



Devon Information, Advice and Support Monitoring and Supervision of DIAS Volunteers Policy February 2015

Our aim: To provide all parents and young person who request it access to a trained volunteer who has completed training in the SEND framework and the SEN Code of Practice and will provide accurate, impartial and independent information.

Our objectives - what we do to further our aim:

- Recruitment - we actively recruit through learning communities and parent groups.
- Training - we offer two-day initial training based on National Training material.
- DBS (Disclosure and Barring Service): a DBS check is completed before a DIAS Volunteer can work with parents.
- DIAS Volunteer Handbook - for reference and a reminder of best practice which is regularly updated.
- Shadowing - each DIAS Volunteer has the opportunity to observe their DIAS Officer working with a parent.
- Monitoring of all DIAS Volunteers activity to ensure appropriate, impartial support for parent.
- Ongoing training - termly in-house and/or external training on line and face to face training is offered to further DIAS Volunteer knowledge.

How we monitor our DIAS Volunteers:

- On a case by case basis by (only) providing case work through the area DIAS Officer.
- DIAS Volunteers report to their DIAS Officer all their telephone, email and face to face communication for that case using a password protected document in an email following the DCC Data Protection Policy.
- DIAS Officer records all this communication on our confidential data base.
- When a DIAS Volunteer has contact with a parent young person their area DIAS Officer may contact the parent to ask for feedback.
- When a DIAS Volunteer has supported a parent or young person at meeting we may ask them and/or professionals for feedback about DIAS support.
- Termly supervision enables ongoing support and a focused approach.
- Annual appraisal is an opportunity to acknowledge success and identify training needs.

Evaluation:

The feedback we receive from parents, schools and professionals helps us support and manage DIAS Volunteers through individual supervision and their annual appraisal. It also helps us to improve our support to parents/carers.

We have a statutory duty to monitor and evaluate the effectiveness of the Devon Information, Advice and Support, including that provided by our DIAS Volunteers.

For more information please refer to our volunteer [Handbook](#).