

Norfolk SEND Partnership

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



Annual Report - 1st September 2020 - 31st August 2021

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Really felt listened to and we were given loads of information and contacts.”

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.

“ *Helpful, fair, unbiased, important info given. Very patient and gave plenty of time to explore the issues.*”

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 Norfolk and Waveney Clinical Commissioning Group.

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.



“

Friendly, helpful, knowledgeable, supportive.”

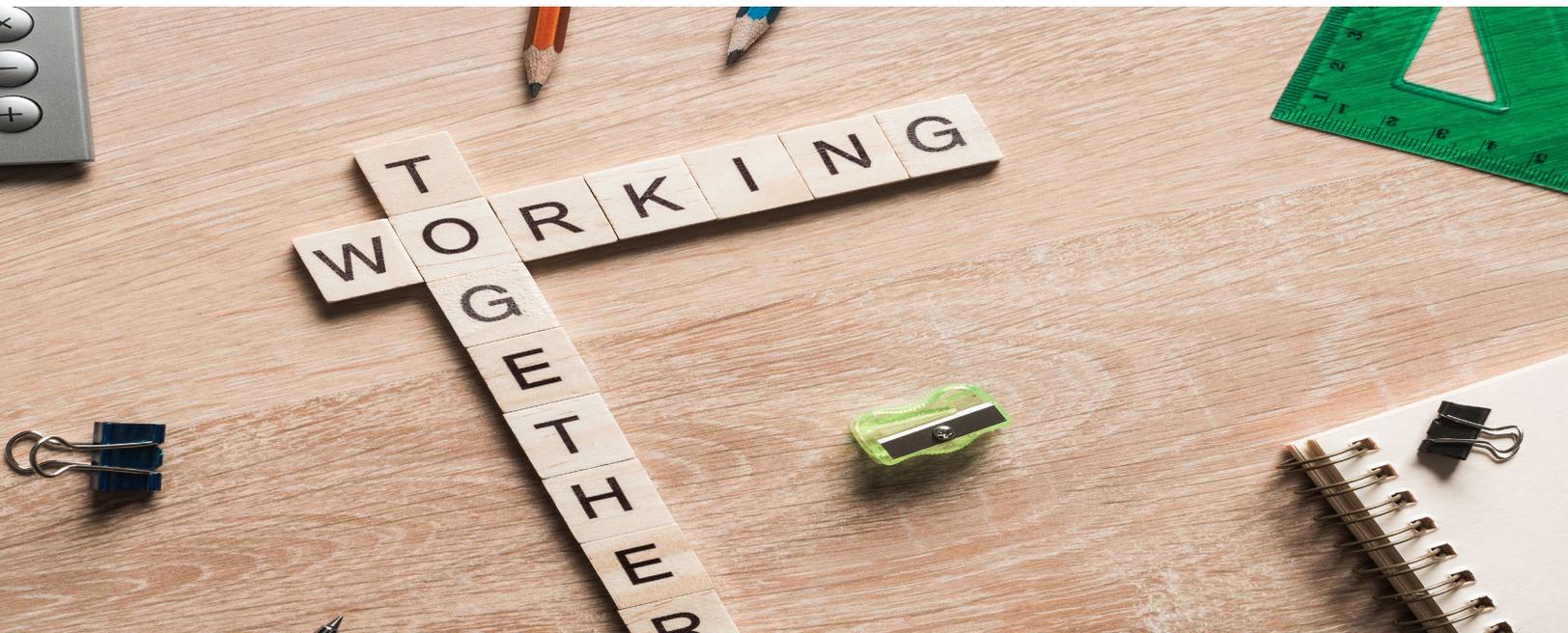
3. Joint Commissioning

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.

The service is currently funded by Norfolk County Council Education and Norfolk and Waveney Clinical Commissioning Group.

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



“

So, reassuring to talk to someone who understood what we are going through as a family.”

4. Resourcing and Capacity

As of August 2021, the Service consisted of:

- 1x Manager (full time) – core funding
- 4 x SENDIASS Advisers (1x full time, 3xpart time 0.6FTE) – core funding
- 1x Business and Communications Officer (part time 0.8FTE) – core funding
- 1x Business Support Office (part time 0.6FTE) – core funding
- 1x Children and Young Person Officer (part time 0.6FTE) – core funding
- 1x Training and Development Officer (full time) – 50% IASP funding/50% LA funding (ends July 2024)

Total FTE = 6.8

The service has grown over the last couple of years, but referrals are also increasing year on year which means more capacity is needed if we are to meet service user demand.





Made things much more transparent for me, signposted me to helpful leaflets and let me know next steps.”

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.

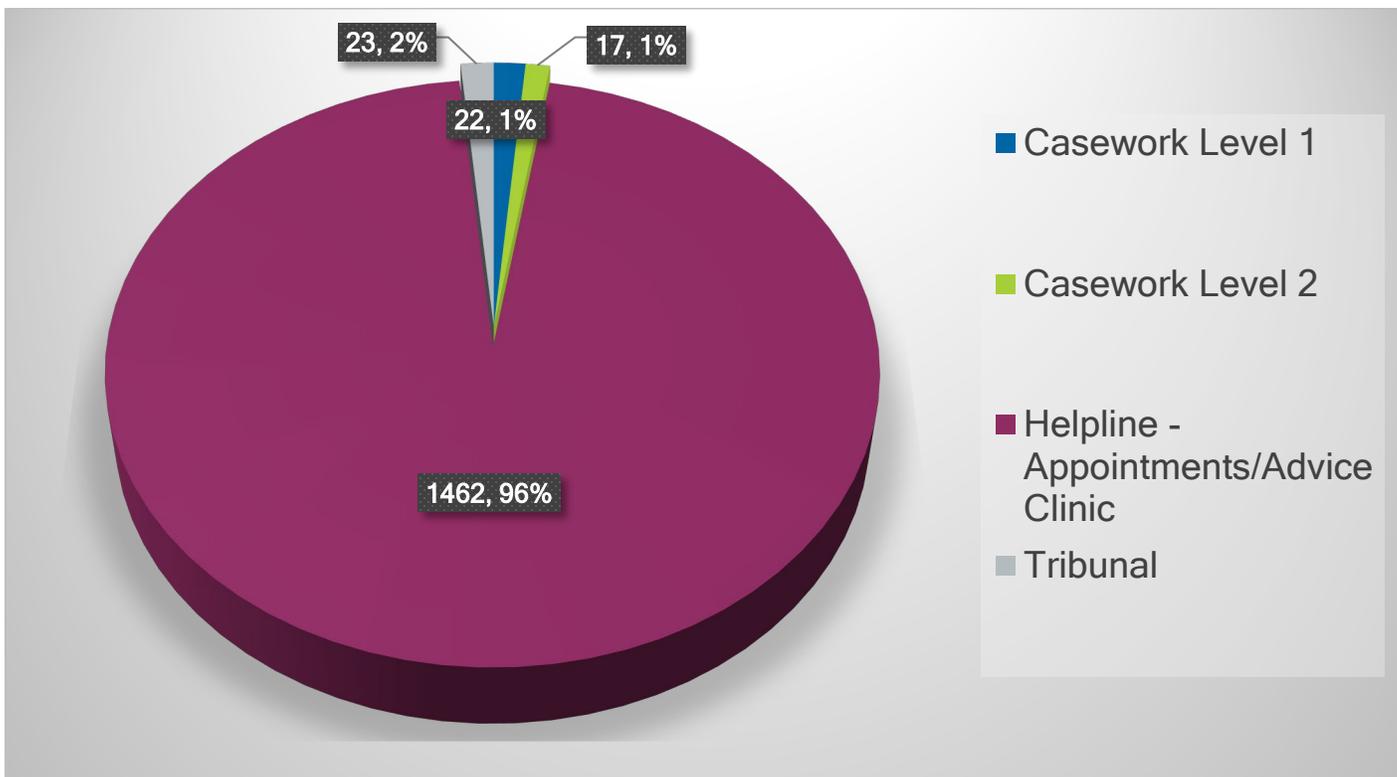
The charts below show the levels of casework and intervention type undertaken by the service during the reporting period. A total of **1524 referrals** were recorded during this reporting period. This is an 14.07% increase on year 2019/20 and 27.4% increase since 2018/2019.

62 referrals were transferred to casework/tribunal (4%). Out of these 62, 6 were CYP cases.

