



Bracknell Forest Information, Advice & Support Service (IASS)

Service Development Plan based the IASS Minimum Standards for providing information, advice and support for the period 1 April 2024 – 31 March 2025

Mission

Our mission is to continue to offer Bracknell Forest families a high quality service providing impartial information, advice and support to children and young people and their parents/carers about matters relating to SEND, including matters relating to health and social care.

Vision

Our Vision is that *all* children and young people in Bracknell Forest with SEND and their parents/carers are aware of our service, understand what we do and know how to contact us.

IASS Minimum Standards

This service development plan should be read in conjunction with IASS's national minimum standards accessed here and which we adhere to: [Minimum Standards for Information Advice and Support Service \(councilfordisabledchildren.org.uk\)](http://councilfordisabledchildren.org.uk).

Key areas in 24/25

This financial year, we plan to continue to provide our mission and strive for our vision, by adhering to the IASS minimum standards, with a particular emphasis on the following areas:

(1) Raising awareness of IASS

- Continue to raise awareness of the service to local schools and colleges
- Continue to keep the profile of IASS high in the local area by attendance at meetings and contacts with other local authority services
- Continue to raise awareness with local charities and services outside of the local authority
- Continue to post regularly on our Facebook page

(2) Marketing material and resources available to service users

- To continue to keep our website up to date and relevant
- Expanding upon resources and our digital training videos on our YouTube page.
- To continue to develop our Facebook page
- To continue to seek feedback from professionals and service users including children and young people about our service and make adaptations to our website and resources in terms of content and accessibility as needed.

(3) Addressing service demand and providing high quality service

- As the number of referrals continues to increase, to continue to respond to queries in a timely manner.
- To continue to access up to date and relevant staff training and continue to provide high quality advice.
- To continue to send out evaluation surveys, analyse the results and make service improvements accordingly.
- To continue to develop our volunteer project to provide peer support, help with seeking CYP views, help with raising awareness and admin support.
- To provide training sessions and workshops to parents, as required

(4) Joint Commissioning and strategic work

- To continue to host termly steering group meetings and obtain feedback on how to improve our service and take steps needed in response.
- Continue to meet representatives of the SEN team, health and transport regularly to feedback on general trends and issues.
- To continue to attend South East meetings with other IASS managers and work collaboratively with other services.
- To continue to attend SIPB meetings and feedback on strategies and other key documents.
- To continue to work with the LA and others in relation to the steps outlined in Bracknell Forest's Written Statement of Action.
- To continue to attend PCF meetings / provide training when requested

(5) Reporting and policies

- To continue to prepare monthly and annual reports and publish the annual report on our website.
- To review our policies each year and keep on our website.

Administration Date written: 20th September 2016

Updated Sept 2017, Feb 2018, Jan 2019, Jan 2020, Mar 2020, Mar 2021, Feb 2022, Feb 2023, Feb 2024

