

Service User's Advisory Group (SUAG) Minutes Wednesday 15th November 2023

Present:

Helen Huntley	PIAS Manager
Graham Roser	Secondary Head Teacher
Claire Paddon	Plymouth Parent Carer Voice
Claire Wills	Special School Head Teacher
Aaron Meredith	Primary Head Teacher
Jenny Hutton	Early Years
Hannah Barton	Senior Parent Support Co-ordinator Parenting
Anzel Lai	Parent
Nicky Gill	Parent

Apologies:

Bob Burton	Senior Parent Support Co-ordinator (SEND)
Brigitte Price	Clinical Officer for Health
Emma Veale	Parent
Nicolle Gallagher	PIAS – Youth Ascends

1. Introductions

2. Minutes and actions of previous meeting

- Noted that Brigitte Price was listed as attended and given apologies. Brigitte had sent apologies for the previous meeting.

Action for Helen Huntley to send out questions to schools regarding PIAS has not yet been completed.

- Action for Nicolle Gallagher to resume working with Youth Ascends School Hub has resumed.

3. The Difference We Make – Annual Report

- Helen Huntley shared the Annual Report (September 2022 to August 2023).
- The report highlights that the service is now jointly commissioned and funded which meets the minimum standards for SENDIASS services.
- In the past year work has been undertaken to review the levels of interventions and the report outlines the data for each of these. Overall, the number of children, young people and families we work with has increased at all levels.
- The report summaries the results of feedback from families at the end of each piece of work. There was an increase in the % of parents reporting how easy it was to get in contact with us with 92% of families reporting that they found it easy or very easy to get in contact with us. There was a slight drop in satisfaction levels, dropping from 97% in the previous year to 92% this year. The meeting noted that these were still very high levels of satisfaction with the service.

- There has been an increase in the number of parenting programmes and workshops delivered in this year. This is a combination of longer parenting programmes as part of the Family Hub development and shorter workshops focussed on SEND specific topics. 15 parenting programmes were delivered with 125 parents starting and 94 parents completing. In addition, the team also delivered 10 SEND focussed workshops with 104 parents attending these.
- Youth Ascends continues to meet with several new members joining the group. The group continued to contribute to the SEND strategic Group, contributed to the recent Area SEND inspection and have met David Haley, Interim director for Children's Services.
- Thanks were given to the Team for their continued hard work.

4. SEND Youth Forum Youth Ascends

- Youth Ascends continues to meet and are growing in numbers. In September they met David Haley and he shared their views at conference.
- They have supported work around a questionnaire for neuro diverse young people and entering the workplace.
- Nicolle has restarted her work with School Hubs and has visited Egguckland community College and met with over 40 students and Woodlands. Students at Woodlands discussed their concerns regarding accessibility in the city and a conversation has started with Local Authority officers.
- Nicolle's plan is to work with colleagues in the Participation team, Local Authority and Health to ensure that a child and young people friendly version of the SEND action plan is available. Claire Paddon asked if Nicolle was gathering any views from Youth Ascends on the current consultation on the city centre development. Helen will ask Nicolle to raise with Youth Ascends.

5. Parenting Programmes Update – (Hannah Barton)

- The parenting team are back to full capacity and have delivered 4 longer parenting programmes since Sept with 26 families attending these. The team have also delivered 5 workshops. Following a visit to a Step-by-Step group Hannah is discussing how we could provide creche facilities.

6. SEND Casework update (Bob Burton)

7. Data Sept 1st to Oct 31st 2023

- **Level 1 enquiry (Information)** – 284 new level 1 enquiries. main themes include, Graduated approach, SEN, school Admissions and EHCP
- **Level 2 enquiry (Information and specific advice)**- 40 new enquires, 69 closed enquires, 129 ongoing cases. Main themes include Annual reviews, post assessment.
- **Level 3 (Support)** 57 new enquires, 136 ongoing cases, 69 closed cases. Main themes include. Graduated approach, TAM, EHAT

- **Level 4 (More support)** 17 new enquires, 92 ongoing cases, 27 cases closed. Main themes include, Tribunal support (placements), Exclusions.
- Due to the increased demand on service, we have reviewed how long we keep cases open and considering when it will be the right time to end a piece of work. Families can come back to PIAS at any time, and we will offer support. Claire Paddon raised that one family had been in contact to say that they were not aware that they could come back to us again. Helen will remind the team to ensure that we are clear that families can come back to as often as they need.

8. PIAS what you can expect from the information sheet.

- The team have developed an information sheet on who what to expect from PIAS. This is helping us be clear about what to expect and for families to have a realistic expectation of what we are able to do.
- The meeting agreed that this was a clear description and a positive way of managing expectations.
- Helen Huntley will now post on the PIAS Website.

9. Any Other Business

- Claire Paddon suggested that we gain all SUAG members permission to share email addresses in the invite to the meeting. This will enable Helen to send out a team's calendar invite which will go into everyone's calendar. All agreed to this suggestion.
- Graham Rosser will be leaving Torbridge High and will ask for future representation from Secondary Heads.

10. Dates and Chair

- Helen Huntley to continue to chair.
- April 17th 4-5pm
- June 26th 4- 5pm

Acronyms:

SEND	Special Educational Needs and Disabilities
PIAS	Plymouth Information, Advice and Support
SUAG	Service Users Advisory Group
SENCo	Special Educational Needs Co-ordinator