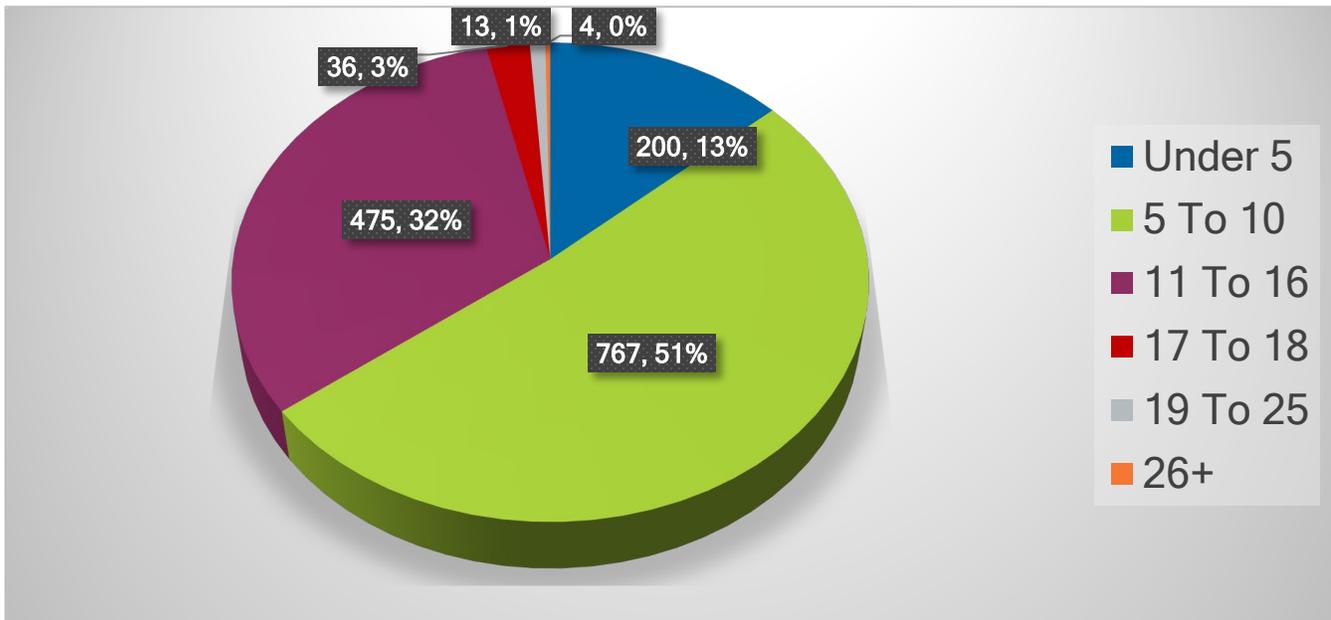
5.1 Number of referrals by month



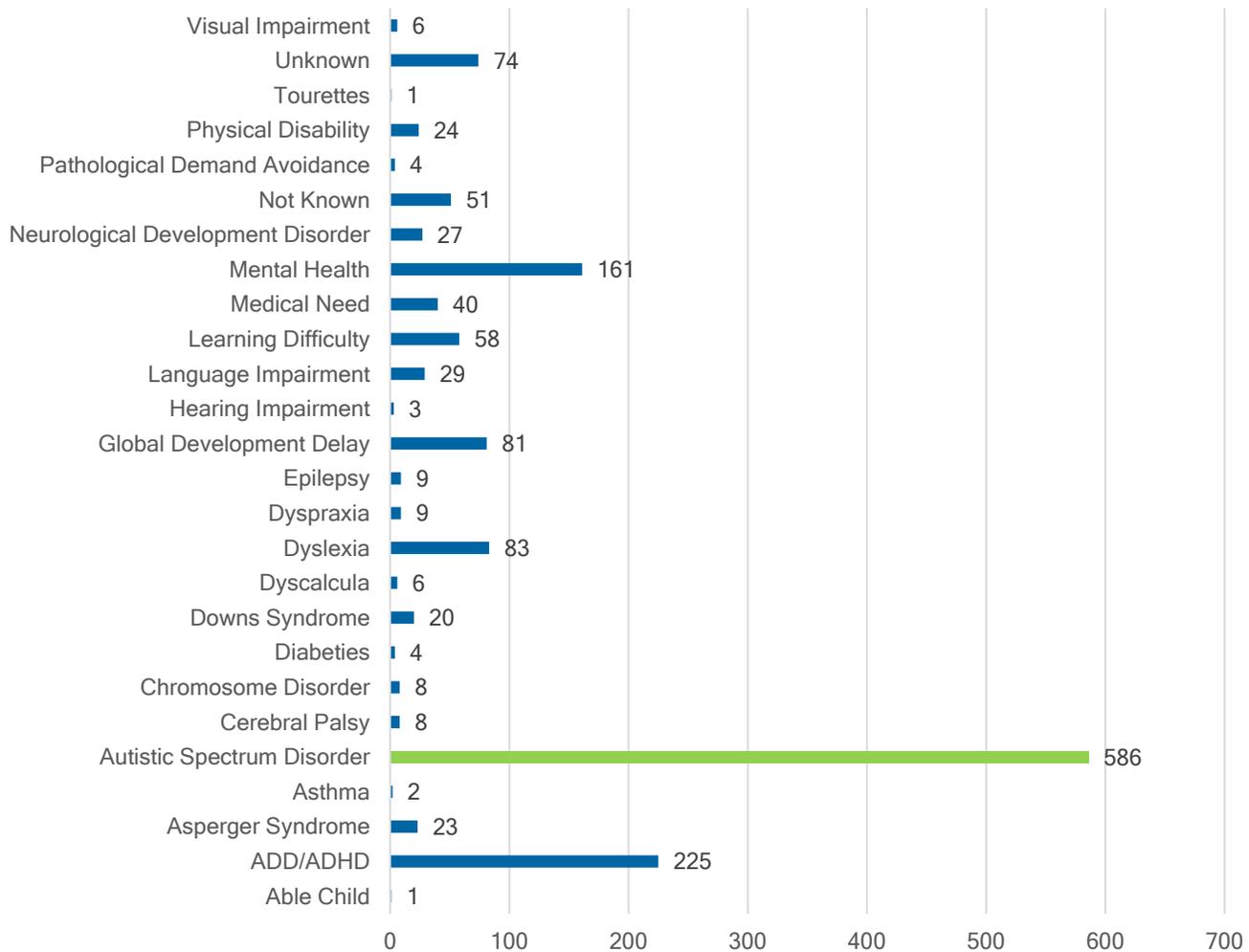
5.2 Level of Intervention



5.3 Age range

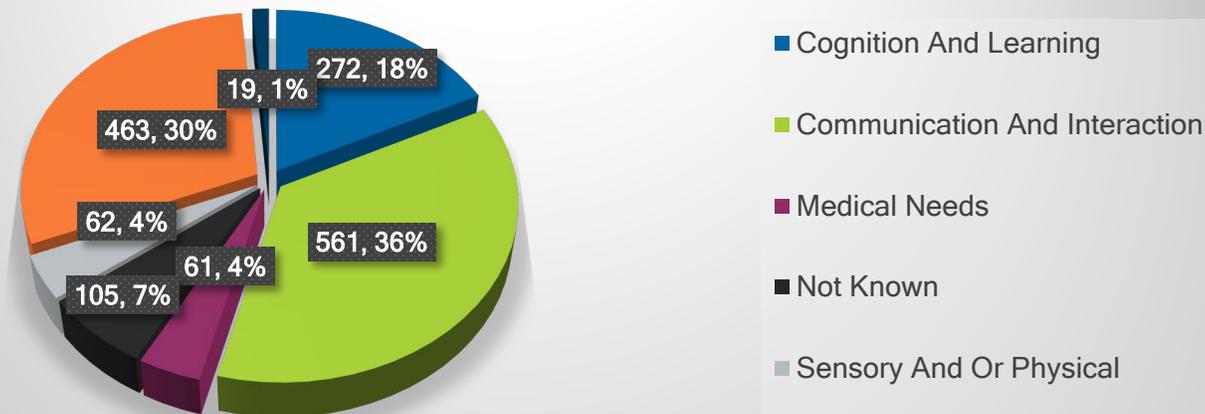


5.4 Main disability



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

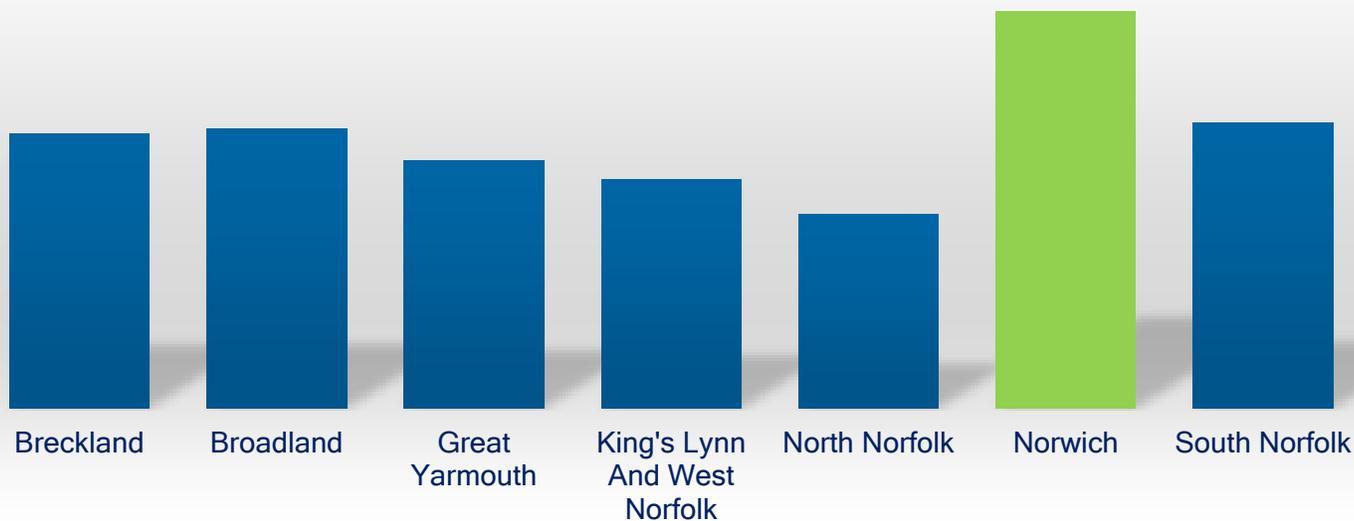
5.5 General category of need



	Unknown	Under 5	5 To 10	11 To 16	17 To 18	19 To 25	26+
Cognition and Learning	1	25	154	85	4	3	0
Communication and Interaction	4	122	290	128	15	2	0
Medical Needs	3	10	29	16	3	0	0
Not Known	7	12	53	28	2	2	1
Sensory and Or Physical	3	13	30	15	1	0	0
Social, Emotional and Mental Health Difficulties	11	18	211	203	11	6	3

Norfolk is divided into 7 districts.

5.6 Helpline referrals by district





Questions answered appropriately, confirmed what I thought I should do next with regards to school issues.”

