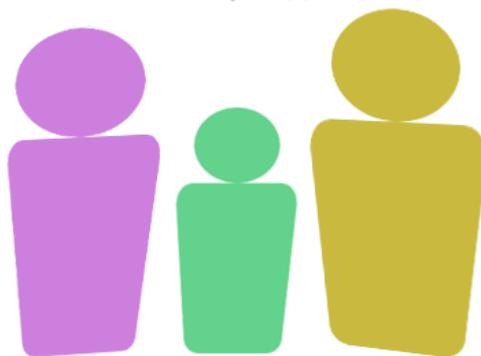




BARNSLEY
Metropolitan Borough Council

Barnsley SENDIASS

Special Educational | Information, Advice &
Needs & Disabilities | Support Service



Barnsley SENDIASS
(Formerly Parent Partnership Service)

Annual Report - April 2019

Written by:

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Partnered by James Stephenson - SENDIASS Officer

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Please note reference to parents or carers in this report includes any person who is not a parent of the child but has parental responsibility, or who cares for him/her.

Forward

I hope you will find this, the annual report of SENDIASS (Formerly Parent Partnership Service), interesting and helpful. Impartial Information, Advice and Support (IIAS) replaces the definition of Parent Partnership Service as outlined in the Special Educational Needs and Disability Code of Practice 0 – 25 (2015), where it states:

*Local Authorities **must** arrange for children with SEN or disabilities for whom they are responsible, and their parents, and young people with SEN or disabilities for whom they are responsible, to be provided with information and advice about matters relating to their SEN and disabilities, including matters relating to health and social care. This **must** include information, advice and support to take-up and management of personal budgets. In addition, carrying out their duties under Part 3 of the Children and Families Act 2014, local authority **must** have regard to the importance of providing children and their parents and young people with the information and support necessary to participate in decisions.*

SEND Code of Practice 2015 - 2.1

SENDIASS in Barnsley is an in-house funded IASS and situated within the People Directorate.

SENDIASS enables the Local Authority to provide Impartial Information, Advice and Support through the previous Parent Partnership Service now known as SENDIASS to fulfil its statutory duty:

Information, advice and support should be provided through a dedicated and easily identifiable service. Local authorities have established Parent Partnership Services to provide information, advice and support to parents in relation to SEN. In addition, many local authorities provide or commission information, advice and support services for young people. Local authorities should build on these existing services to provide the information, advice and support detailed in this chapter.

SEND Code of Practice 2015 - 2.4

And that:

Information, advice and support services should be impartial, confidential and accessible and should have the capacity to handle face-to-face, telephone and electronic enquiries.

IASSN Quality Standards 2015 - 2.5

Background

Parent Partnership Service (PPS) now known as SENDIASS has been in existence in Barnsley since 1994. The Special Educational Needs (SEN) Code of Practice (CoP) (2002) made Parent Partnership Services a statutory requirement for Local Authorities (LAs). A Local Authority was expected to provide a PPS 'in-house' or 'buy in' from an outside organisation. Barnsley Metropolitan Borough Council (BMBC) has always provided information, advice and support in-house through its previous PPS and current SENDIASS (formerly PPS).

The service has always been small in terms of capacity; although it has had some additional temporary capacity since the implementation of the SEND reforms (2014 Children & Families Act). The small grant initially provided additional Independent Support (IS) with the Education Health Care Plans procedures (Chapter 9 - SEND Code of Practice 2015). This funding ceased in March 2018 and the impact will be a reduction in the current capacity to provide SENDIASS. From March 2018 SENDIASS successfully accessed the IASP grant to help develop IASS in our local area. In 2018 SENDIASS also wrote a business case and BMBC provided temporary additional funding into IASS. This has enabled SENDIASS to increase its capacity.

SENDIASS has restructured over the last year to meet service user need. Service users reported the need for a more rapid response when first contacting the service. SENDIASS responded by changing an officer post into an assistant case officer post to manage the telephone helpline five days a week and deliver information and advice responsive at first point of contact with the service.

Service Structure

SENDIASS is line-managed by Head of Service Quality Assurance and Safeguarding.

SENDIASS is located at Gateway Plaza (Level 6). This is in a separate location away from other SEN children's services but close to Adult Mental Health.

Interim Head of Service, Safeguarding and Quality Assurance	Stephanie Evans
SENDIASS Service Manager	Sarah Wike
SENDIASS Case Advisor	Garry Bonds
SENDIASS Case Advisor	Ria Jones
SENDIASS Assistant Case Advisor	James Stephenson

SENDIASS engages with service users to help shape the IASS offer in the local area. An Annual General Meeting (AGM) is held to reach service users, evaluate IASS offered and determine IASS development going forward.

Budget

The budget is centrally funded to provide three full time posts and one part time post and the associated on costs for those staff. **Two of the four posts are temporarily funded (a full-time Case Officer and 13 hours top-up to the Service Manager post).** SENDIASS has support from a finance officer from BMBC Central Resources.

In addition to the staffing budget SENDIASS has had the additional funding grant of £32,000 from September 2018 to March 2019. SENDIASS has successfully accessed a further £45,900 from 1st April 2019 – 31 March 2020. This enables the Service to increase the hours of the Information Advisor to a full time equivalent.

Between April 2018 and the present time temporary, 37 hours, term time, business support has been in place to help manage the telephone helpline and email/Facebook enquires. This has been funded from the grant underspend. This will not continue from 31st May 2019.

Need going forward – SENDIASS is still small in terms of capacity, the additional £53000 to increase staffing has enabled the service to manage the increase in case work but the demand still out weights the capacity. The DfE grant allows for more creativity with IASS and is not used to increase capacity. The SEND OfSTED/CQC inspections look at whether the Local area has adequate resources for the LA to fulfill its statutory function in the provision of IASS in the local are. The data for this financial year illustrates the continued growth in referrals and the cases are becoming more complex.

