

Norfolk SEND Partnership

Special Educational Needs & Disabilities Information Advice
and Support Service (SENDIASS)



Annual Report - 1st September 2019 - 31st August 2020

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The advice and information I received was very good and helped me request an EHCP assessment which was successful.”

SENDIASS provides free confidential and impartial information, advice and support to children and young people up to the age of 25 who have special educational needs and/or disability and their parents and carers. This includes health and social care where it impacts on education.

“

I felt I was listened to and never felt rushed. They made me feel really comfortable to phone again when needed.”

1.

Introduction

The role of Norfolk SEND Partnership (SENDIASS) is to ensure that children and young people with SEND (special educational needs and disabilities) and their parent carers have access to impartial information, advice and support so that they can make informed decisions about matters relating to their special educational needs. This is achieved by working in partnership with parents, children, and young people, providing information, training, and identifying and encouraging working with relevant partner agencies.

2.

Statutory

The Children and Families Act 2014 places a duty on Local Authorities to ensure that children and young people up to age 25 and their parent carers are provided with free confidential and impartial information, advice and support on matters relating to special educational needs and disabilities (SEND). This should be available in a range of formats that are accessible for all users.

Norfolk SEND Partnership (SENDIASS) is a statutory 'in house' service jointly funded by Norfolk County Council and the Clinical Commissioning Group for Norfolk and Waveney.

The Service operates at arm's length from the Local Authority. We maintain our own external database, social media, website, impartiality and confidentiality processes and have dedicated email and telephone lines.

We also have our own branded literature and information resources. The database is only accessible to SENDIASS Officers.



“

Amazing service that continues to offer outstanding support and help.”

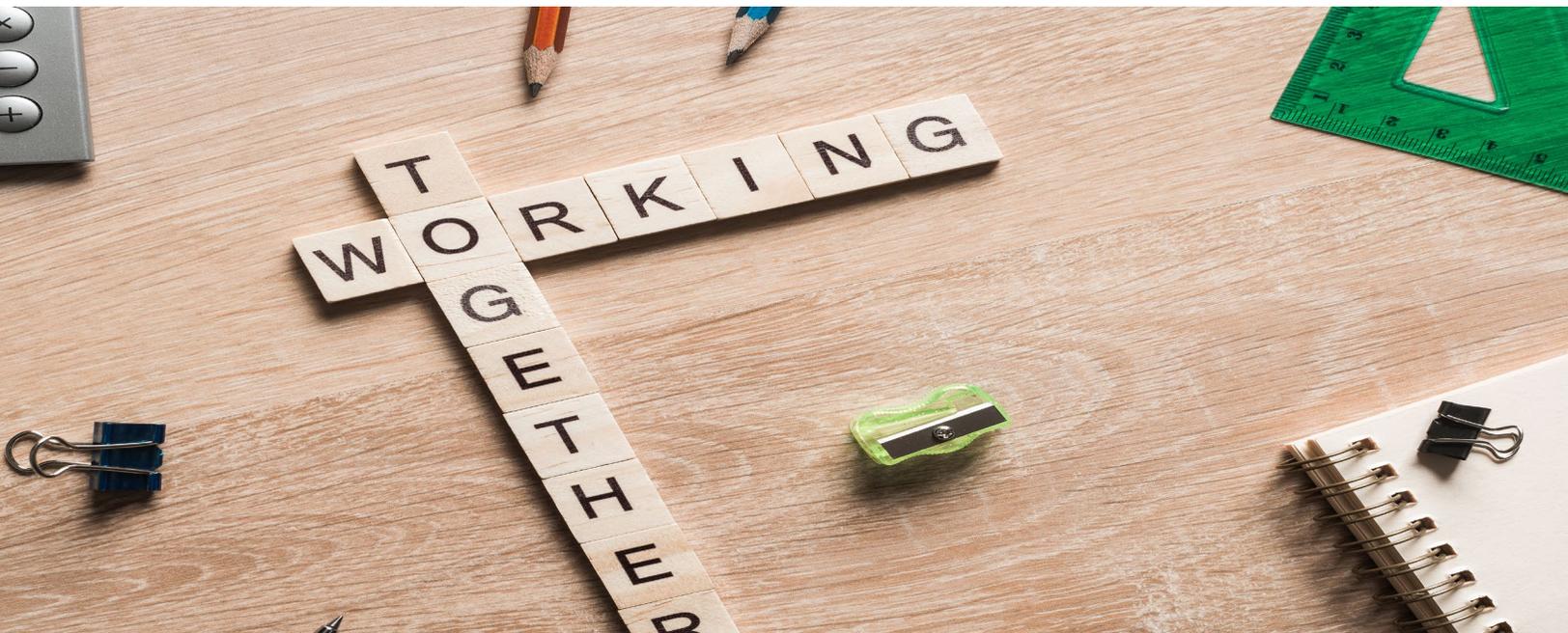
3. Joint Commissioning

Section 26 of the Children and Families Act 2014 places a duty on local authorities and their partner commissioning bodies to make arrangements to jointly commission and secure provision for children and young people with special educational needs or disability.

It is a requirement that SENDIAS Services are jointly commissioned by Education, Health and Social Care.

In August 2020, with the support of Mark Gower (Designated Clinical Officer for SEND), funding to jointly commission the Service was secured from Norfolk and Waveney Clinical Commissioning Group. This will be used to fund 2 part time SENDIASS Advisers.

Currently we do not have any joint commissioning arrangements in place with Children's or Adult's Social Care services.



“

Very helpful, very kind, very supportive. Also gave clear, pertinent advice.”

4. Resourcing and Capacity

As of September 2019, the Service consisted of:

- 1x Manager (full time) – core funding
- 2x SENDIASS Advisers (1x full time, 1xpart time 0.6FTE) – core funding
- 1x Business and Communications Officer (part time 0.6FTE) – core funding
- 1x Business Support Office (part time 0.6FTE) – core funding
- 1x Tribunal and Complaints Officer (part time 0.6FTE) – IASP grant until 31/3/21
- 1x Children and Young Person Officer (part time 0.6FTE) – IASP grant until 31/3/21

In August 2020 the Tribunal and Complaints Officer left the service. We are unable to fill the post as the funding ends in March 2021 which does not allow enough time to recruit and train someone new.

The joint commissioning funding from Norfolk and Waveney CCG will increase the team with a further 2x SENDIASS Adviser posts both part time 0.6FTE by the end of December 2020.

To enable the team to fully meet demand and meet the Minimum Standards for IAS Services we need to retain the 2 posts funded by the IASP and consider the possibility of a Training and Development post.





The feedback I received from the advisor definitely helped me to start my way through the tribunal process.”

5.0

Casework and Intervention levels

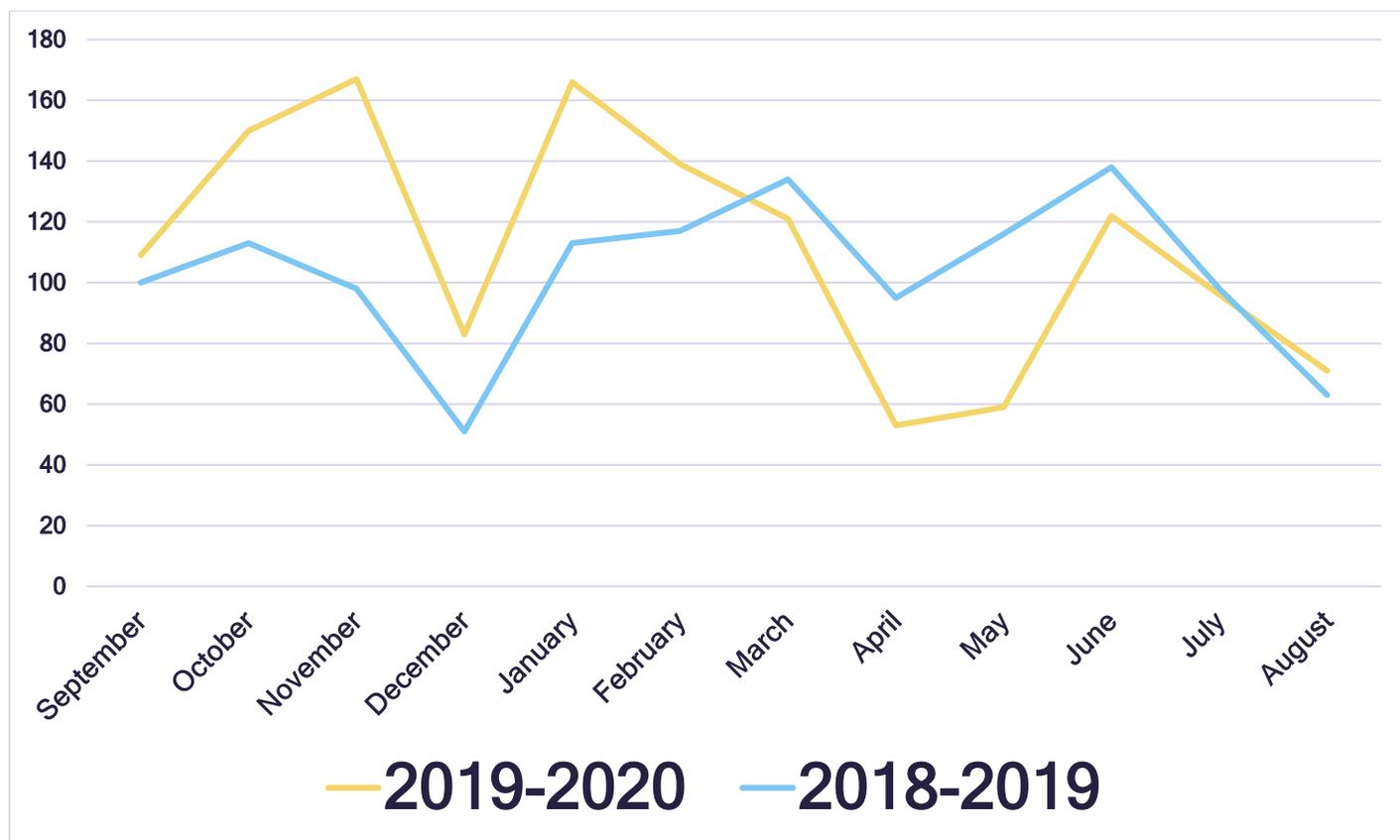
The role of Norfolk SEND Partnership (SENDIASS) is to ensure that children and young people with SEND (special educational needs and disabilities) and their parent carers have access to impartial information, advice and support so that they can make informed decisions about matters relating to their special educational needs. This is achieved by working in partnership with parents, children, and young people, providing information, training, and identifying and encouraging working with relevant partner agencies.

