

Norfolk SENDIASS

Special Educational Needs & Disabilities Information Advice
and Support Service



Annual Report - 1st September 2021 - 31st August 2022

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Absolutely invaluable service that I am so grateful for.”

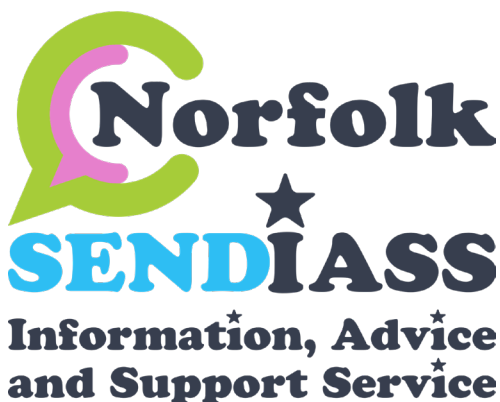
SENDIASS provides free confidential and impartial information, advice and support to children and young people up to the age of 25 who have special educational needs and/or disability and their parents and carers. This includes health and social care where it impacts on education.

“ *Really understanding of our situation and very knowledgeable.*”

1.

Introduction

The role of Norfolk 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 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 SENDIASS is a statutory 'in house' service jointly funded by Norfolk County Council and Norfolk and Waveney Integrated Care Board (ICB)

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.

“

Very helpful in reassuring me what next steps I should make and that I was within my rights to do those.”

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 ICB.

We are in the process of agreeing funding through Norfolk County Council Children's Social Care.

We do not currently have a funding agreement with Norfolk County Council Adults Social Care.



“

Practical advice given, feel confident with my next steps.”

4. Resourcing and Capacity

As of August 2022, the Service consisted of:

- 1x Manager (full time secondment) – core funding
- 5 x SENDIASS Advisers (3 x part time 0.6FTE and 2 x job share 0.4FTE) – core funding
- 1x Business and Communications Officer (part time 0.8FTE) – core funding
- 1x Business Support Officer (part time 0.6FTE) – core funding
- 1x Children and Young Person Officer (part time 0.4FTE) – core funding

Total FTE = 5.4

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.





Friendly staff, very helpful and reassuring at a time when you feel as though no one is listening to you.”

5.0

Casework and Intervention levels

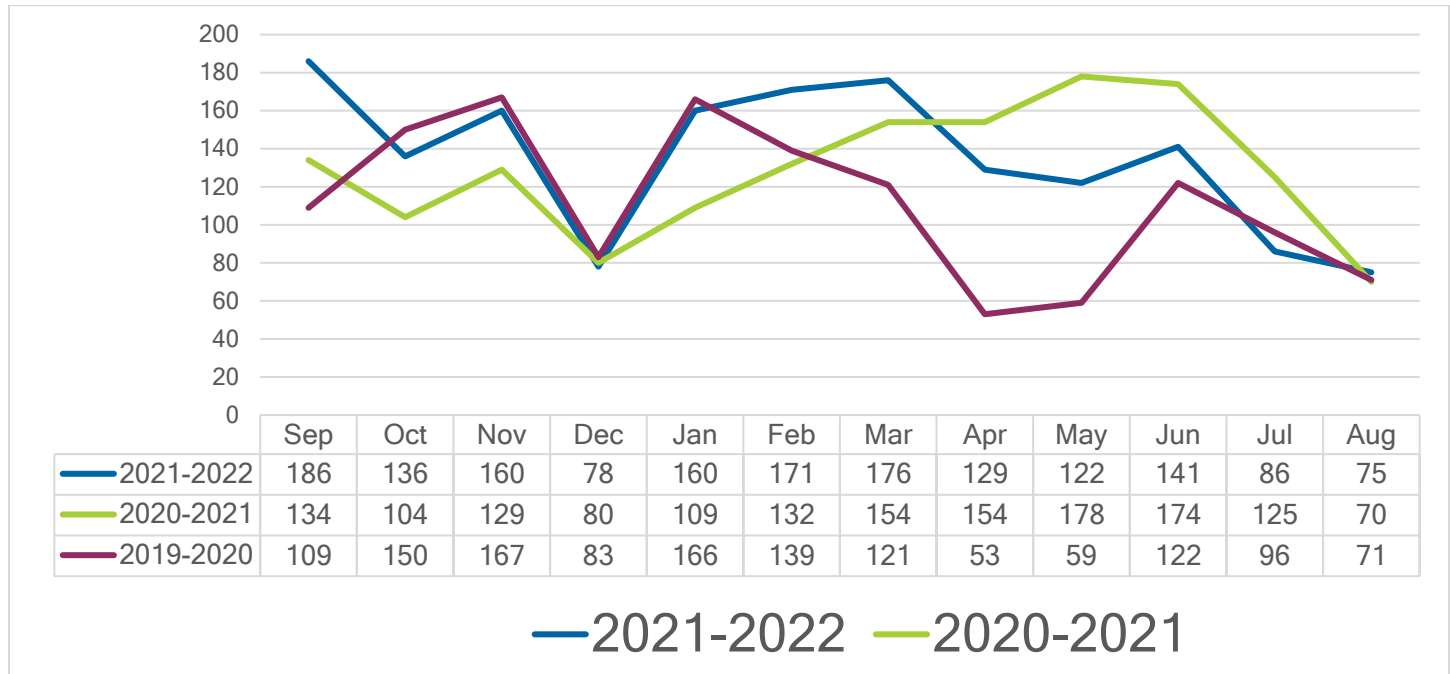
The role of Norfolk SENDIASS is to ensure that children and young people with SEND (special educational needs and disabilities) and their parent/carers have access to impartial information, advice, and support so that they can make informed decisions about matters relating to their special educational 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.

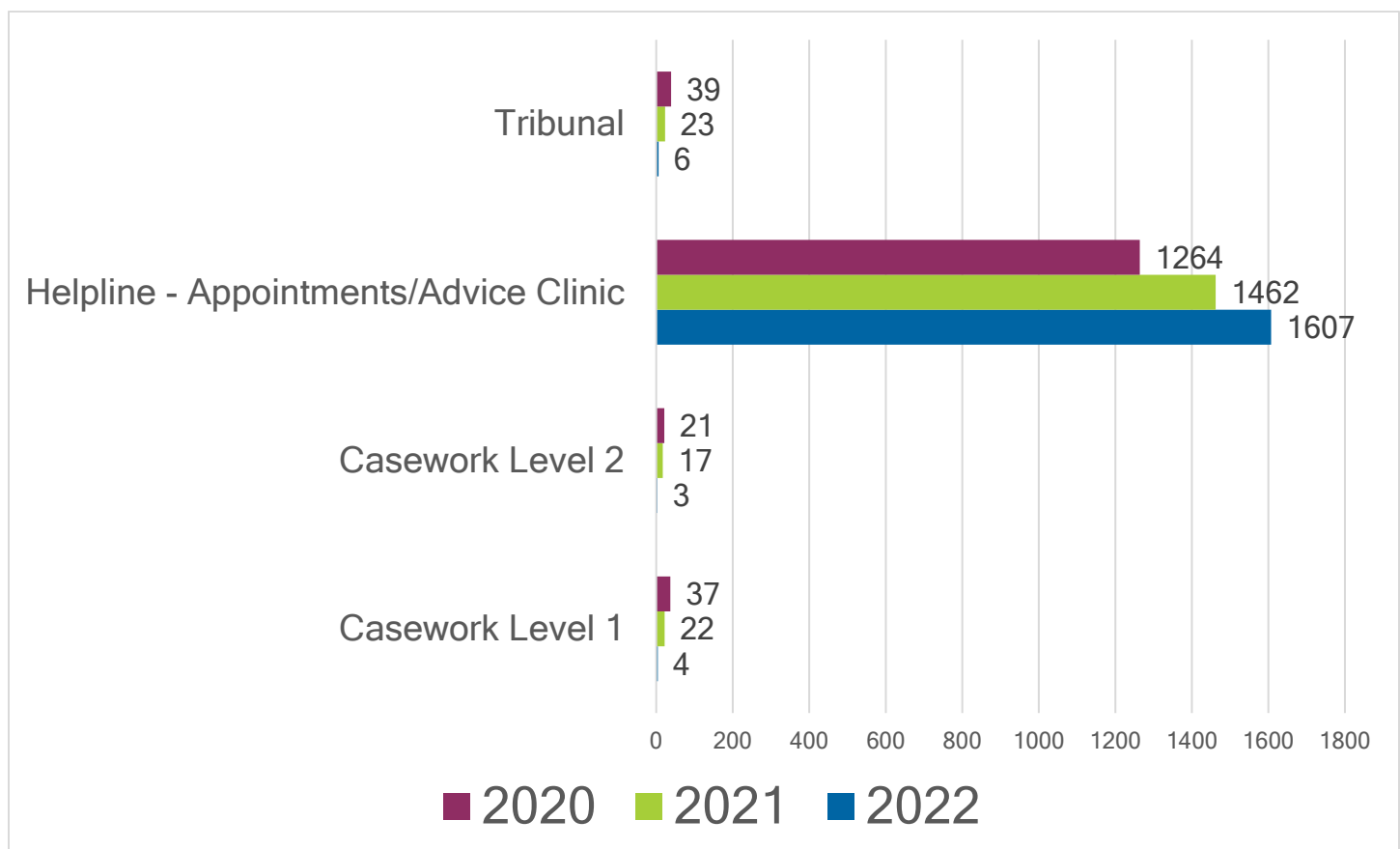
The charts below show the levels of casework and intervention type undertaken by the service during the reporting period. A total of **1620 referrals** were recorded during this reporting period. This is an 5% increase on year 2020/21 and 21% increase since 2019/2020.

