

Making It Personal

***Helping to meet the needs of families with children and
young people with special educational needs and
disabilities***

Pip Dorkings, Family and Childcare Trust

Introduction

- ***Making It Personal*** is a DfE funded project being led by the children's charity KIDS.
- ***Making It Personal*** 2011-2013 raised awareness of the new reforms being introduced including personal budgets for disabled children and young people.
- ***Making It Personal 2*** aims to support FIS, families, commissioners and providers with the introduction of the new SEN CoP including the roll out of Education, Health and Care (EHC) plans and personal budgets for children and young people.

FIS Survey

Last year 43 FISs responded to a NAFIS/FCT baseline survey about the development of the **Local Offer**, information on **personal budgets** and what training had been received.

Key findings:

- 41 respondents work with a large number of families with disabled children and provide a range of services including information, advice, visits and brokerage
- Seven respondents are within an SEN pathfinder areas
- Most respondents had a fair level of awareness about personal budgets but over 25% stated that their awareness was poor or lower
- Over 75% were aware of national guidance on SEN reforms and Local authorities
- But over 50% felt that they didn't feel confident in giving information to parents about personal budgets – this corresponds to most FIS staff having had little or no training around the SEN reforms and personal budgets

FIS Survey: Local Offer development

- 50% of respondents are contributing to the development of the Local Offer
- Approx 80% of FIS respondents will provide information on the Local Offer to families including online, printed, via telephone and outreach to families
- Almost all FIS stated that their Local Authority would be ready with their Local Offer in time for September
- **Thank you to those of you who provided details for case studies**

What next?

- **June-July: FIS SEND framework document** published to support FIS with the wider SEN reforms; the development of the Local Offer; and supporting families who may have been awarded a personal budget.
- **June to Sept: Free regional seminars** for FIS staff over the coming months to work through the framework in detail, offering practical assistance and real life case studies.
- **August:** Making it Personal project will publish **guidance for parents, providers and commissioners** in August.
- **Autumn: Follow up survey** in the autumn to assess how useful the framework and seminars have been in supporting your work with families with children and SEND.

The facilitators today

Anita Abram Suffolk FIS has written the framework and developed the new SEN Families First Quality standards. Anita will introduce the framework to you and go through some practical exercises relating to your work.

Sarah Butters Trafford FIS – has been leading on the development of the Local Offer and ensuring Trafford FIS is at the heart of the Local Offer. Sarah has been a key contributor to the framework document and will take you through the legal framework of the Children and Families Act 2014 in relation to FIS duties.

Jackie Fielder is the Manager of the Family Information and Parent Partnership Services in Bath and North East Somerset. The PPS has just been awarded a Council for Disabled Children contract for Evidence and Build – Independent Support and Jackie was involved in writing the service standards for PPS around the provision of information, advice and support.

The Family Information Service SEND Framework

Anita Abram, Suffolk County Council

Sarah Butters, Trafford Council

May 2014

The FIS SEND Framework

- The national SEND Framework has been specifically developed for Family Information Services (FIS). FIS are well placed to help their local authorities to develop the Local Offer and provide information about personal budgets for children and young people, thus strengthening their role in providing information, advice and assistance to families.
- A number of FIS have worked with the National Association of Family Information Services (NAFIS) and Family and Childcare Trust to contribute to this framework document.

CoP Key Themes and Features

- Personalisation and participation within the CoP principles and repeated throughout the document
- Requirement for joined up working across agencies collaboration between education, health and social care (1.2)
- A clear route for access to information (1.3)
- Parents, children and young people involved in discussions and decisions about individual support and local provision (1.3)
- Broadening the age up to 25 where appropriate (1.3)
- Impartial Information, Advice and Support (2)
- A person centred style of delivery (2.9)
- The provision of the Local Offer (4.2)

What parents like

- Person centred approach
- Easier access to information
- Clear options about what schools can provide
- Awareness of what support can be accessed without an Education Health and Care plan
- Clear descriptors and language that everyone can understand
- Better transitions into further education and training
- Listening to parents and involving them
- Outcomes / needs based
- Opportunity for a personal budget
- Having the opportunity to choose a key worker – not sure if there will always be choice

Parents' concerns

- How services will be improved due to cuts / how will they be sustained?
- Efficient use of SEN money by schools
- How services will be regulated to meet supply and demand?
- Access to, and availability of personal budgets and how to identify suitable provision
- Sudden withdrawal of services
- What support will children on action / action + (or equivalent) have and how will this be triggered
- Training for SENCos
- Converting children with a statement to a EHC plan
- Will professionals listen to parents and will they listen without an EHC plan in place?
- How will parents find out about all that is available?