The intervention service levels for cases are recorded following the IASS (information, advice, and support services) national guidelines to monitor the demand for different types of support regionally and locally. There are 4 intervention level. The Service Manager reviews cases recorded under these on a termly basis to ensure accurate reporting.

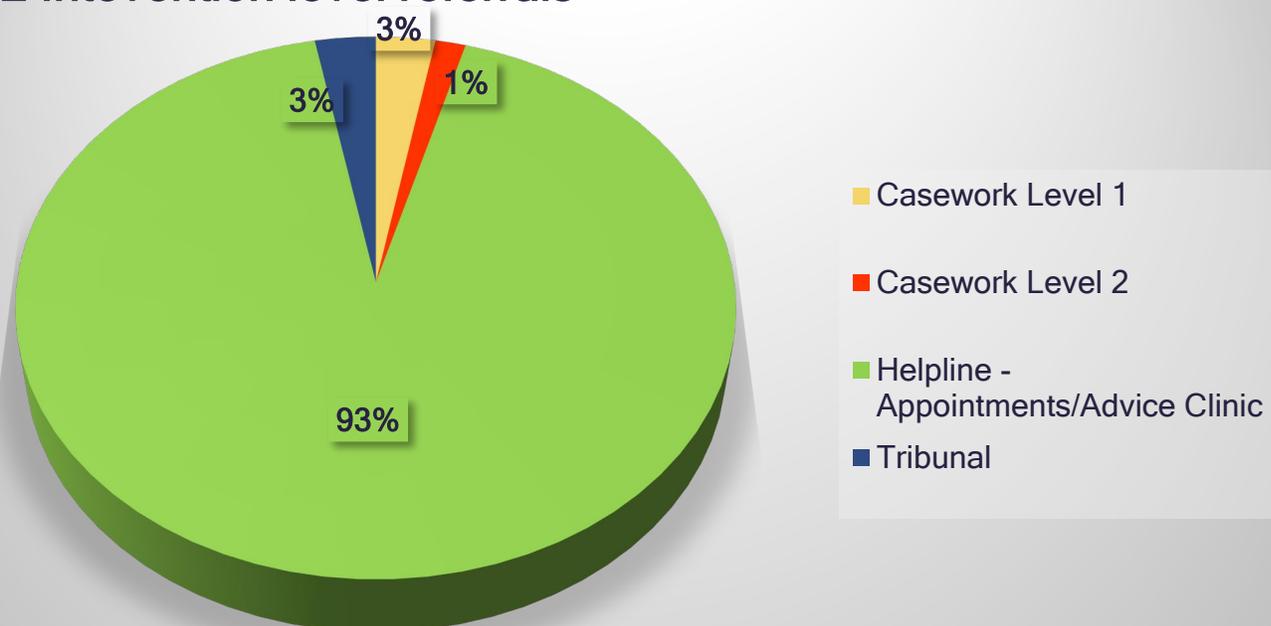
The charts below show the levels of casework and intervention type undertaken by the service during the reporting period. A total of 1340 referrals were recorded during this reporting period. This is an 8.4% increase on year 2018-19 despite a much quieter than normal period during the Covid-19 lockdown.

14 cases were transferred to Children and Young Person Supporter and 27 to Tribunal and Complaints Supporter.

