



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.

Annual Report 1st September 2022- 31st August 2023

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“ *Friendly, supportive, understanding and professional throughout the conversation*”

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.

“ *The advice today was so openly and kindly given. It was unbiased and factual. Exactly what I needed to reassure me if I need support for the future. Very supportive and proactive.* ”

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.

Funding has been approved by Norfolk County Council Children’s Social Care and we are awaiting transfer of funds.

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

4. Resourcing and Capacity

September 2022 – August 2023, the Service consisted of:

- 1x Manager 1FTE– core funding
- 5 x SENDIASS Advisers (3 x part time 0.6FTE and 2 x job share 0.4FTE) – core/Health 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
- 1x Mediation and Tribunal Advisor (part time 0.6FTE) – Social Care funding

Total FTE = 6:00

The service is currently undergoing a restructure to increase capacity. This process will start to become from the end of September/October 2023.



The service provided has made me feel very reassured and has totally put me at ease regarding going through the whole process of tribunal, before I contacted SENDIASS I felt totally alone but SENDIASS made me feel like I'm not on my own and left me feeling very supported and very well informed"

5.0 Intervention levels

The intervention service levels for referrals are recorded following the IASSN (Information, Advice, and Support Services Network) national guidelines to monitor the demand for different types of support regionally and locally. There are 4 intervention levels.

Level of Intervention 1 –

Signposting, presentations, training and website downloads

Level of Intervention 2 –

Information & Tailored Advice • Booked phone call / virtual meeting, exchange of emails. More complex / high level information shared.

Level of intervention 3 –

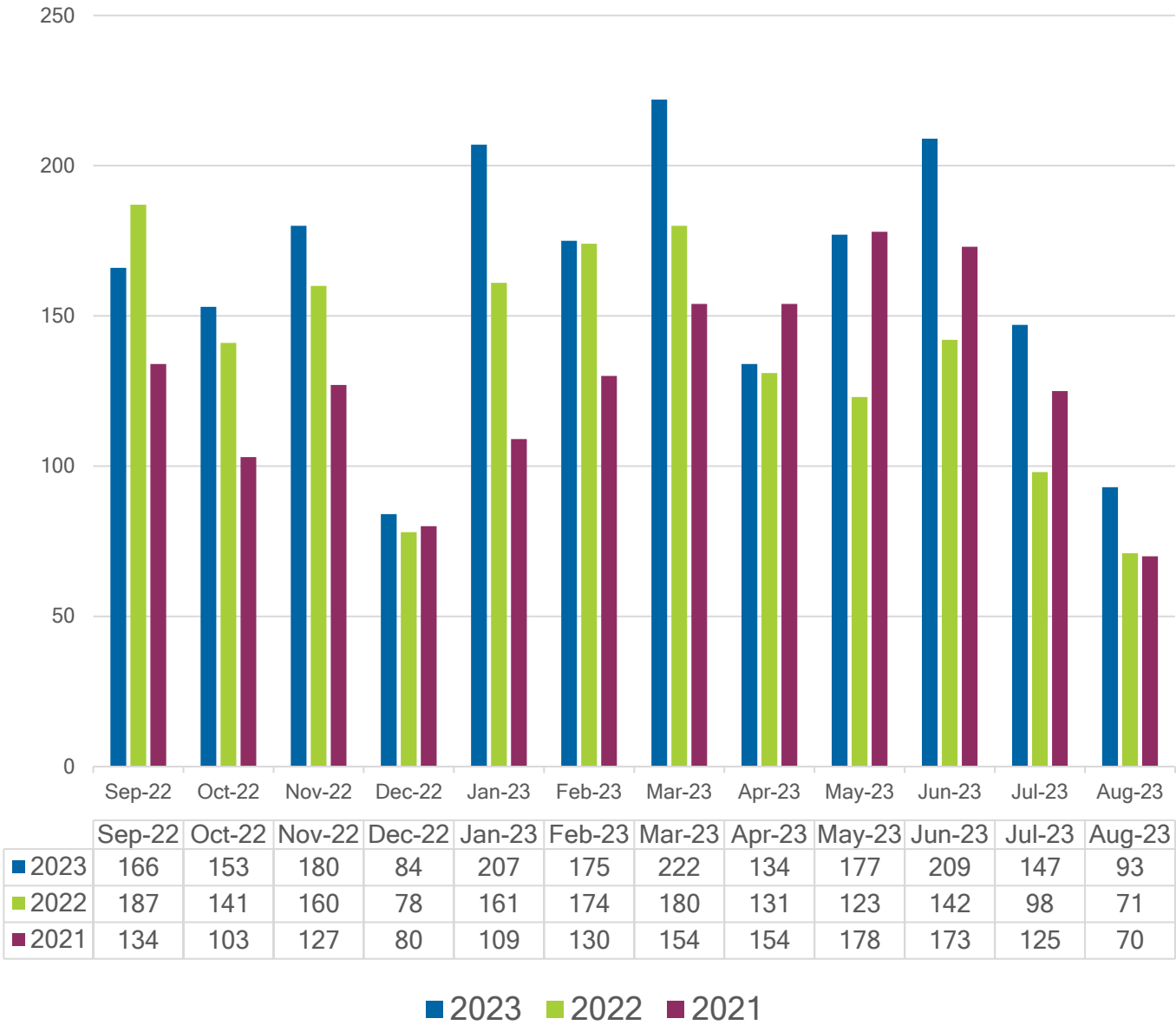
Agreement completed, case worker allocated, liaison with other agencies, face to face meetings / home visits, support with forms, giving views, preparing appeals.

