

Rotherham SENDIASS



Service Specification

Rotherham SEND Information Advice and Support Service (SENDIASS)

Contract Reference: **TO BE COMPLETED**

Procurement Reference Number: **TO BE COMPLETED**

Contents

- Introduction & Context
- 1. Service Description
- 2. Over-Arching Service Outcomes
- 3. Service Aims & Objectives
- 4. What Children & Young People Want
- 5. Service Standards
- 6. Service Delivery
 - 6.1 Location of Service
 - 6.2 Time of Operation
 - 6.3 Eligibility for Service
 - 6.4 Referral Process
 - 6.5 Response Times
 - 6.6 Service Delivery
 - 6.7 Evaluate
 - 6.8 Confidentiality
 - 6.9 Physical Environment
 - 6.10 Staff Selection
 - 6.11 Staff Supervision & Disciplinary Procedure
 - 6.12 Equality Policy & Action Plan
- 7. Social Value
- 8. Health & Wellbeing Priorities
- 9. Monitoring
- 10. Review of Service Specification
- 11. Provider Concerns and Escalation Protocol

Introduction & Context

The vision for Children and Young People's Services in Rotherham is that:

Working with children, families and our partners, for Rotherham Children's Services to be rated outstanding by 2018:

- Children and young people are healthy and safe from harm
- Children and young people start school ready to learn for life
- Children, young people and their families are ready for the world of work

This will mean our children, young people and families are proud to live and work in Rotherham.

Commissioning Services that are outstanding is an integral part of achieving this vision.

This service specification sets out the service standards and the performance monitoring arrangements that the organisation will need to adhere to in delivering this Service.

This service specification has been developed in consultation with children, young people, their families and other stakeholders. Specific sections of this document have been coproduced.

The Service will aim to be delivered in line with the National Quality Standards which take into account tasks from chapter 2 of the SEND Code of Practice. The Service is aware of Local Authority's key priorities and outcomes from the Children and Young People's Plan 2016-2019 and against the priorities detailed in other strategic plans which focus on improving the outcomes for children, young people and their families in Rotherham.

1. Service Description

1.1 The Service Specification outlined below applies to the provision of the Rotherham Special Educational Needs Disability Information Advice and Support Service (SENDIASS) (hereinafter called 'the Service').

1.2 The Service provides free, impartial, confidential and accessible information, advice and support about matters relating to SEN or disabilities, including matters relating to health and social care. This must include information, advice and support on the take-up and management of Personal Budgets. In addition, the service provides children and their parents and young people with the information and support necessary to participate in decisions.

1.3 The Service specified will be available to Service Users who are: children with SEN or disabilities for whom the LA are responsible, and their parents, and young people with SEN or disabilities for whom the LA are responsible

1.4 As a Service we may prioritise some requests by children, young people and parents due to statutory deadlines.

- 1.5 Where the requirement in this Service Specification exceeds that of any relevant Registration Authority, then the terms of this Service Specification will prevail.
- 1.6 Nothing in this Service Specification removes or reduces the Service Provider's obligation to meet the standards and procedures required by any appropriate Registration Authority.
- 1.7 The Service Provider must conform fully with those legislative requirements set out below (this list is not exclusive and does not detail all of the Service Provider's statutory obligations):
 - 1.7.1 Children's Act 2004 (including, but not limited to working in partnership with children, young people and their families)
 - 1.7.2 Children and Families Act 2014 and subsequent legislation
 - 1.7.3 Welfare Reform Act 2012
 - 1.7.4 Public Services (Social Value) Act 2012
 - 1.7.5 Equalities Act 2010
 - 1.7.6 Human Rights Act 1998
 - 1.7.7 Local Safeguarding Children Board – following the Children's Act 2004
 - 1.7.8 Working Together 2015 (including, but not limited to, working in partnerships with other organisations)
 - 1.7.9 And all other such relevant legislation as may be currently in force or introduced or amended during the period of this contract.
 - 1.7.10 Service Providers are expected to adhere to other policies and guidance relevant to this Service.
- 1.8 Service Providers must work under and promote the principles of the following:
 - 1.8.1 Rotherham Safeguarding Children's Board
 - 1.8.2 Rotherham as a child-centred borough
 - 1.8.3 Children and Young People's Plan
 - 1.8.4 Whole life approach
 - 1.8.5 Parent/Carer Charter
- 1.9 Service Providers must work under and/or promote the Marmot principles of:
 - 1.9.1 Give every child the best start in life.