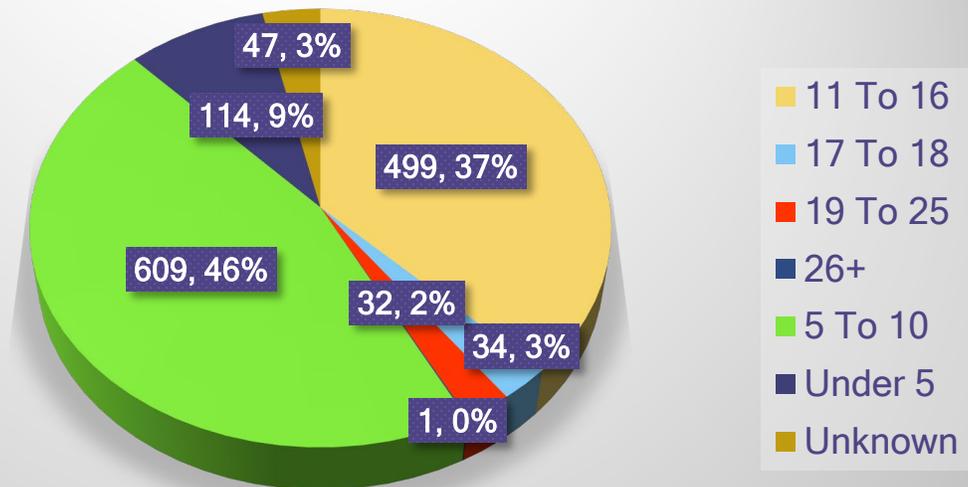
5.1 Number of referrals by month



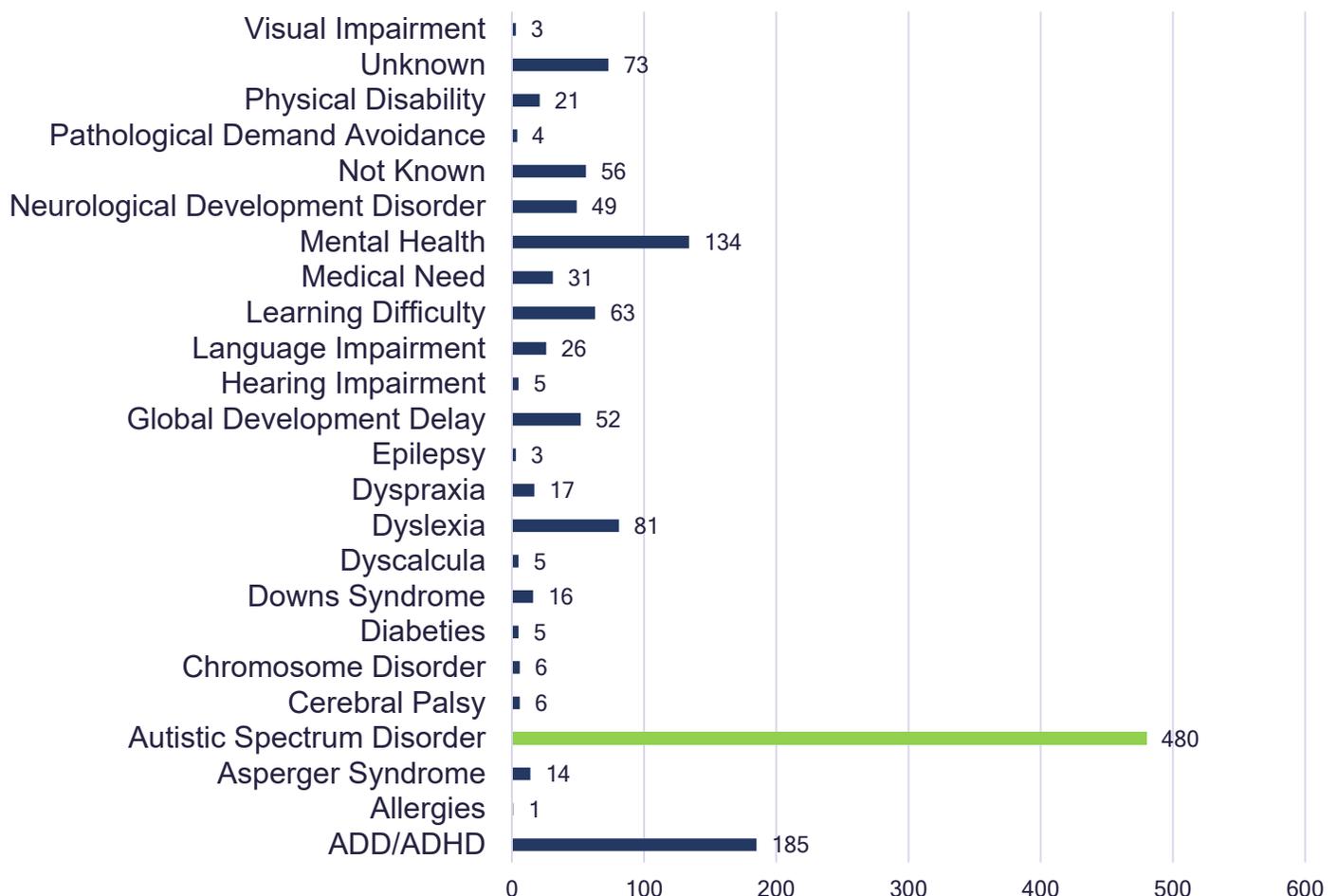
5.2 Intervention level referrals



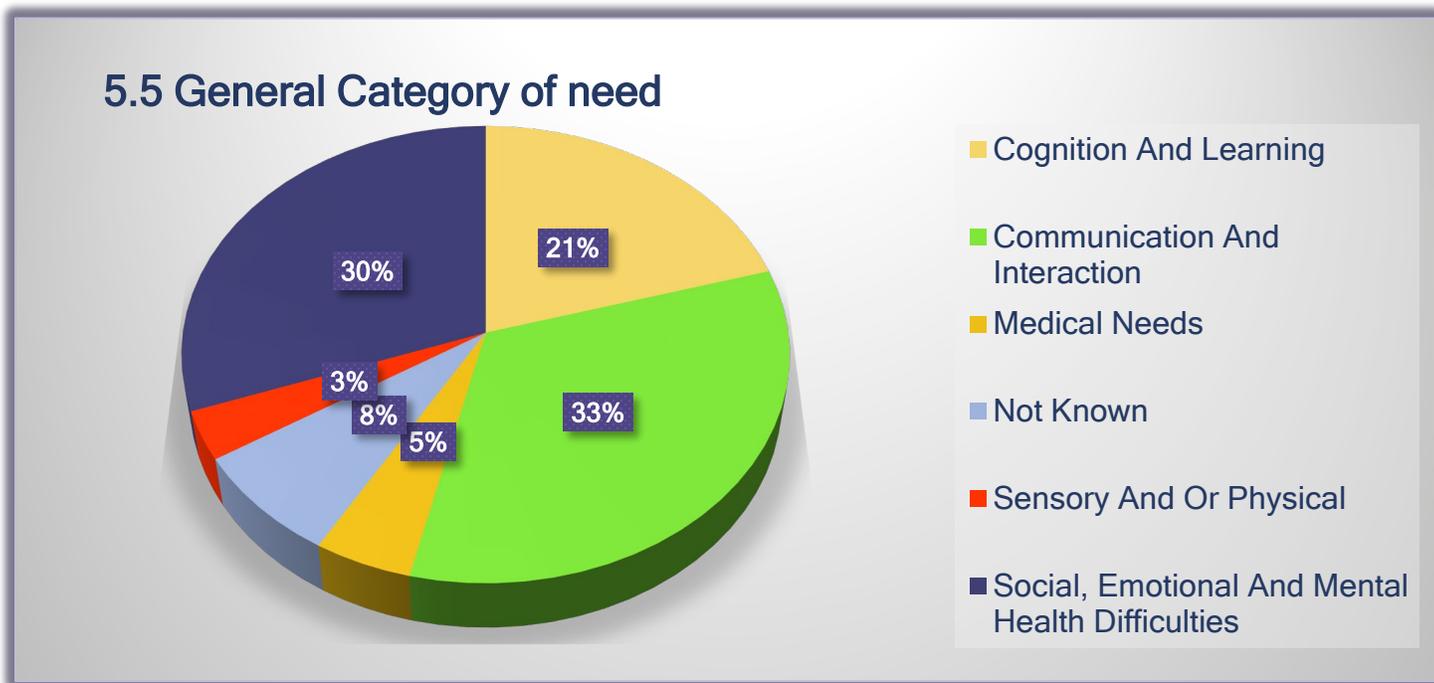
5.3 Age ranges of children & young people



5.4 Main disability

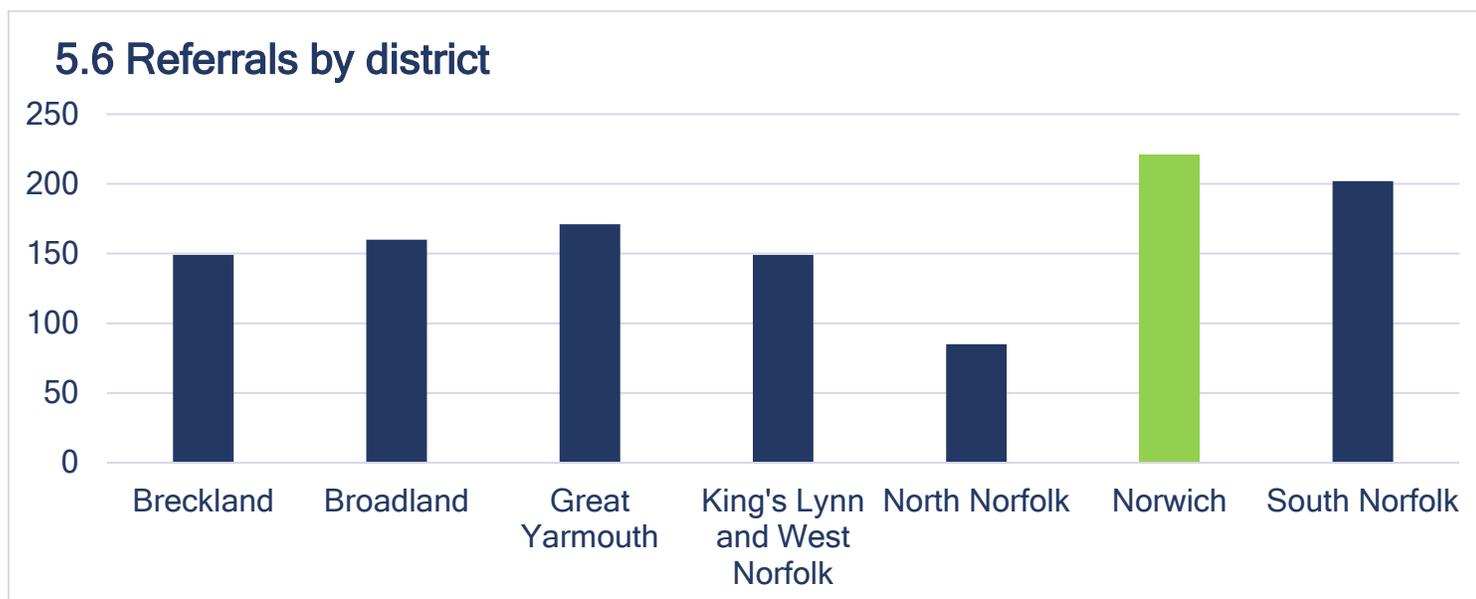


We record within 5 categories of need set by the National IASS.



	Unknown	Under 5	5 To 10	11 To 16	17 To 18	19 To 25	26+
Cognition And Learning	12	28	234	190	15	26	0
Communication And Interaction	11	112	422	220	18	8	0
Medical Needs	3	15	47	56	8	7	0
Not Known	144	16	76	40	3	5	1
Sensory And Or Physical	4	11	45	38	0	0	0
Social, Emotional And Mental Health Difficulties	9	24	345	408	16	2	0

Norfolk is divided into 7 districts.





Really friendly, super helpful and helped reassure me I was doing all I needed to be doing at current time.”

