



# Trafford Parent and Young Peoples' Partnership Service

## Annual Report September 2017– August 2018

Welcome to the annual report of the Trafford Parent and Young Peoples' Partnership Service (PYPPS). This report gives a snapshot of the activities carried out by the PYPPS from the 1<sup>st</sup> September 2017 to the 31<sup>st</sup> August 2018. These reports were started in 2011 so this is the eighth Annual report that I have produced.

It has been a very busy year and there have been changes in staffing. In November 2017 Louise left as our admin assistant and went to work in a primary school. Joanne McLeod was appointed as our new admin assistant in April 2018. So we have a staff team of four consisting of a full time Manager, two case workers (term time only), one part time and one on a temporary contract until March 2019 and one part time admin assistant.

A new IASP project was announced for IASS services in England in June 2018. Trafford PYPPS put in a bid and was successfully awarded monies for phase one to carry out a detailed self review of the service and make detailed plans for the future of the service going forward.

Trafford LA had already started this process by completing a review of Trafford PYPPS in January 2018. Their main recommendations were;

- to keep the service in house,
- re establish the Steering group
- to review the staffing and management structure

This report will significantly add to the self review plan required for the IASP national project.



The role of the PYPPS continues to be to ensure that parents, young people and children have access to confidential and impartial information, advice and support on Education, Health and Social Care issues so they can make informed decisions.

This is achieved by working in partnership with parents, young people and children providing information, services and training, working with relevant agencies and ensuring that their views influence local policy and practice.

There are Quality Standards for the service which provide a national quality framework to support the provision of free, accurate impartial information, advice and support for the Impartial Information, Advice and Support Services. The service continues to strive to meet the standards outlined in these documents and the format of the report is based on these standards.

The Quality Standards(IASS) are being reviewed and there will be new minimum standard for the service to work too at the end of this year.This is likely to be the last Annual report in this reporting format as I am anticipating a lot of changes to the service in the next 12 months.

**Geraldine English**  
**Manager**  
**Parent and Young Peoples' Partnership Service**  
**September 2018**

## **INTRODUCTION**

### **Who we support?**

The Information, Advice and Support Service became statutory when the SEN legal framework in the Children and Families Act 2014, and its related regulations and guidance (including the SEN and Disability Code of Practice), became law. The SEN and Disability Code of Practice Chapter 2 outlines the requirements for this service which requires that quality information, advice and support is offered to:

Children and young people with SEN up to 25 years;  
Parents of children with SEN;  
Disabled children and young people up to 25 years;  
Parents of children with disabilities.

This report will look at our service under the five main headings of the Quality Standards:

- Commissioning, Governance and management arrangements;
- Strategic Functions;
- Provision of information and advice;
- Supporting individuals;
- Professional development and training.

## 1) COMMISSIONING, GOVERNANCE AND MANAGEMENT ARRANGEMENTS

### a) Identity and Branding

#### i) Location

The Trafford PYPPS is an in-house service and is based on the fourth floor of the Waterside offices in Sale in a separate office. The service moved from the open plan first floor location in January 2018 to allow the service to operate in a more confidential manner so that conversations with parents and young people could not be overheard. It has proved to be a much improved location.

The EHCP assessment team is still based on the second floor of the Waterside offices in Sale.

Such proximity means the service still does not achieve the current Quality Standards recommendations which state that the service should be located in premises separate from the LA SEN teams and ideally not in the main LA premises.

The LA are aware of this and are awaiting the new revised Quality Standards recommendations about location.

#### ii) Identity and Branding

We have our own Logo and a separate phone line with a helpline operating from 9-12pm from Monday to Fridays throughout the year. For those times where we are out of the office we have telephone answer machines.

We have an independent website - [traffordpypps.co.uk](http://traffordpypps.co.uk). The website has information on our service, information leaflets and booklets as well as our policies and the annual report.

We also have a Twitter page 'Trafford pypps' and a Facebook account 'Trafford PYPPS'. Our service details are on the Trafford Local Offer, Trafford Council's website, Trafford Parent Forum's website and the National IASS website.

