

Memorandum of Understanding

The Independent Support Partnership (ISP) and Hounslow Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS) will be providing Independent Supporters to support and advise families and young people in Hounslow. Support and advice will be offered about elements of the current Special Educational Needs and Disability (SEND) reforms. The ISP and SENDIASS, the Local Authority and Hounslow Parent Carer Forum have agreed referral procedures to ensure that parents and young people can access to appropriate support as the changes are implemented.

Please contact ISP on 020 8831 6076 independent.support@richmondaid.org.uk or Hounslow SENDIASS on 020 8583 2607 if you would like to know more.

Independent Support Partnership (ISP) & partners Referral Procedures and Information Sharing

Purpose of protocol

This protocol is designed to support multi-agency working relating to the changes in Special Educational Needs and Disability (SEND) legislation in September 2014 in the London Borough of Hounslow. The protocol will specifically support agencies providing information and advice to clients (defined as young People, Children and Families) around the production of new Education, Health and Care Plans (EHCP's) and the conversion of existing Statements of Special Educational Needs (Statements) or Learning Difficulty Assessments to EHCP's.

The protocol provides a framework for agencies to work together and to share information appropriately so clients can get the information and support they need. The protocol recognises there is overlap between the roles of organisations which could be confusing for clients.

This protocol sets out to

1. Establish referral pathways to and between organisations.
2. Define roles & responsibilities for each organisation
3. Agree information sharing protocols between organisations so people only need to tell their story once.

Specifically it will support shared working between;

- The London Borough of Hounslow Special Educational Needs Team
- The Special Educational Needs and Disability Information, Advice and Support Service in Hounslow SENDIASS (formally Parent Partnership Service)
- Richmond AID (providing Independent Support in Hounslow.)
- Parent Representative Groups

The agencies above will be referred to as The Agencies throughout this document. The different services provided by SENDIASS and IS is summarized in

Client criteria

Clients are entitled to receive support from Independent Support if they;

- Currently live in the London Borough of Hounslow
- Have applied to the Borough for an EHC plan
- Are in the process of transferring from a Statement or Learning Difficulty Assessment into an EHCP

Referral process for accepting referrals to ISP

All clients going through the process of a new EHCP or conversion from a statement or LDA to an EHC Plan will be notified by the LA that this is happening. ISP will

provide materials outlining the services that can be offered to the LA for sharing with clients when this notification is sent.

ISP will have a client referral form that must be completed on referral.

Contact (including young people, parents and professionals) can be made to ISP by emailing independent.support@richmondaid.org.uk or calling 020 8831 6076

Following referral the client will be contacted by ISP within 3 working days and ISP will discuss different options for receiving support and will produce a summary of the case and supported needed. The ISP coordinator for Hounslow will review the form and allocate to an Independent Supporter (IS).

There will be occasions where it is appropriate to refer the client to SENDIASS and this will be discussed with the family before work is started. When it becomes clear during work with a client that transfer of work is needed the following procedure will apply.

Case transfer criteria between ISP and IAS

CDC requires that the ISP pass on cases to SENDIASS in a number of circumstances. There may also be occasions when IAS will need to pass cases to ISP for further work to be carried out with clients, for example, where IAS needs to release staff capacity for more complex work.

In particular, ISP should refer on to IAS or other support agencies cases

- where the issues relate to the wider support needs and are not directly related to the production of an EHC Plan.
- relating to appeals and disagreement resolution.

Transfer Process

1. The IS Coordinator will discuss the issues raised with the Service Manager for SENDIASS.
2. If agreed that another agency should support the client – client permission will be requested for data sharing.
3. The ISP will refer the client with all case notes the client has agreed to transfer.

Data sharing protocol




Clients will be requested to agree to share information across all partner agencies at the beginning of our interaction with them. This will enable organisations to share relevant information in a way that best supports the clients. On occasions when this

agreement has not been completed at the beginning of a phase of work it must be done prior to transfer.

It may be appropriate for an Independent Supporter from the ISP to discuss an individual case with either the Local Authority or the SENDIASS. In this circumstance a signed letter in writing or an email will need to be supply to that service from either the parent or young person confirming that permission has been given to do so.

Review & amendments to the protocol

The effectiveness of this protocol will be monitored by The Agencies and partnership meetings will be organised by request of any agency. Where necessary agreed amendments to the protocol will be made.

Date	Name of agency	Role	Signature
4/12/2014	The London Borough of Hounslow	Head of SEN	
4/12/2014	Hounslow SENDIASS	SENDIASS Coordinator	
9/12/14	Richmond AIO (ISP lead)	CEO	

Appendix 1

SEND Information, Advice and Support:

Young people with special educational needs and disability, and their parents, can seek support from a range of services in Hounslow. Young people and their parents can choose to seek support from whichever service feels right for them and are encouraged to speak with each service for more information.

You can seek support from more than one organisation and there may be times when you might like these organisations to work with each other, where it is appropriate to do so.

These services include:

- **The SEND IASS (previously known as the Parent Partnership Service)** – impartial information, advice and support about special educational needs and disability across the full range of education, health and social. This includes support in schools, colleges & early years settings, statutory assessment, Education Health and Care Plans (EHCP), transfer from Statements of SEN to EHCP, appeals, transport, exclusions, Social Care assessments, etc.
- **SEND IASS Independent Support** – information and support limited to statutory assessment for an Education Health and Care Plan (EHCP), or transfer from a Statement of SEN to an EHCP. Service users can access support from a trained independent supporter via the SEND IASS.
- **The Independent Support Partnership** - information and support limited to statutory assessment for an Education Health and Care Plan (EHCP), or transfer from a Statement of SEN to an EHCP. Service users can access support from a trained independent supporter via local charity Richmond AID.

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Where IS staff need to speak directly to LA staff around specific cases when parents are not present an email or letter from the parents will have been provided to the LA from the family in advance of the contact giving permission for conversations to take place.

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Date	Name of agency	Role	Signature
13/12/14	HOUNSLOW PCF	CHAIR	Helen Gibbs

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