Additional **ongoing burdens** on IASS are:

- Ongoing Staffing issues within EHCP team means service users revert to IASS for help
- Service user dissatisfaction with some EHCPs and the requirement for IASS to support with the process of challenge
- There has been a growth in referrals for SEND tribunal appeals and these are the most time consuming
- The marked growth in referrals for complaints work, appeals under the Equality Act 2010 for Disability Discrimination against schools/settings, Independent Review appeals against permanent exclusions and children who have SEND
- Growth in referrals for children and young people who have mental health needs

SENDIASS requires the current additional funding agreed last year to continue to maintain the staffing levels required to enable us to respond to the increasing demand. The IASS Manager has a heavy caseload and this prevents the service contributing to strategy development expected of an IASS. The additional funding enables the Service Manager to hold a smaller direct caseload and contribute more to service development and strategy.

A suggestion would be to include SENDIASS within the SEND Quality Improvement Group as a key service within the Borough-wide approach to meeting the needs of children and young people who have SEND.

The Role of Barnsley SENDIASS

Barnsley SENDIASS is in place to ensure the LA can fulfil its statutory duty:

The local authority must ensure children, young people and parents are provided with information and advice on matters relating to SEN and disability.

This should include:

- Local policy and practice.
- The Local Offer.
- Personalisation and Personal Budgets
- Law on SEN and disability, health and social care, through suitably independently trained staff.
- Advice for children, young people and parents on gathering, understanding and interpreting information and applying it to their own situation.
- Information on the local authority's processes for resolving disagreements, its complaints procedures and means of redress.
- SENDIASS reports data of service activity to the LA commissioning, the national network of SEND IASS and the CDC grant funders.
- SENDIASS collects service user feedback to inform the National Benchmarking data collection of a SENDIASS and its local offer as an in-house service.

SEND Code of Practice 2015 – 2.17

Working with Parents, Carers, Children and Young People

To meet local needs, local authorities should consider providing the following forms of support through their information, advice and support services:-

Signposting children, young people and parents to alternative and additional sources of advice, information and support that may be available locally or nationally

Individual casework and representation for those who need it, which should include:

Support in attending meetings, contributing to assessments and reviews and participating in decisions about outcomes for the child or young person

Directing children, young people, parents and those who support and work with them to additional support services where needed, including services provided by the voluntary sector. These services should include support relating to preparing for adulthood, including housing support, careers advice and employment support

Help when things go wrong, which should include:

Supporting children, young people and parents in arranging or attending early disagreement resolution meetings

Supporting children, young people and parents in managing mediation, appeals to the First-tier Tribunal (Special Educational Needs and Disability), exclusions and complaints on matters related to SEN and disability

Making children, young people and parents aware of the local authority's services for resolving disagreements and for mediation, and on the routes of appeal and complaint on matters related to SEN and disability

Provision of advice through individual casework and through work with parent carer support groups, local SEN youth forums or disability groups, or training events

SEND Code of Practice 2015 - 2.19

To meet the above requirements Barnsley SENDIASS offers:

- Direct telephone access providing confidential, impartial advice. This is available five days a week
- Face to face contact
- E-mail/Facebook communication
- Advice sheets and booklets to help parents and young people develop their knowledge and understanding to support them in their discussions with the LA, schools and other education settings and other statutory agencies
- Information about other agencies, e.g. voluntary agencies and health services which can offer information and advice about their child's particular SEN and Disabilities
- IASS in preparation for and/or attendance at meetings where necessary and/or appropriate
- Support and advice to settings, colleagues and organisations or services
- Support and advice to parents, carers, children and young people either individually or in groups

Referrals and Requests for Independent Information, Advice and Support

All referrals made to the Service should be with the consent of parents and young people and where possible made directly by them. This financial year SENDIASS maintained the 50% growth in requests for IASS first seen in 15/16 and saw an additional growth of 7% in total cases supported.

September 2014 to August 2015	- IASS was provided to 309 service users
September 2015 to August 2016	- IASS was provided to 289 service users
September 2016 to August 2017	- IASS was provided to 578 service users
April 2018 to March 2019	- IASS was provided to 622 service users

Historically IASS data reported in the Annual Report has been based on the academic year. The last report was completed in 2017. To be more in-line with BMBC data reporting and financial business planning for the Service we have now begun to report annual data in line with the financial year. This means that between September 2017 and March 31st 2018 we have not reported data in an annual report. However our case work data shows between this periods IASS was provided to **286** cases.

The current reporting period shows that of the 622 cases covered by IASS, **335** were ongoing cases carried over from the previous period and **287** were new cases to IASS.

It is also important to note that between 01/04/18 and 06/09/18 and 27/1/19 and 11/3/19 one full time case officer was absent on sickness leave. This placed a greater demand on the remaining staff and there was more reliance on providing advice and information through the Helpline with temporary staff.

In June 2018 Core Assets (Partner Independent Support Provider) ceased to exist. The impact of this was that cases requiring applications for EHCP needs assessments and/or EHCP draft work came back to SENDIASS. As a consequence it is possible that LA data will show a drop in requests for EHCP Needs Assessments (NA) from this time onwards but this in fact means additional work for SENDIASS. In addition to this the IASS is regularly asked to support professionals (Social Workers, Family Support Workers, SENCOS) who are supporting families themselves, in applying for an EHCPNA.

Examples of Requests for Support – Case Studies

1. Information and advice level of support through telephone helpline

A parent of child came to the service requesting support with EHCP paperwork. Parent felt the EHCP was not accurate following statutory assessment and wanted to know their rights.

Initially we advised parent of her right to reject the EHCP and seek an opportunity to make representation to the local authority.

The parent made representations but was still unhappy. The LA issued the EHCP as a final plan. We then advised the parent of her right to consider mediation. Parent opted to go to mediation and we supported her in the process.

