

Isle of Wight Independent Support Programme **Referral Protocol**

Introduction

This Protocol was developed by People Matter IW and IW SENDIASS in partnership with Parents Voice IW (IW Parent Carer Forum) and the IW Local Authority. This protocol has been produced in relation to the Independent Support (IS) Programme delivery plan, the IS Memorandum of Understanding (MoU) and as per the requirements of the funding organisation, the Council for Disabled Children.

This referral protocol is intended to help both service users and professionals understand how to access Independent Support on the Isle of Wight.

Objectives of the Independent Support referral protocol

- To provide a robust framework for sign posting to and delivering Independent Support, to ensure early and appropriate referrals for Parent Carers and Young People.
- To ensure efficient communication, co-ordination and collaboration between Independent Support Providers and partners on the Isle of Wight.
- To minimise the number of organisations Parent Carers and Young People with SEND come into contact with before accessing the one most appropriate to their needs.
- To ensure that both Parent Carers & Young People with SEND and service providers have an understanding and know what to expect of the services offered by People Matter IW and IW SENDIASS Independent Supporters and that they have clear information to be able to make a choice on how and where to access support, through their Education, Health and Care Plan planning and assessment journey, on the Isle of Wight.

Agreed Principles underpinning the IW IS Referral Protocol

- Independent Support Programme providers and partners, will at all times uphold the principles as outlined in part 3, section 19 of the children and families Act. This means putting parent carers and young people at the heart of the programme and providing them with clear information to be able to make a choice on which organisation they may get their support from. The preference of which organisation the parent carer or young person wishes to use will be honoured wherever possible.
- No parent carer or young person should have to wait for Independent Support. Both People Matter IW and IW SENDIASS agree to refer to the other organisation should they not have the capacity to support an individual.
- The Independent Support programme provided on the Isle of Wight will be jointly advertised by IW SENDIASS and People Matter IW, as far as practicably possible. Both IS providers agree to work in partnership and jointly promote the services of each other enabling parent carers

and young people to have an informed choice as to which organisation they think is best suited to their needs.

How to make a referral to IW Independent Support Service

Referrals for Independent Support can be made by contacting the following:

People Matter IW

Telephone: 01983 823898 (Between the hours of 9.00am and 4.00pm)

Email: independentsupport@peoplematteriw.org

Completed referral forms can be posted to: Independent Support co/People Matter IW, 1 & 2
Bernard Way, Riverway Newport, Isle of Wight, PO30 5YL

Referral forms can be downloaded from www.peoplematteriw.org/independent-support-service

Please note separate referral forms must be sent if referring both a young person and their Parent Carer.

IW SENDIASS

Contact us through our website www.iowsendiass.co.uk

Telephone: 01983 825548

Email: sendiass@iow.gov.uk

Opening hours are 8.30am until 5.00pm

Referral process between People Matter IW and IW SENDIASS

1. All referrals to Independent Support, or IW SENDIASS services, will be discussed with the Parent Carer or young person in advance. Consent must be obtained prior to disclosing information or a sending a referral to SENDIASS or People Matter IW. Reasonable care will be taken to ensure that:

- a) The recipient of the information/referral is able to provide the required service;
- b) Any confidential information disclosed during the process will be adequately protected;

2. Once consent has been obtained, People Matter IW and SENDIASS aim to contact the other within 48 hours with the referral information and contact details. The receiving service as far as possible will contact the parent carer and young person within 2 working days of receiving the referral.

For referrals to SENDIASS where support falls outside of the Independent Support remit, it is agreed that permission will be obtained to share more detailed information so as to reduce the number of times a parent carer or Young Person will need to repeat their story.

3. Once referrals have been received, Independent Support providers will contact parent carers and young people within the stated timescales and an IS worker will be allocated to the referred individual. The provider receiving the referral will contact the referrer once the case has been allocated so that the referral can be deemed complete and appropriate records updated.

4. It is agreed that People Matter IW will inform SENDIASS of all IS referrals received annually so that they can collate statistical information for analysis and in order to ensure effective future IS service delivery.

Reviewing the IW Independent Support Protocol

This is the first reviewed referral protocol for Independent Support on the Isle of Wight to be reviewed and annually thereafter.

Agreement

As independent Support service partners, we agree to the information contained in this Referral protocol.

DMC Bostett

Parents Voice IW (Parent Carer forum)

IW SENDIASS

DMC Bostett

People Matter IW

Toni Brown 25109117

Isle of Wight Local Authority

Wale Spence

VERSION 5.0

JUNE 21, 2017

Updated from previous version 4.0
November 11 2014



independent support

MEMORANDUM OF UNDERSTANDING

INDEPENDENT SUPPORT SERVICE

PRESENTED BY: PEOPLE MATTER IW, IW LOCAL AUTHORITY, SENDIASS AND
PARENTS VOICE IW



MEMORANDUM OF UNDERSTANDING

Introduction and Purpose

Independent Support (IS) will be delivered by People Matter IW alongside Isle of Wight SENDIASS (SEND Information, Advice and Support Service) on the Island. Independent Supporters will be used specifically to support Young People and Parents through the introduction of the new assessment process and the development of Education, Health and Care (EHC) Plans. Support will be provided to:

- New entrants to the system
- Parents of children and children with a statement converting to an EHC Plan
- Young Persons with a learning disability assessment converting to an EHC Plan
- Annual Reviews

This Memorandum of Understanding (MoU) provides a framework for how People Matter IW, SENDIASS, the IW Local Authority SEN Service and Parents Voice IW (Isle of Wight Parent Carer Forum) will work together to exercise their respective functions in the delivery of the SEND Independent Support Service. The MOU defines the relationship between all parties and how they will support the feedback and delivery of Independent Support on the Isle of Wight. This will include providing Parent Carer and Young People feedback and comment on the programme. This cooperation and communication will ensure an effective support service is delivered for Parent Carers and Young People through the introduction of or transfer to the new statutory assessment and planning process and the development of Education, Health and Care (EHC) Plans.

