



**Rotherham SENDIASS**  
(SEND information, advice and support service)

## **Service Specification**

# **Rotherham SEND Information Advice and Support Service (SENDIASS)**

Contact: Kerry Taylor

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## 1. Introduction & Context

### 1.1 Children and Young Peoples Directorate Vision:

**Working with Rotherham's children, young people, and families to be resilient, successful, and safe.**

1.2 This service specification sets out the service standards and the performance monitoring arrangements that Rotherham SENDIASS will adhere to.

1.2.1 This service specification was originally developed in consultation with children, young people, their families, and other stakeholders in 2018 but was reviewed and updated in 2023 to include the national changes to the levels of service and the replacement of the Quality Standards to the National Minimum Standards. The service specification now reflects the joint commissioning agreement between ICB and RMBC.

1.2.2 In 2018 specific sections of this document were coproduced. As part of the review of this document, the Service Monitoring Group has met and discussed the amendments.

1.2.3 The Service will be delivered in line with the National Minimum Standards which take into account tasks from chapter 2 of the Statutory SEND Code of Practice.

## 2. Service Description

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

2.2 The Service is an in house service and is commissioned by both the Local Authority and the Integrated Care Board as expected under Chapter 2, (2.7) of the SEND Code of Practice. Funding is provided by both parties. From March 2022 the ICB committed to provide £63,000 per year, to be reviewed in 3 years (2025).

2.3 The Service provided will be compliant with Chapter 2 of the Statutory SEND Code of Practice and [Section 32](#) of the Children and Families Act.

2.4 The Service will provide free, impartial, confidential, and accessible information, advice and support about matters relating to SEN or disabilities, including matters relating to education, health, and social care. This must also 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.

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

2.4 The Service scope includes 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 which 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

2.4 The Service may prioritise some requests by children, young people, and parents due to statutory deadlines.

2.5 Nothing in this Service Specification removes or reduces the Obligation of the Sendiass Team to meet the minimum standards and procedures required by any appropriate Registration Authority.

2.6 The Sendiass Team 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):

- Children's Act 2004 (including, but not limited to working in partnership with children, young people and their families)
- Children and Families Act 2014 and subsequent legislation
- Welfare Reform Act 2012
- Public Services (Social Value) Act 2012
- Equalities Act 2010
- Human Rights Act 1998
- Local Safeguarding Children Board - following the Children's Act 2004

- Working Together 2015 (including, but not limited to, working in partnerships with other organisations)
- And all other such relevant legislation as may be currently in force or introduced or amended during the period of this contract.

2.7 The Service will work under and promote the principles of the following:

- Rotherham Safeguarding Children's Board
- Rotherham as a child-centred borough
- Children and Young People's Plan
- The Four Corner Stones

2.8 The Service must be needs led to support individual outcomes

### **3. Over-Arching Service Outcome**

- 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 (Guiding Voices) 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, becomes compliant with the Minimum Standards, 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.

### **4. Service Aims, Vision & Objectives**

4.1 The aim of the Service is to provide flexible services for children and young people with SEND and their parents to empower them to play an active and informed role in SEND related matters including education, health, and social care. The provision of information, advice and support should help to promote independence and self-advocacy.

4.2 Rotherham SENDIASS vision is to help children and young people with SEND and their parents/carers, practitioners and schools work together to raise the achievement of children and young people with learning difficulties, disabilities, and special educational needs.

4.3 The objectives of the Service are: To meet local needs, The Information, Advice and Support Service must be impartial, confidential, and work at arm's length from the Local Authority (LA) and Integrated Care Board (ICB). The service will have an [Impartiality](#) and [Confidentiality](#) policy which is evident throughout all tasks the service undertakes.

4.4 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
  - Support Service users to participate 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.
- making children, young people, and parents/carers aware of the local authority's services for resolving disagreements and for mediation, and on the routes of appeal and complaint on matters related to SEN and disability (see Chapter 11 of the SEND Code of Practice, Resolving disagreements).
- Provision of advice through individual ongoing involvement and through work with parent carer support groups, local SEN youth forums or disability groups, or training events.

