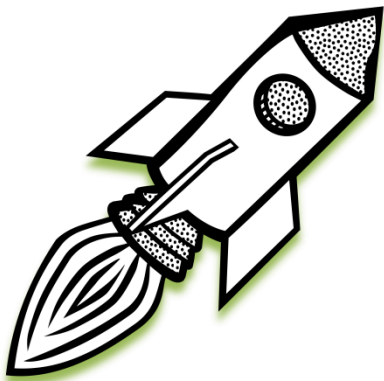


Bradford SENDIASS



About Us

There are six of us on the Bradford SENDIASS team. At the moment we a student volunteer.

We have experience in teaching, learning support, social care, the advice sector and youth work.

We have all undergone extensive training from both the Council for Disabled Children and IPSEA, the Independent Parental Special Education Advice organisation.

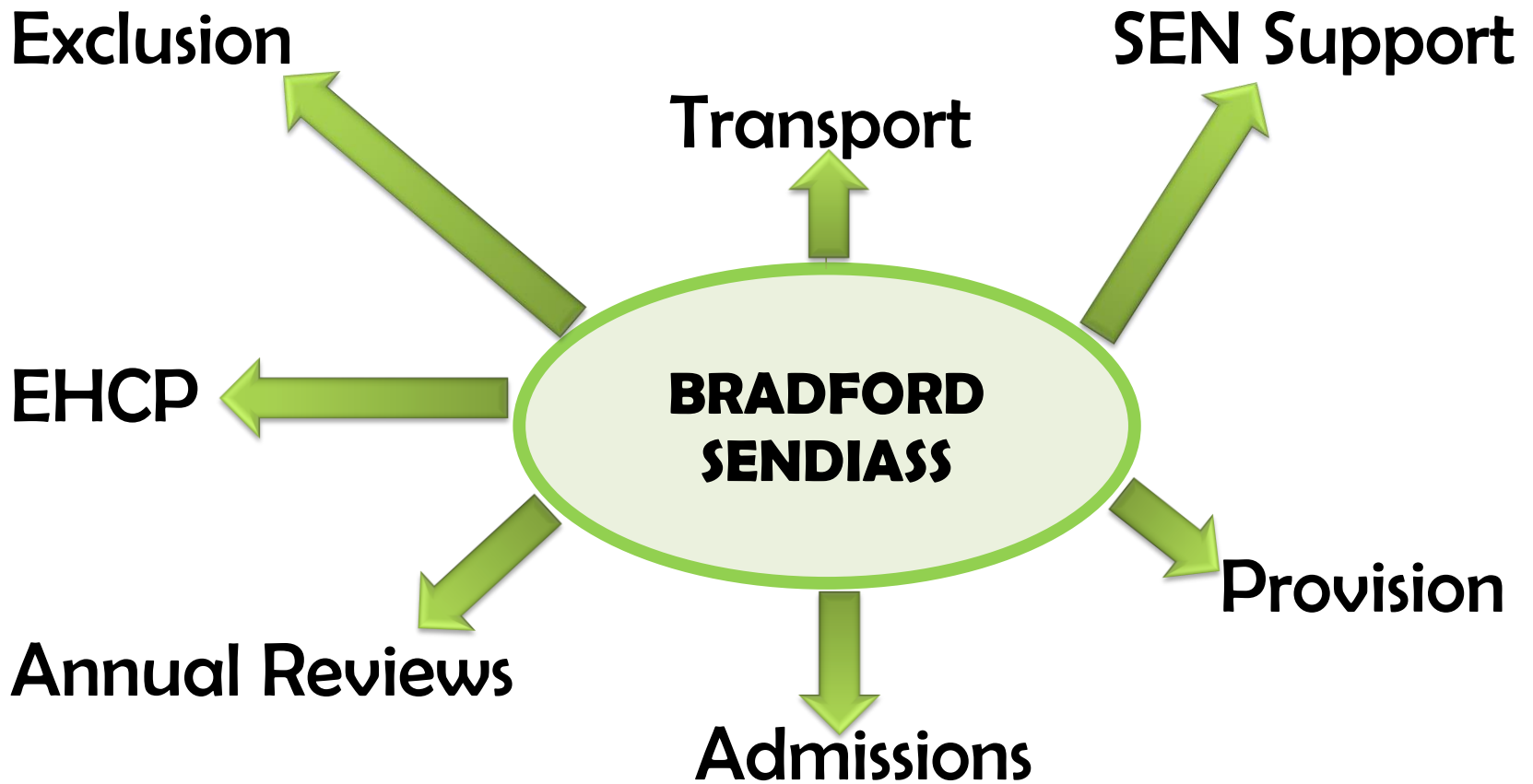
We are all committed to securing the best outcomes for children and young people through the work that we do with them and their parents

Information, Advice & Support Service

Bradford SENDIASS offers impartial information, advice and support to families of children and young people with special educational needs or disabilities in the Bradford area.