6.0

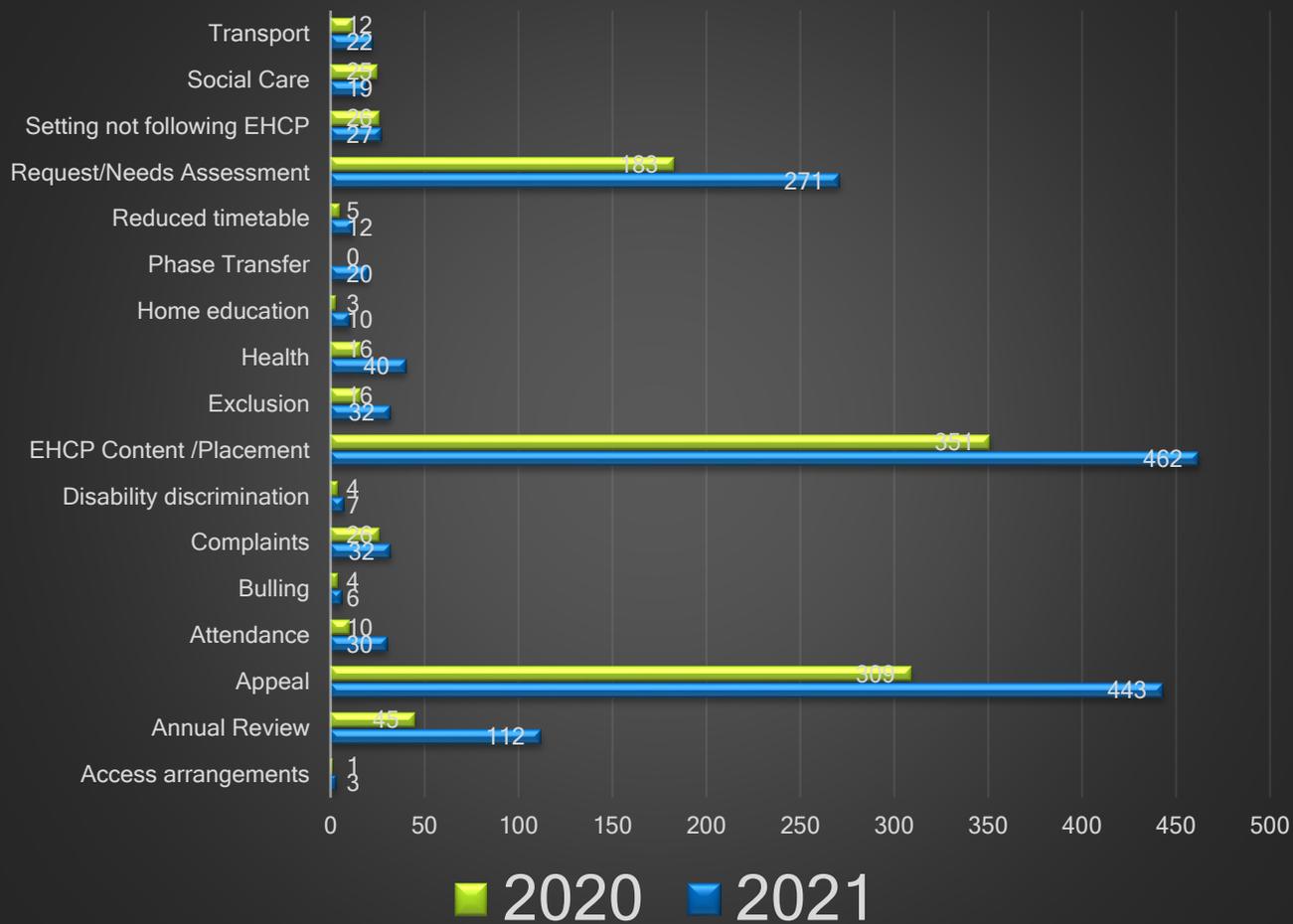
Classification codes (reason for contact)

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.

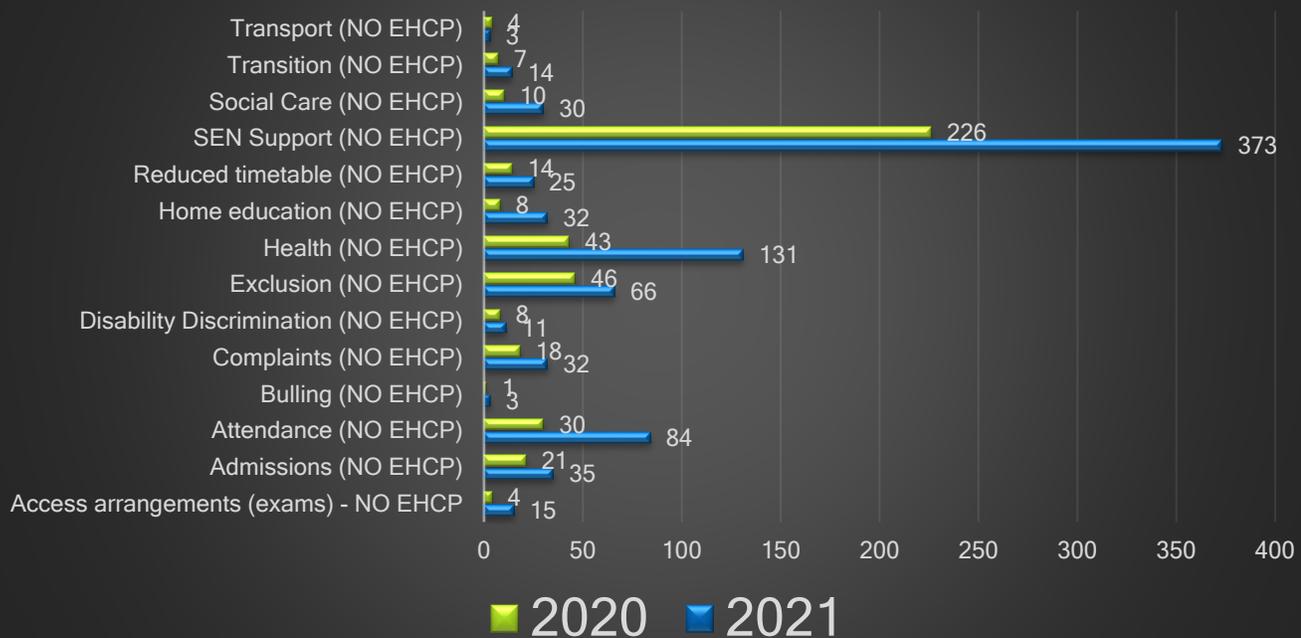
EHCP queries - 65% (1614) of codes recorded are EHCP related, this is a 21% decrease from last year. Of those 29% relate to EHCP content and placement queries, 28% are EHCP appeal queries, 12% EHCP request and needs assessment.

Non EHCP queries – 35% (854) of codes are non EHCP related queries, this is an 88% increase from last year. Of those codes, 44% are SEN Support queries, 15% Health and 10% attendance.

