

Bracknell Forest Information, Advice & Support Service (IASS)

Service Development Plan

for the period 1 April 2025 – 31 March 2026

Mission

Our mission is to provide 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 special educational needs and disability (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. Bracknell Forest IASS is fully compliant with these standards and they can be accessed here: [Minimum Standards for Information Advice and Support Service](#)

Key areas in 25/26

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 areas below.

(1) Raising awareness of IASS

- Raise awareness of the service to local schools and colleges
- Keep the profile of IASS high in the local area by attendance at meetings and keeping in contact with other local authority services
- Raise awareness with local charities and services outside of the local authority
- Post regularly on our Facebook page

(2) Marketing material and resources available to service users

- Keep our website up to date and relevant
- Expand upon resources and our digital training videos on our website / YouTube page.

- Develop our Facebook page

- Seek feedback from professionals and service users including children and young people about our service and make adaptations to our resources in terms of content and accessibility as needed.

(3) Addressing service demand and providing high quality service

- As the number of referrals increases, continue to respond to queries in a timely manner.

- Access up to date and relevant staff training in order to provide high quality advice.

- Send out evaluation surveys, analyse the results and make service improvements accordingly.

- Develop our volunteer project to provide peer support, help with seeking CYP views, help with raising awareness and admin support.

- Provide training sessions and workshops to parents, as required.

(4) Joint Commissioning and strategic work

- Host termly steering group meetings and obtain feedback on how to improve our service and take steps needed in response.

- Meet representatives of the SEN team, health and transport regularly to feedback on general trends and

- Attend regional (South-East England) meetings with other IASS managers and work collaboratively with other services.

- Attend SEND Assurance Group meetings and feedback on strategies and other key documents.

- Attend PCF meetings / provide training when requested

(5) Reporting and policies

- Prepare monthly and annual reports and publish the annual report on our website.

- Review our policies each year and keep on our website.

Updated March 2025