Level of intervention 4 –

Intensive Support • Any or all of the Level 3, plus representation for parent, child or young person at meetings, appeals (including exclusions) and CETRs. Ongoing and intensive casework / advocacy that includes representation.

“Excellent advice, very knowledgeable adviser, made a huge difference.”

5.1 Number of referrals by month



Totals

2021 - 1537

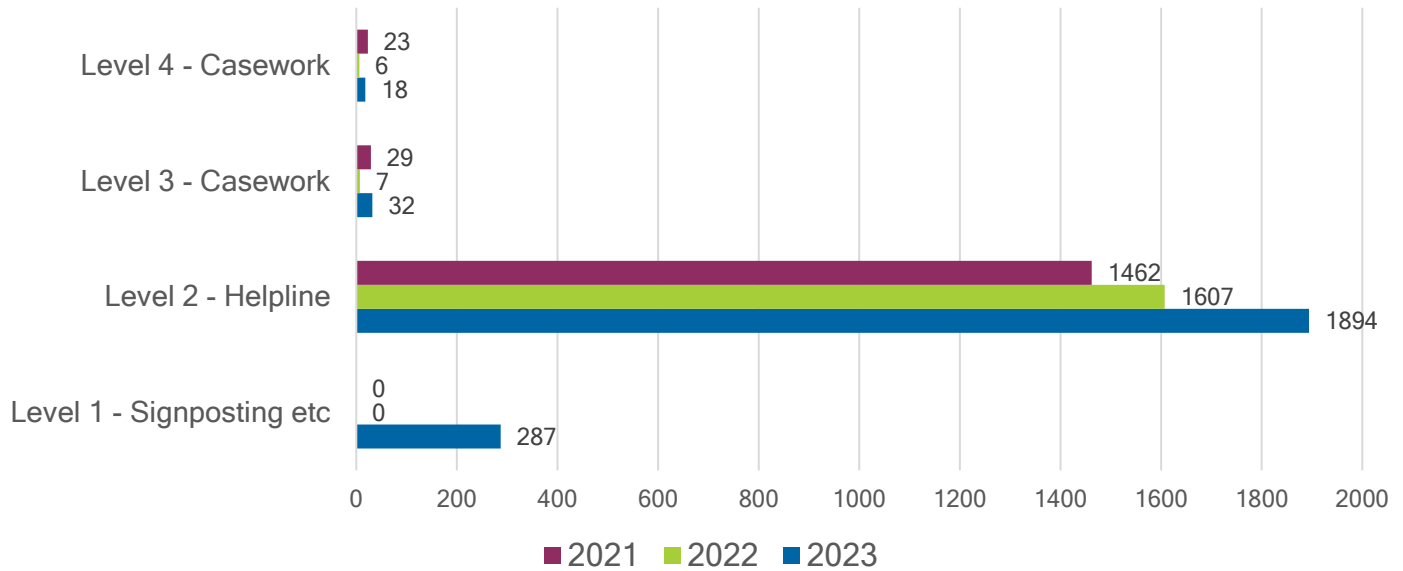
2022 - 1646

2023 - 1947

18.2% increase over past year

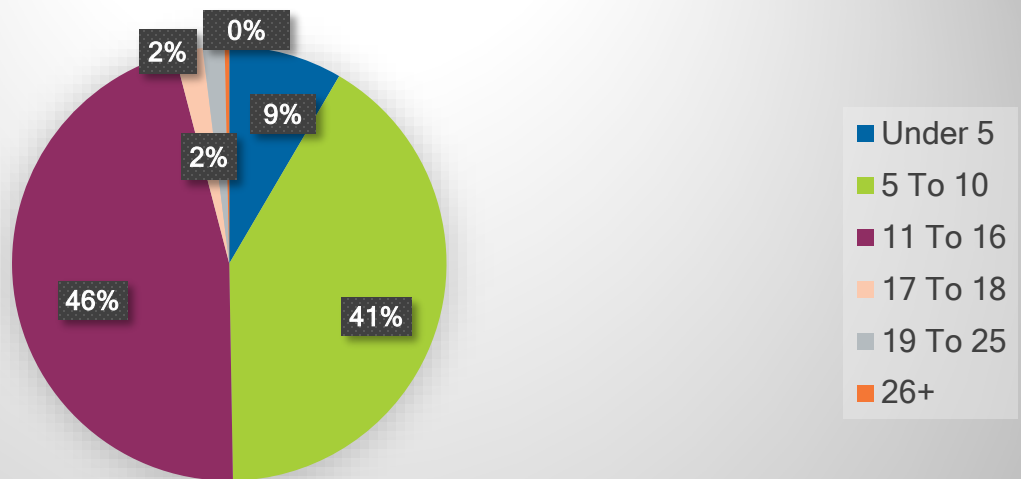
“ I have really struggled to get the right help but after my call I feel like I am on the right track. So much guidance on what to do next”