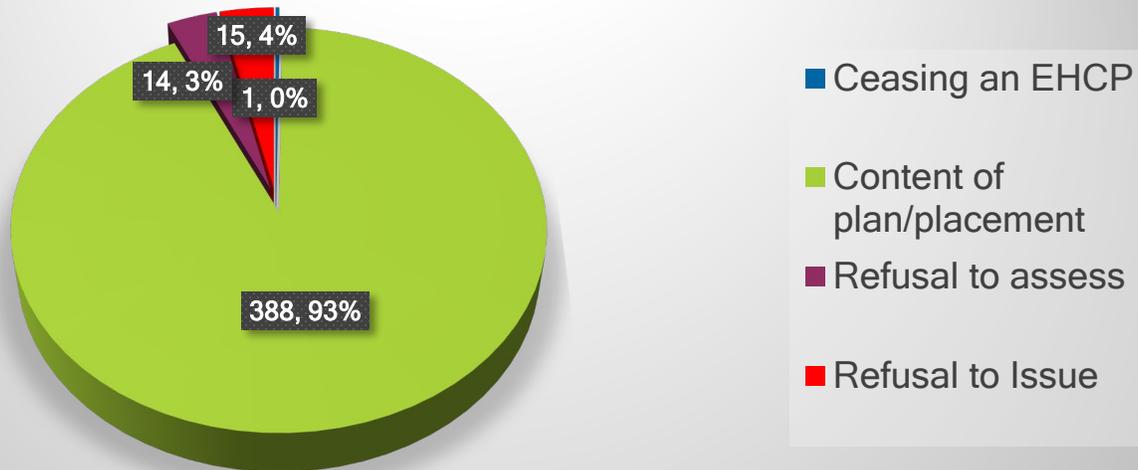
6.1 EHCP Codes



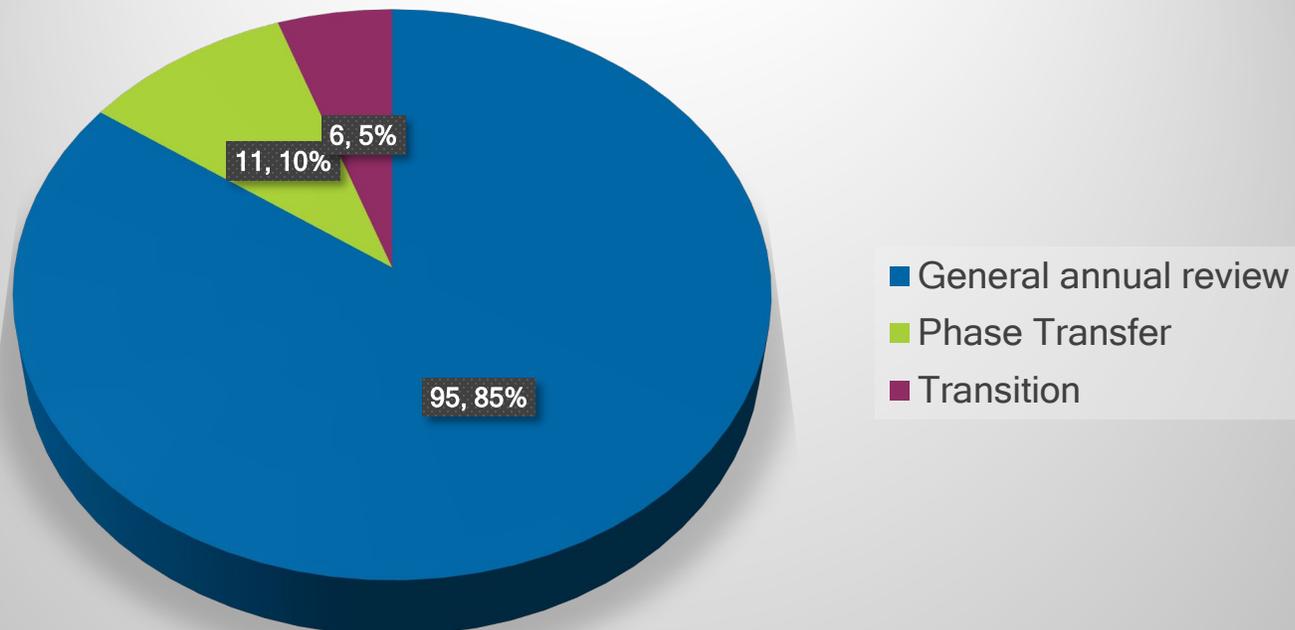
6.2 Non EHCP codes



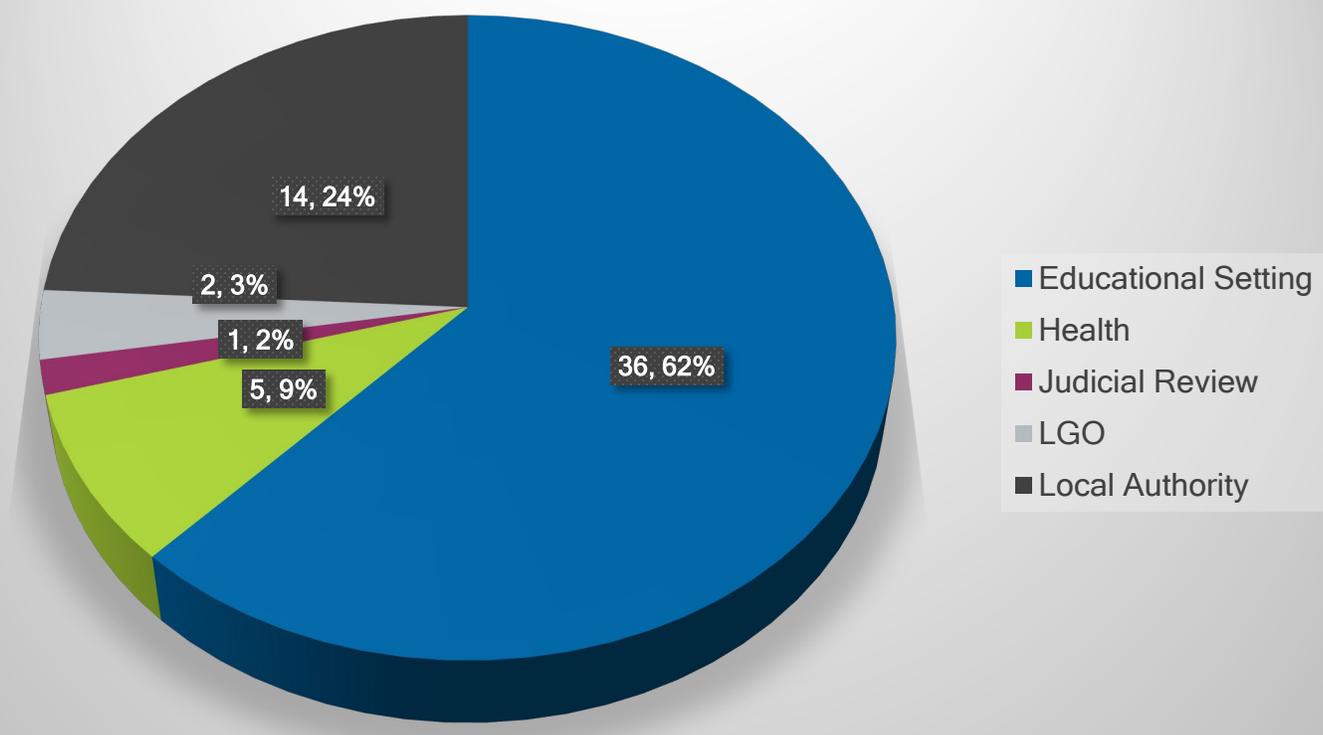
6.3 EHCP Appeal codes level 3



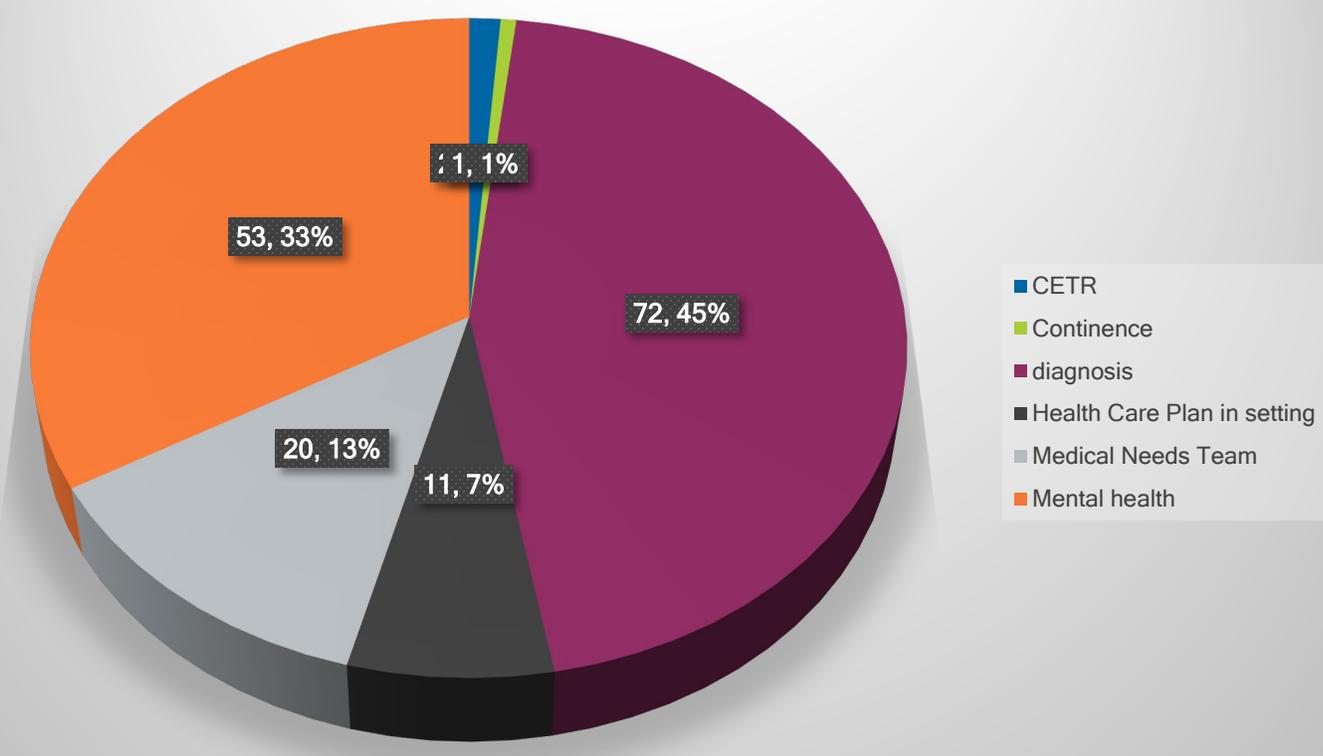
6.4 EHCP Annual review codes Level 3



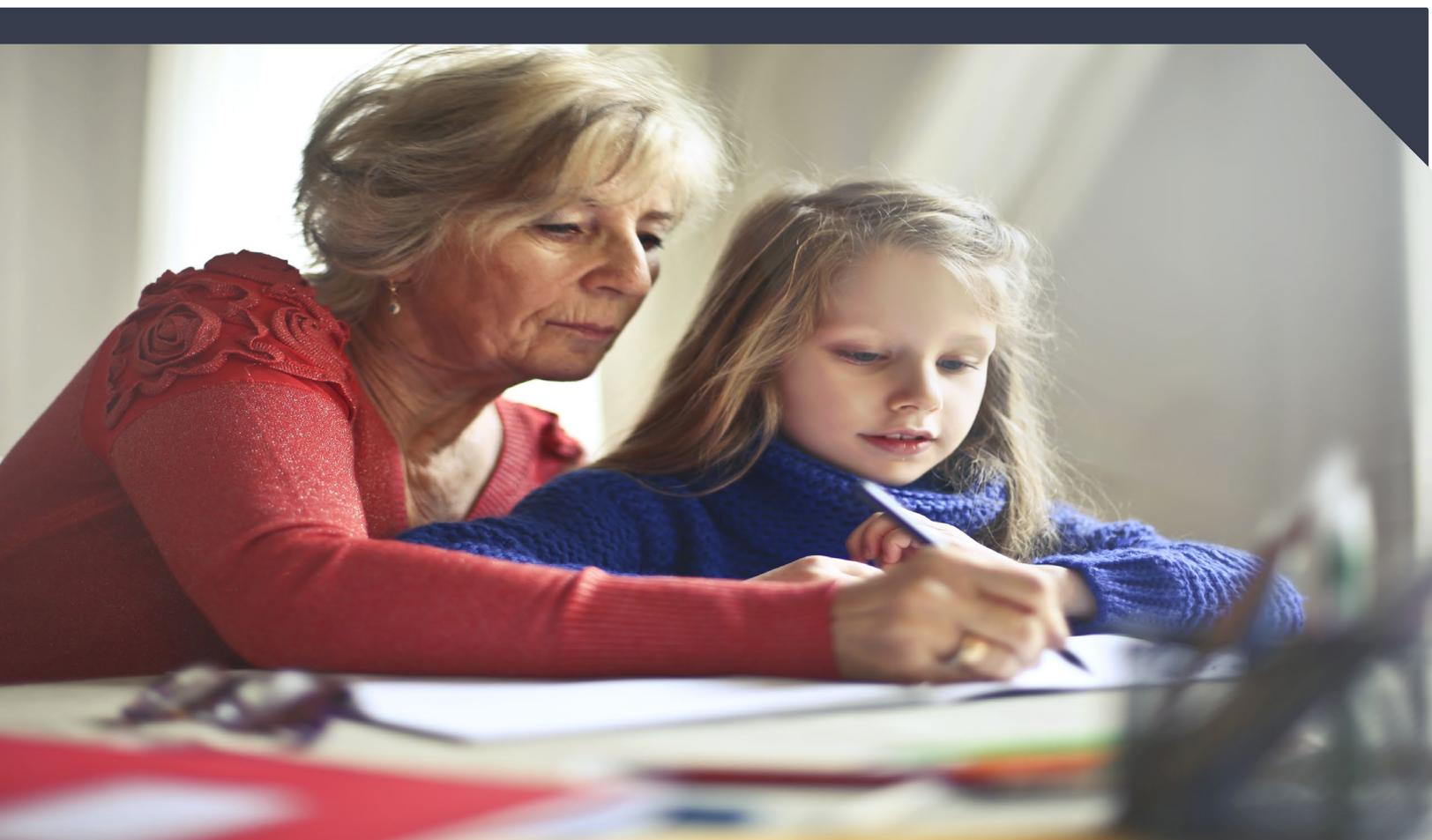
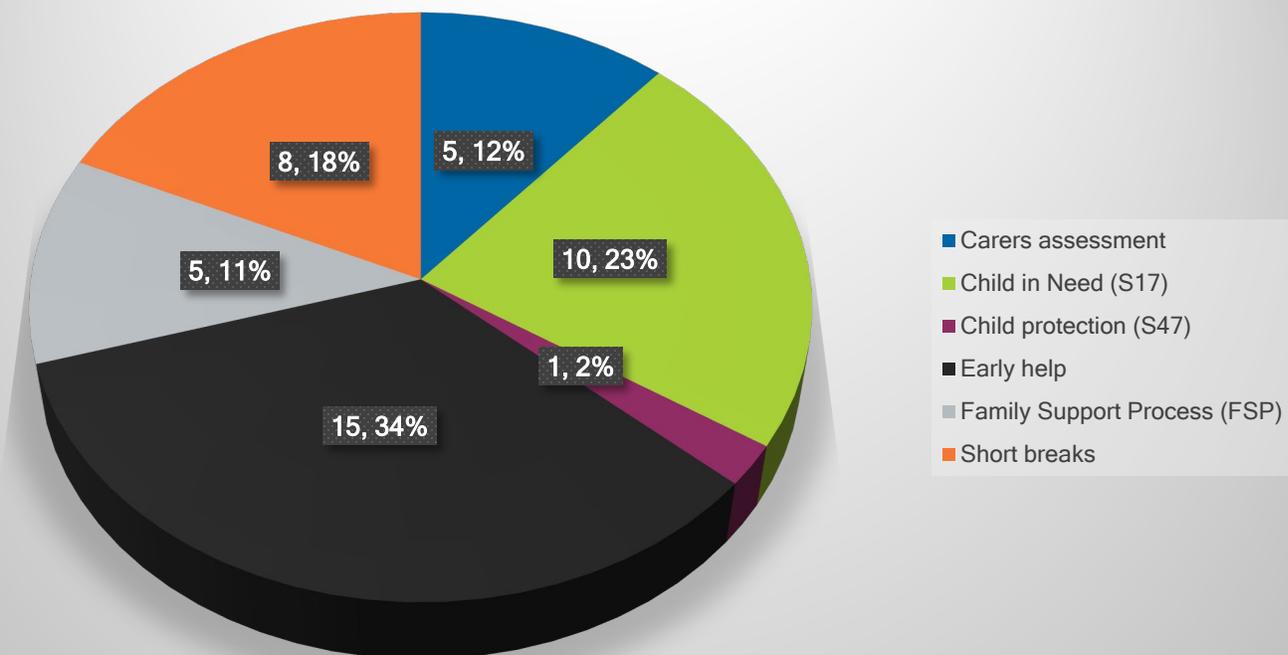
6.5 Total complaints codes (EHCP and non EHCP)