6.0

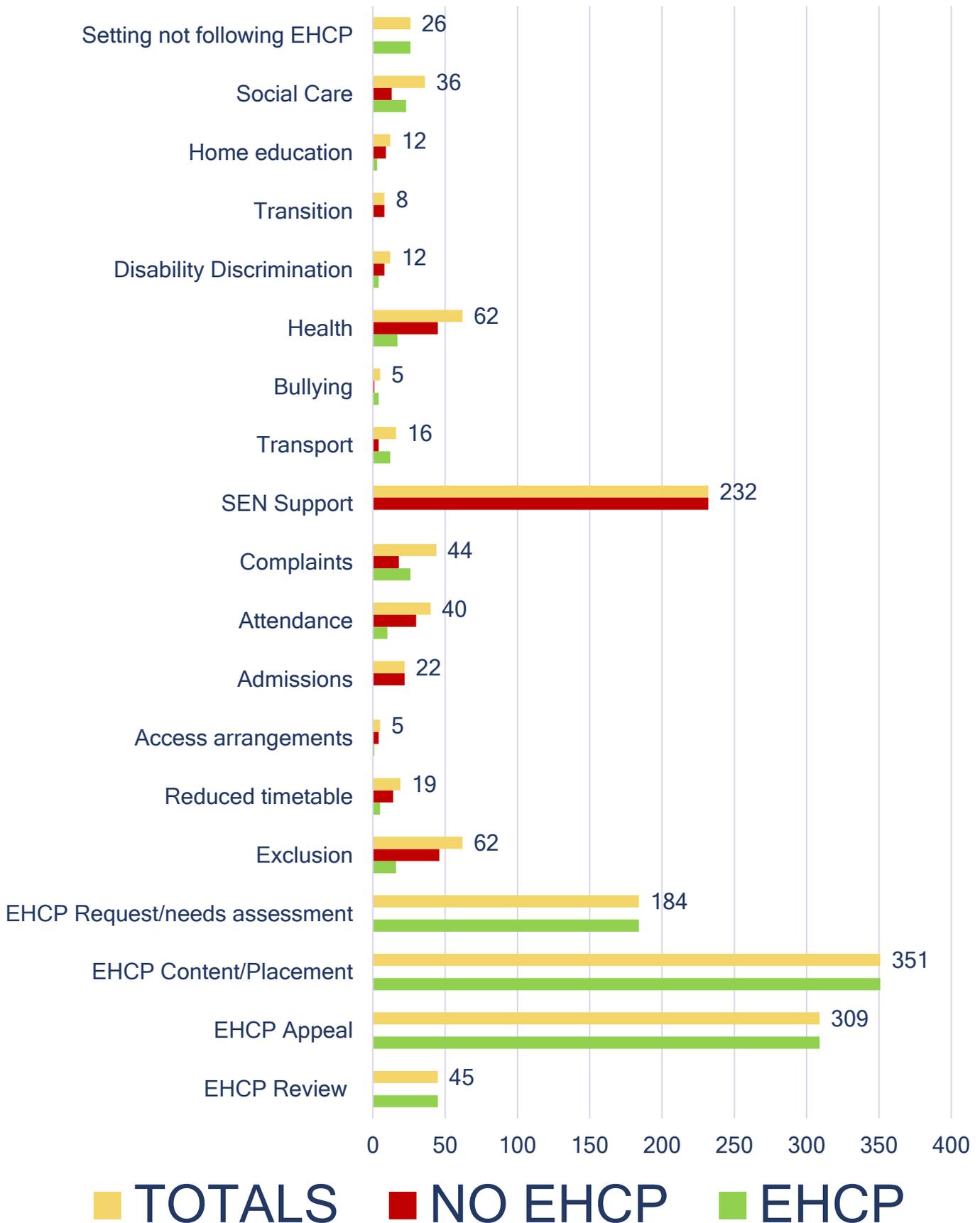
Classification codes (reason for contact)

The classification codes have been set by Norfolk SEND Partnership (SENDIASS). Classification codes are recorded against each referral and multiple codes (subjects) can be recorded against each referral. Whether the child or young person has an EHCP is recorded at Level 1, Level 2 records the reason for contact and some codes go on to give a more specific reason at Level 3.

With an EHCP - 1036 (86%) of codes recorded relate to a child or young person with an EHCP. Of those 1036 codes, 351 (34%) relate to EHCP content and placement queries, 309 (30%) are EHCP appeal queries, 45 (4%) EHCP request and needs assessment.

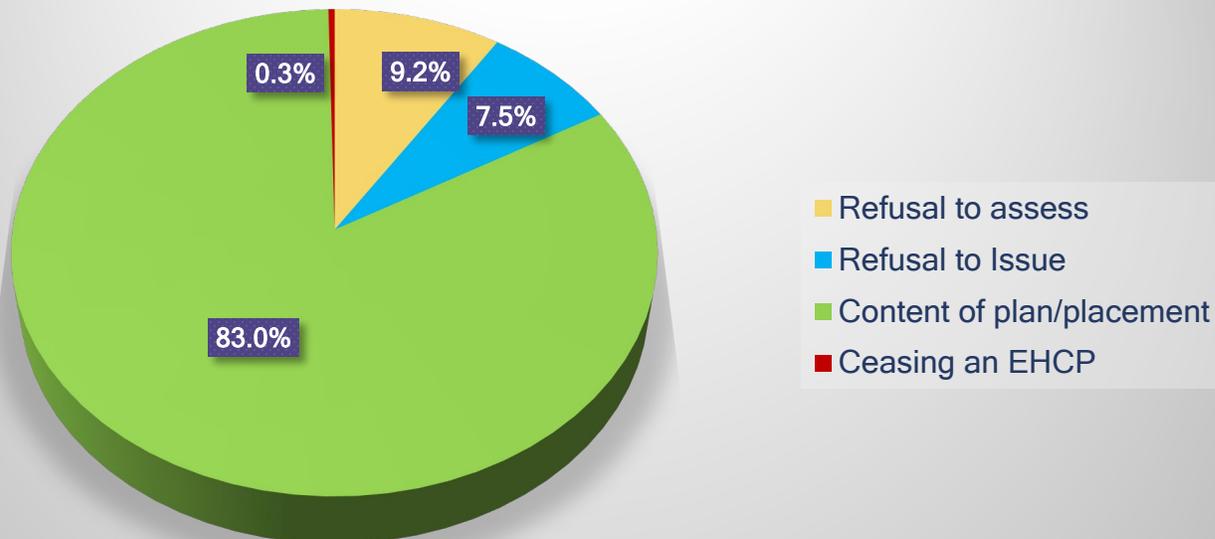
Without an EHCP - 454 of codes (14%) recorded relate to a child or young person without an EHCP. Of those codes, 232 (51%) are SEN Support queries, 45 (9.9%) Health and 46 (10.1%) exclusion.