5.2 Level of Intervention



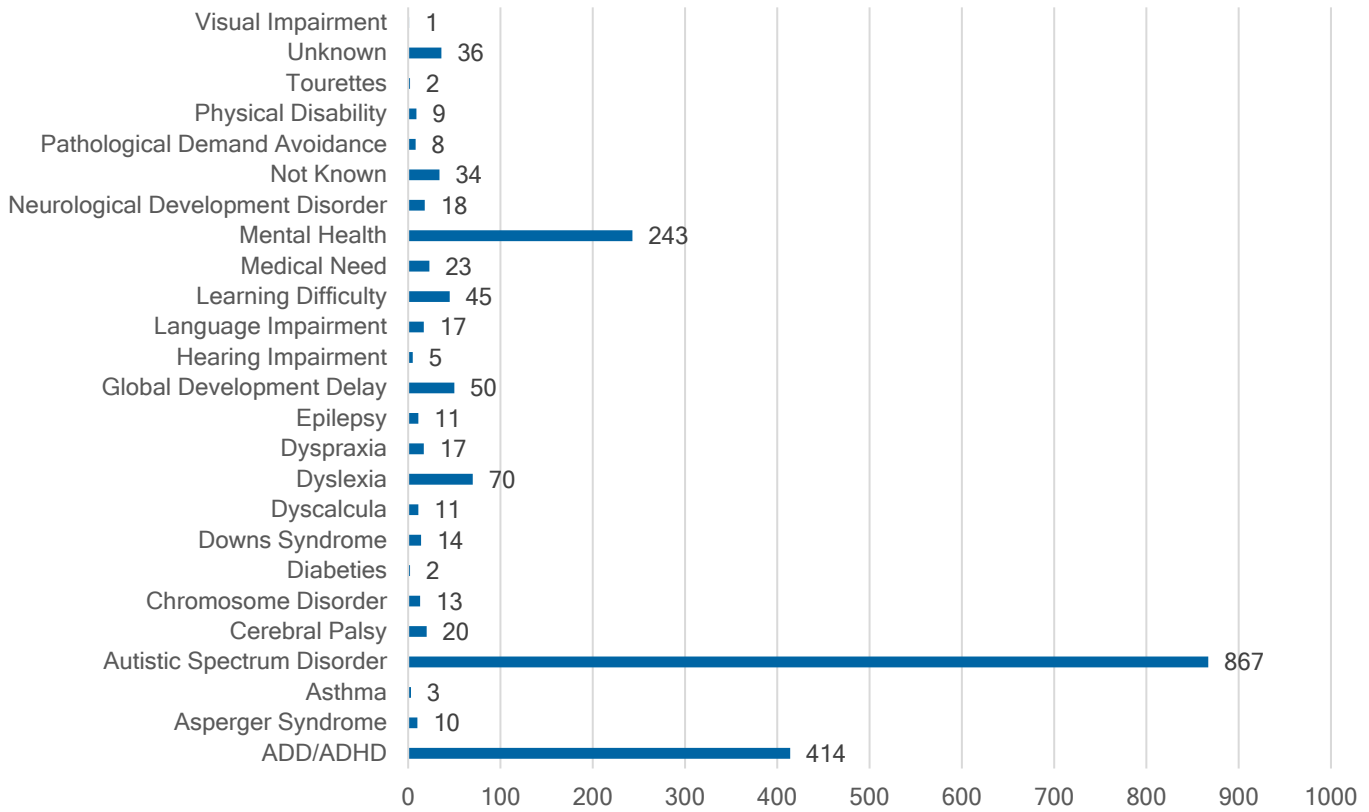
Due to service capacity, we were not able to offer casework until Feb 2023 – Low casework levels.

5.3 Age range



“ Excellent service. Very knowledgeable, kind and understanding person. Thank you”