The FIS SEND Framework

The SEND Framework is a document which includes sections about:

- **Knowing the landscape** (including understanding more about stakeholders)
- **The FIS role** in helping deliver the requirements of the SEND Code of Practice
- **The SEND Families First Standards**

Throughout the document there are:

- ***Case studies***
- ***Various tables***, for example:
 - The Childcare Act Duty 12 legislation is mapped to that of the Children and Families Act 2014
 - The levels, risks and benefits of partnership working
 - Building on key functions of the FIS meet the requirements of the Code of Practice
- ***Tips of decision makers and stakeholders*** (non FIS folks)

Synergy with Section 12 Duty

- Considerable overlap between **Section 12 Childcare Act** and information requirements described in **CoP Chapter 4 The Local Offer** including:
 - 4.36 Schools information
 - 4.38 Childcare options, support for SEND, free early education, portage
 - 4.40 Speech and language therapy, mental health services
 - 4.39 SENCOs, learning support services
 - 4.42 Leisure activities
 - 4.44 Short breaks
 - 4.48 Transport
- Not just a service directory - many FSDs already offer functionality and additional information making them more than just a directory including search filters, advice and guidance pages, eligibility criteria and costs.

Information, Advice and Support

CoP Chapter 2 – Impartial Information, Advice and Support

- For children, young people and parents
- 2.4 Dedicated and easily identifiable service that builds upon existing services, including Parent Partnership service
- 2.7 Consider the availability of different information services and how they will work together (such as youth services, Local Healthwatch, PALS and FIS)
- Level of support and information which FIS can provide will vary
- Models range from signposting to brokerage and co-delivery with other relevant services

What is Independent Support?

- A 2-year programme to provide additional support to young people and parents during the implementation of the SEND reforms
- Independent Support is Government funded
- CDC have been asked by DfE to manage the process and oversee an independent evaluation

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Somerset Council**



Who is Independent Support designed to support?

It will provide independent supporters in each local area as an **additional resource** for a time limited period to work directly with young people and the parents of children being assessed for an EHC plan

This will include:

- New entrants to the system
- Children with a statement converting to an EHC plan
- Young people with an LDA converting to a plan

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What does the draft code say about Independent Support

2.19 Families may receive help from an **independent supporter**, provided by private voluntary and community sector organisations, who is independent of the local authority. Independent supporters will be recruited locally and receive accredited training, including legal training, to help any family going through an EHC assessment and the process of developing an EHC plan. Local authorities should work with organisations that are providing **independent supporters** to ensure there are arrangements agreed locally to offer help from an independent supporter to as many families as possible who request it.

9.27 Local authorities must provide all parents, children and young people with impartial information, advice and support in relation to SEN to enable them to take part effectively in the assessment and planning process. This will include the EHC needs assessment process, EHC plans and Personal Budgets (including the take-up and ongoing management of direct payments). This should include information on key working and **independent supporters** as appropriate. (See Chapter 2 for more information.)

11.6 Local authorities must make disagreement resolution services available to parents and young people. Use of the disagreement resolution services is voluntary and has to be with the agreement of all parties. The service, while commissioned by it, must be independent of the local authority – no one who is directly employed by a local authority can provide disagreement resolution services. Parents and young people can also access informal support in resolving disagreements through the local impartial information, advice and support service and, between 2014 and 2016, with the help of **independent supporters**.

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The SEND Family First Standards for FIS

SEND STANDARD	Outcomes Based Descriptor
1 – Information, Advice and Assistance	The FIS provides appropriate information, advice and assistance to parents/carers of children and young people with SEND
2 – Improving Provision	The FIS contributes to increasing options and improving provision for families with children and young people aged 0-25 with SEND
3 – The Local Offer	The FIS Family Service Directory contributes to the range of information that makes up the Local Offer
4 – Personal Budgets	The FIS contributes to helping families with children and young people with SEND to have more choice and control by understanding and promoting personal budgets in their area
5 – Collaborative Working	The FIS contributes to the collaborative working with parents, health, education and social care and others in supporting families with children with SEND

For more details about the standards contact:

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THE WORKSHOP EXERCISE

The FIS SEND Delivery

In your group describe how your FIS is involved in meeting the 0-25 SEN Code of practice :

Not involved at all

Taking a pivotal role

0 > _____ 10

Discuss:

- What are you doing to prepare?
- What are your strengths?
- What are the barriers?
- What help / support and information do you need?

(Handout Table 4 page 25 of draft document)