13 referrals were transferred to casework/tribunal. Casework was not taken from Feb 22 due to capacity. Old cases were closed.

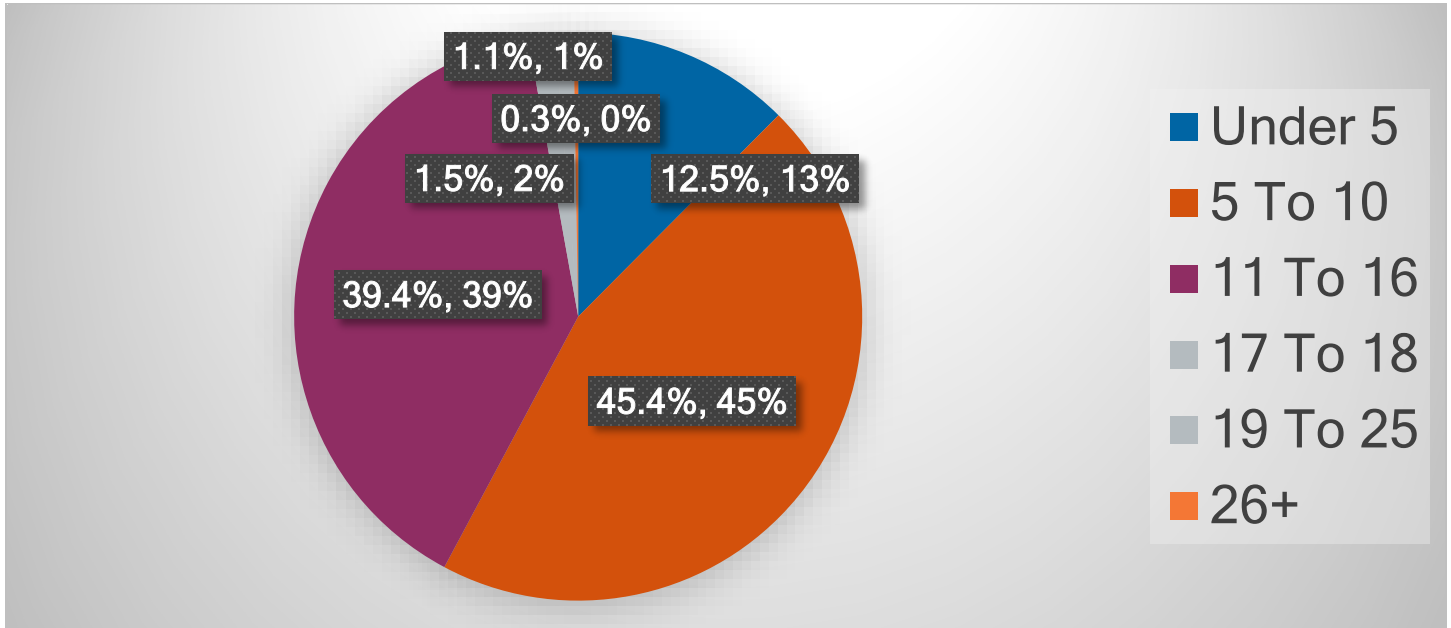
5.1 Number of referrals by month



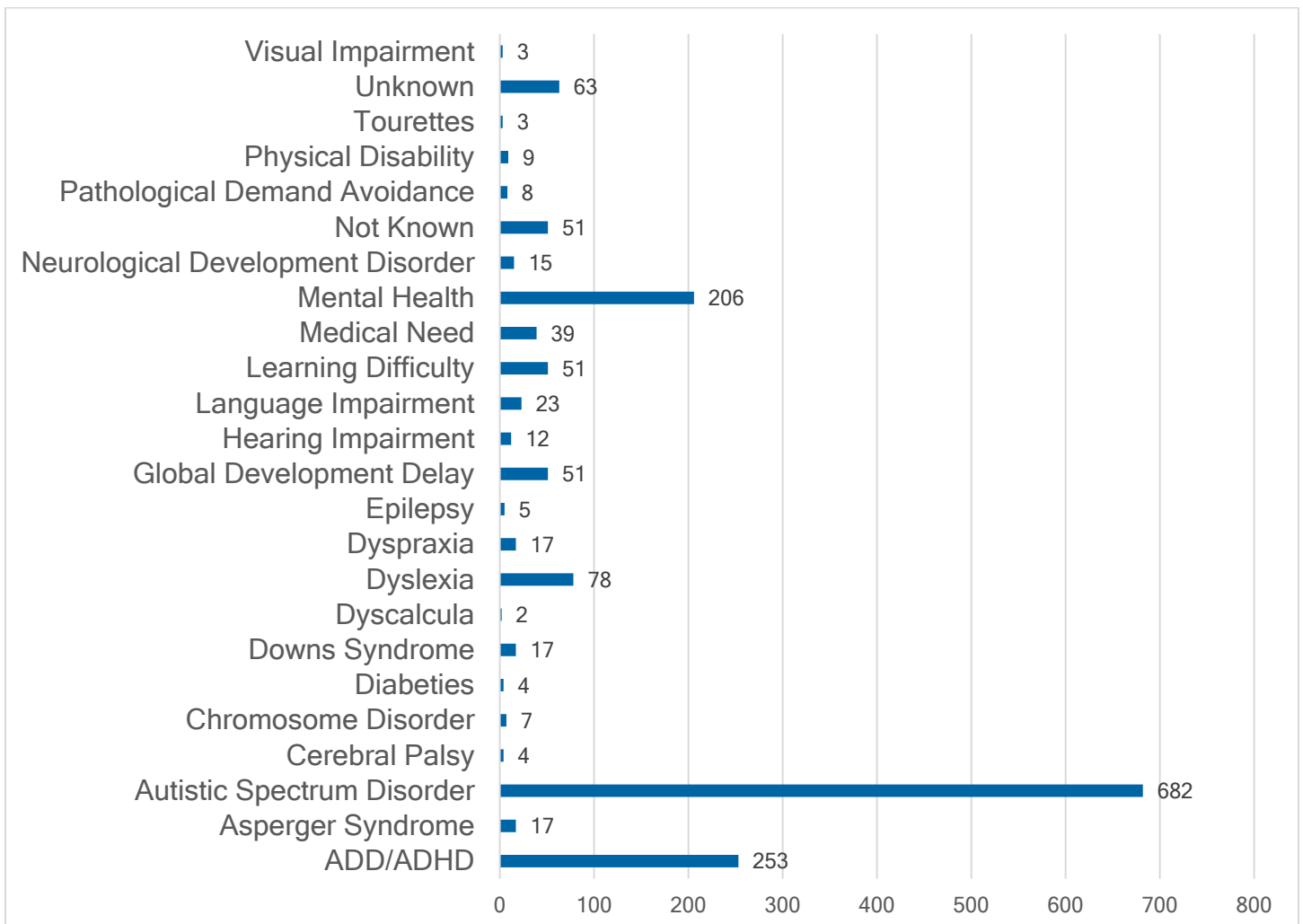
5.2 Level of Intervention



5.3 Age range

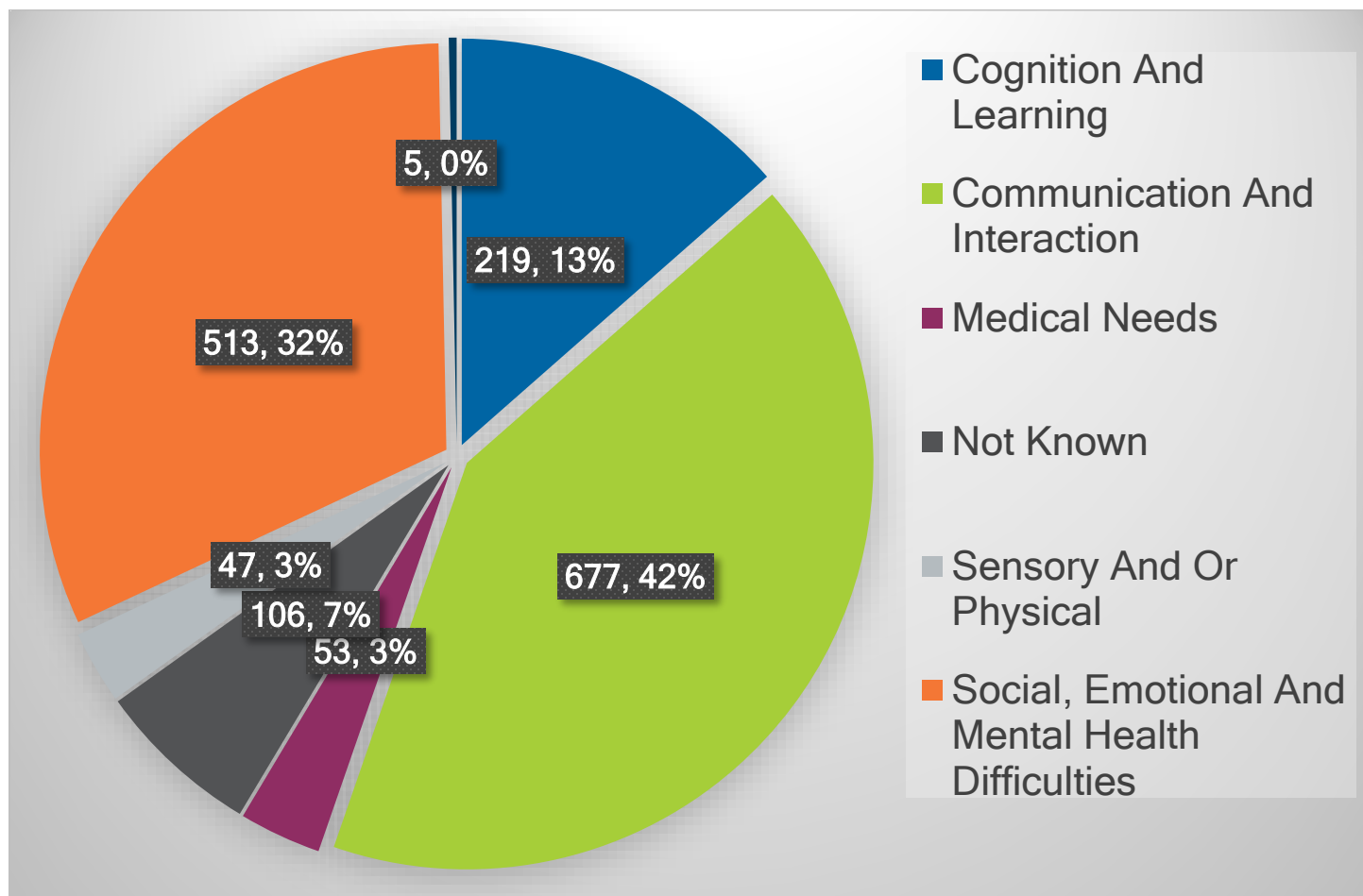


5.4 Main disability