5.4 Main disability



51% increase in mental health main disability

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

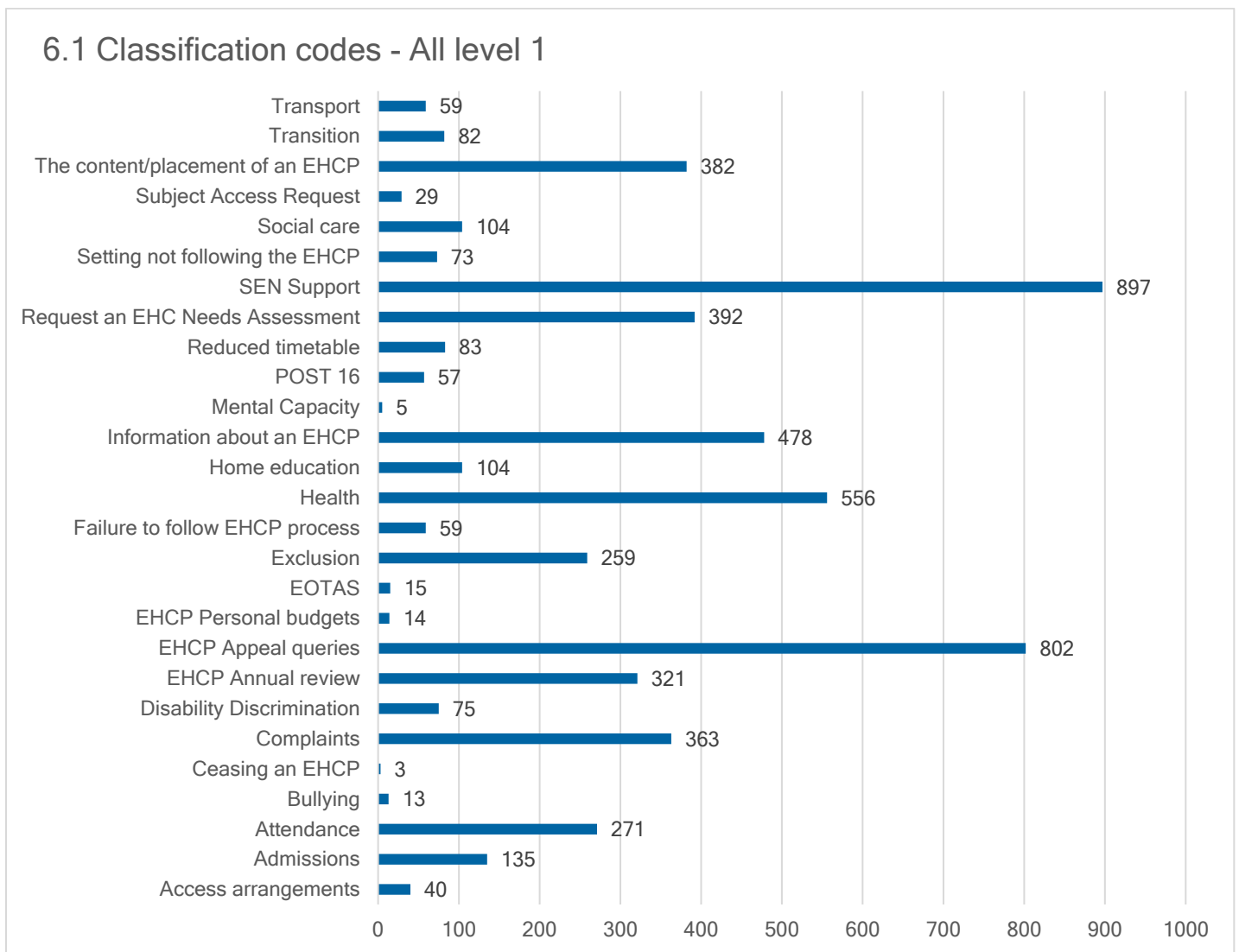
5.5 General category of need



“ Valuable, professional information extremely grateful for this service”