This MoU is not a contractual document and does not impose any legal obligation on any party. The overall relationship described by the MOU is a voluntary arrangement. This MOU is independent of any other agreements signed by or between the organisations concerned.

Aim of the MoU

The aim of the MoU is to implement, monitor and improve the design and delivery of Independent Support on the Isle of Wight, by working in partnership with all the named parties to maximise benefits to children, Young People and their families on the Isle of Wight.

Roles and Functions

The Isle of Wight Local Authority is the statutory authority that governs SEND and statutory provision within Education and Health Care Plans. The Isle of Wight Authority is also the lead organisation responsible for ensuring the legal elements surrounding special educational needs and disability are implemented and adhered to. The Isle of Wight Local Authority work to the principles of Section 19 of the Children and Families Act 2014.

The Isle of Wight Local Authority are responsible for sign-posting Parent Carers and Young People to the Independent Support service of SENDIASS and People Matter IW and disseminating any relevant IS publications or information materials, where appropriate.

SENDIASS is the statutory service on the Isle of Wight which provides information, advice and support to disabled children and young people, and those with SEN, and their parents. IW SENDIASS support is impartial, accessible and free.

SENDIASS will work in partnership with People Matter IW to develop and deliver Independent Support Services in accordance with this MOU, the agreed IW IS referral protocol and the principles of Section 19 of the Children and Families Act 2014. They will share any issues or concerns of which they are made aware.

People Matter IW is a user-led organisation and the private, voluntary and independent (PVI) sector delivery organisation for the Independent Support programme on the Isle of Wight.

People Matter IW will work in partnership with SENDIASS to develop and deliver Independent Support Services in accordance with this MOU, the agreed IW IS referral protocol and the principles of Section 19 of the Children and Families Act 2014. They will share any issues or concerns of which they are made aware. People Matter IW agree to share statistical information with SENDIASS on an annual basis to inform reports to the CDC.

Parents Voice IW is the local Parent Carer Forum. Its aim is to support and enable the participation of Parent Carers in the decision making which impacts on the lives of children and Young People (0-25) with disabilities or additional needs and their families.

Parents Voice IW will promote the IS service to families they are communicating with on the Isle of Wight.

Cooperation

The Isle of Wight Local Authority SEN Service, People Matter IW, SENDIASS and Parents Voice IW agree that they will;

- Continue to develop a wider understanding of their different roles and identify other key professionals and organisations who should be made aware of the IS role.
- Work together to ensure a smooth delivery within their respective roles.
- Seek to achieve complementary and consistent approaches, so far as they are consistent with their independent roles.
- Meet as agreed to discuss matters of mutual interest including volume of referrals/families, feedback and emerging themes.
- Share (for comment) at an early stage draft documents such as standards, frameworks, consultation papers and briefings that affect the other's functions.

Meetings

Effective communication to between partners involved in the Independent Support programme will be facilitated by the minimum of quarterly meetings between People Matter IW and SENDIASS, with others to be arranged if required. Notes of discussions, agreed action points and the dates and venues of the next meeting will be recorded and circulated.

Information sharing

Any personal data obtained or used by any of the named parties in the course of the project shall be processed in accordance with the Data Protection Act 1998 and the principles of confidentiality.

Duration of the MoU

Once signed by the authorised officials of both groups, this MoU will begin immediately and will be reviewed annually until the end of the contract. Any changes will be mutually agreed and signed by all named parties.

Key Organisation Contacts for the MoU partnership are as follows:

Independent Support Provider:

People Matter IW
1 & 2 Bernard Way
Riverway
Newport
Isle of Wight
PO30 5YL

Terri Baker – Manager. Telephone: 01983 241494

terribaker@peoplematteriw.org

Parent Carer Forum:

C/O People Matter IW
Address as above

Lorraine Shotter

lshottersvc@peoplematteriw.org

IW SENDIASS

11 Orchard Street
Newport
Isle of Wight
PO30 1JZ

Dorothy Harrington. Telephone: 01983 825548

Dorothy.harrington@iwi.gov.uk

IW Local Authority SEND department

Thompson House
Sandy Lane
Newport

Isle of Wight
PO30 3NA

Telephone: 01983 533523

Kate Symes
Kate.symes@iow.gov.uk

Heidi Carden
Heidi.carden@iow.gov.uk

Acceptance

We, the undersigned, as authorised signatories of the parties to the MoU, have read and accepted the terms of the Memorandum of Understanding between the identified provider and the Public Sector Partners.

Authorised signatories:

<u>Organisation</u>	<u>Contact Name and Role</u>	<u>Signature/Date</u>
People Matter IW	Terri Baker - manager	TJB — 25/06/17
Parents Voice IW	David Baker - Co-Chair	DMC [Signature]
Kate Symes [Signature]	SENDIASS.	D. Harrington. SNR Officer