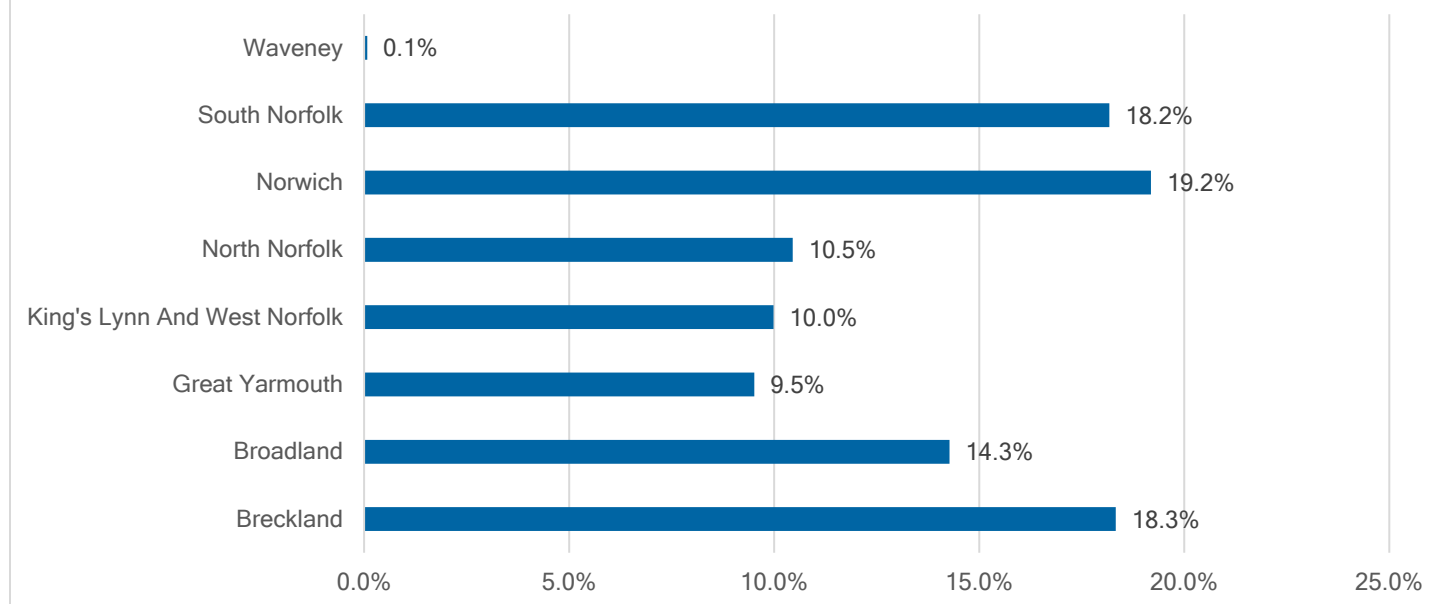


5.5 Category of need

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



5.6 Helpline referral by district



“

Extremely and impressively knowledgeable. Excellent signposting. Have given me confidence in taking next steps.”

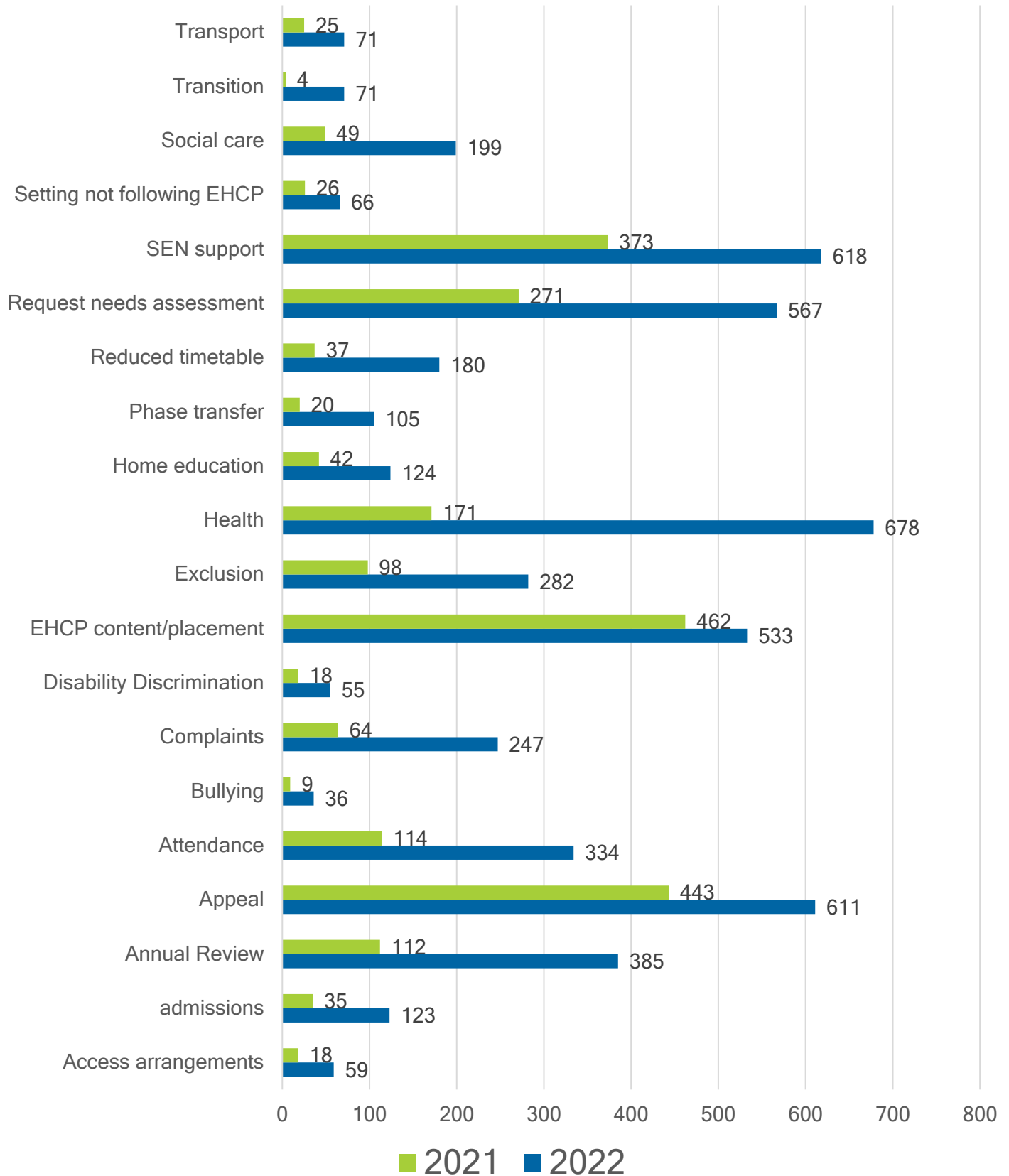
6.0

Classification codes (reason for contact)