A mediation agreement was reached and a further draft but amended EHCP was issued. Parent sought our advice again and we advised her of her rights. At this point parent still felt further changes were required and made written representation to the Local Authority. The LA accepted the parent's representation, amended the draft EHCP and re-issued it again. Parent sought our advice once more and felt happy that the EHCP was fit for purpose and so accepted the plan. The LA then issued the plan as a final.

2. Information, Advice and Support for a child with a disability

A young person made an application for an EHCP needs assessment. This was on the grounds of mental health and was based on advice from a local college. The LA determined that the young person did not fit the criteria in law that, a) he has special educational needs and b) that special educational provision was deemed necessary.

The young person decided to go to mediation and sought support from SENDIASS with the mediation meeting. The young person represented himself during the meeting with the support of SENDIASS. In preparation for the mediation meeting the young person had written a statement and clearly articulated their case to those present.

The LA did not feel they should reverse their decision. The young person wants to study A-Levels but cannot access mainstream classrooms. We supported the young person to write to the Director of People and the Director at the College to put forward their case. The young person simply wants to gain A-Level qualifications with study support delivered around his mental health challenges. The YP has written letters as advised by SENDIASS in their own words advocating their needs aspirations and wishes.

3. Information and advice level of support through telephone helpline

A parent of a 5 year old child came to the service seeking advice around applying for an EHCP needs assessment. SENDIASS visited the family home after school hours to meet the child and discuss further what their challenges are in learning.

The child explained how her anxiety affects her every day in the classroom but the teachers simply don't notice. The child talked about how little noises such as the squeak the white-board pen makes when being taught distracts them, and how sometimes the lighting in the classroom can be too bright and hurt their eyes. Also, how other children sitting close by touch her with their elbows. The child said that each time these little things happen they became distracted, fidgety and forgets what the teacher is saying and how they can't do the work. The child went onto explain that they then start to distract others by talking to them, poking them and flicking their pencil across the table. The outcome being getting into trouble and child sent out of the classroom.

SENDIASS advised a meeting be arranged with the class teacher and SENDCo. We attended the meeting and helped the child put forward their experiences. Outcomes were better in class; understanding of this child's learning barriers, plans made to support the child and a happier experience for the child. We assisted parents in their application for an EHCP.

4. Support and Advocacy to lead the case through difficult circumstances

A parent contacted us on the 19th December to inform us she was ill and would be spending a prolonged amount of time hospitalised. We visited the parent in hospital and helped her to write a letter giving IASS permission to advocate for her. The case was an ongoing case where parent was trying to get a health assessment and change of school placement. We set up group communication with health, education and social care services and from this managed to secure an earlier Multi-Disciplinary Team assessment, place a hold on release of the EHCP annual review and secure short break provision to support family needs.

The parent has managed to stay in control of the case with IASS visiting her in hospital and creating working plans that would help progress the case.

Staff from across health, education and social care has been understanding and supportive to achieve positive outcomes for this family.

5. Advice and support during a meeting

A parent called SENDIASS after she had received a draft EHCP for her daughter. The parent explained that she didn't understand what she needed to do next as she felt that the draft EHCP did not give a true reflection of her daughter's needs.

The SENDIASS advisor suggested to the parent that they needed to go through the EHCP and annotate the draft according to what they felt was wrong with it and what they wanted to see specified in the EHCP. She was given advice on how to do this and a copy was sent to SENDIASS for an advisor to critique.

Support was offered during a re-drafting meeting of the EHCP with the Local Authority. Prior to the meeting a SENDIASS case worker met with the parent at home and went through each change that the parent wanted to the EHCP and advice given about the process of the following meeting.

Following the meeting the parent felt happy and confident that the amendments added specificity to the EHCP and the plan was finalised.

6. Referral for support via a professional

A Family Health Visitor contacted SENDIASS, having been given permission to do so by both parents who have significant anxiety issues and could not make the call to IASS independently. The family consisted of 3 children under the age of 6, two diagnosed with stomach and food allergy issues, and the third a male was on the ASD and ADHD pathways.

Case advisor initially attended with Health Visitor in order to ease parent's worries and anxieties about meeting yet another professional. Parent was visibly uneasy and anxious throughout first contact and we took the process slowly to enable parent to have a voice. Parent raised concerns regarding behaviour difficulties at home and possible behaviour difficulties at school concerning ASD/ADHD traits and didn't feel that school were being honest and putting the required support in place.

We agreed to support parent in a meeting with school to address these concerns. Parent is now more confident to approach and work with IASS.

Information and Publicity

SENDIASS has been able to increase its public profile and provide a more efficient information service through greater use of:

- Social Media – Facebook and Twitter
- Networking locally
- The Local Authority Local Offer
- A SENDIASS web page on BMBC website
- National Network of IASS website

Training

- Three of the four staff have achieved levels one, two and three of the new legal training expected of a SENDIASS. One staff member is currently undertaking the training.
- 1 member of staff is currently completing – the accredited leadership qualification
- 1 member of staff is currently studying through the LA accredited apprenticeship qualification route
- 1 member of staff has attended IASP managers' training
- 2 members of staff have completed safeguarding training
- All staff have completed mandatory staff training via POD
- 1 member of staff has attended Autism Awareness training.

Through the National IASS Network we are provided with training specifically tailored to the role of IASS. Within our service we share the training opportunities so that all staff have the opportunity to access these.

Networking and Collaboration

SENDIASS continues to work across all agencies including voluntary organisations to ensure effective communication and partnership links are maintained. This includes local parent and carer groups.

SENDIASS Staff have attended all the regional network meetings. We have also provided peer support to our Yorkshire and Humber IASS colleagues in North Yorkshire, York and Doncaster.