6.0 Classification codes (reason for contact)

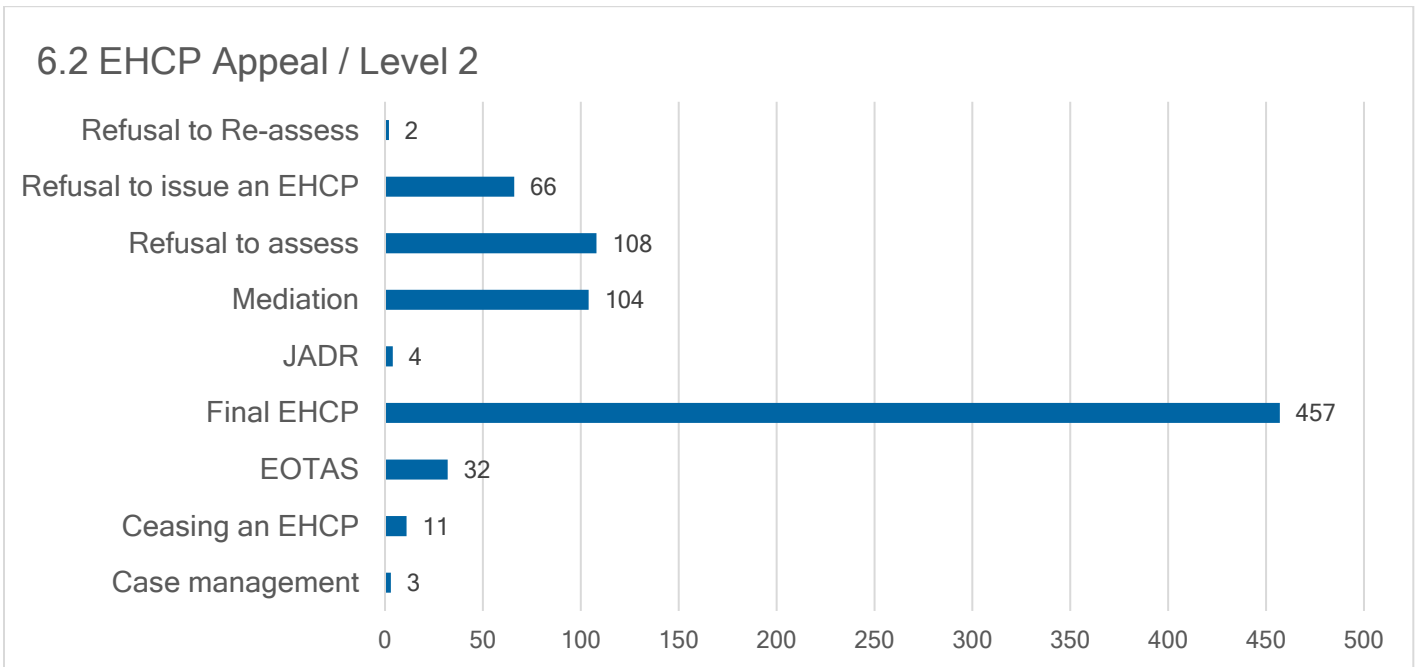
The classification codes have been set by Norfolk SENDIASS. Classification codes are recorded against each referral and multiple codes (subjects) can be recorded against each referral.