- 1.9.2 Enable all children, young people and adults to maximise their capabilities and have control over their lives.
 - 1.9.3 Create fair employment and good work for all.
 - 1.9.4 Ensure a healthy standard of living for all.
 - 1.9.5 Create and develop healthy and sustainable places and communities.
 - 1.9.6 Strengthen the role and impact of ill-health prevention.
- 1.10 Service Providers must work to support the four priorities underpinning Rotherham's vision:
- 1.10.1 Every child making the best start in life.
 - 1.10.2 Every adult secure, responsible and empowered.
 - 1.10.3 A strong community in a clean, safe environment.
 - 1.10.4 Extending opportunity, prosperity and planning for the future.
- 1.11 Service Providers must work to support the three priorities underpinning Children and Young People's Services:
- 1.11.1 Children and young people are healthy and safe from harm.
 - 1.11.2 Children and young people start school ready to learn for life.
 - 1.11.3 Children, young people and their families are proud to live and work in Rotherham.
- 1.12 The Service must be needs led to support individual outcomes

2. Over-Arching Service Outcome

- 2.1 The provision of information, advice and support should help to promote independence and self-advocacy for children, young people and parents
- Staff providing information, advice and support will wherever possible work with their local Parent Carer Forum and other representative user groups (such as Youth Forums) to ensure that the views and experiences of children, young people and parents inform policy and practice
- The service will work with a service monitoring group which consists of service users and other service representatives from within the LA and voluntary community sector to ensure the service meets local needs, maintains impartiality and ensure service users feel they have participated fully in the process and have a sense of co-ownership
- Staff working directly with parents/carers, children and young people will be trained to support them and work in partnership with them, enabling them to participate fully in decisions about the outcomes they wish to achieve.

2.2 The Service will work wherever possible in line with the Authority's key priorities from the Corporate Plan and Children and Young People's Plan.

3. Service Aims & Objectives

3.1 The aim of the Service is to provide impartial information, advice and support. This can cover initial concerns or identification of potential SEN or disabilities, through to ongoing support and provision, which may include an EHC plan. The service will ensure children, young people and parents/carers are provided with information and advice on matters relating to SEN and disability.

This includes:

- local policy and practice
- the Local Offer
- personalisation and Personal Budgets
- law on SEN and disability, health and social care, through suitably independently trained staff
- advice for children, young people and parents/carers on gathering, understanding and interpreting information and applying it to their own situation
- information on the local authority's processes for resolving disagreements, its complaints procedures and means of redress

3.2 The objectives of the Service are:

To meet local needs, The Information, Advice and Support Service will be impartial, confidential and work at arm's length from the LA and CCG. The service will have an Impartiality and Confidentiality policy which is evident throughout all tasks the service undertakes.

3.2.1 The service will provide the following:

- Signposting children, young people and parents to alternative and additional sources of advice, information and support that may be available locally or nationally
- Individual ongoing involvement and representation of views for those who need it, including support in:
 - attending meetings which contribute to assessments and reviews
 - participating in decisions about outcomes for the child or young person or
 - signposting children, young people, parents/carers and those who support and work with them to additional support services where needed,. This could include services provided by the voluntary sector and support relating to preparing for adulthood, including housing support, careers advice and employment support

Help when things go wrong, which includes:

- supporting children, young people and parents/carers in arranging or attending early disagreement resolution meetings
- supporting children, young people and parents/carers in managing mediation, appeals to the First-tier Tribunal (Special Educational Needs and Disability), exclusions and complaints on matters related to SEN and disability

5. Service Standards

- 5.1 The Service is expected to adhere to, and be consistent with, national and local strategies and best practice in relation to working with vulnerable children, young people and families.
- 5.2 The Service will know how to record, report and escalate current issues around safeguarding concerns including the risk of child sexual exploitation and any vulnerabilities identified about being influenced into supporting terrorism or becoming involved in terrorism. To follow up issues to ensure they have been resolved. An agreed risk assessment process should be embedded into the Service.
- 5.3 The Service will be committed to safeguarding in all aspects of its work, promoting the welfare of children, young people and vulnerable adults. All staff and volunteers must share this commitment, be trained in all aspects of safeguarding legislation and practice as well as having good links with local Safeguarding Boards.
- 5.4 Compliance with the requirements as set out in the local Safeguarding Adults procedures and the Safeguarding Children procedures. The service will fully comply with RMBC Safeguarding policies.
- 5.5 The Service must identify, understand and respond to vulnerability and risk factors associated with CSE and the Prevent agenda to enable a targeted Service response.