Informing Local Policy and Practice

SENDIASS informs and influences the development of local SEND practice by providing information to the Local Authority about the needs and wishes of parents, children and young people. This is undertaken through quarterly data reporting and attendance at strategy development meetings. However it has not always been possible to prioritise strategy meetings due to the high demand for case work and in particular when IASS manager has had to cover case work due to the long term sickness absence of the full time case officer.

Monitoring of Service

SENDIASS Barnsley participates in a national evaluation of IASS. This involves conducting a survey using nationally determined questions with local service users after a case is closed. The feedback is compiled and used as a national measure of IASS.

Internal monitoring is undertaken through:

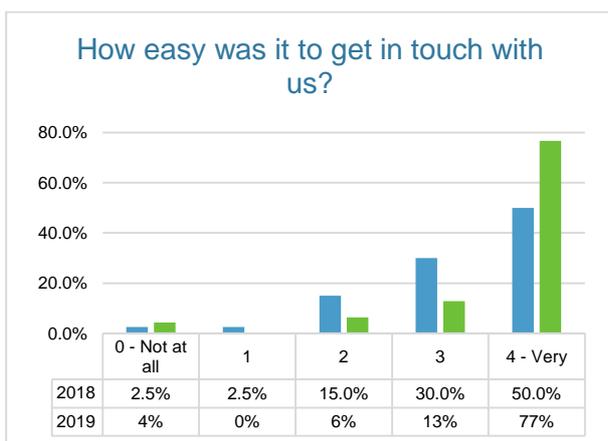
- Annual survey of service user views
- Review of case work activity and feedback given
- Review of the Equality Standards Framework for an IASS
- Formal supervisions procedures and annual performance and professional development reviews

Barnsley SENDIASS – The Data Story

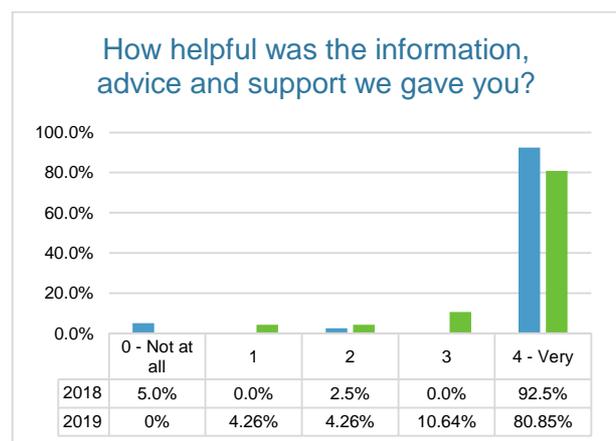
Data is collected through service user feedback. This can be either at the point of case closure through face to face interaction or a telephone conversation or using social media to conduct an on line survey. We engage in the LA complaints and compliments processes and report or respond to feedback accordingly. We record cases in respect of individual children or young people and collect data around their information such as educational key stage, SEN status and any additional needs. We use both service user feedback and data around case presentation to report on IASS activity and themes.

Data Collected from Monitoring Arrangements

During March 2019 SENDIASS conducted a series of User Feedback Surveys. The surveys were promoted on Facebook and also during the Annual General Meeting. It is important to note when comparing years that in 2018, the survey received 40 responses, in 2019 there were 47 responses.

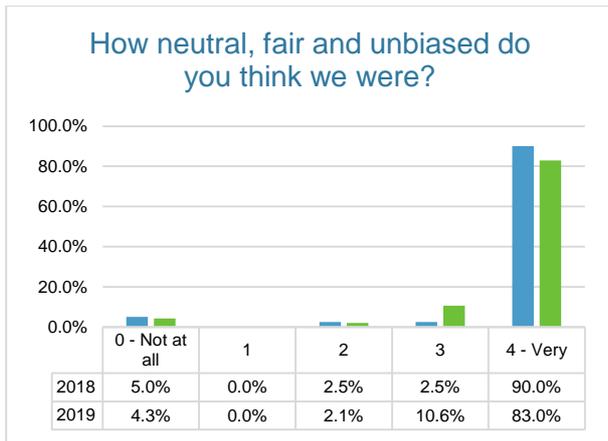


Service users expressed similar views to previous year on how easy it was to contact the Service.

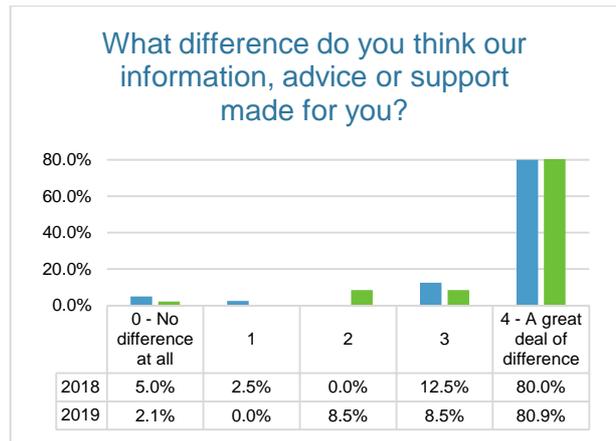


Service users reported the Service continues to offer high-quality, helpful IAS.

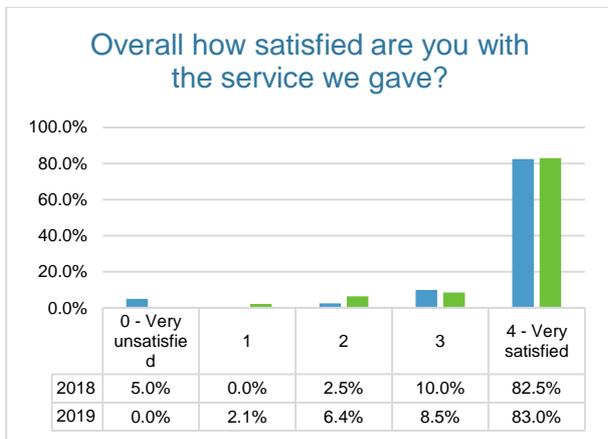
The IAS service has been able to maintain the level of service offered despite challenges through staff absence.