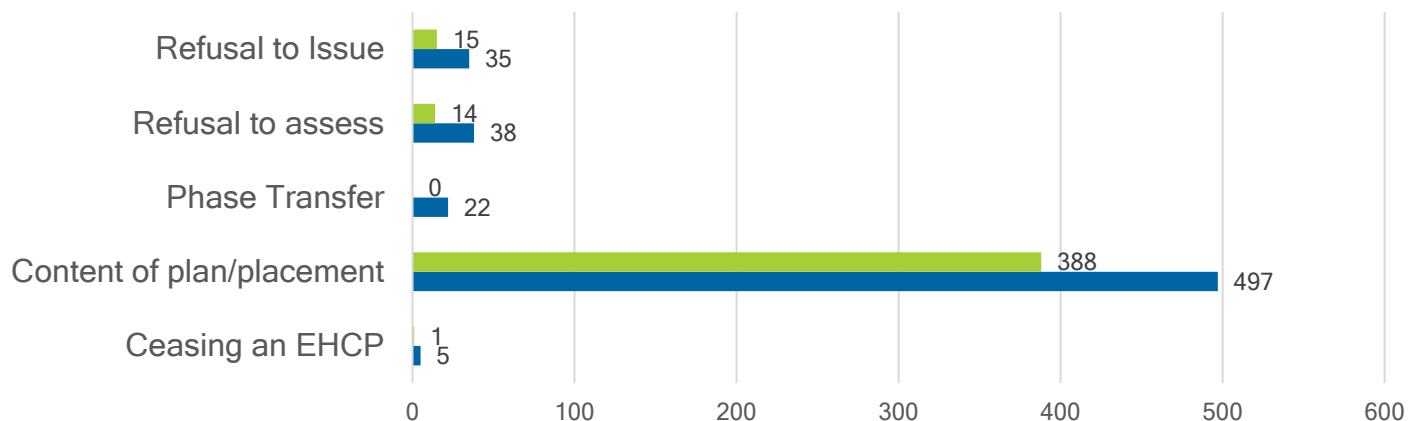
The classification codes have been set by Norfolk SENDIASS. Classification codes are recorded against each referral and multiple codes (subjects) can be recorded against each referral. Level 1 currently records if the reason for contact relates to an EHCP. We are looking to change the codes for the next year removing level 1.



6.1 Combined classification codes for both EHCP and Non EHCP



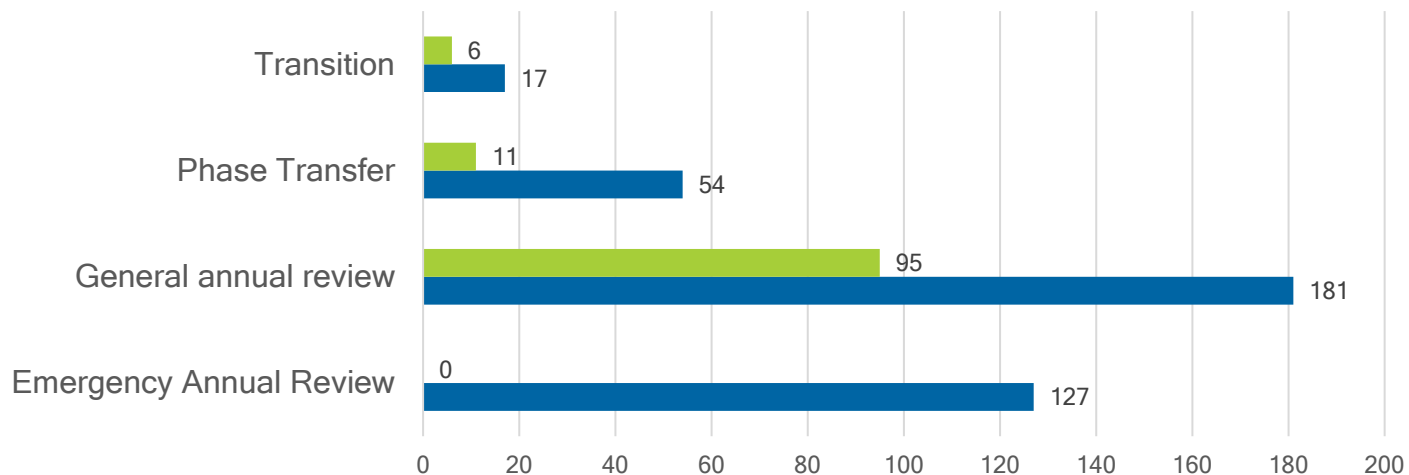
6.2 Appeal codes



	Ceasing an EHCP	Content of plan/placement	Phase Transfer	Refusal to assess	Refusal to Issue
■ 2021	1	388	0	14	15
■ 2022	5	497	22	38	35

■ 2021 ■ 2022

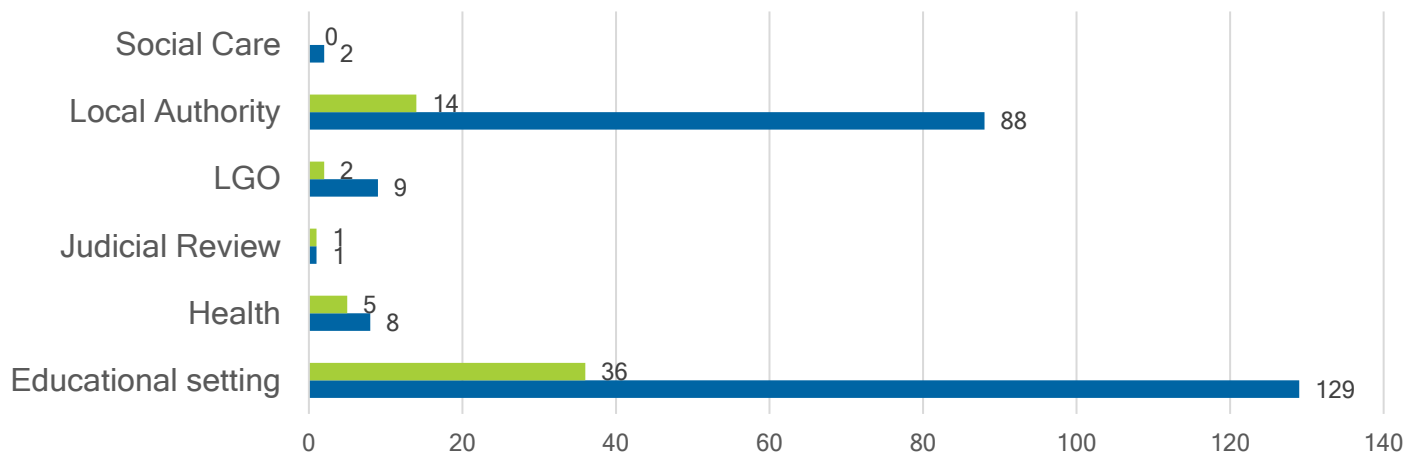
6.3 EHCP Annual review



	Emergency Annual Review	General annual review	Phase Transfer	Transition
■ 2021	0	95	11	6
■ 2022	127	181	54	17

■ 2021 ■ 2022

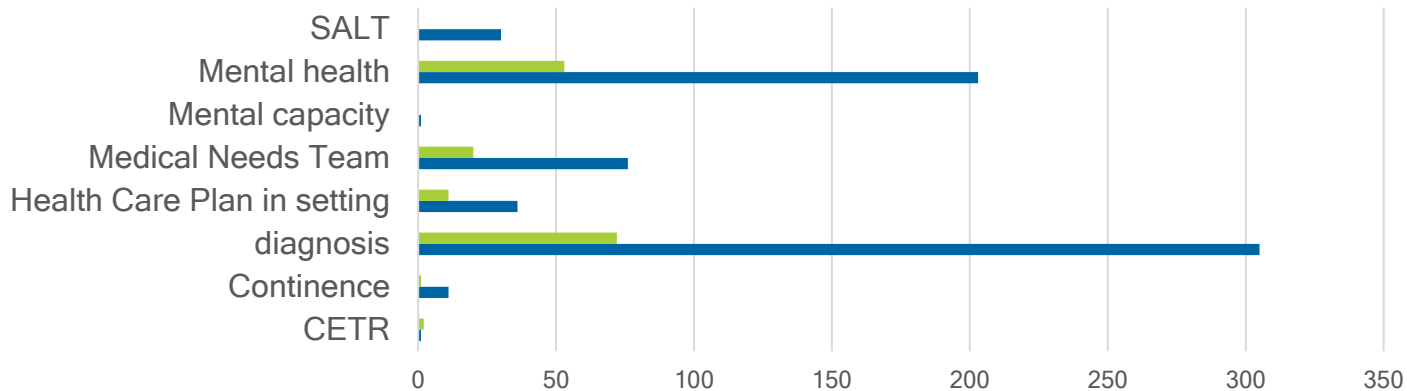
6.4 Complaints



	Educational setting	Health	Judicial Review	LGO	Local Authority	Social Care
■ 2021	36	5	1	2	14	0
■ 2022	129	8	1	9	88	2