6.1 Level 2 Classification codes

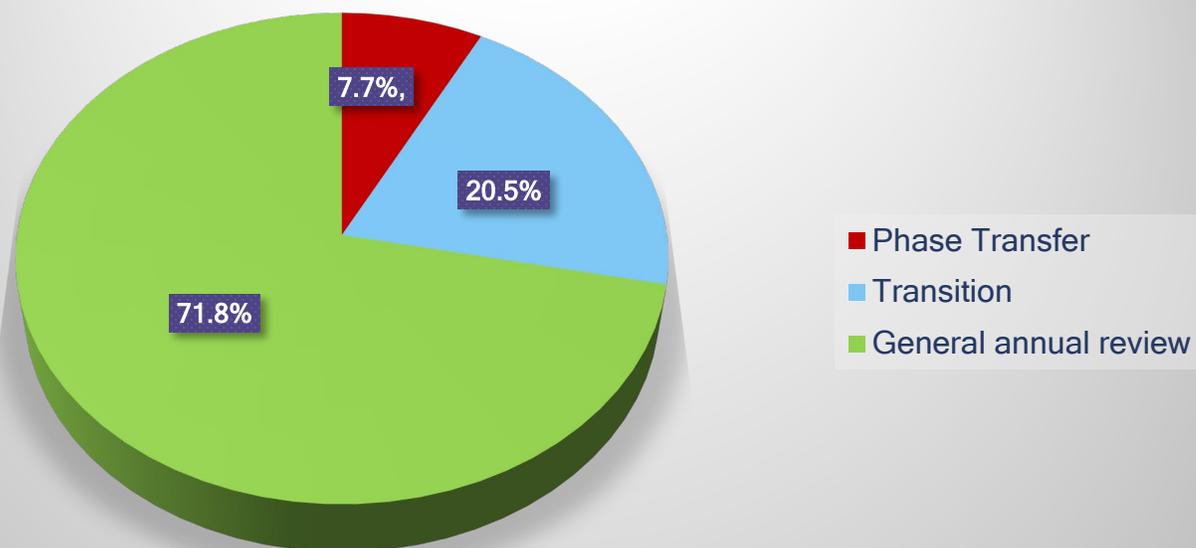


LEVEL 3 Codes - Breakdown

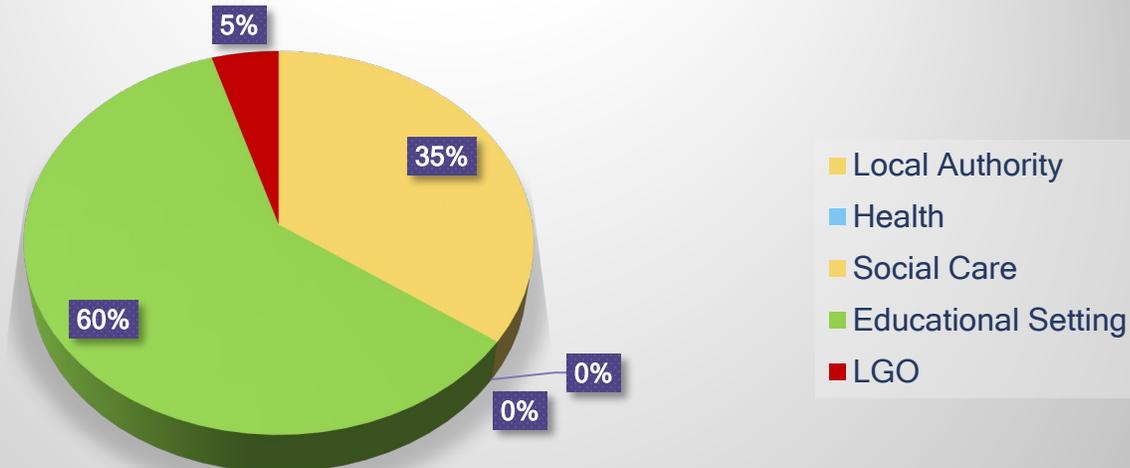
6.2 EHCP Appeal Level 3 codes



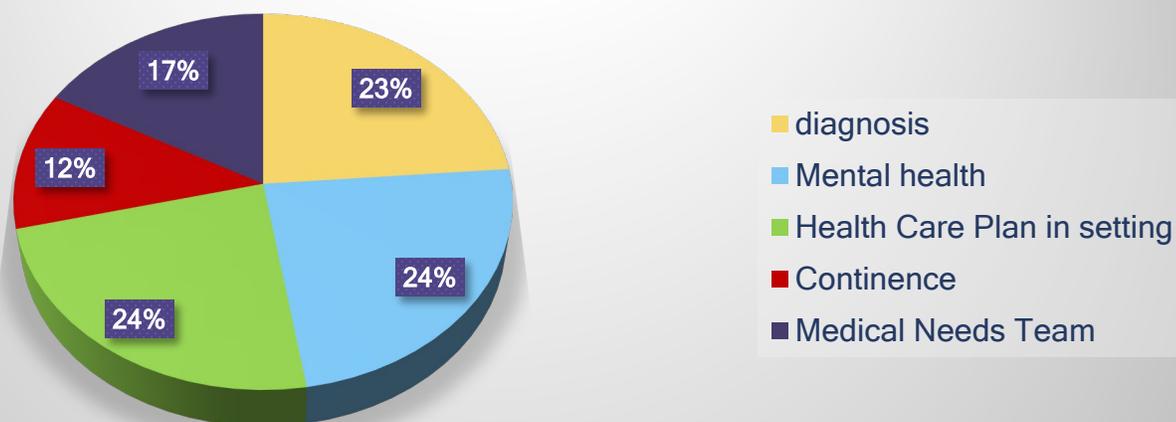
6.3 EHCP Annual Review Level 3 codes



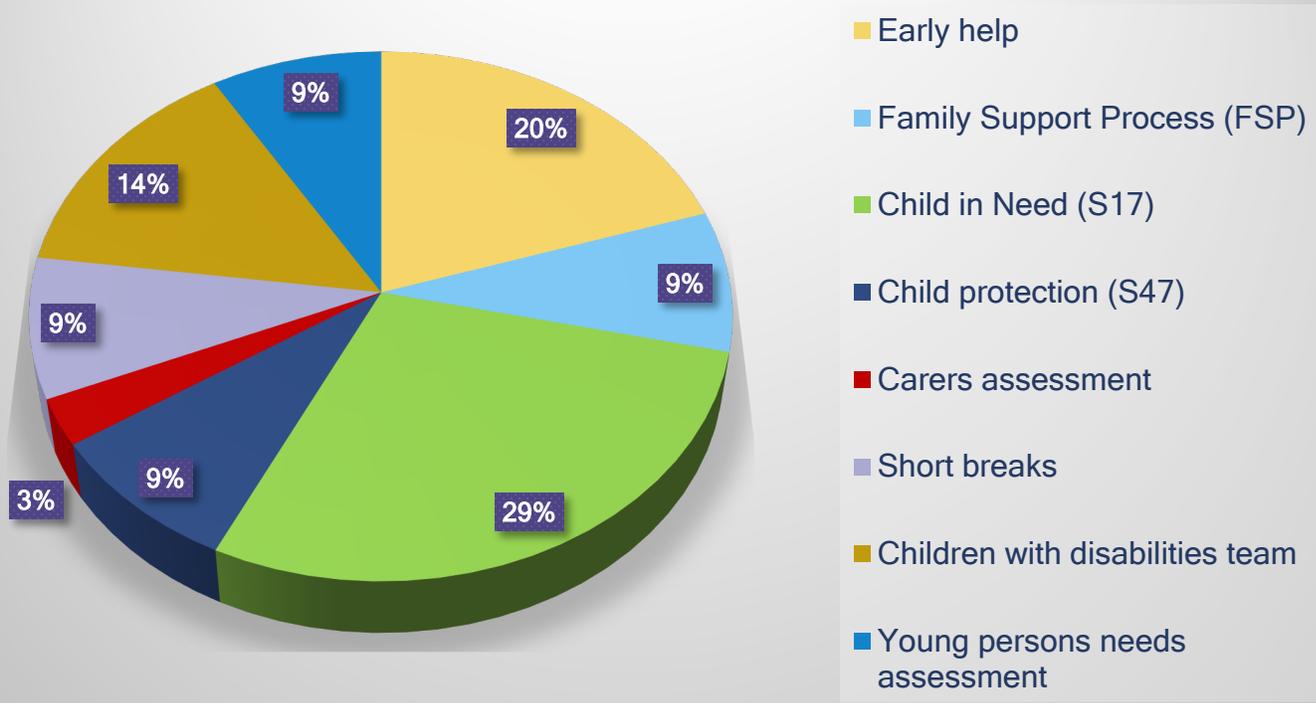
6.4 Complaints Level 3 (both EHCP and no EHCP)



6.5 Health Level 3 (both EHCP and no EHCP)



6.6 Social Care Level 3 (both EHCP and no EHCP)



“

It was so nice to talk with someone who understands.”

7.0

How we provide our support

Referrals come into the service in a variety of ways. All referrals are booked a telephone appointment with an adviser for information, advice and support. Our criteria for face-to-face support within Norfolk is determined by the needs and circumstances of the parent/carer/child or young person and by the capacity of service.

- All parent/carers, children and young people will be made aware that the main purpose of the service is to support them to understand their rights and empower them to have their views and wishes heard
- We are not an advocacy service and as we are impartial, do not favour either side or have influence over the outcome of any meeting
- We prioritise direct work with young people.
- Parent carers will in the first instance, be provided with telephone and or email advice and guidance to be able to access the information they need in order to represent themselves.
- We may signpost to other services.
- We do not give priority to any particular impairment, disability or special educational need and we do not campaign for any particular approach to education.



“

Invaluable support, knowledge, understanding and caring.”

We promote access with Contact who have a National Freephone Helpline, manned Monday to Friday during office hours. Their teams provide information and advice covering a wide range of matters relating to special educational needs and disabilities including:

- Family life, work and childcare including benefits information
- Education
- Social care
- Health services
- Medical conditions

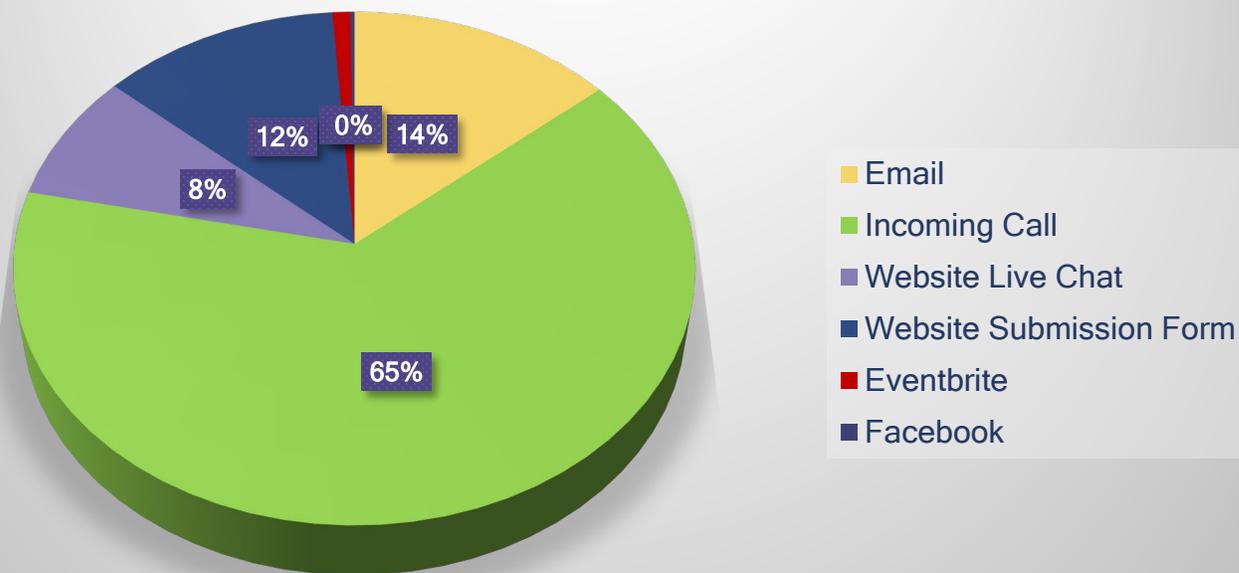
Contact, like SENDIASS also works in partnership with the Council for Disabled Children on the Information, Advice and Support Program (IASP). Their national helpline and online advice service form part of the IASP. This brings together the IASS Network and Contact's services, offering families a more comprehensive service.

Through contact with our service, in addition to the advice we can offer, we may the need for alternative support and signposting to additional services and resources including our website which has information booklets, audio booklets, resources and lists of other contacts.

