon King, Parent  
Siobhan Price, Kent County Council Mainstream Inclusion  
Kerry Miles, IASK

### Apologies

Dana Aris-Carter, Parent  
Nicola Bowden, Commissioner for Social Care  
Jan Gray, Parent (Co-Chair)  
Emma Hanson, Commissioning Manager

Fiona Pender, Space2BeMe  
Karen Ponte, Parent  
Sarah Selby-Bird, SNAAP  
Janis Smith, Parent

Item		Action
1.	<p><b>Welcome, introductions, apologies:</b></p> <ul style="list-style-type: none"> <li>Becky Clark and Siobhan Price were welcomed to the steering group. Lynn Hargreaves-McCallum and Daisy Clemente from SEND Advice Surrey, the Information Advice and Support Service for the Surrey area, attended to observe the meeting.</li> </ul>	
2.	<p><b>Dates for next 4 meetings:</b></p> <ul style="list-style-type: none"> <li>George to confirm his availability once his university timetable for next year is confirmed.</li> <li>Kerry provisionally booked 11<sup>th</sup> October 2022 for the next steering group meeting.</li> </ul>	
3.	<p><b>Minutes of previous meeting (18 January 2022) and matters arising:</b></p> <ul style="list-style-type: none"> <li>IASK to add the most recent steering group minutes to the IASK website.</li> <li>The IASK website now has an explanation on how to use the Reachdeck toolbar at the top of the page.</li> <li>There is now an updated accessibility statement on the IASK website.</li> <li>Feedback about signposting: This could potentially be an action to the development plan for next year. Possibly a google forms questionnaire to service users rather than a facebook poll. Could consider working with Kent PACT on this.</li> </ul>	<p><b>IASK</b></p> <p><b>KM</b></p> <p><b>DHW</b></p>
4.	<p><b>Statistics for past 3 months:</b></p> <ul style="list-style-type: none"> <li>The figures have generally increased following a dip in 2020.</li> <li>February and March are usually busy as this is when transfers take place.</li> <li>On the referral reasons report the 'Refusal to Issue' and 'Refusal to Assess' referrals seemed low.</li> <li>The report on referrals by area showed that the highest numbers of referrals came from Swale, Ashford, Thanet and Maidstone during the period.</li> <li>There was a decrease in requests for support at meetings during this period.</li> </ul>	
5.	<ul style="list-style-type: none"> <li><b>Annual Report – review prior to publishing:</b></li> <li>Kerry shared the draft annual report and invited feedback.</li> <li>There was a query about whether IASK would suggest home tuition to parents in relation to one of the case studies. Kerry confirmed the team would not normally recommend home tuition but would explain about elective home education</li> <li>Kerry also confirmed during a discussion about the case studies that the team would not normally speak much during meetings between parents and their child's school. IASK would instead support the parent to have conversations with the educational setting. The service aims to manage expectations whilst empowering service users.</li> <li>The service offers video and telephone meetings in the first instance as this helps with the capacity of the service to fulfil as many requests as possible. Face to face support is offered dependent on the circumstances and needs of the parent or young person, and availability of staff.</li> <li>One of the suggestions that came up in feedback from service users was that the service should employ more staff. The service manages high volumes of calls with a triage system and the voicemail reassures callers that the team will respond within two working</li> </ul>	

	days.	
6.	<p><b>Review Steering Group Terms of Reference:</b></p> <ul style="list-style-type: none"> <li>• Kerry has invited Siobhan Price to be on the IASK steering group as a representative from education. The wording on the Terms of Reference should be updated to 'Representative from the education directorate'.</li> <li>• Add 'Representative from Social Care Commissioning' to the Terms of Reference.</li> <li>• Kerry would ideally like 50% of the steering group to be represented by parents and young people.</li> <li>• The health representative will be Sue Gibbons.</li> <li>• The wording for representatives should be 'representative from' rather than 'representative for'.</li> </ul>	<p>IASK IASK</p> <p>IASK</p>
7.	<p><b>Induction for new Steering Group members</b></p> <ul style="list-style-type: none"> <li>• Kerry invited ideas for a steering group induction.</li> <li>• The induction should explain both the role of IASK and the role of the steering group. There is currently a brief description for the steering group which can be expanded.</li> <li>• The induction could be offered in the form of text or video.</li> </ul>	
8.	<p><b>Any other business:</b></p> <ul style="list-style-type: none"> <li>• Statutory assessments must now be applied for via the portal on the Kent County Council website. IASK would usually help parents apply over the phone and have information to prepare parents. <ul style="list-style-type: none"> <li>○ Parents now need to set up an account to complete the form. It typically takes around two hours for the team to complete the application with parents. IASK do not write information for the parents and instead empower parents to complete the form in their own words.</li> <li>○ The team were unsure about how to handle parents sharing their password so that IASK staff can view their form whilst supporting them as there are data protection concerns. It was suggested parents could set a temporary password for the meeting with IASK then change it afterwards though concerns were raised that this puts the burden on the parents.</li> <li>○ It was noted that some people only access the internet by phone and may not have the data allowance to complete the form.</li> <li>○ There was a suggestion parents could copy and paste information from a separate document into the form.</li> <li>○ Surrey SENDIASS ask parents to change the password after the meeting and it is the parent's choice whether to do this.</li> </ul> </li> <li>• Siobhan shared information about the dashboard for schools that has been developed as part of her work improving mainstream provision. The dashboard can be used to see trends in the type of need and the support available by district. Siobhan is trying to gather feedback from parents via a questionnaire on the Kent County Council website and is looking at ways to publicise it. It was suggested IASK could share information about it.</li> </ul>	<p>IASK</p>
<b>Date of next meeting: Tuesday 1<sup>st</sup> November 2022 10:00 – 12:00</b>		