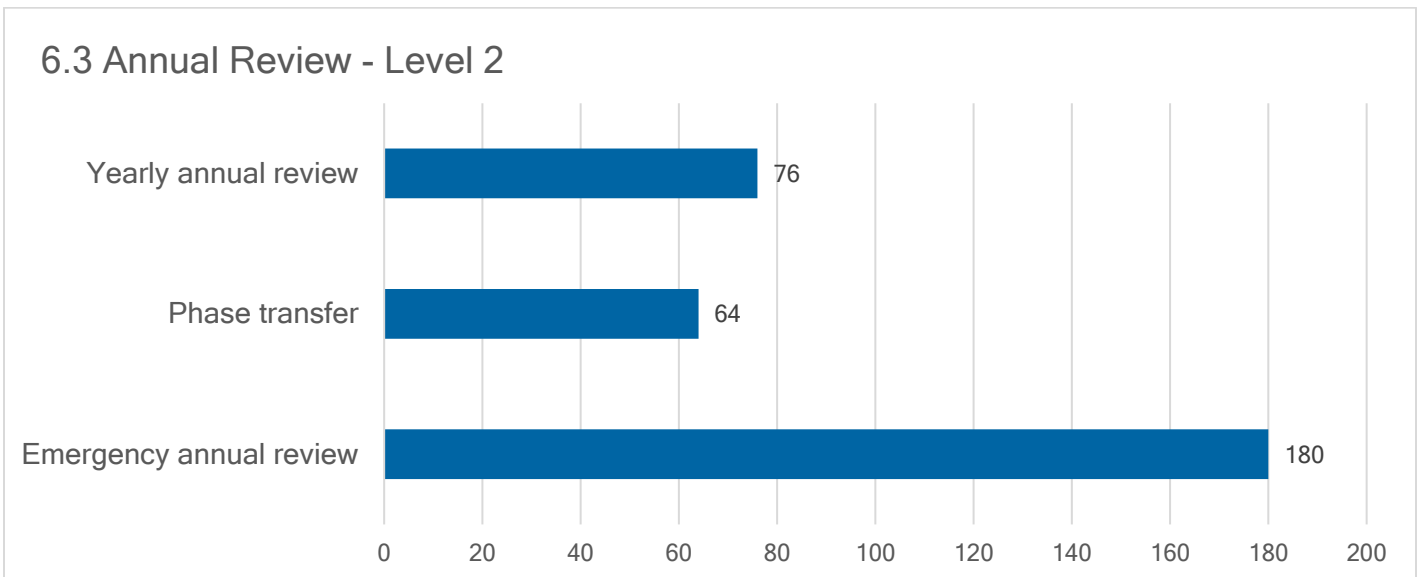
31% increase in EHCP Appeal Level 1

45% increase in SEN Support

“ I now have a clear plan of action and feel reassured about getting the right help and support”