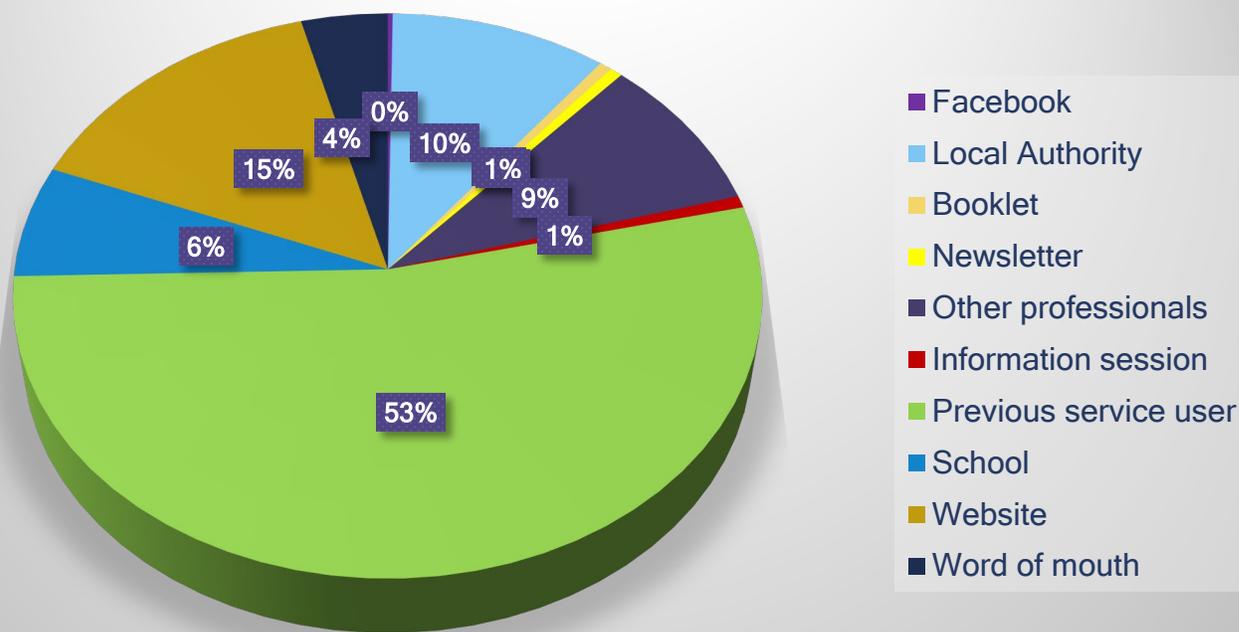
In addition to our telephone helpline, text service, and website contact form we offer monthly advice clinics, these were run at venues across the County prior to COVID 19 and since March 2020 these have been delivered online. See section 6.



7.1 Contact method - How did the user first contact us?



7.2 How did the service user hear of us?



“

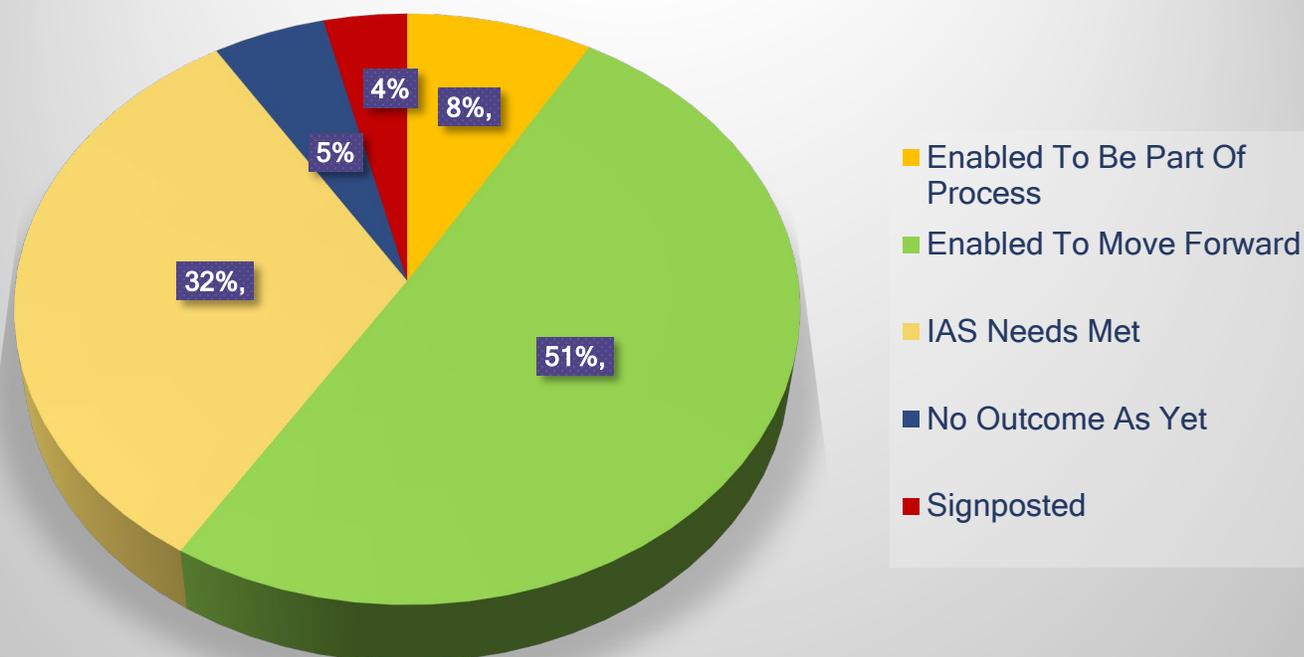
Fantastic and helpful, lovely friendly people and spot on with their advice.”

8.0

Outcomes

Simple outcomes are set by the National SENDIASS. All helpdesk/casework level 1 referrals are closed with a simple outcome.

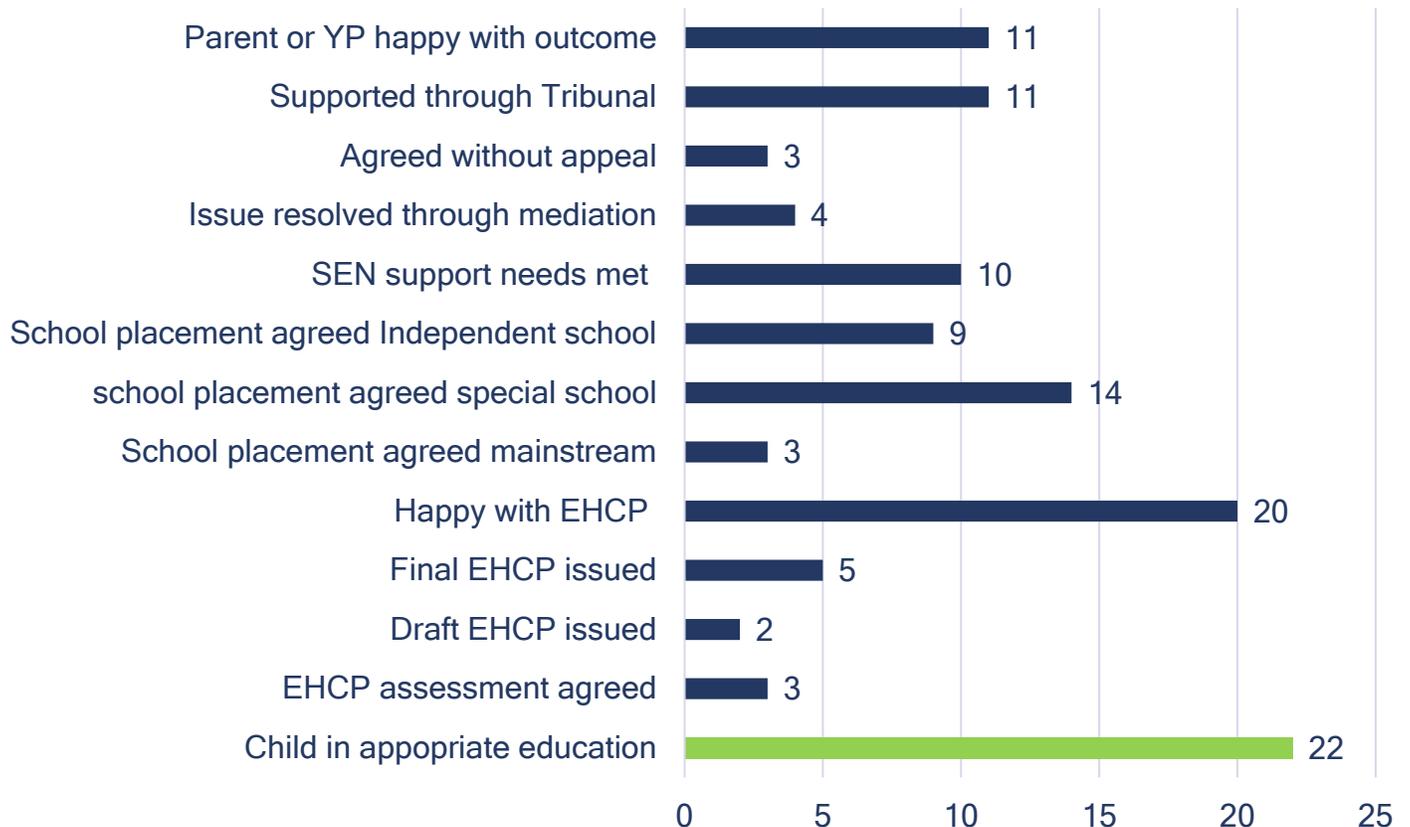
8.1 Simple outcomes





Ladder outcomes are given to casework level 2 or tribunal referrals when closed. These are more specific and set by Norfolk SEND Partnership (SENDIASS). Multiple codes can be recorded against a referral.