6. Service Delivery

6.1 Location of Service

- 6.1.1 The Service will be operated primarily from Riverside House, Main Street, Rotherham. However will not be placed alongside other SEND related services to ensure confidentiality and impartiality.

6.2 Time of Operation

- 6.2.1 The Service will operate during day working hours, Monday to Friday. However there may be some situations where this may need to be extended on a case by case basis. Risk assessments will be completed by staff operating outside of normal working hours in line with the service policy.

6.3 Eligibility for Service

- 6.3.1 parent/carer of a child (0-16) or young person (16-25) who has or may have Special Educational Needs or a Disability.
Child (0-16) who has or may have Special Educational Needs or a disability.
Young person (16-25) who has or may have Special Educational Needs or a disability.

6.4 Referral Process

6.4.1 Referrals can be taken via phone, email, via the website or on rare occasions in person by calling into Riverside House. Referrals are accepted and actioned from the service user themselves.

6.5 Response Times

6.5.1 Initial response times for the Service to contact the enquirer will be within 5 working days unless otherwise specified.

6.6 Service Delivery

6.6.1 The Service will consist of a tiered approach.

Contact; A service user requests basic information on a subject matter and a factsheet or other can be posted.

Level 1;

Information and advice about SEND matters, such as: the legal framework, local SEN processes and procedures, support groups, particular special educational needs or disabilities, funding arrangements, local services, web based resources, national organisations
Phone or email support – tailored to the particular circumstances of the service user.

(Note that the provision of general information about the service – e.g. as part of training, distribution of service leaflets, visits to IASS website – are not included.)

Outcome; Service user confirms that their information and advice needs have been Met AND/OR Service user is signposted elsewhere. The service user feels confident to access further information and advice and/or to pursue matters independently or with support from other agencies or services.

Level 2

Any or all of Level 1 plus:

help to understand or complete documentation, support in communicating with school, the LA, other services, etc. detailed and personalised guidance on following SEND or exclusion procedures, assistance in accessing services

Any or all of Level 1 plus:

phone or email support over a period of time, research and provision of specialised advice and information, home visit by IASS or office visit by service user, provision of support at/for meeting, liaison with other agencies.

Outcome; Service user confirms that their information and advice and support needs have been met. Service user feels confident to continue without further support from IASS or with support from other agencies or services.

Level 3

Any or all of Levels 1 and 2 plus:

detailed and continuing assistance and guidance with statutory processes, complex, multi-agency needs, assistance in overcoming serious breakdown in communications with school/LA/other services, requires intensive support due to personal circumstances (e.g. low literacy levels, learning or sensory difficulties, English as a second language)

Any or all of Levels 1 and 2 plus:

provision of support at/for a series of meetings over a period of months, ongoing support and guidance through statutory processes (EHC needs assessment, disagreement resolution, mediation etc.) assistance with preparation for an exclusion appeal and support at the appeal meeting, IASS undertakes key working role with other agencies

Outcome; Service user confirms that support has enabled them to participate in processes.

Level 4

Any or all of Levels 1,2 and 3 plus:

Detailed and continuing assistance and guidance with preparation and support during: First Tier Tribunal (SEND), including DDA complaints to Tribunal, Complaints to Ombudsman, Judicial Review, Disputes about Child Protection

Any or all of Levels 1,2 and 3 plus:

Provision of intensive support for the service user(s) during the legal processes. This may include assistance with preparation for the legal process and support at, for example, a Tribunal hearing

Outcome; Service user confirms that support has enabled them to participate in processes.