6.6 Total Health codes (Both EHCP and non EHCP)



6.7 Social Care total codes - EHCP and non EHCP





An excellent service- lovely manner, supportive, positive and helpful.”

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. More information can be found in the [policies](#) section of our website.

- 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 favor 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.



“

Incredibly important service. Friendly, positive advice. A lifeline to parents!”

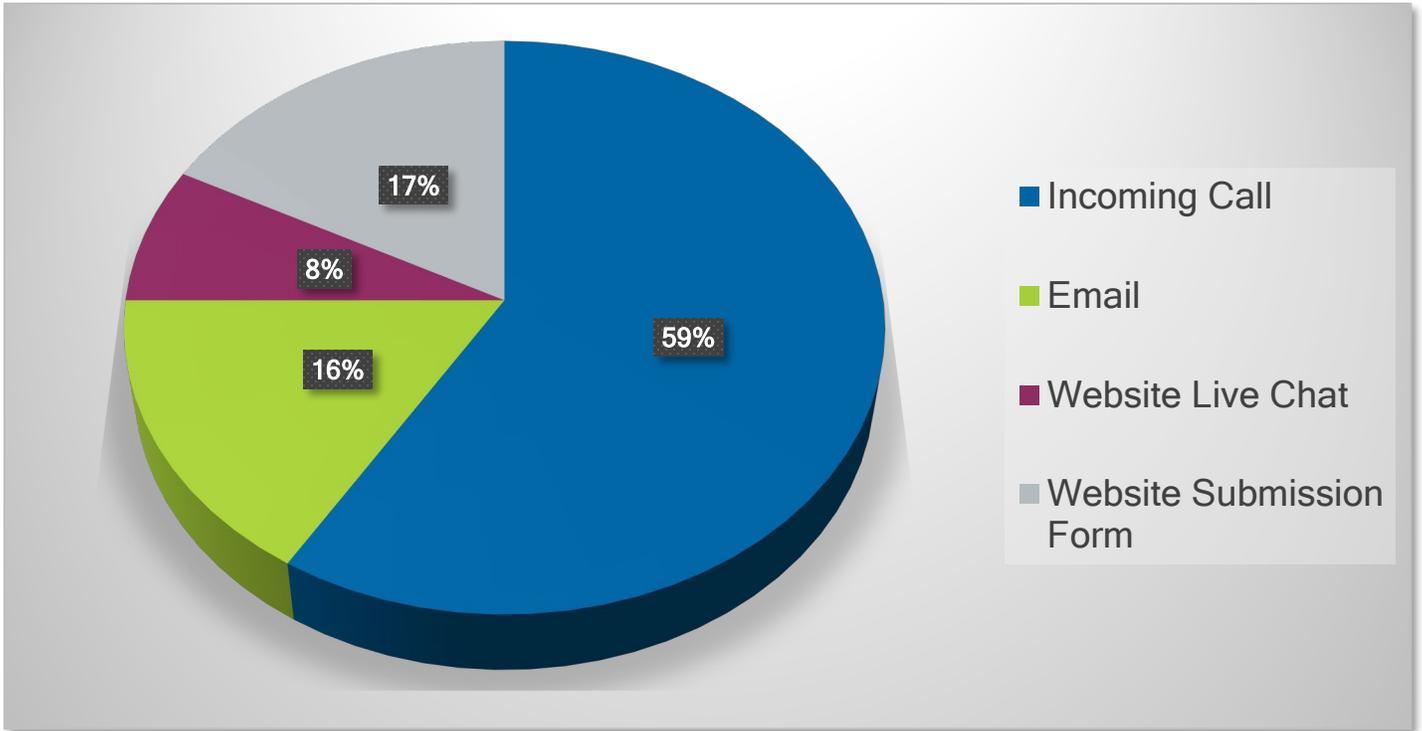
We promote access with Contact who have a National Freephone Helpline, manned Monday to Friday during office hours. Their teams provide information and advice covering a wide range of matters relating to special educational needs and disabilities including:

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

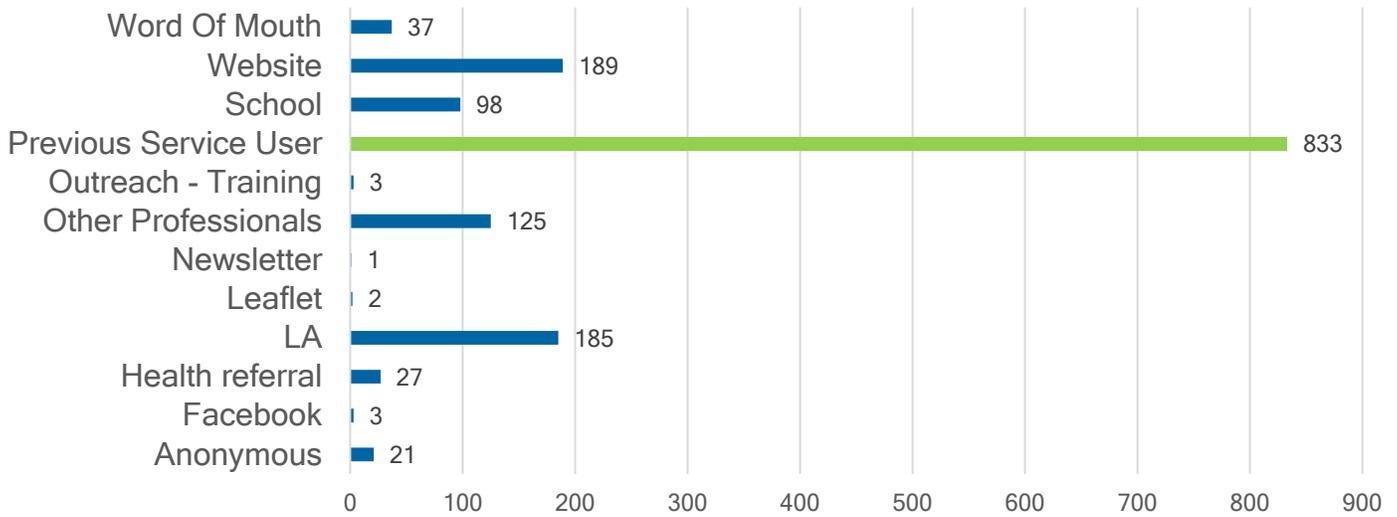
Contact, like SENDIASS also works in partnership with the Council for Disabled Children on the Information, Advice and Support Program (IASP). Their national helpline and online advice service form part of the IASP. This brings together the IASS Network and Contact’s services, offering families a more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



7.1 Contact method



7.2 How did you hear of us?



55% of referrals are previous service users and 691 referrals are from new service users (45%).