We support parents/carers and young people

The service is impartial, confidential, accessible and free, and can help with a range of subjects, including:



You said...		We did...	
This is the issue...	What needs to happen?	So far we have...	Our next steps...
Waiting Lists	In Feb 2020 waiting time was up to 10 weeks for allocation of a caseworker. Parents told us this was too long to wait and in some cases their query was resolved before being allocated a caseworker.	<p>Instigated a duty rota to ensure quicker call back time from initial referral. currently 2 days.</p> <p>All referrals receive detailed information and advice at point of initial call back regardless of whether they are allocated a caseworker.</p> <p>Triage enquiries to prioritise those most in need of a caseworker inline with National IASS guidance thereby reducing waiting list.</p> <p>Developed detailed information sheets and workshops which parents can access before or during waiting times.</p>	<p>Continue to manage expectations by being transparent about waiting list times and publish these in our quarterly reports to LA.</p> <p>Continue to review staffing capacity and allocation of work to look for the best solutions. At times there will be a short waiting list due to demand vs capacity. Currently 10 days.</p> <p>Develop further resources and workshops to increase the information readily available without requiring a caseworker.</p>

'SENDIASS are understaffed'

The waiting list was as a result of the service carrying a vacancy at a particularly high time of need.

We have successfully recruited to this position and the worker is now trained and competent . We do agree that at times the demand for our service outweighs the capacity. We applied for and were granted additional funding from the council for Disabled children for 2019-20 and 2020-21 to increase staffing hours available to meet demand.

We will continue to recruit and train volunteers and students once covid restrictions are relaxed to increase the capacity of our team, and to support us with developing our training and resources so that paid staff time can be focus their time on complex casework. We have a tiered service offer which provides support dependant upon level of need so that we can prioritise the most complex and vulnerable cases whilst still providing appropriate support to those less vulnerable in a variety of ways.

A sustainability plan is being developed to look at how we can continue to deliver in different ways.

‘SENDIASS are impartial and are not advocates’

‘SENDIASS do not provide advocacy support which many parents need’

We need to be clear about the definition of an advocate as used in the IASS minimum standards and the role of the caseworker in relation to this, including the difference between our role and that of a legal advocate.

Although we are not legal advocates and do not take sides we can support you in getting your voice heard. Feedback from many service users tells us this is working well for them.

We have created an impartiality statement to help service users to understand our role, what we can do and what we can't do.

We have published the MIND definition of advocacy on our webpage.

Staff have undertaken additional training around advocacy and IASS services.

We will look to create an information sheet on advocacy, including legal rights to advocacy alongside a clear list of agencies to signpost parents to where legal advocacy is sought, and advice on how to access this for those who require a specific advocacy service alongside or in place of the service provided by IASS.

Difficulties receiving a response from SENDIASS

created a duty rota system within the team resulting in response times much quicker than previously, usually within 1-2 working days. we respond to telephone and email enquiries through the same system.

Once allocated each new case is sent a welcome pack containing information about the service including the name of their allocated caseworker, their working pattern and email contact details. Calls to the office number during their working hours will be put through to the allocated worker if available, or admin will email your worker a message to call you back.

We will continue to develop our SENDIASS website and social media to make information more readily available to service users, including detailed guides, fact sheets and links to further information.

The new website has a live chat facility.

Covid Update Jan 2021

SENDIASS will continue to attend meetings virtually through the use of digital platforms rather than face to face. We have successfully supported school meetings, Local Authority meetings, Mediation, Tribunal/appeal and one to ones with parents in this way. To ensure the safety of our staff and clients at this time requests for face to face meetings currently cannot be guaranteed and will be at the discretion of the caseworker and team manager. We will however work with you to find alternative solutions.

Up and Coming at SENDIASS

- Joint Workshops with PFBA – EHCP and Preparation for Adulthood
- Joint SEMH workshops with LA specialist teaching team
- New Website to be launched 😊