6.6.2 Minimum level of delivery will be: Contact as described above

6.7 Evaluate

6.7.1 Service Users experience accessing the Service will be evaluated three months after first contact is made. Service users will be asked to complete a questionnaire. This can be done anonymously or service users may choose to be identified within this. The Service will include within the questionnaire six core questions which are included in the majority of other SENDIASS services nationally.

6.7.2 The service will publish the outcome of evaluations on the SENDIASS website on an annual basis. This information will also be shared with the Monitoring Group and Head of Inclusion and used to influence discussions around service development.

6.7.3 The offer of IAS will be evaluated against the National Quality Standards Document and shared with the Information Advice and Support Network on an annual basis.

6.8 Confidentiality

6.8.1 Service Providers have a duty to respect Service Users' confidentiality. The following applies to **any** information, however held or processed, which would identify a Service User:

- 6.8.1.1 Staff do not have 'right to know' everything about a Service User.
- 6.8.1.2 The right of a Service User to withhold information of their choice will be respected.
- 6.8.1.3 Personal data will only be used when absolutely necessary.
- 6.8.1.4 Access to personal data will be on a strict need-to-know basis.
- 6.8.1.5 Every proposed transfer of personal data should be clearly defined and scrutinised.
- 6.8.1.6 The minimum of personal data will be transferred or accessible for a given function to be carried out.
- 6.8.1.7 Everyone with access to personal data should be aware of their responsibilities.
- 6.8.1.8 All service staff shall adhere to the Service Confidentiality Policy.
- 6.8.1.9 The Service Confidentiality Policy will be reviewed with the Monitoring Group any changes will then be shared prior to agreement with the Head of Inclusion and/or relevant Director.
- 6.8.1.10 The Service Confidentiality Policy will be published on the SENDIASS website, made readily available to service users and shared with other stakeholders during training events.

6.8.2 Where there are safeguarding concerns staff have a duty of care to share information in line with Rotherham Safeguarding Children procedures.

6.9 Physical Environment

- 6.9.1 The Service Provider's premises must be, and must be maintained as, suitable premises in order to meet the needs of the Service User group identified and must meet the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.
- 6.9.2 The Service Provider must promptly notify the Local Authority of any health and safety hazards which may arise in connection with the performance of the Service.
- 6.9.3 The Service Provider must comply with the requirements of the Health and Safety at Work Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety which may apply to staff and other persons working on the premises in the performance of the Service.
- 6.9.4 The Service complies with RMBC health and safety policy statement (as required by the Health and Safety at Work Act 1974)

6.10 Staff Selection

6.10.1 As part of its workforce planning the Service Provider must:

- 6.10.1.1 Employ sufficient numbers of people of sufficient ability, skill, knowledge, training and/or experience so as to properly

- provide, and to supervise the proper provision of, the service including 1:1 supervision where necessary.
- 6.10.1.2 Ensure staff are compliant with the Vetting and Barring requirements.
 - 6.10.1.3 Comply with all applicable employment legislation and in particular will specifically take into account the provisions of the Rehabilitation of Offenders Act, 1974 (Exceptions) Order, 1975.
 - 6.10.1.4 Fully comply with the requirements of Rotherham Safeguarding Children Board.

6.10.2 Service Providers will be responsible for ensuring that any staff employed through recruitment agencies (or on any other temporary or casual employment arrangement) to undertake duties covered by this contract have had all relevant checks. This includes any volunteers to the service.

6.10.3 Service Providers are responsible for providing training to staff, including independent training in line with national expectations, in order to meet the needs of Service Users.

6.11 Staff Supervision and Disciplinary Procedures

6.11.1 The Service Provider must make arrangements which provide each member of staff with appropriate oversight and supervision, and that staff who have responsibility for other staff themselves receive regular oversight and supervision from a more Senior Manager.

6.11.2 The Service Provider will follow LA policy on handling staff grievances.

6.11.3 The Service Provider will follow LA policy on disciplinary procedures.

6.11.4 In order for professional registration bodies and future employers to be provided with relevant information, disciplinary procedures must be progressed even if managers or staff leave part-way through the process

6.11.5 The Service Provider must adhere to all relevant employment legislation and guidance including having relevant policies and procedures.

6.11.6 The Service Provider should ensure that appropriate opportunities for training and development are available and accessed by staff with access recorded and reviewed.