## **5. What Children and Young People Want**

5.1 The word cloud below was made in 2018 by young people from Hilltop School, Winterhill School and Sandhill School. The Sendiass Team asked them what they wanted from the service. The bigger the words in the word cloud, the more young people felt it was important. The young people felt that the team should be someone they could talk to, that would listen and really hear what they were saying, that they would know what to do, and would be good at helping them to solve their problems. This



must share this commitment, be trained in all aspects of safeguarding legislation and practice

6.4 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.

6.5 The Service must identify, understand, and respond to vulnerability and risk factors associated with Child Exploitation and the Prevent agenda to enable a targeted Service response.

6.6 The Service will be compliant with the nationally recognised SENDIASS Minimum Standards and will benchmark against these standards at least annually and seek support and involvement from the Head of Service to address any areas identified as non-compliant.

## **7. Service Delivery**

### **7.1 Location of Service**

7.1.1 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. Service Staff may work flexibly from home where this suits service delivery and there will be times where service staff will access settings and other venues to support the service user.

### **7.2 Time of Operation**

7.2.1 The Service will operate during day working hours 9am -5pm, 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.

### **7.3 Eligibility for Service**

7.3.1 A 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. The Service offer will remain targeted around SEND related matters only including matters on Health and Social Care.

### **7.4 Referral Process**

7.4.1 Referrals can be taken via phone, email, via the website or on rare occasions in person by calling into Riverside House on a pre-arranged appointment. Referrals are accepted and actioned from the service user directly.



7.4.2 Children and Young people referrals may come via their parent or carer, however on first contact with the service user they will be given the option of working with SENDIASS or opting out at that point.

7.4.3 Third party referrals would only be accepted in exceptional circumstances for example where English as a second language acts as a barrier to the service user making direct initial contact. This will only be accepted if it is clear the service user has provided permission for contact to be made on their behalf.