8.2 Ladder outcomes

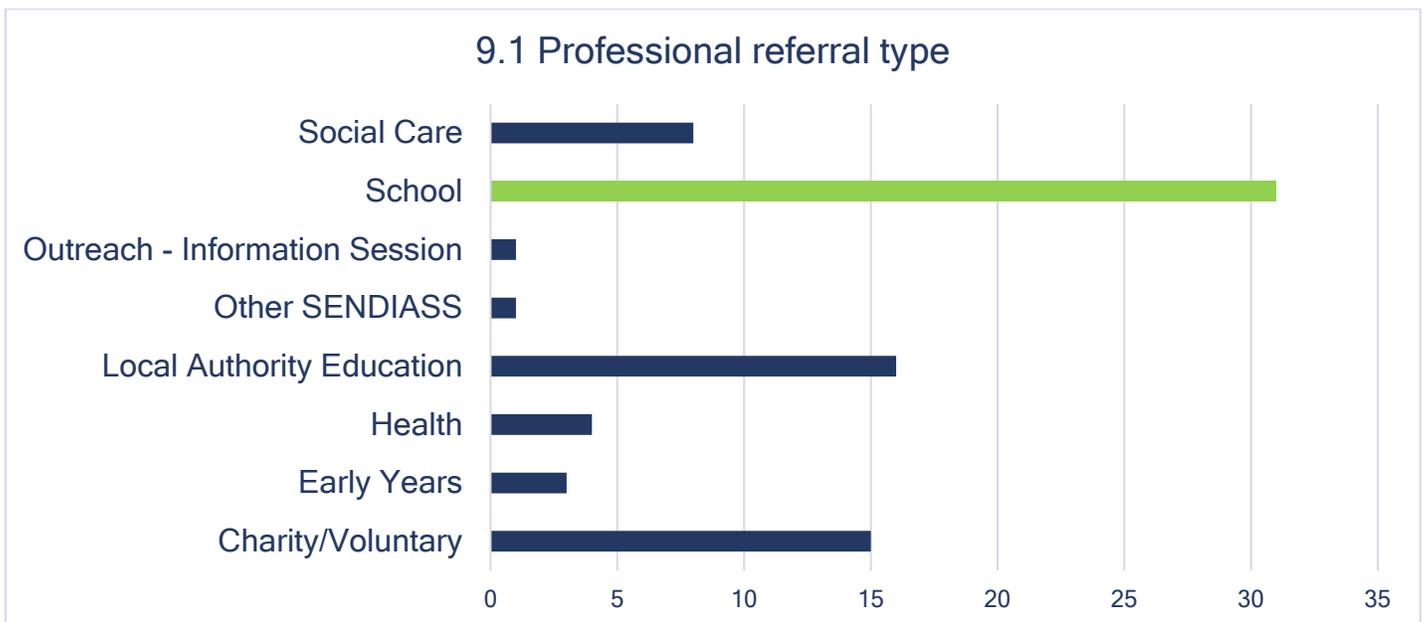




They do a wonderful job and give parents a chance of hope.”

9 Professional contacts

We received 80 referrals from professionals requesting information and advice from the service during this reporting period.



“

I received so much advice from my advisor I felt empowered to carry on.”

10.0

Website, live chat and advice clinics

The website was built by Bigfork and is managed within a CMS system. The website content and design is maintained and developed by staff at Norfolk SEND Partnership (SENDIASS). The website has a section dedicated to professionals and one for young people.

There is a wide range of resources available for service users on the website, including information booklets which are also available in audio format to make them more accessible. The website can also be used to contact the service to book an appointment with an adviser or a slot at an advice clinic.

The screenshot displays the Norfolk SEND Partnership website interface. At the top left is the logo for Norfolk SEND Partnership, an Information, Advice and Support Service. Contact details include the phone number 01603 704070 and the email address sendpartnership.iass@norfolk.gov.uk. A search bar and a 'Select Language' dropdown are also visible.

The main navigation menu includes: Home, For Parents / Carers, Training & Info Sessions, Advice Clinic, About, News, For Professionals, Legislation & Guidance, Young People, and Children and Young Person Forum - Registration Form.

Key service options are highlighted in colored boxes:

- Contact Us** (purple): For confidential support and advice. A dropdown menu includes: About Us, Meet the Team, Minutes, Policies, Steering Group, and Ofsted.
- Advice Clinic** (red): Face to face support.
- Information Booklets** (yellow): Download Here.
- Online Information** (green): Browse SEND Information.
- Professional Resources** (orange): Documents and guidance for professionals.

A featured section titled "Watch our animated video for children and young people about who we are and how we can help" includes an illustration of children playing and text stating: "We are a group of people who help children with special educational needs and disabilities." Below this, a notice states: "Due to the central governments guidance for COVID-19 we will be working from home and continuing to offer our service. You can call our helpline and leave a message."

In the bottom right corner, there is a circular icon with an 'i' and the text "CLICK QUESTION: Ask Us" around it, with a small red notification bubble containing the number '1'.

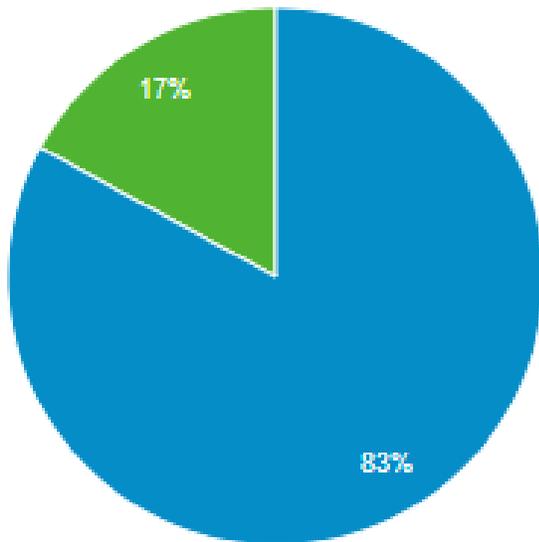
Website Users

A total of 12,877 users over this reporting period which is a 40% increase from last reporting year.

10.1 Website visitors

■ New Visitor ■ Returning Visitor

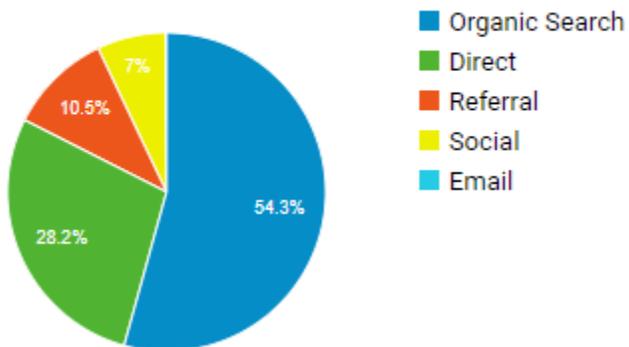
Sep 1, 2019 - Aug 31, 2020



10.2 Top website channels

Top Channels

Sep 1, 2019 - Aug 31, 2020

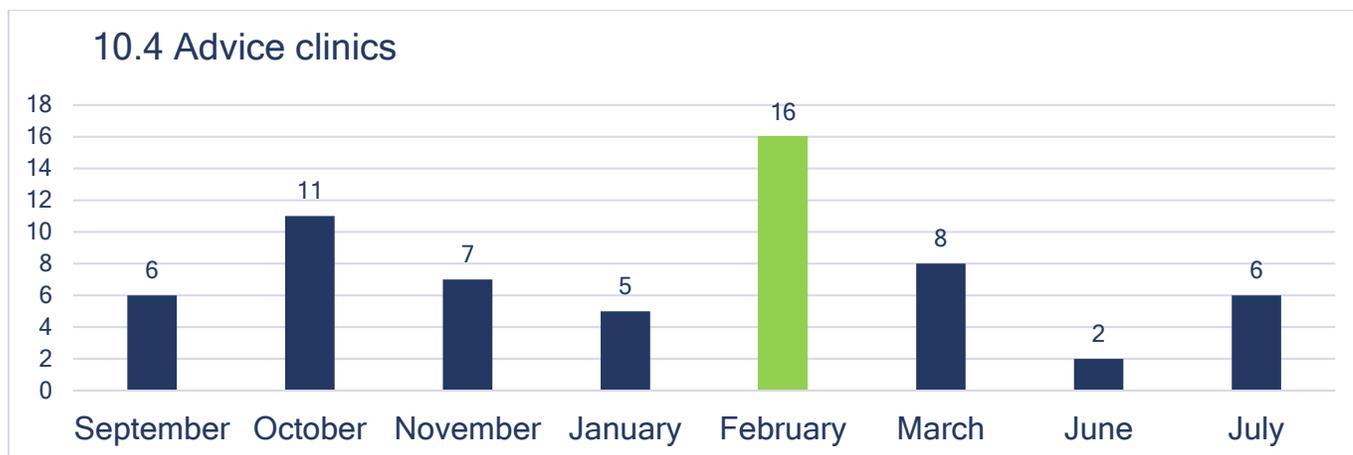


10.3 Top page downloads

1. Writing your views for an EHCP' booklet
2. Booklets
3. Information for parents
4. Helpdesk
5. Advice clinic
6. Newsletter
7. Meet the team
8. Useful contacts
9. Training sessions
10. Latest news