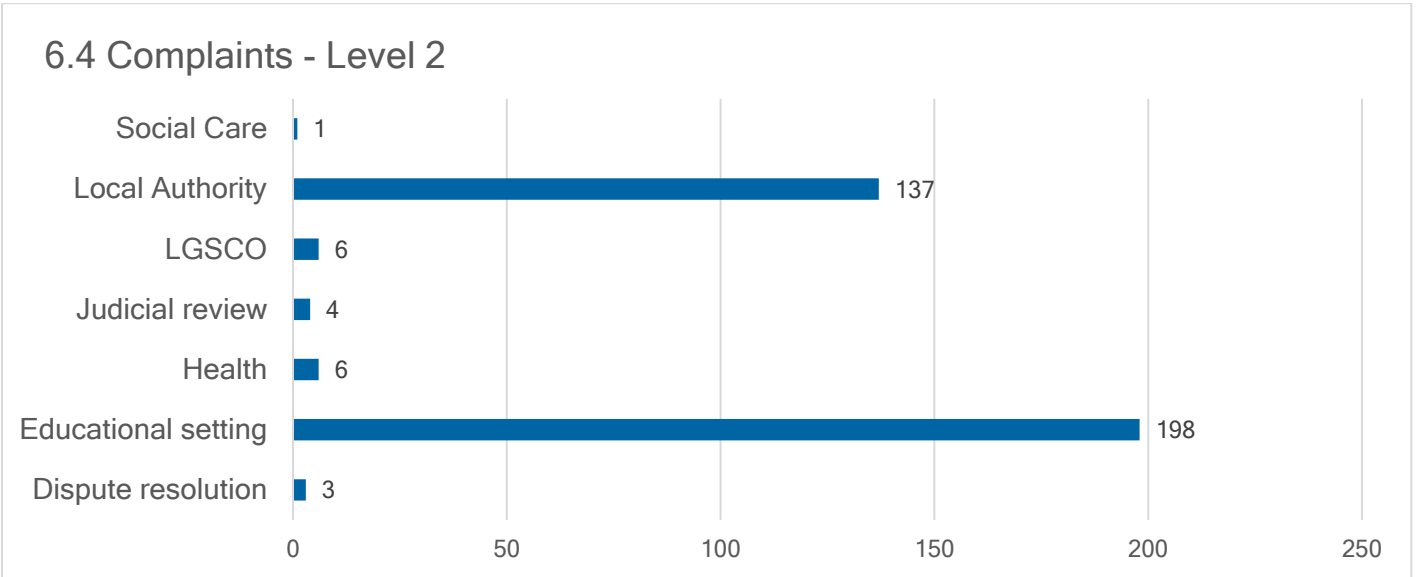
58% of appeal level 2 codes - Final EHCP



Emergency annual review is a new code added in 2023.

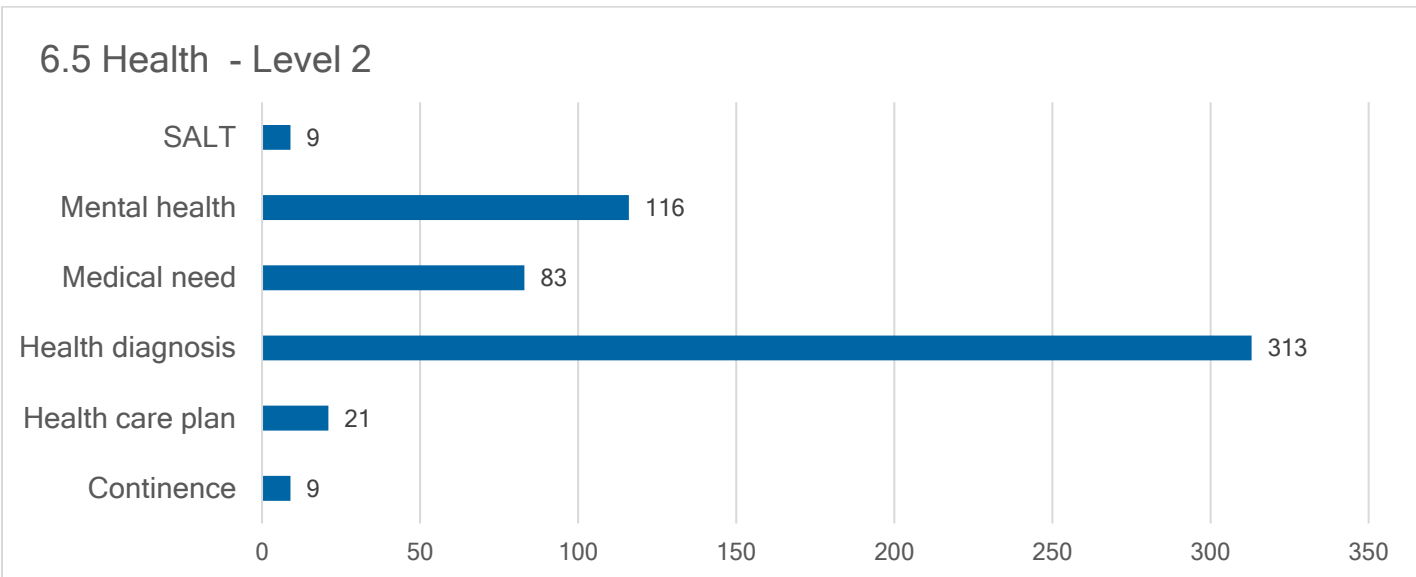
56% of Annual Review level 2 codes - Emergency Annual Review