## **7.5 Response Times**

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

## **7.6 Level of Service offered**

7.6.1 The Service will consist of a tiered approach.

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

### 7.6.3

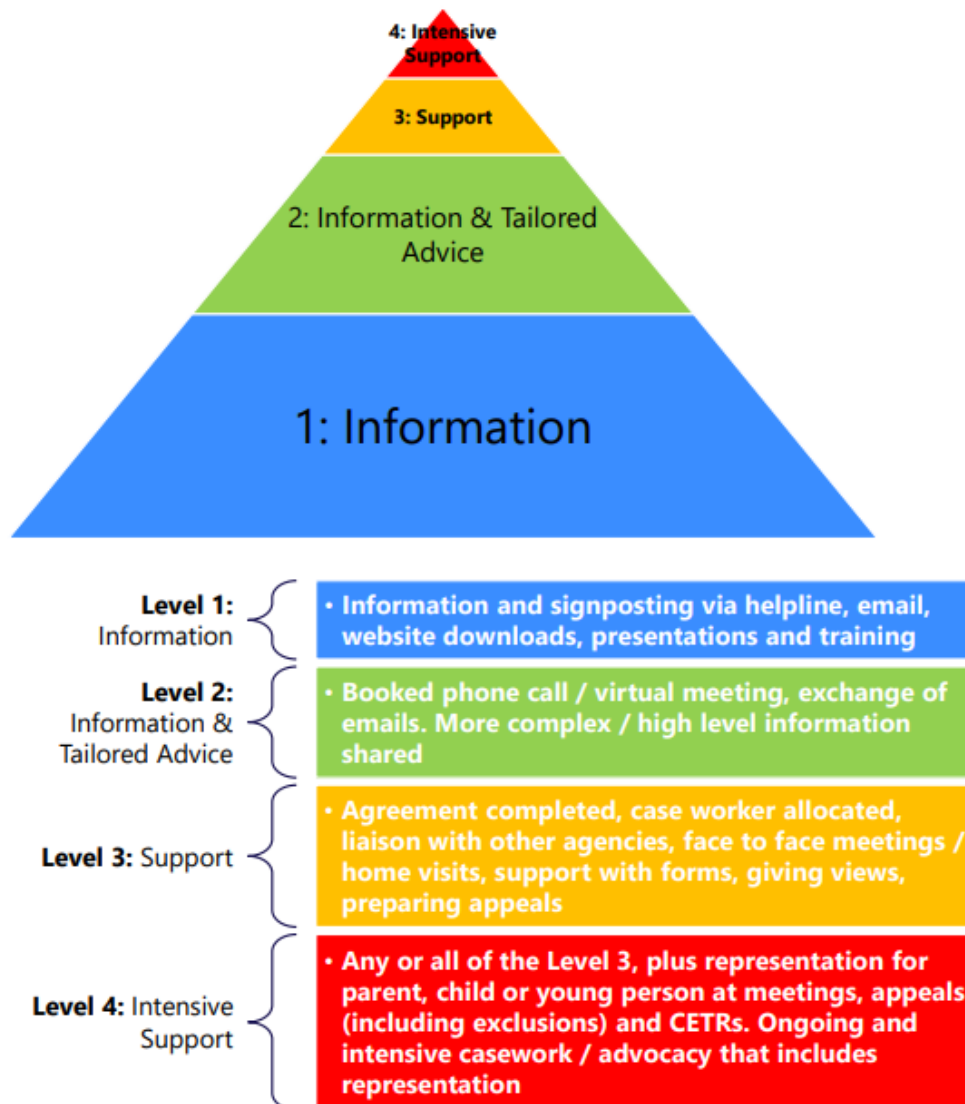
Level 1	Service user need	Information	Outcome
<p>1. Information</p>	<p>Information and advice about education, health and social care SEND system and processes. Inclusive of initial concern up to appeals</p> <p>Service user is able to express their needs and those of their child. They need information and generic (not tailored to specific CYP) advice to make an informed decision/better understand the system</p>	<p>Provision of information and signposting (including links, fact sheets, forms etc) which could be via:</p> <ul style="list-style-type: none"> <li>• Helpline</li> <li>• Email</li> <li>• Website downloads</li> <li>• Presentations</li> <li>• Delivery of Training &amp; workshops</li> <li>• Representing/promoting the service at events</li> </ul>	<p>Parent/YP is empowered to independently manage their situation and make informed decisions</p> <p>The service has met need in a timely and efficient way without the need for tailored advice or case work support.</p> <p>The service is able to increase its reach and to evidence this. The service may also want to look at website hits and social media followers/imprint when measuring reach although these are not included in the levels.</p>
<p>Time (for individual contact) Up to 20 minutes on the helpline Maximum 1 hr for email response, to include research etc</p>			<p>There is no need to open a case/intervention or to take any identifying information. Services may usefully gather postcode/placement/reason where possible, i.e. helpline call/targeted training sessions. Services may choose to not routinely evaluate each contact but will want to ensure they get feedback periodically</p>

Level 2	Service User Need	Information and Tailored Advice	outcome
2. Information & Tailored Advice	<p>Information and specific advice about education, health and social care SEND system and processes. Inclusive of initial concern up to appeals</p> <p>Service user is able to express their needs and those of their child. They need more tailored information and/or advice specific to their individual need or circumstance than is available at Level 1.</p> <p>May be a returning Level 1 who needs additional advice at the next stage.</p>	<p>Phone call/virtual meeting with fully qualified (IPSEA level 1 minimum) casework officer/adviser</p> <ul style="list-style-type: none"> <li>• Exchange of emails</li> <li>• Providing more complex/high level information i.e. cost considerations at Tribunal</li> </ul>	<p>Parent/YP is empowered to independently manage their situation and make informed decisions.</p> <p>The service has provided tailored advice and support</p>
<p>Time Booked call/virtual appointment 20 mins - 1hr Total time spent, including email exchange, research etc - 2hrs Keep in mind that this level is low need/low complexity</p> <p>* The evaluation questions 1-6 refer to the IASSN template which can be found here: <a href="http://councilfordisabledchildren.org.uk/testing/effusion3.dh.bytemark.co.uk/information-adviceand-support-services-network/iass-members-area/strategic-resources/iass-service-user-feedback">http://councilfordisabledchildren.org.uk/testing/effusion3.dh.bytemark.co.uk/information-adviceand-support-services-network/iass-members-area/strategic-resources/iass-service-user-feedback</a></p> <p>Services may have a range of ways in which they get feedback from service users</p>			<p>Individual case record opened/maintained. Intervention agreed and recorded. Following the intervention, the intervention may be closed (if the service is working in this way, see page 1 para 4). Service user can then be asked for feedback Evaluation questions 1 to 6*</p>