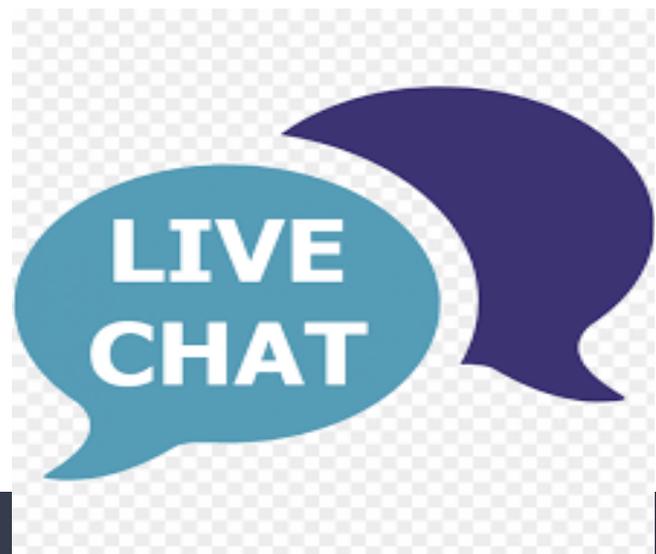
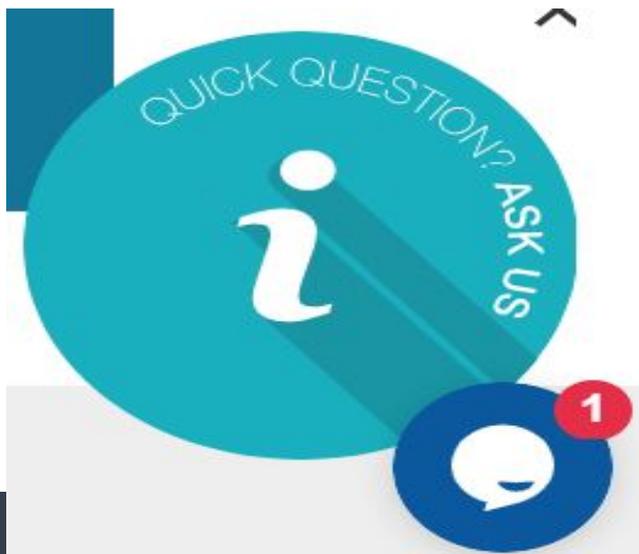
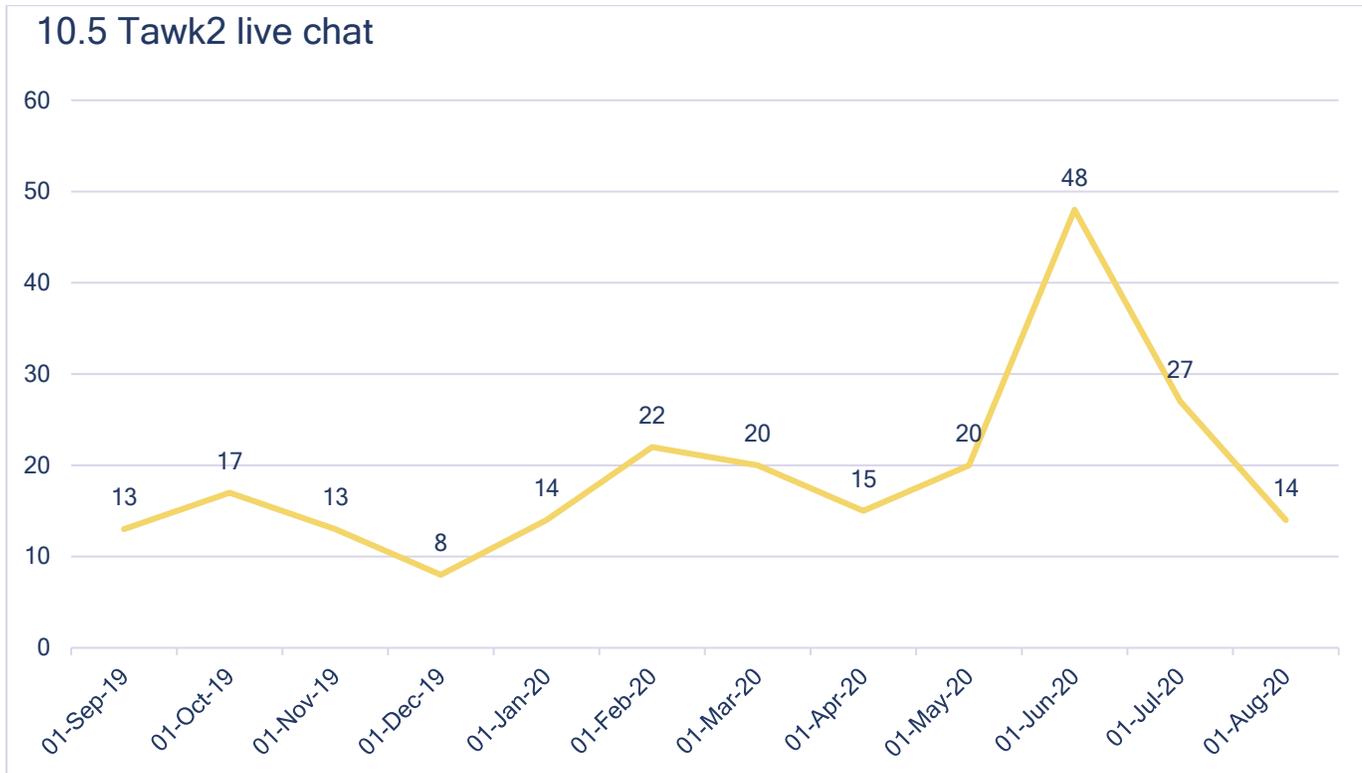
Advice clinics

We held monthly face to face advice clinics over different parts of Norfolk. From March 2020 these were delivered via Microsoft Teams. You can book a slot via our website on Eventbrite.



During this reporting year we trialed setting and advertising set times for advisors to be available to deliver advice directly from the live chat function. This proved to be difficult as the queries would often become too complex to deal with in this way and resulted in an appointment still being booked on the telephone helpline. We reverted to Business Support staff monitoring live chat and taking initial information/signposting and booking onto helpline.

During this period, we received 231 live chat requests. The average time spent on a live chat is 12 minutes.





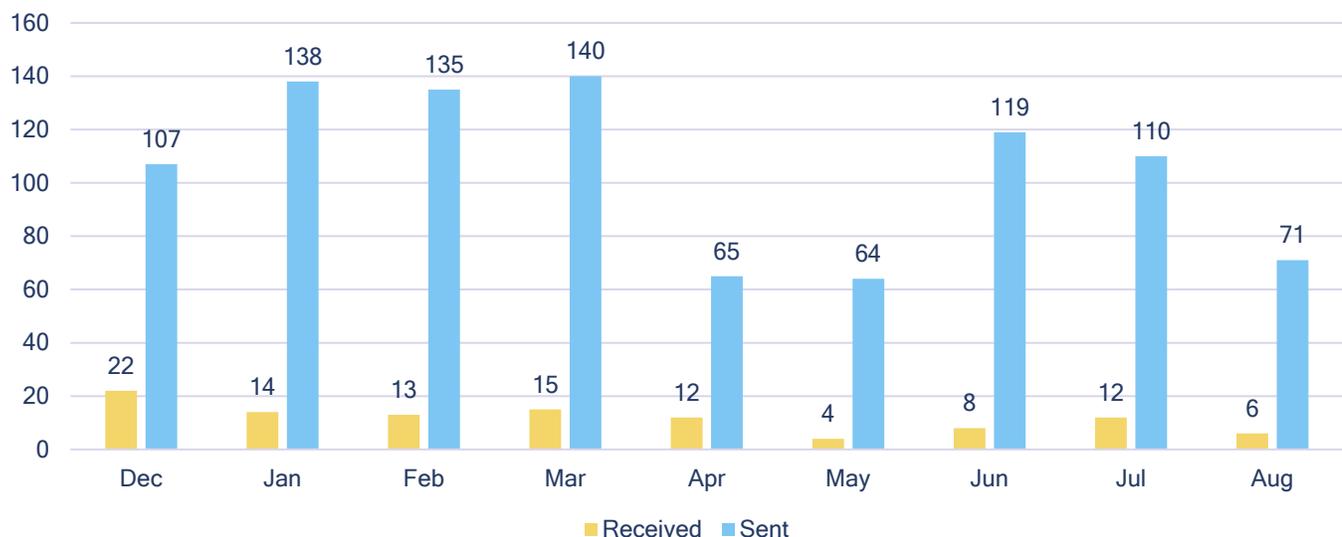
I felt supported, informed and able to see the pathway ahead of me.”

11.0

Feedback/evaluations

Our evaluation questionnaires are broken down into 2 categories. Helpdesk /Advice Clinic and Casework Levels 1/2/Tribunal. They are completed via an online survey and sent out by email and text message once a referral is closed. We began sending these online evaluations in December 2019. The return rate for this year is 11%

11.1 Evaluations sent and returned



11.2 Summary of Helpdesk/advice clinic evaluations.

5.1. Not at all helpful / Very helpful			Response Percent
1	1		2.1%
2	2		4.3%
3	3		6.4%
4	4		17.0%
5	5		70.2%

4.1. Not at all easy / Very easy			Response Percent
1	1		2.1%
2	2		3.2%
3	3		5.3%
4	4		14.9%
5	5		74.5%

6.1. Not at all / Very			Response Percent
1	1		1.1%
2	2		2.2%
3	3		9.8%
4	4		21.7%
5	5		65.2%

7.1. Not at all likely / Extremely likely			Response Percent
1	1		2.1%
2	2		2.1%
3	3		5.3%
4	4		8.5%
5	5		81.9%

This report was written by Norfolk SEND Partnership (SENDIASS) 15.10.20.



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