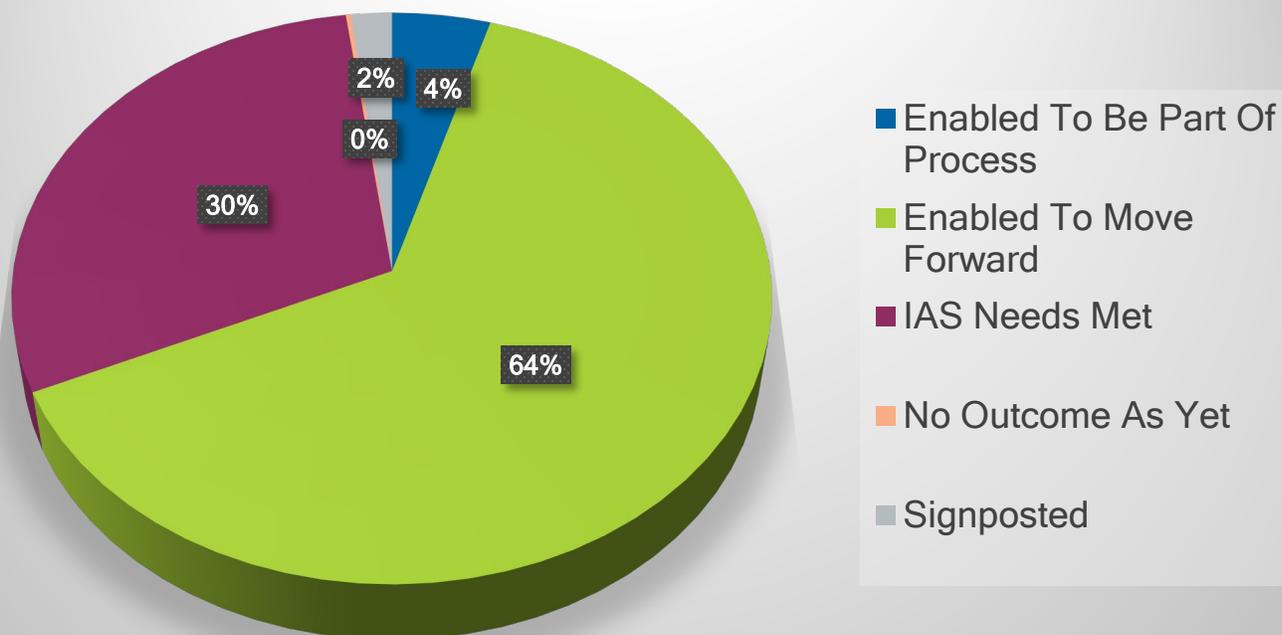
Quickly got in touch via the online form and quickly organised a telephone meeting. Adviser was helpful and reassuring and caring. I felt listened to and reassured.”

8.0

Outcomes

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

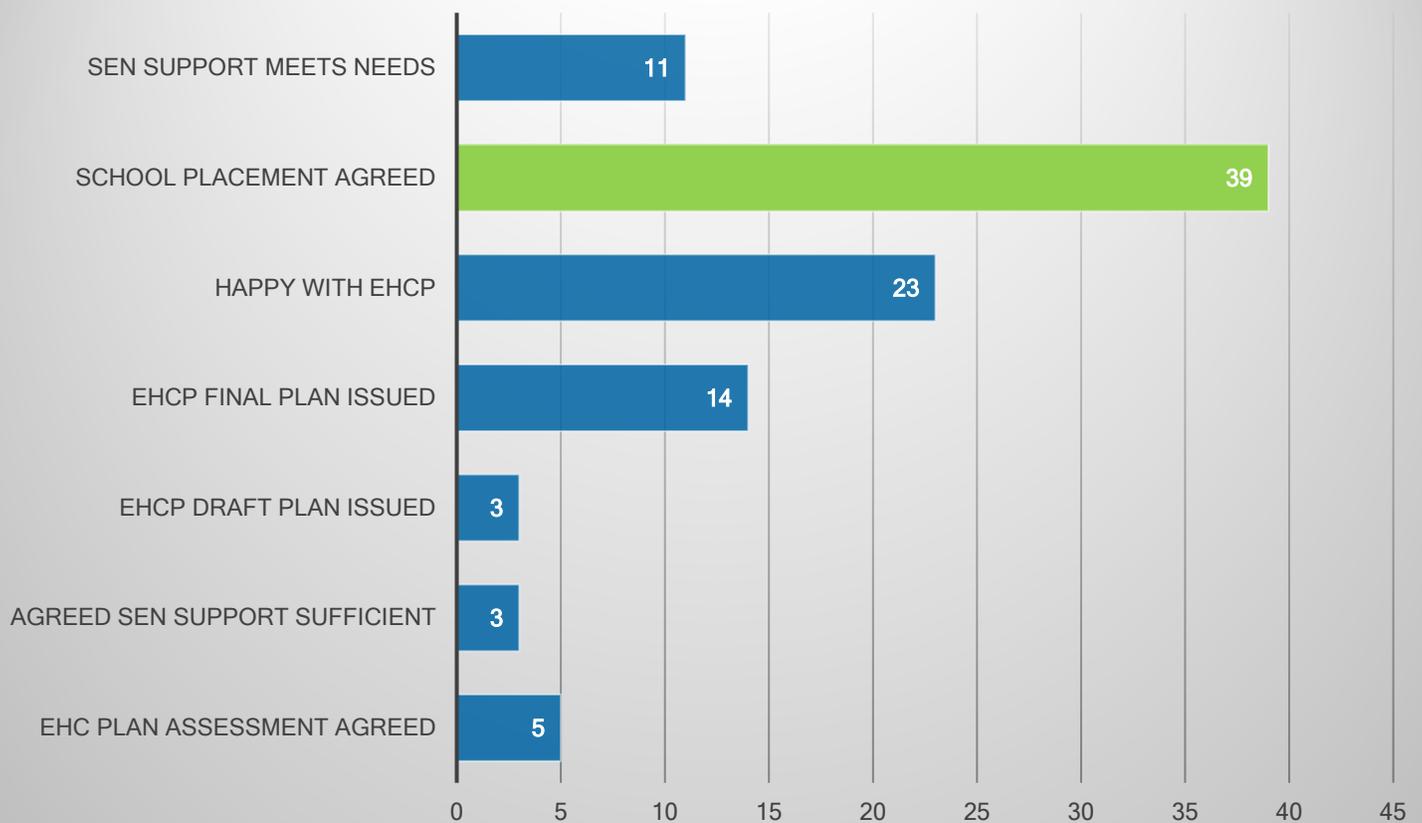
8.1 Simple outcomes





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



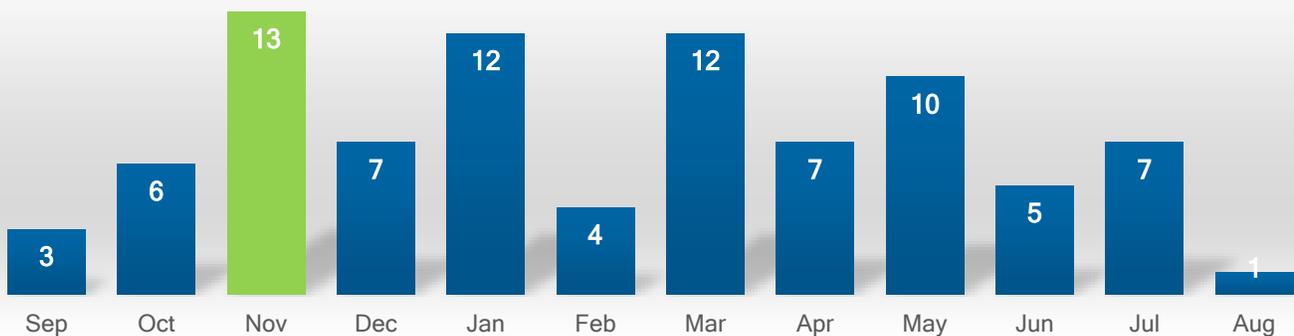


Very good service, provided me with all the answers to my questions.”

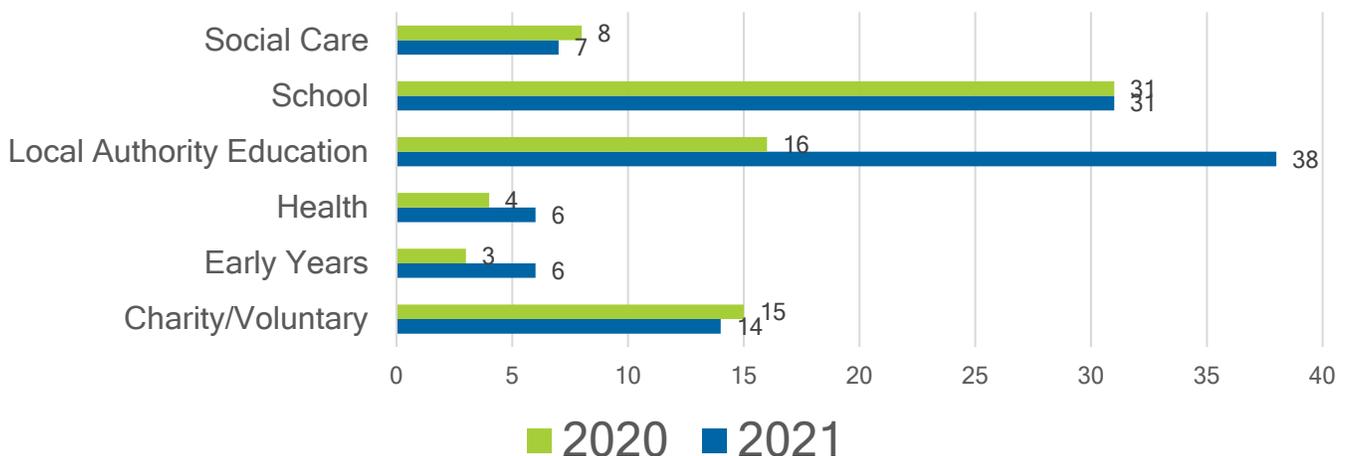
9 Professional contacts

We received 102 referrals from professionals requesting information and advice from the service during this reporting period. This is a 27.5% increase from last reporting year.

9.1 Professional contacts by month



9.2 Professional contacts by type



“

After my conversation I felt extremely supported and was provided with excellent guidance.”

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 and adviser or a slot at an advice clinic. We have developed an online pinboard for both parent/carers and members of the Norfolk SEND Youth Forum.

The screenshot displays the Norfolk SEND Partnership website interface. At the top left is the logo for Norfolk SEND Partnership, Information, Advice and Support Service. To the right, contact details include the phone number 01603 704070 and the email address sendpartnership.iass@norfolk.gov.uk. A search bar, language selection dropdown, and help desk button 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.