### b) Budget

We have a delegated and ring-fenced budget. For the last financial year 2017/2018 the budget delegated to the PYPPS was : £77,492.

In addition to this budget we received a grant of £20,880 for an Independent Supporter for the financial year 2017/2018 from funds managed by the National Children's Bureau (NCB) on behalf of the Department of Education.

Simon Frankham has remained in post as a caseworker using this funding. As there was some money remaining from this grant, which had been awarded since July 2014, Simon's post is funded until March 2019.



**c) Service Development Plan**

We have a service development plan which covers each academic year and is reviewed 6 monthly. It identifies specified improvement targets to meet service users' needs and priorities and includes the continuous professional development needs of the team members.

**d) Safeguarding**

All of our team have received training and knowledge of safeguarding procedures during the last 18 months. We have a **Lone Working procedure** which we require all staff to follow.

**e) Steering Group**

The Steering group is a requirement of both the current Quality Standards and will be in the new minimum standards. There was a steering group for Parent Partnership but it was not well attended and ceased to operate in 2014.

Arrangements are currently being put in place for this to be re launched with an initial meeting to be held in October 2018.

**f) Service Level Agreement**

The service level agreement is contained within the Service Development Plan and is reviewed with the LA Link person every six months. The LA Link person is currently Joanne Gibson who is a Specialist Commissioner.

**2) STRATEGIC FUNCTIONS**

**a) Informing Local Policy And Practice**

**i) Parent Forum**

The PYPPS works closely with the Trafford Parent Forum and the Manager is a member of the steering group. They jointly deliver training and information to parents/ carers on a variety of topics.

**ii) IS Agency**

The funding for the IS agency in Trafford ceased in July 2018 as all the statements had been transferred to EHC plans by March 2018. During the year there were meetings between the Independent Supporter VCAT Manager, a representative from LA EHCP Team and PYPPS with the emphasis on informing parents of the closure of the service and where alternative information and advice could be found.

**iii) Lets Talk event**

PYPPS staff were involved in the planning of this event for 14-18 year old young people with SEN(d) which was held in March 2018 at the Life Centre. The event wanted to hear the views of pupils with SEND aged 14-18 about their education, their lives and their views on the Trafford Local Offer. There were also workshops on budgeting, staying safe, relationships and recycling. PYPPS had a stall at the event as well.

**iv) CAHMS and ND Pathway working groups**

PYPPS staff were involved in these two groups which were working on preparing a clear and effective pathway and process for families who are following this to get diagnoses and support for their children and young people's needs.

**Launch/ new pathways?**

**v) Communication and Engagement working group**

The Manager is involved with this group which meets bi-monthly and reports to the SEND Board on improvements to SEND services. The group also organises SEND events such as "Lets Talk" . The group also contributes to the Link SEND newsletter which is distributed termly electronically and keeps parents/carers up to date on all things SEND.

**vi) Voluntary and Community Groups**

We have links with a number of local voluntary and community groups including Health Watch, Aspirations, National Autistic Service (NAS), and Centre for Independent Living (CIL) transition group for young people. Unfortunately some local voluntary organisations have closed due to a reduction in their funding. CIL was one of the organisations that ceased in July 2018 although it is hoped that the transition group for young people project will be picked up by another local organisation. At time of writing it is not yet clear where the transition project will be housed.

**vii) Service Users concerns**

During this year we have listened to our service user's views and informed Trafford Council of these concerns. This has been largely through individuals contacting us with their concerns. Some of the concerns raised were about the same issues.

The main, concerns were

- EHC process and time scales
- Exclusions and the 6 day provision for young people with SEND/ EHC plans
- Special school placements both in and out of borough

**b) Contributing To National Policy And Practice**

**i) Regional Groups**

Trafford PYPPS is part of the NW IASS group of services which meets 4-6 times a year around the region to share good practice, raise concerns, contribute to National policies consultation and provides relevant training. The Manger attends this group on a regular basis.