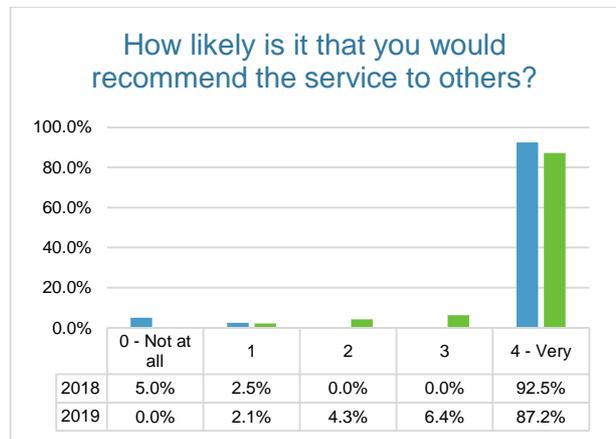
Service users reported similar views regarding the Service's impartiality.



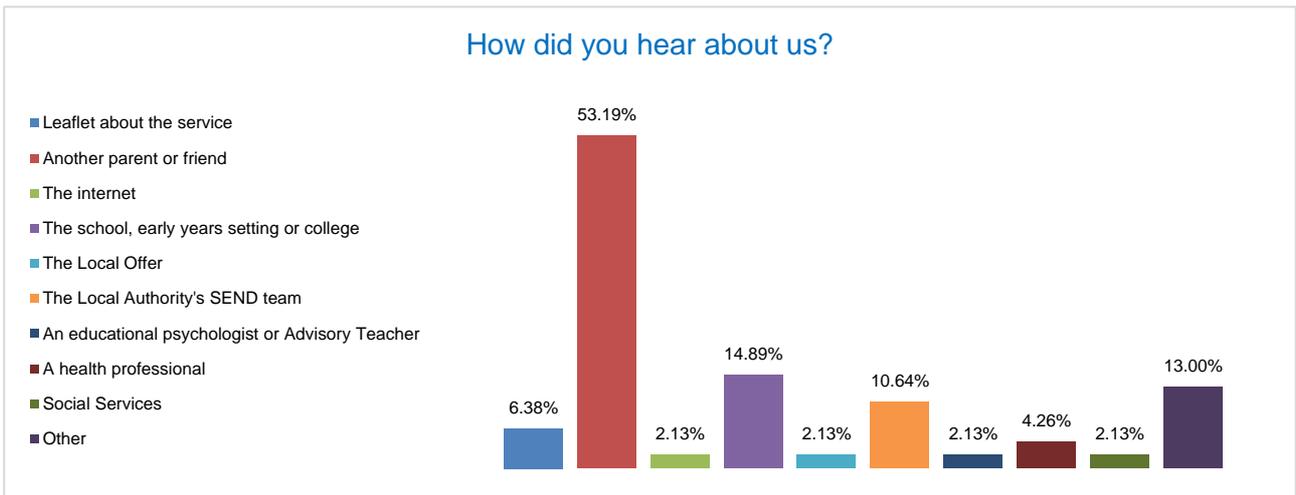
Although data is showing the same results as last reporting phase we are aware that we have had less quality interaction than previous reporting phase due to staffing issues.



Service users continue to be very satisfied with the service offered and provided.



Recommendations from existing service users continue to be a significant source of new referrals.



Data is showing the same trend in that majority of referrals come via word of mouth from other service users. The Local Offer is the least used method of signposting to IASS.

A summary of the User Feedback survey shows a slight decrease in satisfaction from previous years' data suggesting that overall respondents were slightly less satisfied with the quality and timeliness of the IAS they received.

The challenge during this reporting period has been the additional pressure staff absence has placed on other staff and this has resulted in less time per case to provide a more qualitative interaction. As a Service we did not receive any formal complaints pertaining to case work but we have seen an upward trend in service users requesting of or asking for a change to particular case workers. This will need monitoring going forward as its not sustainable practice to simply change workers within the current IASS staffing structure.

Please add any further comments about your overall experience with Barnsley SENDIASS
(please note we have not edited these comments and added them as written in the feedback)

"Wonderful service who often go above and beyond to support parents. So friendly and knowledgeable."

"Fantastic and recommend them to anyone struggling :)"

"SENDIASS as been a fantastic experience and been there to support us in every way they could. We cant thank them enough."

"The service is absolutely invaluable for families. The support given to me as a parent and also that given to my young people has been amazing. My young people appreciate having someone to listen that isn't their mum and have found that empowering"

"Sorry but they are not impartial. They also seem to help certain parents more. I have struggled to even get them to return calls when some have them turning up to every single meeting. This is specially true of Sarah. This does not lead to fairness. I've seen her eye rolling when people talk very unprofessional. Sorry I know it's not a popular view but it's true."

"sendiass in this brouger is vital service to help us parents and help our children get right education and care support health plane to gsin acess in to education and gain exowrince in later life .they are great team Sarah gary james and all other staff .they will fight all way to get us what we need for our children from this rubbish council . i highly recommend them."

"Barnsley SENDIASS are a very talented bunch of people and are AMAZING"

"We have found the sendiass service absolutely excellent. No problem or question has been too big or too small for them to answer. They're are always very supportive, caring and understanding."

"Absolutely wonderful service. We and our son wouldn't have survived the battles and minefield of SEN Education, schools, Statements, EHCP, Review Meetings over the last 10 years. All down to Sarah in our case. We have been lucky to have had her by our side for the whole time."