Level 3	Service user need	Support	Outcome
<p>3. Support</p>	<p>Information, advice and support about education, health and social care SEND system and processes. Inclusive of initial concern up to appeals.</p> <p>The needs of the individual service users and/or the complexity of their/their children's circumstances significantly impacts their ability to independently navigate the system.</p> <p>They are a child or a young person who need/want information, advice or support separate from that given to their parent/carer.</p>	<p>Can include:</p> <ul style="list-style-type: none"> <li>• Allocation of a Case Worker/Adviser</li> <li>• Support agreement completed</li> <li>• Advocacy in line with the Minimum Standards</li> <li>• Liaising with other education, health and social care agencies/professionals (sometimes called keyworking)</li> <li>• Virtual and face to face meetings/ home visits</li> <li>• Attendance and support at meetings with other professionals/services, virtual or face to face</li> <li>• Support with writing letters, filling in forms, giving views, preparing appeals</li> </ul>	<p>Agreed support has been delivered</p> <p>Parent, child or young person feels they have been supported to navigate the system.</p> <p>Parent child or young person feels they have been able to make informed decisions, exercised their rights and express their views</p>
<p>Time</p> <p>Over 2 hours</p> <p>Services will organise their casework as they see fit - some with agreed interventions, others with ongoing caseworker support. These should be reviewed regularly but we do not think it is appropriate or possible to set a maximum time allocation for case work support.</p> <p>Keep in mind that this level is either Low Need / High Complexity or High Need / Low Complexity</p>			<p>Individual case record opened/maintained.</p> <p>Intervention agreed and recorded.</p> <p>Following the intervention, the intervention may be closed (if the service is working in this way).</p> <p>Service user is asked for feedback.</p> <p>Questions 1 to 6</p>

Level 4	Service user need	Support	Outcome
<p>4. Intensive Support</p>	<p>Information, advice and support about education, health and social care SEND system and processes. Inclusive of initial concern up to appeals. The needs of the individual service users and/or the complexity of their/their children's circumstances means they are not able to independently navigate the system and/or access justice. They are a child or a young person who need advocacy/representation separate from or instead of their parent, this includes CYP who are looked after, those who are in residential schools and those in YOIs</p>	<p>Can include all of the support detailed in level 3 but must also involve</p> <ul style="list-style-type: none"> <li>• Representation* for parent, child or young person at meetings, appeals, mediation and CETRs</li> <li>• Ongoing and intensive casework/advocacy that includes representation</li> </ul>	<p>Agreed support has been delivered. Parent, child or young person feels they have been supported to navigate the system. Parent child or young person feels they have been able to make informed decisions, exercised their rights and express their views</p>
<p>Time Over 2 hours Services will organise their casework as they see fit - some with agreed interventions, others with on-going caseworker support. These should be reviewed regularly but we do not think it is appropriate or possible to set a maximum time allocation for case work support. Keep in mind this level is High Need / High Complexity *Representation means attending meeting with parent/YP where you may need to speak their views for them if they feel unable.</p>			<p>Individual case record opened/maintained. Intervention agreed and recorded. Following the intervention the intervention may close (if the service is working in this way). Service user is asked to provide feedback. Questions 1 to 6</p>

## SENDIASS Interventions Levels Summary



## **7.7 Evaluate**

7.7.1 Involvements with service users will be evaluated after the intervention has ended. 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.