■ 2021 ■ 2022

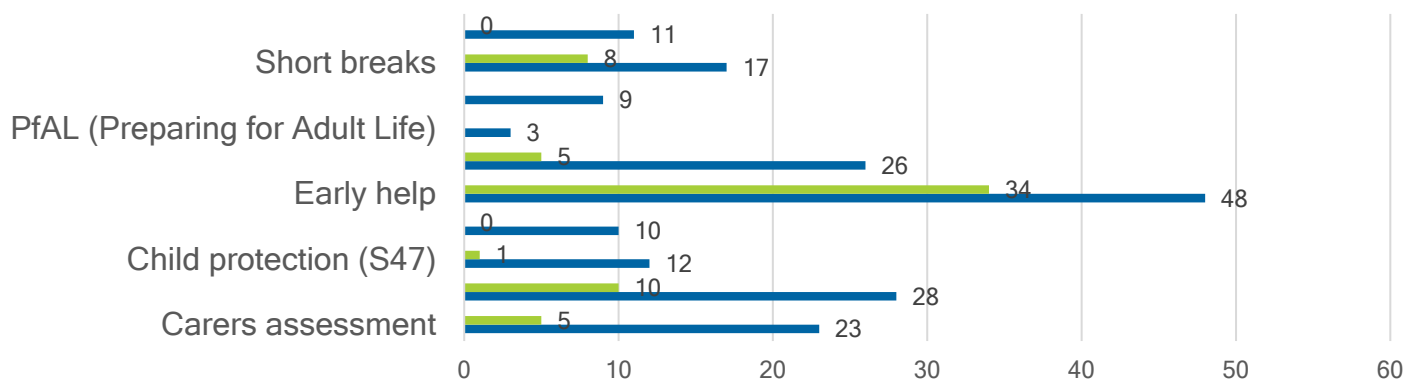
6.5 Health



	CETR	Continence	diagnosis	Health Care Plan in setting	Medical Needs Team	Mental capacity	Mental health	SALT
■ 2021	2	1	72	11	20	0	53	0
■ 2022	1	11	305	36	76	1	203	30

■ 2021 ■ 2022

6.6 Social care



	Carers assessment	Child in Need (S17)	Child protection (S47)	Children with disabilities team	Early help	Family Support Process (FSP)	PfAL (Preparing for Adult Life)	PfAL (Preparing for Adult Life),	Short breaks	Young persons needs assessment
■ 2021	5	10	1	0	34	5			8	0
■ 2022	23	28	12	10	48	26	3	9	17	11

■ 2021



“

It was great to speak to someone who I felt understood my situation fully. The advice I was given was incredibly helpful.”

7.0

How we provide our support

Referrals come into the service in a variety of ways. All referrals have a booked 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.



“

Very informative, professional and helpful and has helped me prepare for our first SEN meeting with the school”

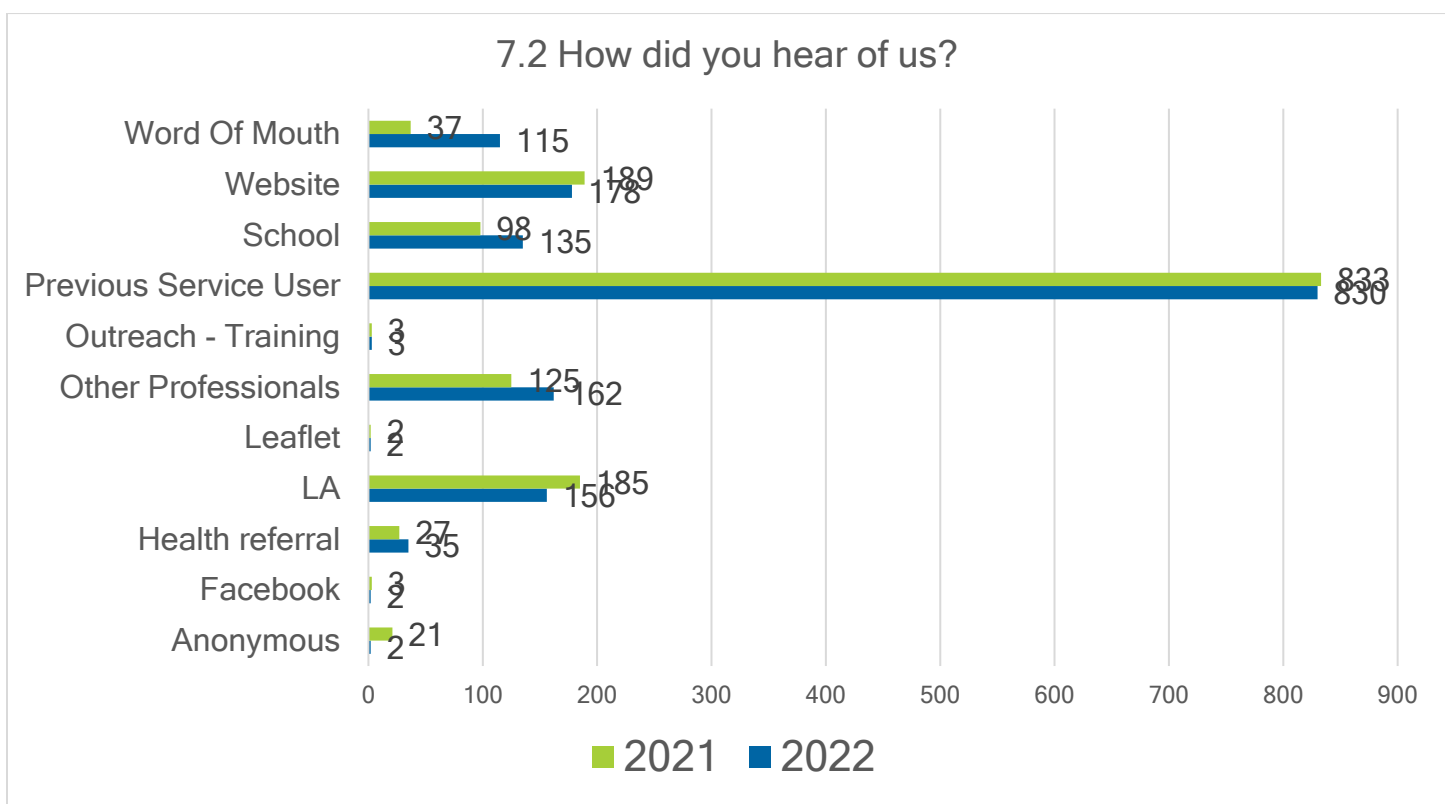
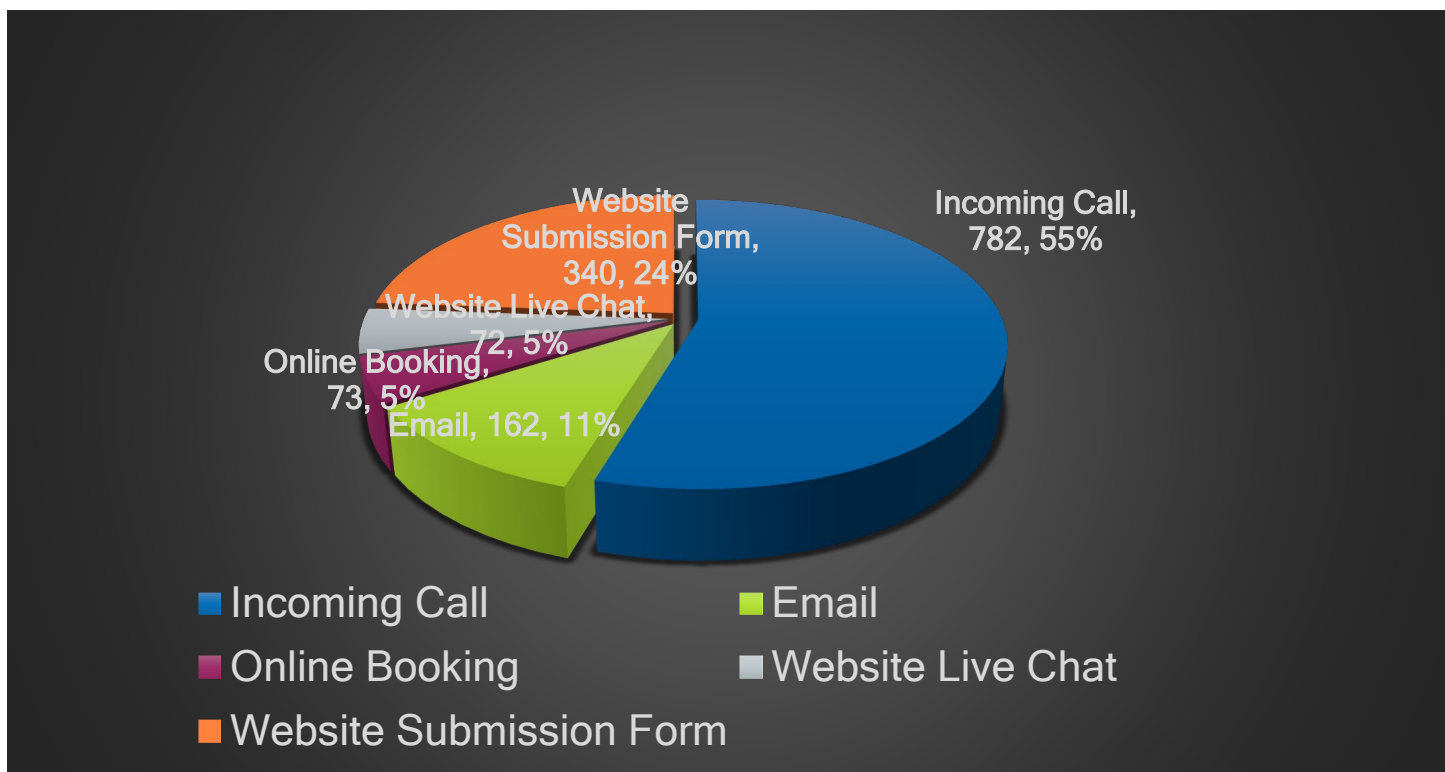
We promote access with Contact who have a National Freephone Helpline, manned Monday to Friday during office hours. Their teams provide information and advice covering a wide range of matters relating to special educational needs and disabilities including:

- 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



55% of referrals are previous service users.