"Fantastic service"

"Emails & calls are always answered within 24 hours. The help & assistance that has been provided to us has been outstanding, particularly advice towards the Tribunal process which can be challenging. I would definitely recommend this service to any SEND parent/carer and would not attend any meeting without SENDIASS support being there."

Without SEDIASS I wouldn't have known where to turn to they've have helped me tremendously and will be forever grateful xx

"Fantastic service all round"

"We were supported by SENDIASS with getting our son's EHCP and school placement. The advice and help they gave was amazing and I cannot thank them enough."

"We wouldn't have come as far as we have without all the support we have received from SENDIASS. Nothing is ever too much trouble and even though all members are always totally professional it feels as if we have friends on our side. Thank you from the bottom of our hearts for all you do x"

"I could answer YES to all the above. SENDIASS have been amazing & helped me so much over the last few years Garry imparticular has been a god send. Thank you all for your help"

"Could not wish for better service in Sarah and Gary and poor James must have been sick of me ringing they are an amazing team highly recommend for each of my family"

"There is no better SENDIASS in the country. Sarah Wike is an exceptional leader and her staff are driven by a cause rather than just money. Everyday I read or speak to SEND parents and let me be clear, they only trust one service in this noand it is Barnsley SENDIASS"

"Barnsley sendiass has supported me and help me through some very tough times."

"Been great in helping me and my child thanks x"

"Too hard to get in touch with and very keen to escalate"

"SENDIASS are a fantastic service in Barnsley, the support they provide is out of this world. SENDIASS gave me the confidence to be heard and to do what was right for my son and now for other families. Thank you SENDIASS"

"Invaluable service"

"Fantastic work from all"

"SENDIASS are an excellent service who there in times of need. They have helped myself and my child so much when I've really been struggling with my son's school."

"Felt like they wanted to do more to help, but that their hands were tied."

"Questions 2, 4 + 5. Parent/carer/YP indicated that they would give a higher score above 4. SENDIASS have been extremely helpful, supportive and the service has helped us immenselv."

"They have been very helpful in the years I've been with them .They have been very helpful when I've been at my lowest.i would highly recommend there service to anyone."

"Fantastic service keep doing what you are doing. You have all given me the confidence to, continue with my fight and make sure other families and SEN kids don't go through what me and my daughter have. A bia thanks to all."

"They are quite simply the best service in Barnsley where SEND is concerned. They don't just know co-production they are co-production. There is no better SENDIASS in the country. Heard about SENDIASS through Barnsley Parent and Carers Forum"

"Would like more contact however it is understandable of how stretched SENDIASS are"

"Would like to say a big thank you to all the team and the fantastic support you gave us"

"Invaluable service for children and parents, providing excellent support and knowledge. I feel my son has got a friendly advocate in a sometimes difficult process to get him the education and support he deserves as a disabled child."

"Superb service - nothing more to add"

"I've only used sendiass via Facebook and over the phone I am more than happy with the advice which was given to me and have always been ready to give more support if needed"

Data Analysis and Summary

The data referenced below has been collected from IAS cases supported in the last financial year, both from IAS offered via the 'virtual service' and from case-work data collected via IAS Case Workers.

In 2018 data reported in the Annual Report was collated by academic year. For this year's Annual Report data was collated by the financial year, from April 2018 to March 2019.

Case Worker changes – we have had an interesting year with long term staff absence, new staff starting in January 2019 with the resulting need to go through the process of induction involving doubling-up and shadowing of case work.

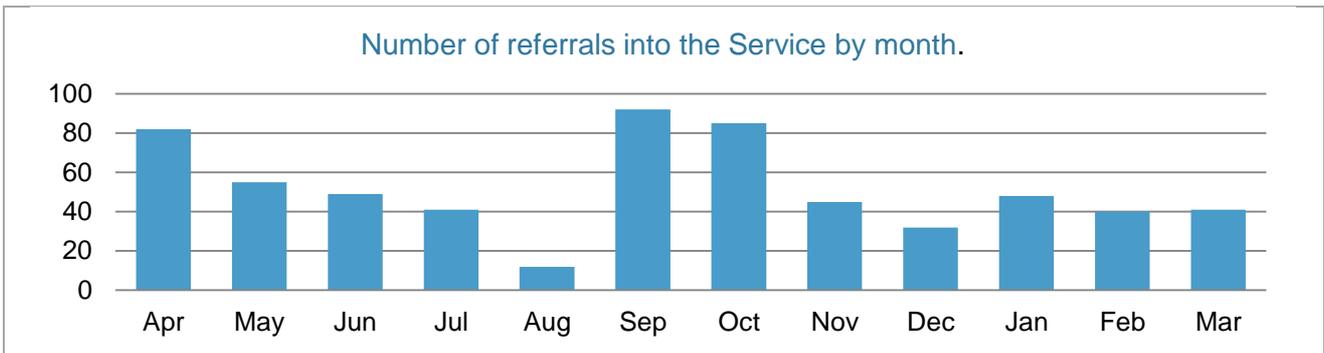
Last year we reported in detail by specific SEND type. This year we have restricted types to simplify and ensure confidentiality to Autistic Spectrum Disorder, Attention Deficit Hyperactivity Disorder, Learning Difficulty, Undiagnosed, Epilepsy, Down's Syndrome and Complex Medical Needs.

This year we have added in new data reporting to include the telephone helpline call-log. We have been able to look at this in terms of the number of calls into the service and the number of hours spent on telephone calls in response to those calls. This is just a snapshot to look at the performance and demand of the helpline as a process within IASS.

