



DIAS Volunteer Newsletter

Christmas 2015



This has been an extremely busy term, and our volunteers have been extremely active in a wide range of roles, including: meeting support; networking; support with training events; preparing and distributing publicity and much more! We would like to say a huge thank you to all of our volunteers. You are an invaluable part of the DIAS team and we really appreciate your enthusiasm, skills and commitment. We hope that you all have a restful and happy Christmas!

CPD Training

Thank you to all who came along to the training event in November. Hopefully you found it helpful, and we will certainly be using the feedback you gave to inform planning for the next round of volunteer training. My particular highlight was the hat making activity, 'hats off' in particular to the yellow hatted Nick and Harriet, who wore their creations with great enthusiasm!

We hope that you will agree that the new videos are a great resource. It was really useful to be able to hear your views on what makes an effective meeting. Staff have agreed that these videos will be a helpful resource for use in ongoing support of volunteers, and to help prepare new volunteers for meeting support.

Jan Mead, from the Early Help Team, has sent through a Power point summarising their role, which will be sent out early in the new year. If you have any questions around this please do get in

A new role for volunteers

Are you interested in telephone working from the DIAS office?

We have recently become involved in a national IASS project to collect evaluation evidence to monitor IASS performance. The project will look at how IASS is delivered and satisfaction levels against the IASS quality standards. DIAS have not used telephone feedback in the past and so are trialling the effectiveness of this method.

We aim to seek feedback from the first 100 new cases that contact us from January 1st.

If you are interested in contacting parents using a telephone questionnaire to gain feedback on their experience of DIAS support, please let either me or your DIAS officer know as soon as you can in January.

Volunteer Initial Training

We are hoping to hold the next round of volunteer training in early February 2016. If you know anyone who may be interested, please let them know. Flyers with further details of the events are available from our office and on the website. Any help with distribution of flyers in your local area would be greatly appreciated.

Single Point of Access (SPA)

Integrated services (virgin care) has now launched their website and contact email address. This is the first stage of the integration process, which will include enquiries around social care, personal budgets and direct payments.

http://devon.integratedchildrensservices.co.uk/enquiries_devonSPA@virgincare.co.uk

The ultimate aim is that there will be one point for all new referrals to Integrated Children's Services with the same thresholds, quality and safety for the whole of Devon.

A central phonenumber for all enquiries should be available soon. The Contact Centre will be open from 9-5 Monday-Friday.

Share your views

The government are currently carrying out a consultation on Ofsted and the Care Quality Commission's (CQCs) proposals for inspecting how effectively local areas fulfil their responsibilities towards children and young people with special educational needs and disabilities.

Parents, carers and young people and other interested parties have the opportunity to respond by completing an online survey.

You can complete the survey by following the link below:

www.surveymonkey.com/r/OfstedSEND

There is also a survey specifically aimed at young people. If you have links to young people who might be interested in hearing about the proposals and providing feedback on their views, please pass on the link below:

www.surveymonkey.com/r/YPViews

New Website

Well done to Vicki, our information Officer, who has been working tirelessly to develop our amazing new website. You can check it out at the link below:

<http://www.devonias.org.uk/>

Staff Changes

After 14 years of service with DIAS (and PPS), we said goodbye to Liz Bachelor (DIAS Officer for Teignbridge and the South Hams) in October.



Liz has retired and will be spending more time with her family, as well as travelling in the South West and further afield (she is currently trialling a range of vehicles!). We would all like to thank her for her amazing contribution.



Janet Bishop has taken over from Liz as DIAS Officer for Teignbridge and South. She will be leading on Post 16 and transition to adulthood. Many of you will already know Janet, as she has worked with DIAS in the past. Janet has over 10 years experience as a SENCo, which makes her a great source of information on all things school related!



Cathy Hill has also come on board as a DIAS Officer with responsibility for information and support for young people. Cathy worked with the DISC Plus information service, and more recently as a Community Support Worker with Meningitis Now.