**ii) Northern User Tribunal Group**

The Manager of the Trafford PYPPS also represents the NW IASS at the Northern Tribunal user group which meets three times a year. She is able to represent the views of the NW IASS services about their experiences of the tribunal system for themselves and the families they work with. She also is able to share information with the IASS group about tribunal pilots and upper tribunals decisions.

### 3) PROVISION OF INFORMATION AND ADVICE

#### a) **Publicity and Promotional Materials**

We have produced a range of information about our service and information regarding the EHC process, which is reviewed on a yearly basis. This is all available to download from our website. We are currently in the process of reviewing all our literature and, following feedback from parents and young people, hope to produce some new information in 2018/19.

The website also has information about relevant documents and legislation which parents and young people may find useful and a copy of all our policies. We have been reviewing our website to update it more frequently and make it more user friendly. We have also added a section for young people.

We also have a Facebook page and a Twitter account.

Some of our leaflets are available in print form and when we attend events such as transition evenings at special schools they are available for parents and young people to take a copy.

We have leaflets available in libraries, health centres and schools. Some of our local schools have a noticeboard which is for information about the PYPPS and upcoming events. We are always happy to extend this service to any other interested local schools.

We have a display stand publicising our service which we can take to events.

We are also included on the Trafford Local Offer.

If required we are able to get our information translated into other languages or into other formats such as large print or braille.



**b) Accessibility**

We have an equal opportunity and accessibility policy.

We offer a range of access options for parents and young people to contact or meet with us. Our office is an accessible building with hearing loops in the meeting rooms. We can arrange visits to other locations or the family home and will arrange late afternoon/ early evening appointments if required.

We accept referrals from parents and young people or from a third party with permission by phone, email, text, social media, letter or face to face.

If required we will arrange to meet the parent or young person with an interpreter or BSL signer.

We have a response time of within three working days to enquiries and monitor this on a weekly/monthly basis. Contacts can include parents/carers, young people, schools/colleges/ health and social care staff, education staff, voluntary organisations etc

Month	Number of contacts	Percentage answered within 3 working days
September	190	96%
October	137	85%
November	295	95%
December	162	90%
January	318	95%
February	179	73%
March	189	82%
April	163	98%
May	261	89%
June	419	95%
July	318	93%
August	57	95%

Total number of contacts 2688                      2017/8

Total number of contacts 1113                      2016/7

Increase from 2016/7 is 141.5%

The number of contacts recorded has increased significantly over the past two years. This is due to several reasons.

- We are now recording all emails and text messages where as we used to concentrate on telephone and foot fall contact.
- Some of this is due to the age range we support increasing from 0-18 to 0-25 year.
- Despite these two reasons contributing there has clearly been a huge increase in contacts which corresponds with the increase in referrals which is shown in section 4 f.

The percentage of contacts responded to in three working days was an average of 90.5% which just falls within our standards of 90%

Looking at the figures there were four months when the total fell below 90%. The worst two months were February/March and can be explained by there only being two members of staff in the office during this time period of the Spring term.

**c) Feedback from Service Users**

We keep comments, compliments and complaints from our service users and each year we analyse these to see if we can seek to improve our service further.

We have a monthly telephone evaluation process with service users who have contacted us the previous month. The six questions are used by all IASS services across the country and allows for a National comparison to be undertaken so we can benchmark our service against others.

The next National Evaluation will be held in January 2019. In Trafford this evaluation is undertaken by PYPPS volunteers who contact the families we have worked with for an evaluation of our input and impact.

As we had no admin assistant in post from November to April the service did not organise any parent evaluations during this period. The 49 who have been contacted during this year were from September 2017 and April to July 2018 only.

