



Steering Group Meeting Thursday 17th October 2024

Held virtually via Microsoft Teams

MINUTES

Attendees:

Amy Chivers, Parent (Chair)
Hannah Chandler, Parent
Karen Dudley, KCC Commissioner
Daniel Heard-White, IASK (Minutes)
Sharon King, Parent

Kerry Miles, IASK Service Co-ordinator
Fiona Pender, Space2BeMe
Siobhan Price, KCC Mainstream Inclusion
Alice Unsworth, KCC Trainee Commissioner

Apologies

Dana Aris-Carter, Parent
Becky Clark, Parent / 21 Together
Sue Gibbons, NHS Kent and Medway
Jan Gray, Parent

Natalie Hanchett, Parent
Emily Jones, KCC Commissioner for Social Care
Kayleigh Leonard, VSK representing young people
Katie Wicks, SNAAP

Item		Action
1.	<p>Welcome, introductions, apologies:</p> <ul style="list-style-type: none"> Kayleigh Leonard, Katie Wicks, Sue Gibbons, Becky Clark and Natalie Hanchett sent their apologies. Alice Unsworth was introduced to the steering group. Alice is a trainee commissioner working with Karen Dudley on the IASK service review. 	
2.	<p>Minutes of previous meeting (5th July 2024) and matters arising:</p> <ul style="list-style-type: none"> The amended annual report was added to the IASK website. Kerry looked at the EHCP data on KELS I however she was unsure how IASK would be able to utilise this data this was discussed for future reference. 	
3.	<p>6 month report:</p> <ul style="list-style-type: none"> It was confirmed that the IASK annual reports get sent to commissioners. Kerry confirmed that when IASK are supporting at a meeting the parent will be asked to inform the school that IASK will be in attendance. At the recent SENCO conference Kerry heard positive comments about IASK from SENCOs who have referred parents to IASK. Case study 2 should state the child's age to add more context. The number of social care discussions needs to be added. Outcomes of tribunal hearings are not included as IASK only attend in a supportive capacity. Appeal process referrals have overtaken support issues as the highest referral reason The service has missed meeting the KPI of responding within two working days over the past few months, due to the unprecedented volume of calls coming in over the last year. On a few occasions over 100 people were awaiting a call back. The service has recruited a new Family Involvement Worker for East Kent. Sue Gibbons has retired and should be removed from future steering group member lists. Kerry to confirm who has taken over her role. Emma Hanson should be replaced with Steve Lusk on the steering group members list. The survey response rate has been affected by increased pressure on the service and was lower than usual. 	<p>KM KM</p> <p>KM KM</p>

4.	<p>Share Video:</p> <ul style="list-style-type: none"> • Kerry shared the new service videos with the steering group. • The videos will have subtitles and a British Sign Language interpreter. • The video has not yet been shared with young people, it was noted that the Kent Youth Council would be interested in providing feedback. 	
5.	<p>Update re. service review:</p> <ul style="list-style-type: none"> • Karen and Alice provided updates about the IASK service review. • The review is aimed at achieving a longer term service level agreement for IASK rather than an annual agreement. The recommendation is a three year SLA.. • The key findings cannot be shared until they have been reviewed by the head of service in commissioning. • They contacted young people to involve them in the review. • They have received a lot of positive feedback about the impact of the service. • A risk assessment, Data Protection Impact Assessment and Equality Impact Assessment have been completed. • The review must be sent to the Children and Young People Board by the end of November to be signed off. They have been speaking with the Integrated Care Board Commissioner. • The results of the service user satisfaction survey were shared: <ul style="list-style-type: none"> ○ The survey was conducted via Microsoft Forms and was sent to schools, family hubs and support services. IASK also sent the survey to service users. ○ There were 266 responses. Out of these, 231 were parents, 5 were young people and 30 were professionals. ○ The areas of Kent with the highest responses were Maidstone and Swale. ○ There were 201 respondents who had heard of IASK and 64 who hadn't. ○ The majority of people that already knew about IASK had heard via the website or through another parent or young person. Other ways people had heard about the service included charities, internet searches, KCC staff and friends who had used IASK. ○ The highest age range for children and young people was ages 8-11 covering the transition to secondary school. ○ The main reasons that respondents received support from IASK were EHCP issues and educational support needs. Mental health was not as high as they had expected. ○ The majority of service users had used the service 6 or more times in the past three years. It was noted that they had been trying to determine how many times people came back about different issues, however the question could have been misinterpreted as how many times they had contacted IASK about the same issue. ○ People who did not know about IASK were asked how they thought the service should be advertised. They suggested school and social media. There were comments that schools were not as knowledgeable or promoting IASK as much as they could be. Comments also included having more information on Facebook about what the service provides. ○ Other sources of support respondents had used included help from friends or relatives, family hubs and parent led charities. ○ The people who had not contacted IASK but had gone elsewhere were asked what they had sought support with. The main issues were mental health, EHCP issues and educational support needs. ○ Most people felt IASK did listen and understood their issues. ○ When asked to rate whether they were given enough time from a range of 1-10, the average score was 8.5. ○ The average score for how helpful IASK were using the same scale was 8.22. 	

	<ul style="list-style-type: none"> ○ There was a question where people could comment about their overall views of the user experience. Themes included how helpful and supportive the service was, how it had improved outcomes and that they would recommend it to others. There were comments from people who said they would only receive a reply from their KCC case worker if they asked IASK to contact them. ○ Comments for improvement mentioned IASK being unable to advocate. ● The report includes a point about the small number of staff compared to demand on the service. 	
6.	<p>Any other business</p> <ul style="list-style-type: none"> ● Sharon raised difficulty in finding information for young people over 19, most of the information around only covers supported internships. It would be useful to have further information on the IASK website however it was noted the information often changes. Kerry to send Sharon the information that she has. 	KM
Next meeting: Thursday 13th February 2025 at 10:30		