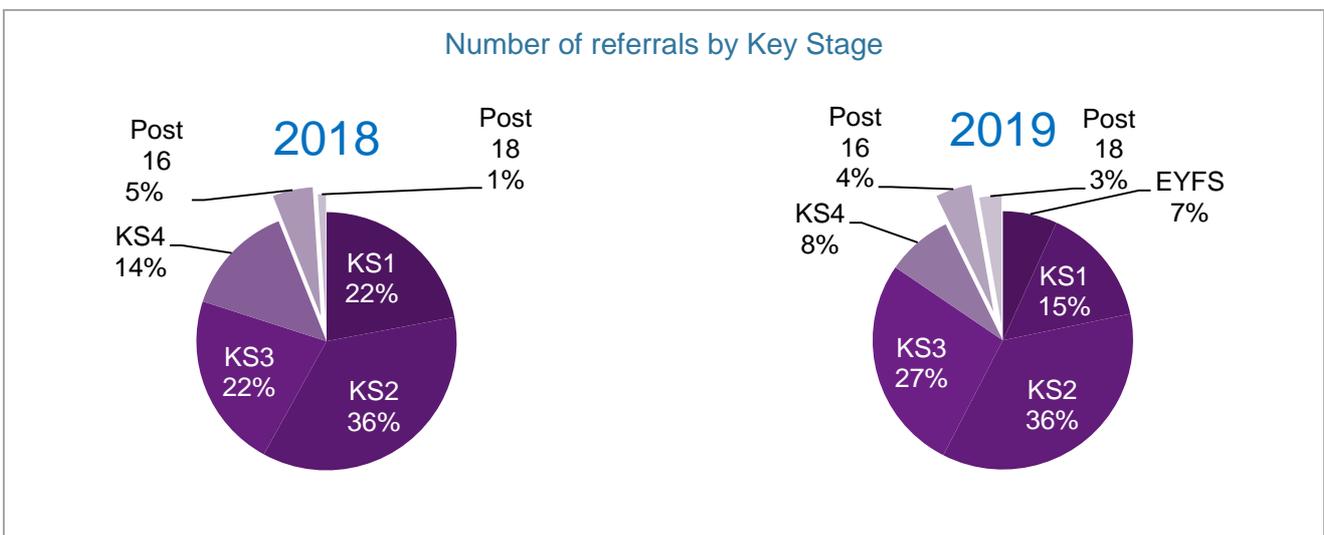
Although there is no specific data we can clearly state that the use of social media via Facebook has increased by almost 100% - last year we hovered around the 290 followers - we are now reaching over 500. Currently the face-book page is highly regarded and positively received and this is evidenced in the public comments we receive.

As expected our data in terms of reporting SEND status includes approximately 40% as 'undiagnosed' - which includes not only those awaiting assessment, but those not-awaiting assessment, SEMH or with 'behavioral difficulties' etc. Much work has been needed at initial referral to 'unpick' these case histories. Once done so it becomes clear there are significant SEND issues however this is not always clear on first contact with IASS. The difficulty for IASS is that careful work is needed to ensure IAS operates within the remit of an IASS as outlined in the SEND Code of Practice (2015).

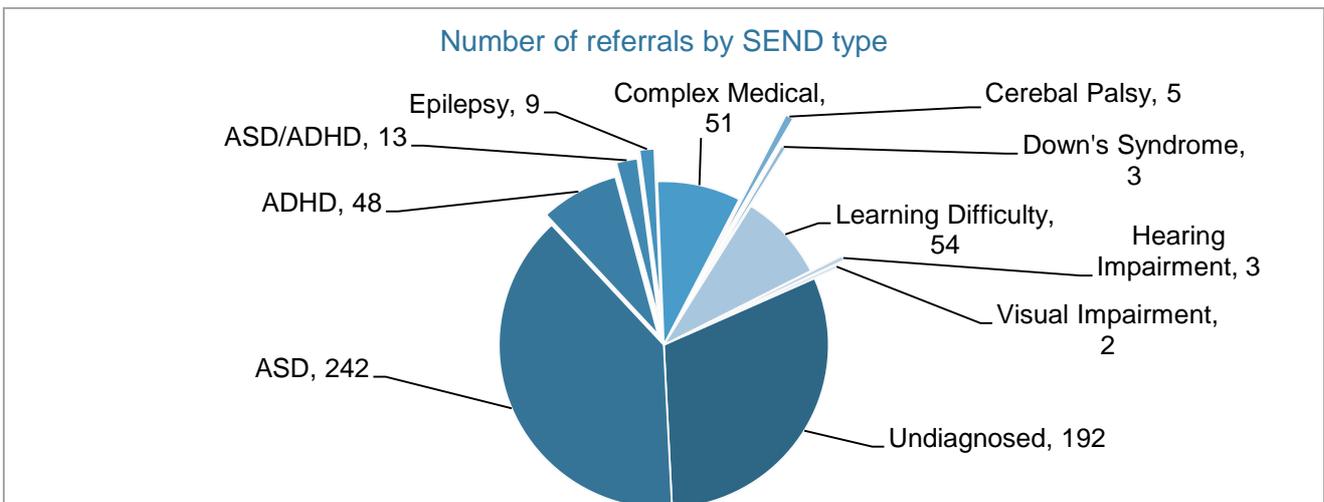
The Service still receives 'inappropriate referrals' for issues that are not SEND specific, such as school admission appeals. This year we have also had an increase in demand for IAS with SEND Tribunal appeals, Independent Review appeals for permanent exclusions, Disability Discrimination appeals, and SEND related complaints. These cases are labour intensive and take-up larger amounts of IAS officer time.



This data is showing the trends where we hit peaks and where we have lower requests. Historically we have maintained the higher figures for September and October for the last three reporting phases. The dips tend to be around school holiday phases. Again historical data demonstrates the same trend.



This year's data demonstrates an increase in cases supported which are classified as 'Young People' i.e. those aged 16 years and older. In 2018 EYFS and Key Stage 1 were recorded together.



Data recorded in 2019 demonstrates a continued high number of cases for children and young-people who have ASD, ADHD and for those who are 'undiagnosed'.