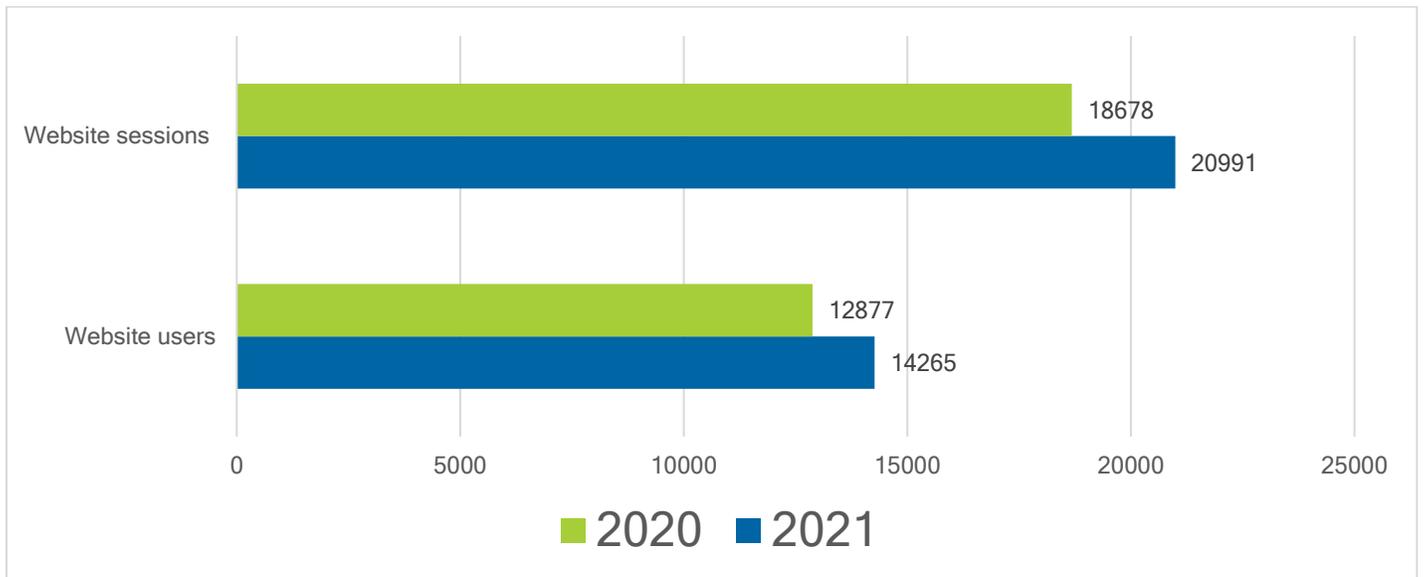
Key service tiles include:

- Contact Us**: For confidential support and advice. Sub-menu items: About Us, Meet the Team, Minutes, Policies, Steering Group, Ofsted.
- Advice Clinic**: Face to face support.
- Information Booklets**: Download Here.
- Online Information**: Browse SEND Information.
- Professional Resources**: Documents and guidance for professionals.

A featured video section titled "Watch our animated video for children and young people about who we are and how we can help" features an illustration of children at a playground. The text below the video states: "We are a group of people who help children with special educational needs and disabilities." Below this, a notice reads: "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 hotline and leave a message."

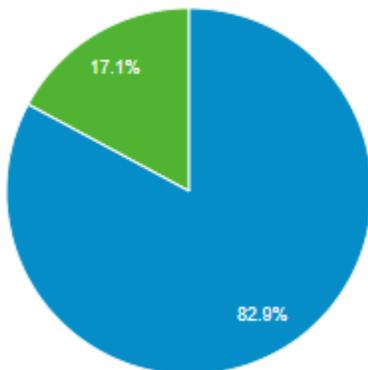
In the bottom right corner, there is a circular "CLICK QUESTION: Ask Us" button with a question mark icon.

10.1 Website Users



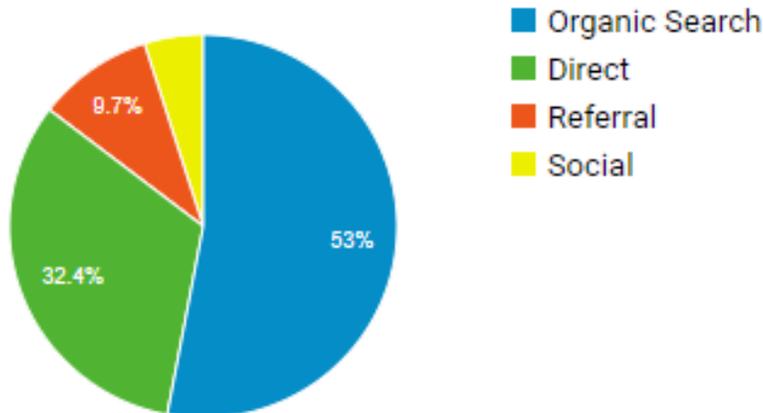
10.2 Website visitors

■ New Visitor ■ Returning Visitor



10.3 Top website channels

Top Channels



10.4 Top page downloads

1. Writing your views for an EHCP' booklet
2. Booklets
3. Info for parent/carers
4. Newsletters
5. Helpdesk
6. Meet the team
7. Contact us
8. Useful links and documents
9. Parent/carer training
10. Useful contacts

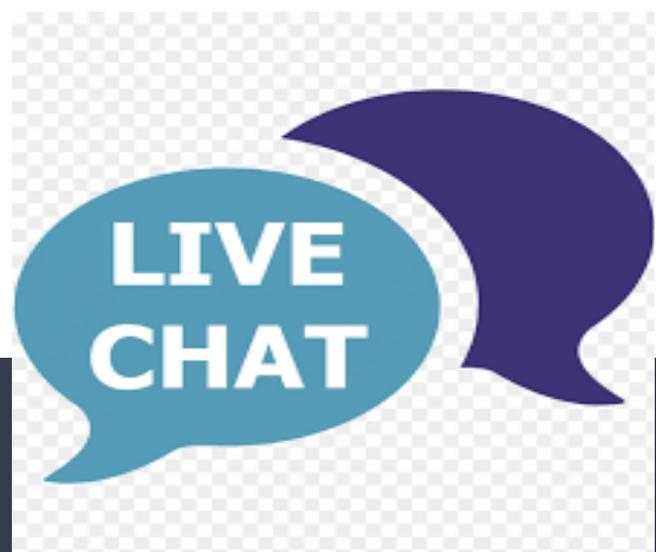
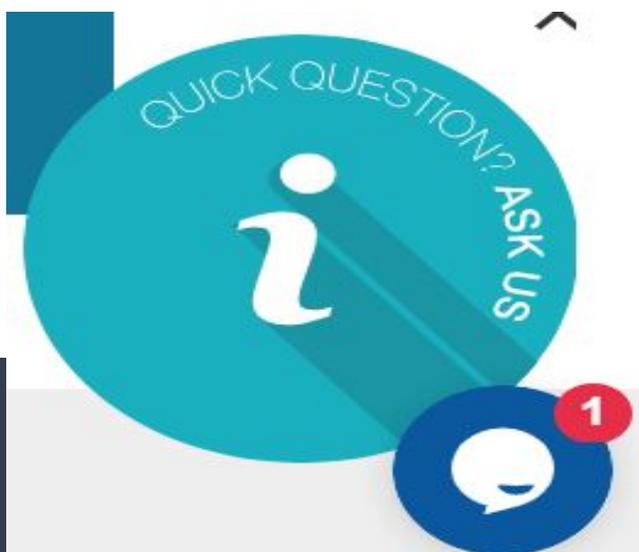
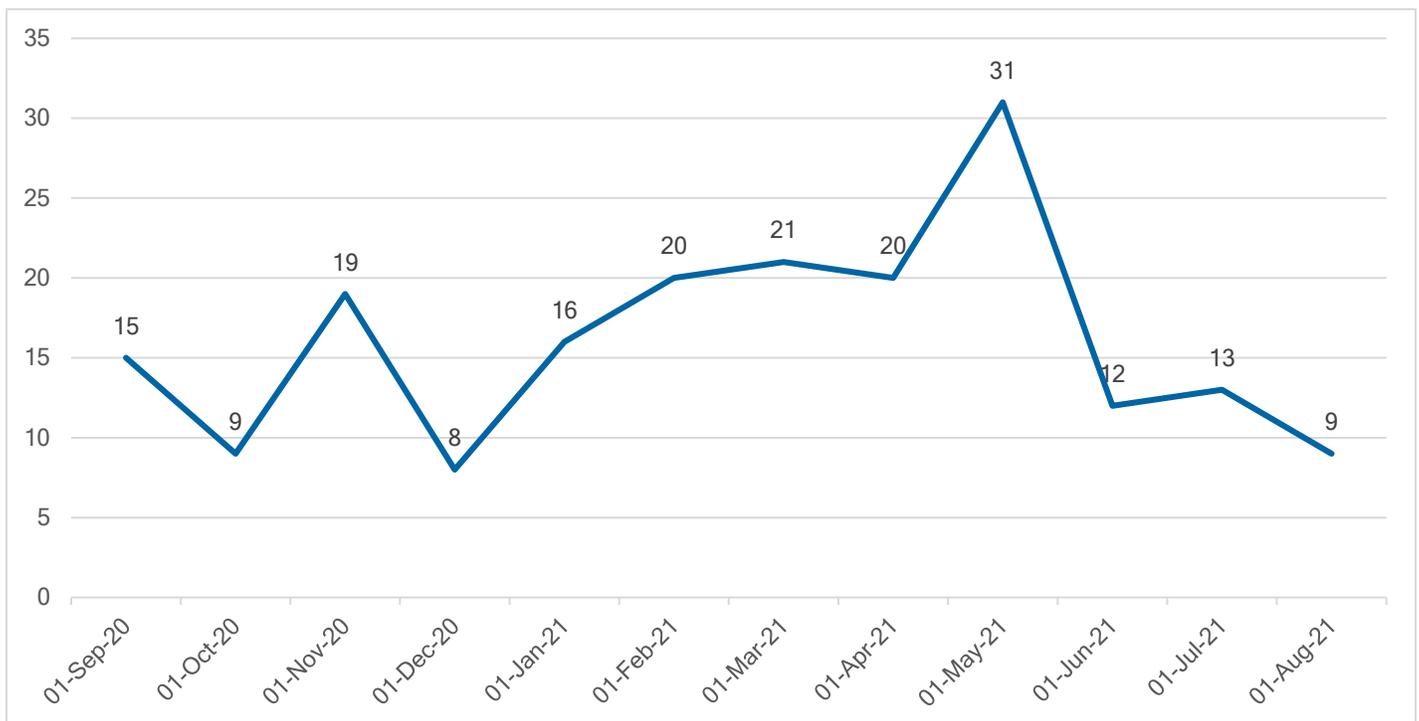
Advice clinics

We stopped running our online advice clinics as we were unable to deliver any different type of service than we would offer during a helpline appointment. We will review the return of face-to-face clinics this upcoming year.