**Answers 0 to 4 with 0 being not at all and 4 being very.**

**Q1. How easy was it to get in touch with us?**

- 0 2.0%
- 1 0.0%
- 2 4.1%
- 3 18.4%
- 4 75.5%

Average rating 3.7

**Q2. How helpful was the information, advice and support we gave you?**

- 0 2.0%
- 1 0.0%
- 2 2.0%
- 3 12.2%
- 4 83.7%

Average rating 3.8

**Q3. How neutral, fair and unbiased do you think we were?**

- 0 0.0%
- 1 0.0%
- 2 0.0%
- 3 6.1%
- 4 93.9%

Average rating 3.9



**Q4. What difference do you think our information, advice or support has made for you?**

- 0 2.0%
- 1 0.0%
- 2 8.2%
- 3 24.5%
- 4 65.3%

Average rating 3.5

**Q5. Overall how satisfied are you with the service we gave?**

- 0 0.0%
- 1 0.0%
- 2 6.1%
- 3 10.2%
- 4 83.7%

Average rating 3.8%

**Q6. How likely is it that you would recommend the service to others?**

- 0 0.0%
- 1 0.0%
- 2 0.0%
- 3 10.2%
- 4 89.8%

Average rating 3.9%

We need to extend the reach of the survey in the next academic year and are going to be sending out the surveys to service users we have been unable to contact by telephone and for whom we have an email contact.

Looking at the results from this year, based on low figures, the service scores well on all questions achieving over 90% on answers as good or very good apart from question 4 which scored 89%. This question is about the difference our information, advice or support made and was only rated as very good by 65.3%. and good by 24.5% This question is a much more subjective figure to unpick as it could include those who were hoping for more positive information to help them with their decision making options. This is something which will need to be explored further in the self review exercise the service will be undertaking next term.

#### 4) SUPPORTING INDIVIDUALS

##### a) Confidential Support

We have a confidential phone line with an answer machine that is not accessed by anyone outside the team. Our database is only accessible to members of the team.

We have a confidentiality policy which is reviewed yearly, and signed by all members of the team. It is available on our website in the policies section.

##### b) Data Protection Compliance Privacy Policy /GDPR

In line with the GDPR regulation, which came into force on the 25<sup>th</sup> May 2018, we have produced a privacy policy which is available on our website.

We now ask for written consent from parents/carers or young people over the age of 16 years to record details on our database. We also record if they have given permission for us to contact other professionals on their behalf.

Our phone line and answerphone is only accessed by members of our team. Our message book and filing cabinets are also locked at the end of each day.

##### c) Impartial Support

We have an Impartiality Policy which is reviewed annually and signed by all team members. It is available on our website in the policies section.

We worked with the Trafford Independent Support Service and made referrals to them for families and young people who were moving from a Statement to an EHC Plan as per the Memorandum of Understanding.

In April 2018 we started attending a drop in at The Life Centre in Sale in partnership with Trafford Parents Forum. They offer a weekly session and we attend once a month. We will continue to offer this next term and will then be able to assess the best way forward.



## **d) Appeals and Tribunals**

### **i) SEND Tribunal**

We support parents and young people through disagreement resolution, mediation and Tribunal as required and will attend tribunals to support a family.

In the year 2017/8 the team attended two tribunal hearings with parents. One was about refusal to issue and the other was a section B.F and I appeal.

The team has supported with 5 paper hearings which are about refusal to assess cases. The team assisted with another appeal concerning placement which was agreed before the hearing.

Currently the team are supporting four families who have lodged appeals with the tribunal and will have a hearing in the Autumn term.

### **ii) DDA Tribunal**

We have given information and advice to several families about the DDA Tribunal but currently are not supporting any families through this process.

### **iii) Admission appeals**

We have supported two families with admission appeal cases for local schools.

### **iv) Exclusion appeals**

The team have supported three families at Pupil Discipline Exclusions appeals and one of these went to Independent Review Panel as well.

Major area of concern this year is the number of exclusions of YP with SEND /EHCP plans has increased.

Also a number of excluded YP with SEND not recognised by schools and not on school support.

## **e) Mediation and DRS**

The Local Authority contracted with a new mediation provider this year and the contract was awarded to Essential Mediation

We have been involved with three independent mediation meetings this year but have supported parents at many informal meetings to try to resolve issues.