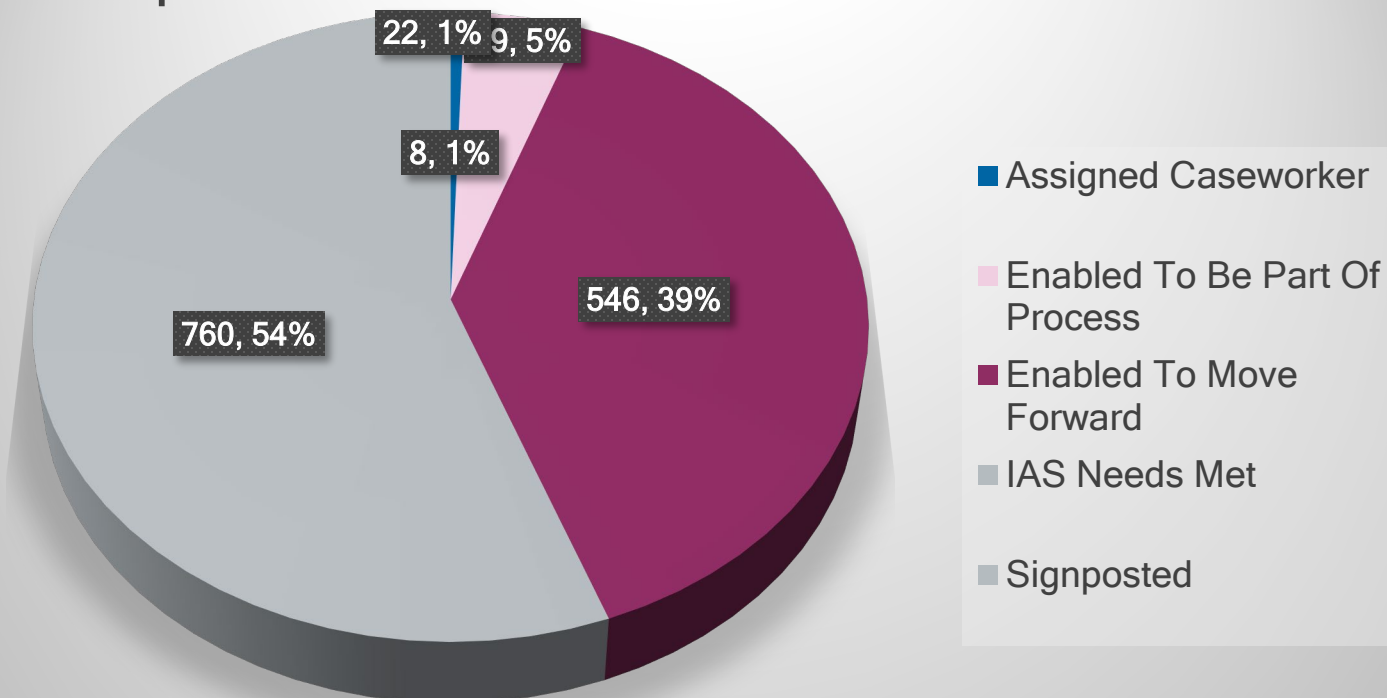
Excellent service. Be lost without you all. Many thanks to you all."

8.0

Outcomes

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

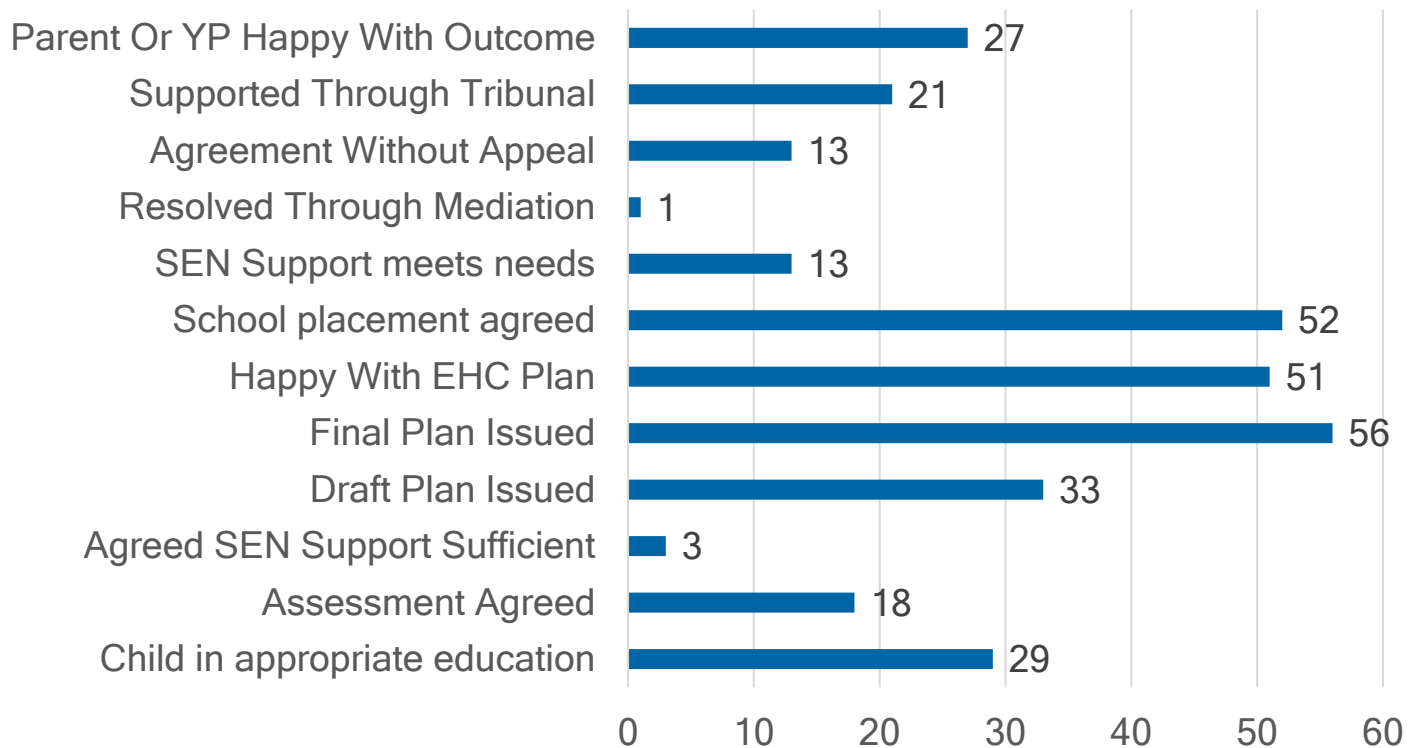
8.1 Simple outcomes





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



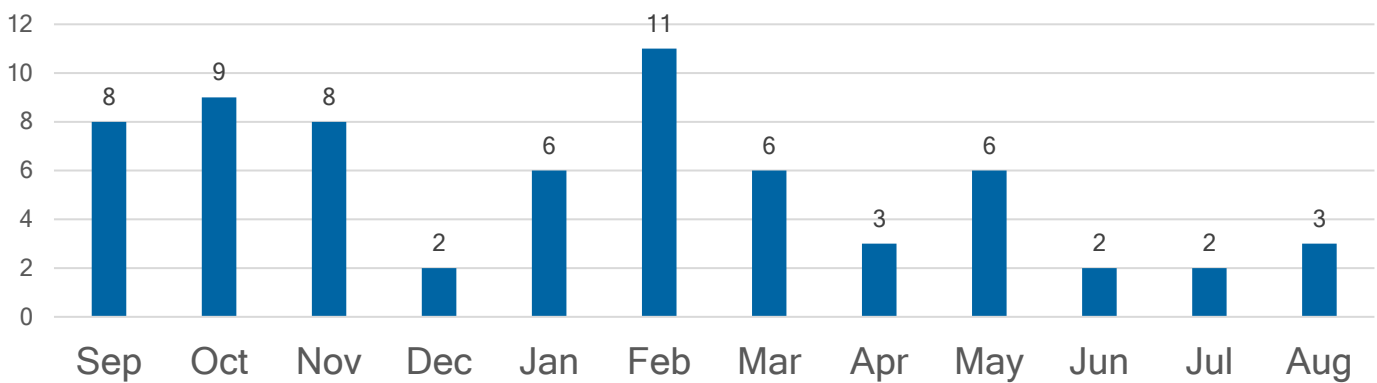


The service was very helpful and supportive and gave me a lot of information that I would have struggled to access independently.”