7.7.2 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 Service and used to influence discussions around service development.

7.7.3 The full offer of IAS will be evaluated against the National Minimum Standards Document at least annually and shared with the Information Advice and Support Network when requested.

## **7.8 Confidentiality**

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

7.8.1.1 Staff do not have 'right to know' everything about a Service User.

7.8.1.2 The right of a Service User to withhold information of their choice will be respected.

7.8.1.3 Personal data will only be used when absolutely necessary.

7.8.1.4 Access to personal data will be on a strict need-to-know basis.

7.8.1.5 Every proposed transfer of personal data should be clearly defined and scrutinised.

7.8.1.6 The minimum of personal data will be transferred or accessible for a given function to be carried out.

7.8.1.7 Everyone with access to personal data should be aware of their responsibilities.

7.8.1.8 All service staff shall adhere to the Service Confidentiality Policy.

7.8.1.9 The Service Confidentiality Policy will be reviewed with the Monitoring Group any changes will then be shared prior to agreement with the Head of Service.

7.8.1.10 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.

7.8.1.11 All service users records will be stored securely and only accessible to SENDIASS unless permission is sought from the service user.

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

## **7.9 Impartiality**

7.9.1 The Service will act impartially in all aspects including advice and information provided in all variety of formats.

7.9.2 Information, Advice and Support will be provided in line with Legislation and Statutory Guidance.

7.9.3 The service will have an agreed policy about its impartiality, and this will be published on the service website.

7.9.4 The Service website will be a standalone website.

7.9.5 The Service will have a dedicated number which is only responded to by SENDIAS Service Staff.

7.9.6 All service users will be provided with clarity of service impartiality at first contact.

## **7.10 Physical Environment**

7.10.1 The Service will be operated from Riverside House, although staff may also work from home. Premises must not be placed alongside any other SEND related services to maintain impartiality and confidentiality in order to maintain service user confidence.

7.10.2 The Service 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.

7.10.3 The Service must promptly notify the Local Authority of any health and safety hazards which may arise in connection with the performance of the Service.

7.10.4 The Service 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.

7.10.5 The Service complies with RMBC health and safety policy statement (as required by the Health and Safety at Work Act 1974)

## **7.11 Staff Selection**

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



7.11.1.1 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.

7.11.1.2 Ensure staff are compliant with the Vetting and Barring requirements.

7.11.1.3 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.

7.11.1.4 Fully comply with the requirements of Rotherham Safeguarding Children Board

7.11.2 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.

7.11.3 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.

## 7.12 Staff Supervision and Disciplinary Procedures

7.12.1 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.

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

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

7.12.4 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

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

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

## 7.13 Equality Policy and Action Plan

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

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

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

## 8. Monitoring Arrangements

8.1 Success against the outcome stated in point 3 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, is fully compliant in the National Minimum Standards 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. Performance Reporting

9.1 Performance reporting against quantity and quality of service provision is required to be shared with Head of Service together with performance against outcomes.

Details are shown in the table below.

Key Performance Indicator	Outcome - Impact on Service User	How do we know we have achieved this? (Data and evidence available)	Who will information be shared with and how often
KPI 1 - The Service will have an active Monitoring Group consisting of representatives from education, health and social care, parents, and young people. The Group will 'meet' termly to discuss service provision against the minimum standards and offer support and challenge to	Service users will be able to feel a sense of ownership to their Rotherham SENDIASS. Service users will have confidence that the service they receive works hard to maintain impartiality.	Attendance (Numbers) at the monitoring group meetings. Terms of Reference Minutes of meetings Service user feedback re impartiality Termly report Annual Report	Relevant Monitoring Group information to be placed on Service website for each meeting. Minutes of meeting to be shared with Head of Service Termly. Termly Service report to be shared with monitoring Group  Annual Report and Service