We believe that mediation and informal meetings have helped to resolve many concerns that could have led to a tribunal appeal being lodged.

**f) Casework**

The service had 451 referrals open at any point during the time period September 2017 – August 2018 which is an increase from last year of 34.65%.

**i) Reasons for referral**

<b>SEND concerns ( about SEN support, assessment, EHC Plans)</b>	<b>422</b>
Exclusion	7
Bullying	4
Transport	2
Miscellaneous ( other reasons such as Social Care ,Health, Apprenticeships/ Internships)	12
Admissions	4

**ii) Post 16 case work**

From the 451 referrals open at any point there were 51 post 16 cases.

**iii)How we supported service users?**

<b>College Meeting</b>	<b>6</b>
Email	747
Face to Face	101
Home Visit	62
School Meeting	99
School Visit	19
Text Message	55
Telephone Call	117
Meeting	107

## 5) PROFESSIONAL DEVELOPMENT AND TRAINING

All staff have an Annual PDRP where their training needs are discussed with a 6 monthly review.  
All staff had their Annual PDRP in July 2018

### a) Local Training

This year, all staff have received local training on:

- Information Governance.
- Freedom of Information
- Data Protection/ GDPR
- Safeguarding

In addition

- Nicky attended the information session given by the Trafford Speech and Language team on their new approaches to supporting schools and families with children with speech and communication needs.
- Simon and Jo attended the Trafford Council CMS website training so they can update the website.

### b) National Legal Training and other IASS/CDC Training

Simon attended a one day training event on SEND Tribunals.

Geraldine attended a training session on SEND Exclusions and attended the NWIASS training on Intervention levels for case work involvement.

Geraldine has attended one training day with CDC for Managers of IS and IASS services in the North West region.

Jo has completed the IS on line training and is working on the the IASS /IPSEA level one Legal training .

Simon has completed the on line and face to face training for IPSEA legal Training Level one and is currently working on Level two.

Jo is just starting the Level One on line IPSEA Legal training

### c) Local Training Events

- i) The NW IASS network meets bi-monthly and part of the meeting is a training session on an area that the meetings have identified.
  - ii) Geraldine has attended the Trafford Senco Forum to give updates.
  - iii) Geraldine has attended the NE Exclusions group to give information on the SEND Disability Tribunal and Exclusions.
  - iv) Simon attended the ADHD Parenting Group in Trafford to give information and support to parents.
  - v) Geraldine attended a CAHMS (Healthy Young Minds) staff training session on the role of the PYPPS.
  - vi) Geraldine attended the NASEN-SENCO training day to explain the role of IASS
  - vii) Nicky attended the meeting for the parents of new year 7 pupils transition event at Manor Academy to represent the service
  - viii) Geraldine attended the “Beyond Brentwood” information even at Brentwood College for parents/carers and young people about options available post Brentwood College
- What about attending the SALT transition course at Lostock College?

### d) Parent/Carer Training

In October/November 2017 a five session training course was delivered by PYPPS with the Trafford Parent Forum for parents/carers on “Preparation for Adulthood for Young People with SEND”. The courses had five day time sessions and involved contributors from adult health organisations, adult social care, the LA Adult Autism Coordinator as well as local voluntary groups. This is the second time this course has been run and was well received.

Comments from the evaluations included:

“A very helpful course with lots of information that I will use”  
“The speakers were all excellent”

## 6) WHAT WE HAVE BOUGHT IN THE FINANCIAL YEAR 2015/16

A copy of PYPPS spend in 2017/2018 is available on request.

Most of our budget is spent on salaries, travelling costs and mobile phone charges. Trafford Parent and Young Peoples’ Partnership Service is part of the NW IASS network and pays an annual fee for support, information and training of £125 per year. Nearly all of the training events staff have attended this year have been free of charge apart from the Exclusions Training Day which cost £50.

### Trafford Parent and Young Peoples’ Partnership Service

Geraldine English  
Joanne McLeod  
Nicola Montes  
Simon Frankham