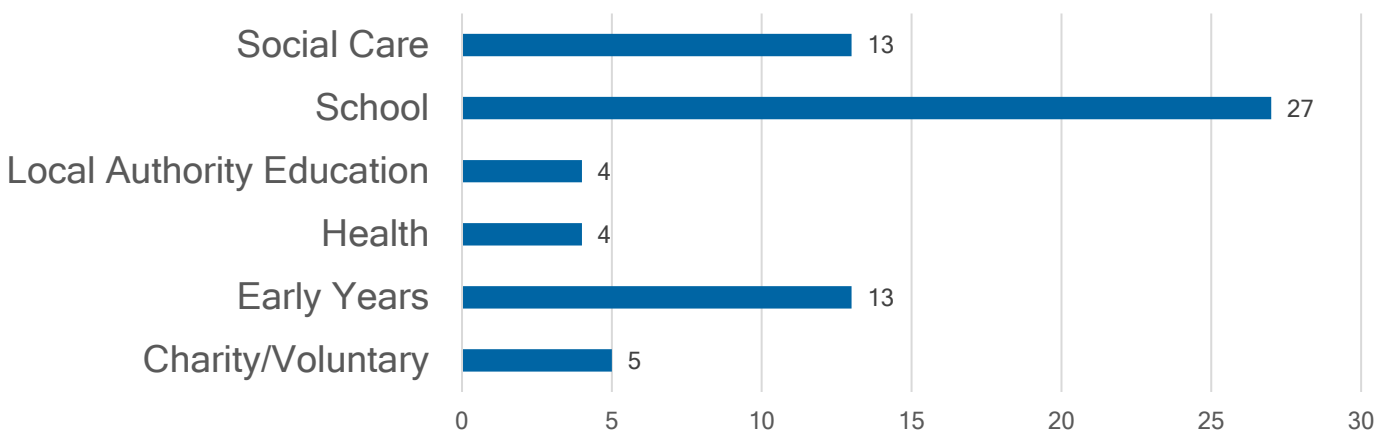
9 Professional contacts

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 referral by month



9.2 Professional referrals by type



“

I finally felt I was listened to and given fair and practical advice. Just wish more people knew about this service. Thank you for all the time you gave me.”

10.0

Website 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 SENDIASS. The website has a section dedicated to young people and the Norfolk SEND Youth Forum.

There is a wide range of resources available for service users on the website, including information booklets and SEND resources. From August 22 service users are now able to book an appointment with an advisor using a calendar system named Timely which is embedded on the website.

The screenshot shows the Norfolk SENDIASS website. At the top, there is a navigation bar with the logo, contact information (01603 704070, norfolksendiass@norfolk.gov.uk), a search bar, and links for 'Select Language' and 'Book an Appointment'. Below the navigation is a hero banner with a large 'CONT' text and a description: 'We provide free and impartial information, advice and support about special educational needs & disabilities (SEND) for children, young people, parents and carers.' Below the banner is a section titled 'How we can help' with four main service options: 'What can we help with?', 'Book an Appointment (parents/carers and young people)', 'Information Booklets', and 'SEND resources'. To the right of these options is a call-to-action box for booking a telephone appointment, and at the bottom right is a section for the 'Norfolk SEND Youth Forum'.

Norfolk SENDIASS
Information, Advice and Support Service

01603 704070
norfolksendiass@norfolk.gov.uk

Search | Select Language | Book an Appointment

Home | About us | Resources and Information booklets | Information and useful links | Training | Our newsletter | Young People

We provide free and impartial information, advice and support about special educational needs & disabilities (SEND) for children, young people, parents and carers.

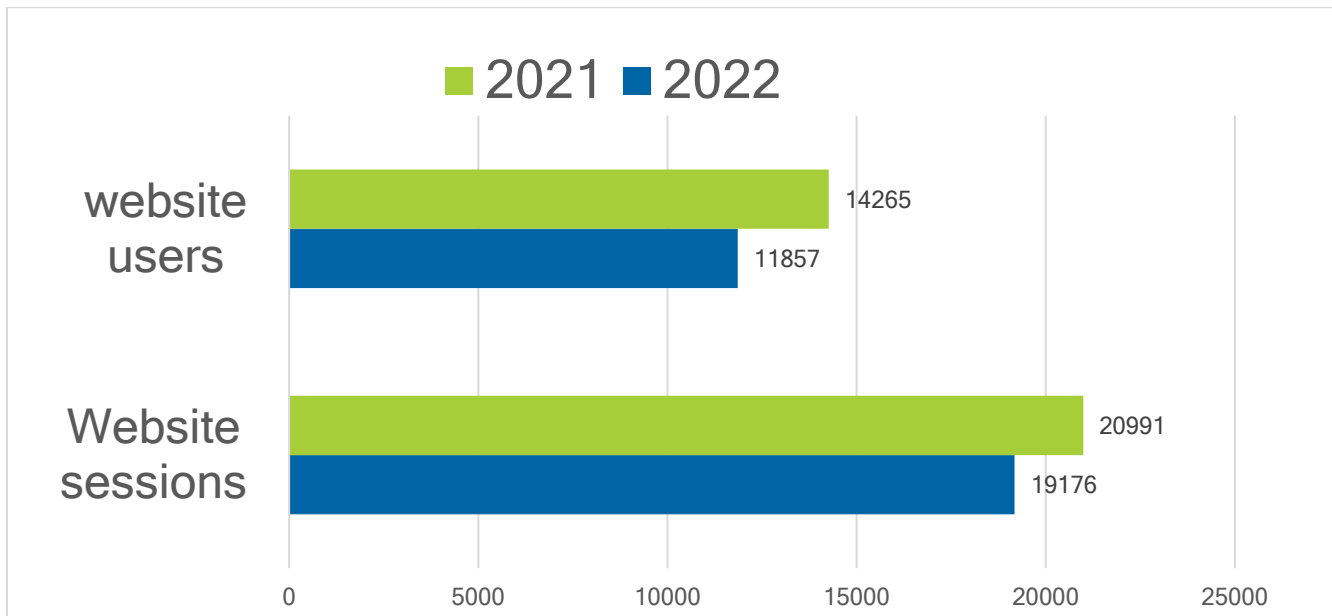
How we can help

- What can we help with?**
- Book an Appointment (parents/carers and young people)**
Book an appointment with a SENDIASS Advisor.
- Information Booklets**
Download Here
- SEND resources**
Browse our selection of SEND resources

If you are a parent/carer or young person wishing to book a telephone appointment with one of our advisors you can now do this on our website. You will be sent a consultation form to complete as soon as possible and email and text reminders. Please be aware if the consultation form is not completed your appointment could be cancelled.

Norfolk SEND Youth Forum
Children and young people can share their experiences in education & training
[Find out more](#)

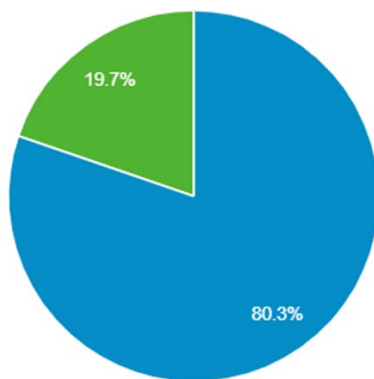
10.1 Website Users



10.2 Website visitors

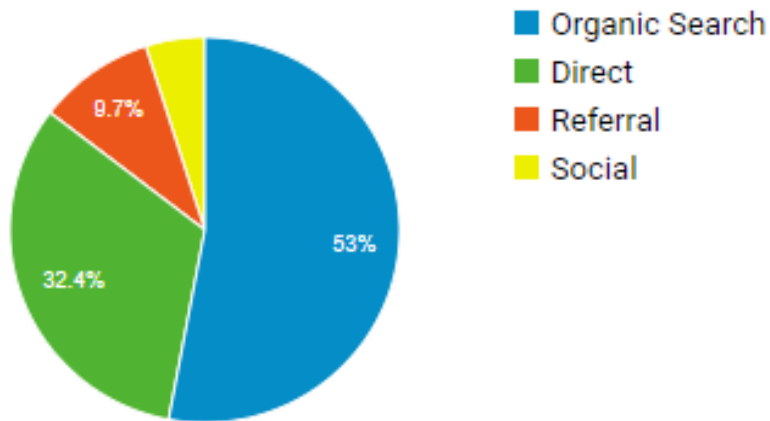
■ New Visitor ■ Returning Visitor

Sep 1, 2021 - Aug 31, 2022



10.3 Top website channels

Top Channels



10.4 Top page downloads

1. Booklets
2. Contact us
3. Writing your EHCP Views booklet
4. Useful links
5. Advice clinic
6. Training
7. About Us
8. Meet the team