Data findings for the reporting period April 2018 – March 2019 highlights:

- Increased demand for IASS across health, education and social care
- Increased demand for mediations, appeals and complaints work
- Parents, carers and young people are struggling to navigate SEND processes
- Parents and carers are becoming more angry about the systems and processes around SEND - this is across health, education and social care
- Referrals for dealing with school attendance where children who have mental health issues has become an issue
- Overwhelmingly parents and carers have high confidence in the Service
- Lack of participation of parents and carers through a designated parent and carer forum continues to place greater pressure on SENDIASS. Parents and carers reporting concerns about local services, policy and practice to SENDIASS as there is nowhere else to go
- Complaints and concerns raised become priority for intervention
- Increased demand across the board around quality of EHCPs
- Increased demand for parents/carers requiring special school provision
- Increased demand for IAS with permanent exclusions for children who have EHCPs
- Increased demand for IAS with appeals under the Equality Act 2010
- Increased demand for information and advice about Ombudsman, powers of Secretary of State, OFSTED
- Parents and carers' resilience is a challenge with more requiring emotional support to cope with the pressures of SEND based issues
- Children and young people are not receiving planned and targeted programmes for transitioning across education phases

Thematic Findings from analysis of the data highlights:

- Parents, carers and young people are continuing to access support in crisis
- Transition arrangements are not in place
- Early Help and Support is not consistently effective
- Managing parental expectations is a challenge
- Lack of timely interventions and/or assessments impacts on meeting the needs of children and young people as they arise
- Parental experience of the system is inconsistent
- More parents and carers are presenting with fragile emotional health due to their lived experiences of SEND challenges
- Parents and carers are confused about funding levels for SEND, schools blame LA and the LA push back responsibilities to the schools

Findings from analysis of the data show a recurrence of specific types of cases such as:

- Emotional, Social Behavioral Difficulties
- Specific learning difficulties
- Complex health care needs including mental health
- Autistic Spectrum Conditions
- Diagnosed genetic conditions
- Epilepsy

Actions Following Analysis of Data Collected

SENDIASS can only manage increased demand if it identifies ways of working smarter. Going forward this will include:

- Better data collection - investment in a CRM system
- Screening referrals – questioning if child/YP meets the criteria for having SEND
- Training parents, carers and young people in groups
- Developing volunteers
- Develop virtual IASS

The following actions have been identified and will be used to support working smarter:

- Manage the existing case work and the increasing number of referrals/requests for IASS
- Develop the information side of independent support and advice for young people so that they know how to contact and engage with SENDIASS
- Sustain and develop further partner relationships with all local parent and young people groups
- Inform and influence local policy and practice by providing information to the LA about the needs and wishes of parents, children and young people
- Keep under review SENDIASS policies and update annually
- Develop workshops and advice sessions to empower parents and carers to be more resilient and resourceful to manage their individual situation
- Manage the increase in referrals to Service to ensure that the current good reputation of service is maintained
- Arrange IAS operational developments and meetings for the coming year and the AGM
- Manage expectations for a SENDIASS by colleagues referring/signposting cases
- Arrange information advice surgeries
- Develop 5 volunteers and peer support for 4 IASS staff

Quality Standards Framework for an IAS Service

The Quality Standards Framework sets out the national expectations of good practice in the provision of impartial information, advice and support services (SENDIASS) to increase parental confidence in them. SENDIASS participate in the national benchmarking of these and submitted (September 2018) a Service self-assessment.

The National Benchmarking exercise reports on SENDIASS in England. As a participating service we receive the report and this enables us to benchmark against our statistical neighbors. Barnsley SENDIASS is number 39 in the data report charts. Additional copies of the Benchmarking summary are available on the National Networks website at:

- councilfordisabledchildren.org.uk/information-advice-and-support-services-network

The main conclusions from the analysis are:

- Of the core functions for a SENDIASS the largest percentage of employed staff time is taken up with direct work with parents, carers, children and young people
- There are wide variations between services nationally in the distribution of paid staff in terms of how the core functions for a SENDIASS is delivered
- There are wide variations between SENDIASS nationally in funding to ensure sufficient resources are available to meet need
- There is no comparative data to prove whether an in-house SENDIASS or outsourced one is more effective than the other
- Barnsley IASS is well thought of by service users.

Future Plans for the Service development

The following actions have been identified as targets areas for the service 2018 – 2019 and will be set out in the service development plan:

- Service Development Plan to be reviewed revised and finalised against local IASS offer
- Review the Quality Standards Framework for an IASS
- Secure IASP funding post March 2020
- Keep under review SENDIASS policies (confidentiality and Impartiality) to maintain parental and young person confidence in the service
- Report to DMT the Annual Report and findings
- Business plan for IASS going forward – the need to secure further funding for an additional case worker and increased hours of the IASS manager to full time
- Complete funding paperwork to satisfy IASP grant providers for 2019 -2020
- Develop IS for young people
- Continue to inform and influence local policy and practice
- Continue to provide an effective telephone helpline system
- Participate in performance management and identify training needs for staff and volunteers through support group interactions to undertake the core functions of SENDIASS effectively
- Ensure professional development is maintained through attendance on relevant training courses
- Develop volunteers, peer mentors and information and advice through an independent website.

SENDIASS as an Impartial Information, Advice and Support Service will aim to develop further through incorporating the 5 sections identified in the quality standards:

1. Commissioning, governance and management arrangements
2. Strategic functions
3. Provision of information and advice
4. Supporting individuals
5. Professional development and training.

Commitment to parents, carers, children and young people **will** remain the highest priority.

This report has been written by the SENDIASS Manager Sarah Wike with partners support from SENDIASS Case Officer James Stephenson.

If any of the contents in this report need further explanation please contact me.

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Alternatively if you have any concerns in the reporting and wish to highlight these then please feel you escalate these to a more senior officer

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