<p>maintain impartiality.</p>			<p>Evaluation Report/comments to be shared with Head of Service and Monitoring Group annually and to be placed on website annually.</p> <p>Minimum Standards Review document to be shared and discussed with Head of Service. - annually</p>
<p>KPI 2 - The Service will have a published menu of workshops and training packages that can be provided to parents, CYP and practitioners around SEND matters. Termly workshops will be advertised and delivered to service users on topics based on high service user need.</p>	<p>Service users will be able to access workshops on a termly basis based on SEND topics which have proved to be high priority for that year. Workshops will be delivered by a trained and knowledgeable member of the team to ensure service users have confidence in the information provided. Service users will feel more knowledgeable about each topic following their attendance.</p>	<p>Service website for the menu of workshops and training packages. Number of workshops per year provided. Attendance/ take up on workshops (Termly and Annual Report) Workshop feedback (outlined in Evaluation Report) Annual report showing main topics of interest.</p>	<p>Menu of workshops and training to be place on website at the start of each financial year. Menu to be shared with Head of Inclusion and Head of Service annually.</p> <p>Each workshop to be shared with parent forum and Guiding Voices at the time of workshop.</p> <p>Termly report and Annual report and Evaluation Report to be shared with Head of Service and Monitoring Group</p>

			and placed on website annually.
<p>KPI 3 - The Service will provide information, advice and support to all service users making use of the tiered approach as described in point 7.6.3. Each service user will be contacted within 5 working days from the service user initial contact. (Messages will be left on service user voicemails where contact has been unsuccessful due to service user unavailability). Service users will be provided with an opportunity to evaluate the service they have received after each involvement.</p>	<p>All Service users will receive a level of service 5 days from first contact which is helpful to their circumstances and enables them to feel empowered to self advocate where appropriate. Each service user is able to anonymously share their views on the service they were offered at the time. Service users will be able to say if they found the service offer to be; easy to make contact, confidential, impartial, helpful, easy to understand and if the IAS provided made a difference to their circumstances.</p>	<p>Service monthly score card which shows the following;</p> <ul style="list-style-type: none"> <li>➤ Total contacts to the service</li> <li>➤ Contact within 5 working days</li> <li>➤ Involvement reason (topic they wish to discuss)</li> <li>➤ Level of service offered</li> <li>➤ Service Deficit at first contact</li> <li>➤ Main area of need ie Education/ health/ social care</li> <li>➤ Level of SEN identified by setting/ LA ie EHC, SEN Support of no provision</li> <li>➤ How contact was made</li> <li>➤ How they had heard of the service</li> <li>➤ Gender of child/yp</li> <li>➤ LAC</li> <li>➤ Outcome if involvement completed at the same day as contact.</li> </ul> <p>Service Evaluation Monthly Scorecard Annual Report - which also distinguishes the service user ie. Parent/ child/yp</p>	<p>Score cards to be shared with Head of Service and Monitoring Group Termly</p> <p>Annual Report and Feedback to be shared with Head of Service and placed on website Annually.</p> <p>Invite will be extended to SENDIASS from the CYPS Performance and Quality Assurance Board annually.</p>

		Annual Evaluation Report/feedback.	
KPI 4 - The Service will have a publicity plan which is actioned and subsequently reviewed annually. The plan will aim to target specific areas within education, health, social care and eligible service users so they are aware of the service, what is offered and how to make contact and/or signpost appropriately.	CYP with SEND and their parents will be made aware of the service, what it offers and how to make contact so they are able to do so at the time that is right for them. As such they will be able to gain information, advice and support on matters as they take place when they need it.	<ul style="list-style-type: none"> <li>• The service publicity plan.</li> <li>• Service publicity including postcards</li> <li>• attendance at events,</li> <li>• data on 'where did you hear about the service',</li> <li>• potential increase to service reach - Data which will also show if the service user is parent, child or young person.</li> </ul>	<p>Annual Report will show publicity that has taken place that financial year and number of service users including break down of parents, children and young people.</p> <p>Termly report will breakdown service users that term.</p> <p>Monitoring Group - Annually Head of Service - Annually.</p>

## 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 shall be binding on both parties for the duration of the Agreement.

## 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 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.

Service Specification Agreed April 2023