Advice clinics

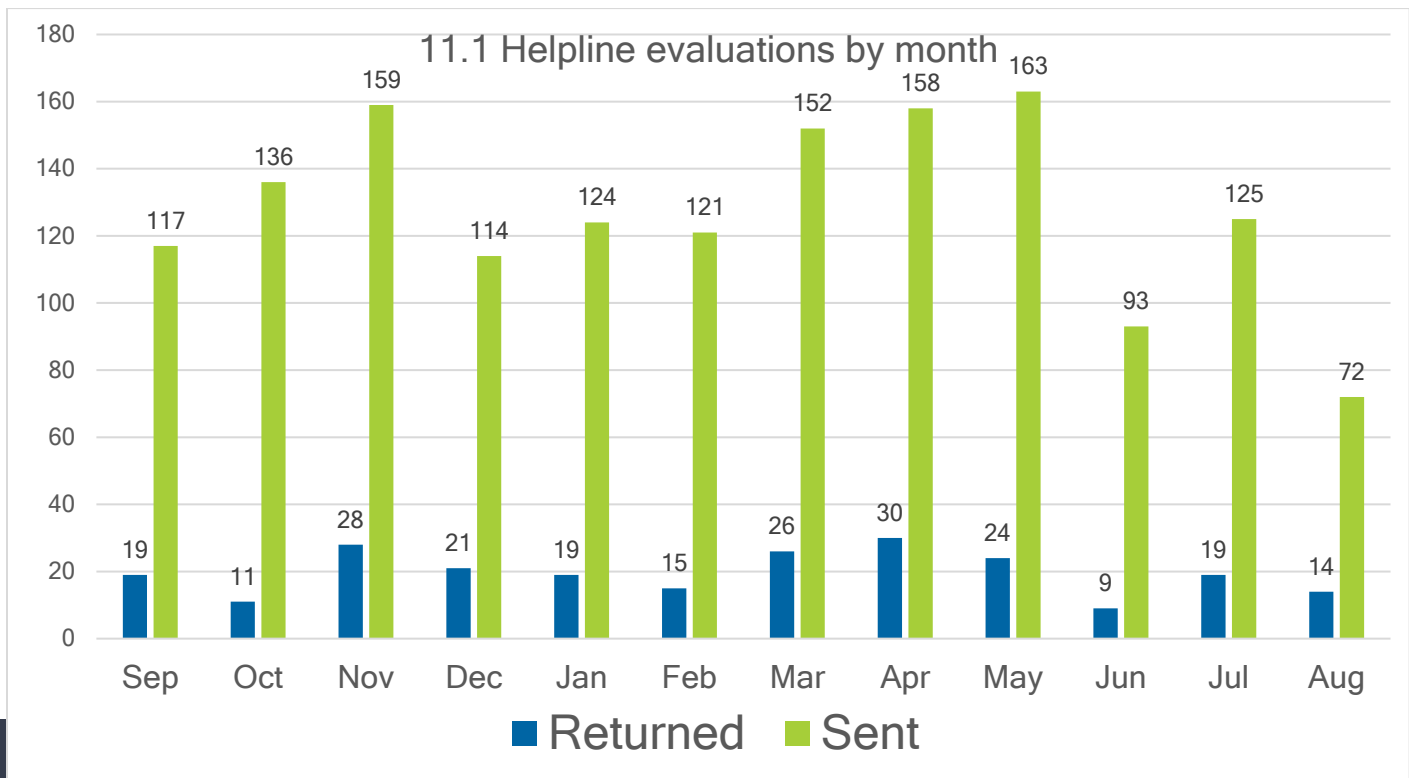
We stopped running our online advice clinics due to capacity within the service. We will review the return of face-to-face clinics at the end of this year.

Very good, clear advice was provided. Thank you!"

11.0

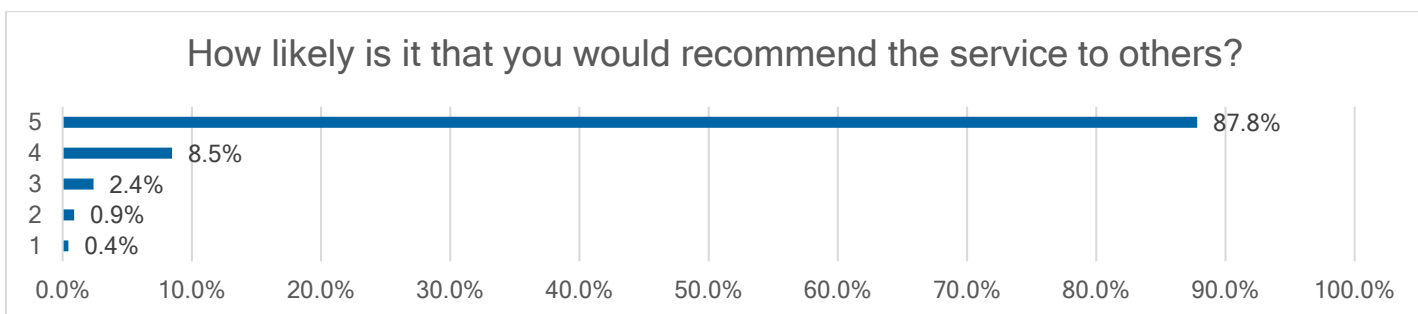
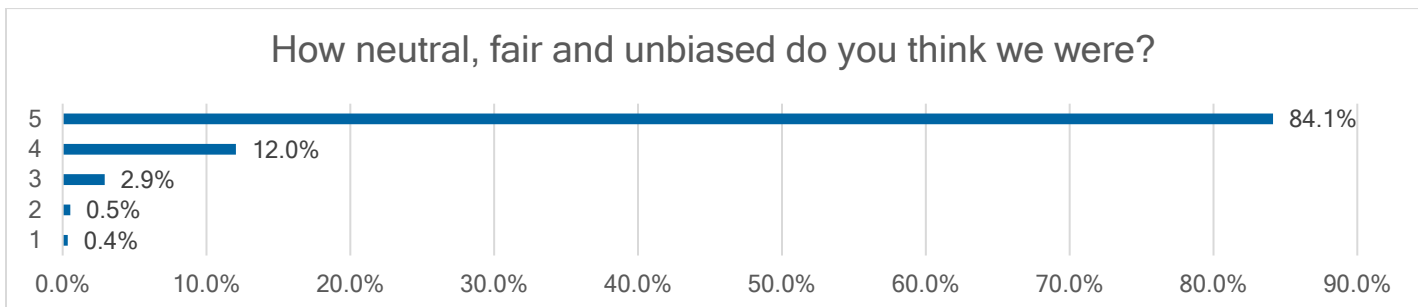
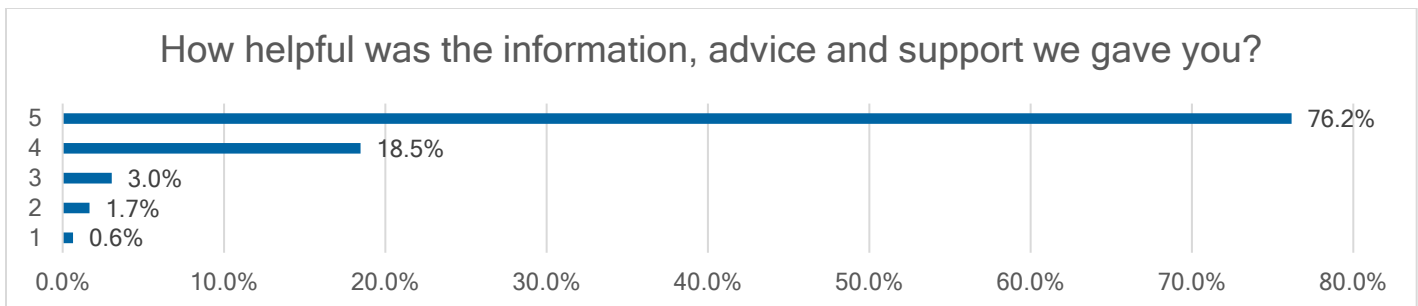
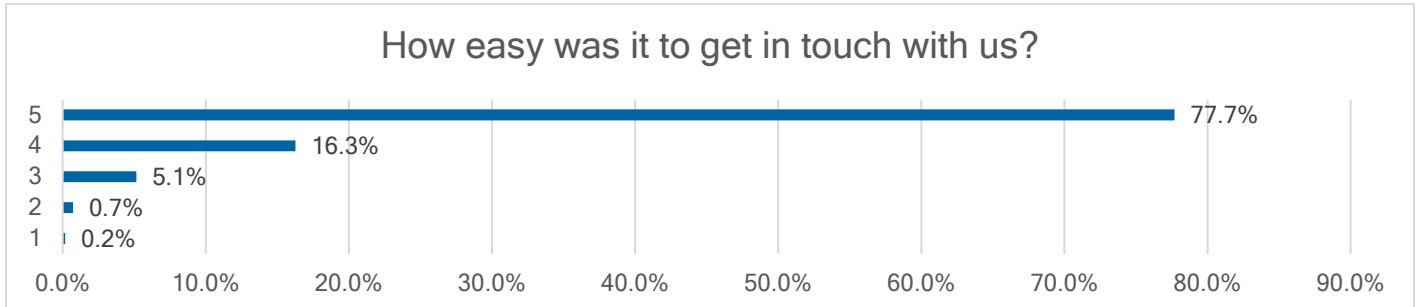
Feedback/evaluations

Our Microsoft forms evaluations are broken down into 2 categories. Helpdesk /Advice Clinic and Casework Levels 1/2/Tribunal. Evaluations are sent once the referral is closed. These are now being sent directly from the online booking calendar Timely, 24 hrs after an appointment by text. Return rate for this year is 15.3% which is 2.2.% less than previous year.

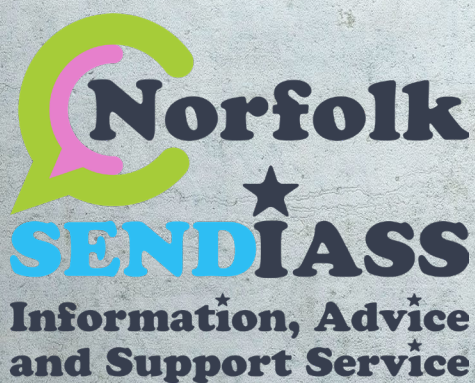




11.2 Summary of Helpdesk/advice clinic evaluations.



This report was written by Norfolk SENDIASS Sept 22.



CONTACT US



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