10.5 Website Live Chat (Tawk2)

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 193 live chat requests and 88 offline messages.





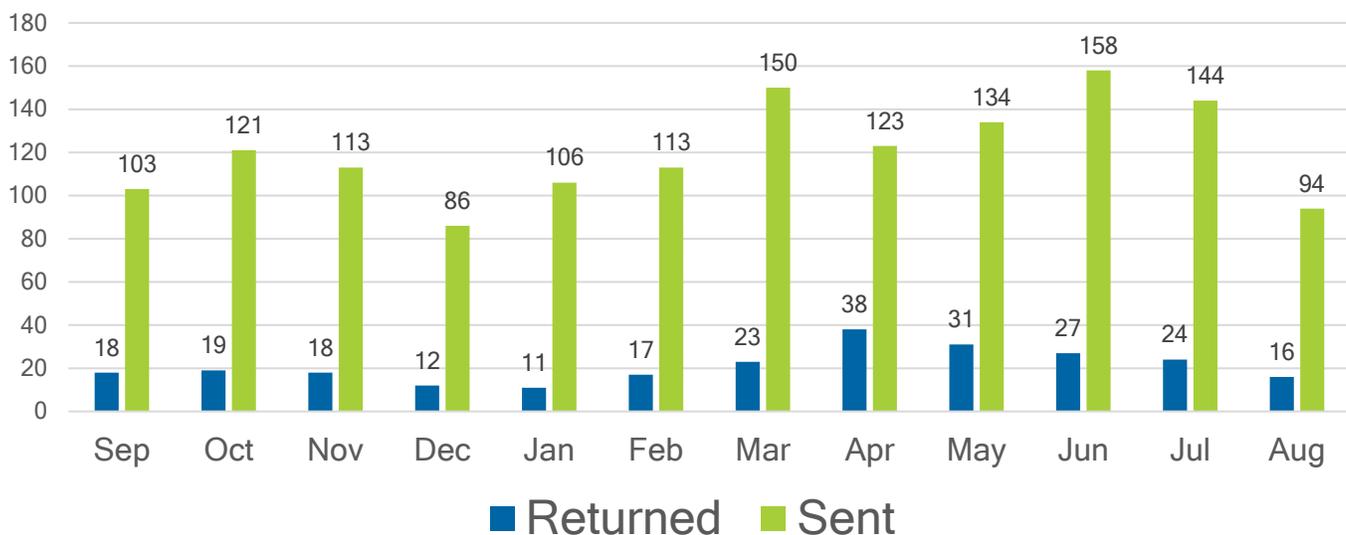
The advice and information I received was very good and helped me request an EHCP assessment which was successful.”

11.0

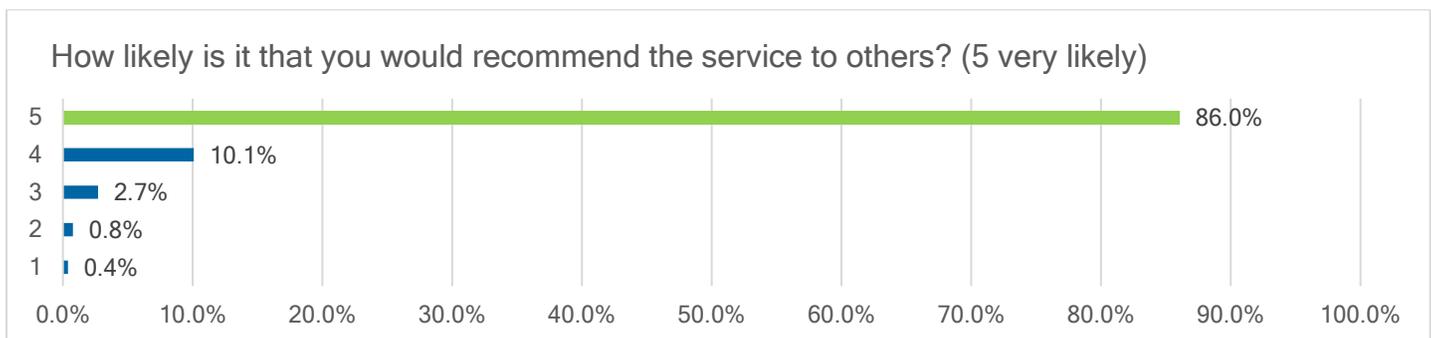
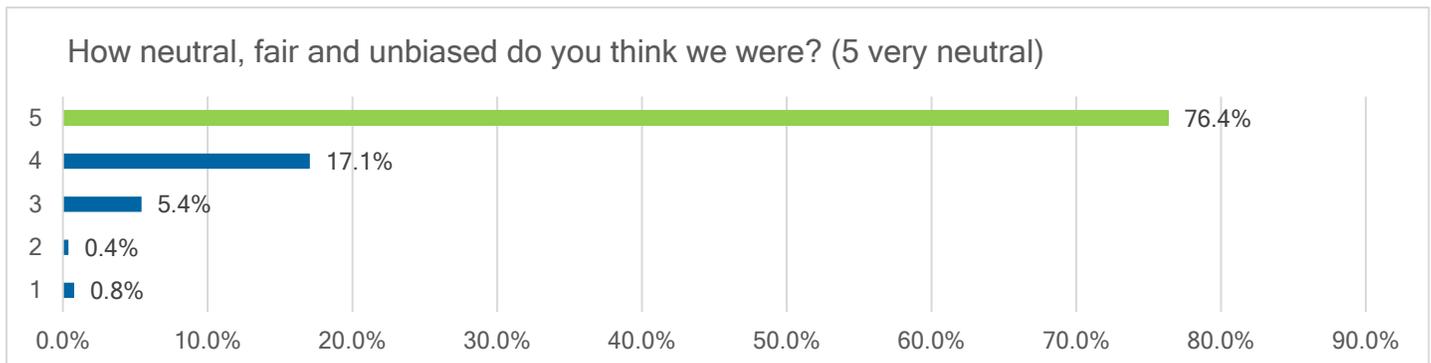
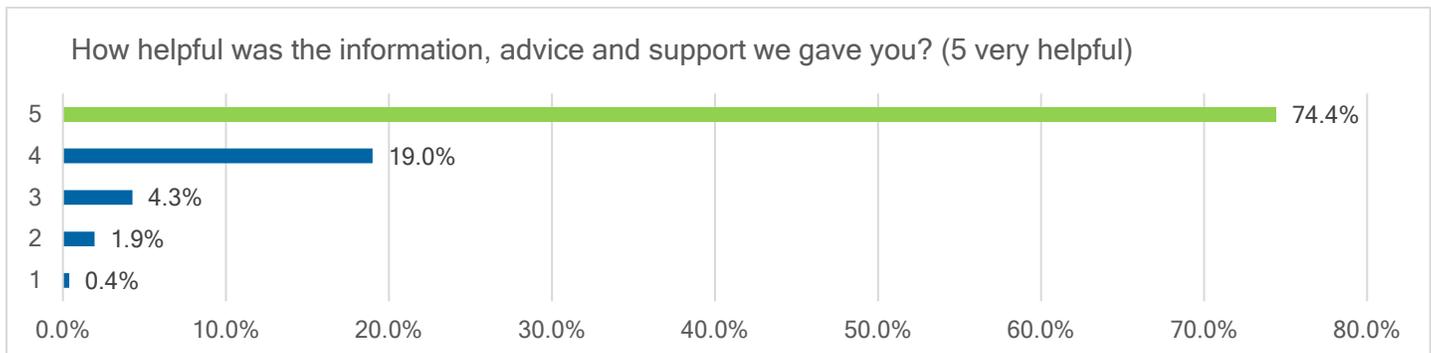
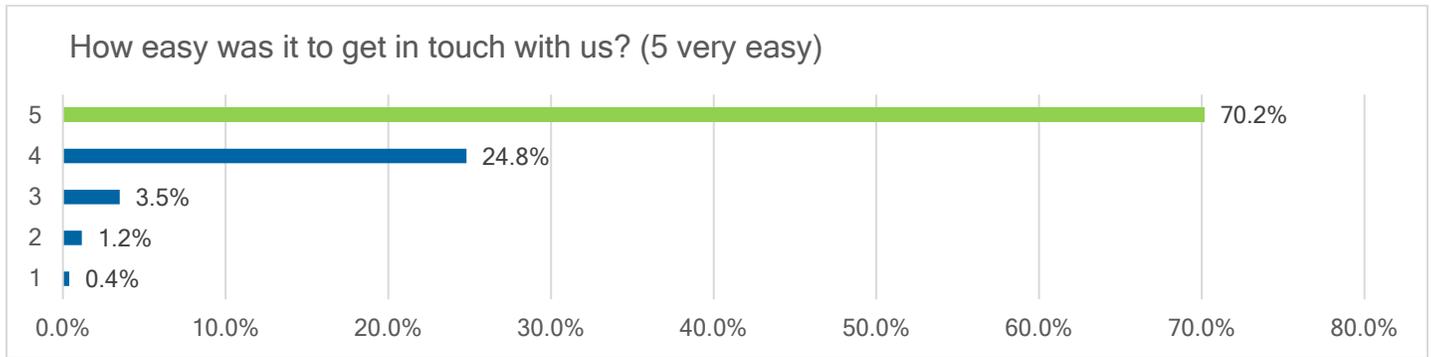
Feedback/evaluations

Our evaluation questionnaires are broken down into 2 categories. Helpdesk /Advice Clinic and Casework Levels 1/2/Tribunal. We moved from using online survey to Microsoft Forms from April 21. Evaluations are sent once the referral is closed, by email and text. Return rate for this year is 17.5% which is 6.5% more than previous year.

11.1 Evaluation feedback by month



11.2 Summary of Helpdesk/advice clinic evaluations.



This report was written by Norfolk SEND Partnership (SENDIASS) Sept 21.



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