6.12 Equality Policy and Action Plan

6.12.1 The Service Provider will follow LA policy to tackle discrimination and promote equality and diversity in employment and in service delivery.

6.12.2 The equality policy must be communicated to all employees, workers, Service Users and others who may be interested in it.

6.12.3 The Service Provider must ensure appropriate training is available to all workers to enable them to meet the requirements of the equality policy.

6.12.4 The Service Provider must make information about the equality policy and action plan available to the Local Authority on request.

7. Social Value

7.1 Social Value is defined as ‘the additional benefit to the community from a commissioning/procurement project’. The Local Authority expects all suppliers to:

7.1.1 Promote training and employment opportunities.

7.1.2 Promote compliance with social and labour law, including related national and international policy, commitment and agendas.

7.1.3 Contribute to health improvement priorities.

7.1.4 Stimulate social integration.

8. Health & Wellbeing Priorities

8.1 The Service will contribute to the following Health and Wellbeing priorities:

- All children get the best start in life
- Children and young people achieve their potential and have a healthy adolescence
- All Rotherham people enjoy the best possible mental health and wellbeing and have a good quality of life

9. Monitoring Arrangements

9.1 Success against the outcome stated at 2.1 would result in

- Service users will be able to self-advocate around matters relating to SEND. Service users will feel empowered to participate in SEND related processes independently.
- Views and experiences of children, young people and parents inform local policy and practice
- The service meets local needs, and service users feel they have participated fully in the process and have a sense of co-ownership of Rotherham SENDIASS
- Service users are able to participate fully in decisions about the outcomes they wish to achieve.

9.2 Performance reporting against quantity and quality of service provision is required together with performance against outcomes. Details are shown in the table below.

<u>How much did we do?</u>	<u>How well did we do it?</u>
Number of customer served (by customer characteristic)	% common measures <ul style="list-style-type: none"> • Staff with up to date safeguarding

<ul style="list-style-type: none"> • Gender (of the child/young person) • Type of service user (parent, child, young person) • Need • Ethnicity <p>Unit Cost</p> <p>Number of contacts to the service</p> <p>Number of service users/stakeholders accessing training. (by type) (service specific)</p>	<p>& CSE training</p> <ul style="list-style-type: none"> • Qualified staff (via IPSEA training) • Customer satisfaction • Staff turnover • Staff morale • Training accessed
<p style="text-align: center;"><u>Is anyone better off?</u> (Quantity & Percentage)</p> <p>Number & Percentage</p> <ul style="list-style-type: none"> • How easy was it to get in touch with us? • Overall how satisfied are you with the service we gave you? • How helpful was the information, advice and support? • How neutral, fair and unbiased do you think we were? • How likely is it that you would recommend the service to others? • What difference do you think our information, advice and support has made for you? 	

10. Review of Service Specification

10.1 Arrangements for revision for this Service Specification are as follows:

10.1.1 Where, for any reason, it becomes necessary to implement changes to this specification during the period of operation, these changes shall only be within the spirit of the Service Specification and shall be by mutual agreement in full consultation with the Service Monitoring Group and representative service users such as Parent Carer Forum and children and young people. Written notification will be issued to the Service Provider allowing a sufficient period for consultation.

10.1.2 Any changes to the Service Specification required by the implementation of any Act or Direction of Central Government (as per Clause 5.5 of the Contract document) shall be binding on both parties for the duration of the Agreement.

10.1.3 Failure to reach such agreement may result in the termination of the Contract. In such cases three months written notice of termination will be given.

11. Provider Concerns and Escalation Protocol

- 11.1 A provider concern arises where the Local Authority receives information to suggest that a Service Provider is not meeting their obligations under the terms and conditions of the Contract and or Service Specification. The concern may be raised by any interested party. The concern will be forwarded to the Service Provider for investigation.
- 11.2 A provider concerns database is used by the Local Authority to record concerns and monthly analysis will identify trends and issues that may require further remedial action by the Service Provider.
- 11.3 In line with the timescales set out in the Concerns and Escalation Protocol, the Service Provider will provide an initial response within one week of receipt of the concern and a full response within one month. Compliance with this timescale will contribute to the assessment process for the annual review rating.