“ I Extremely helpful and answered all my questions clearly and made sure I understood”



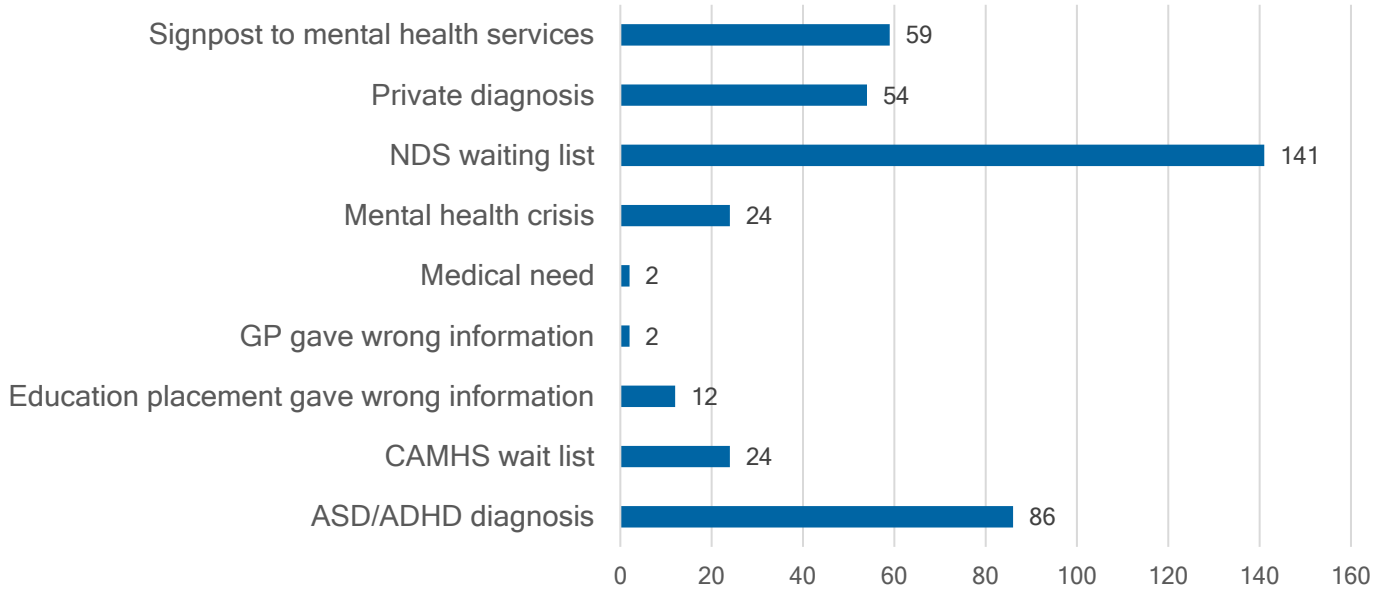
53% increase in educational setting complaints

56% increase in LA complaints



“ I Friendly, supportive, understanding and professional throughout the conversation”

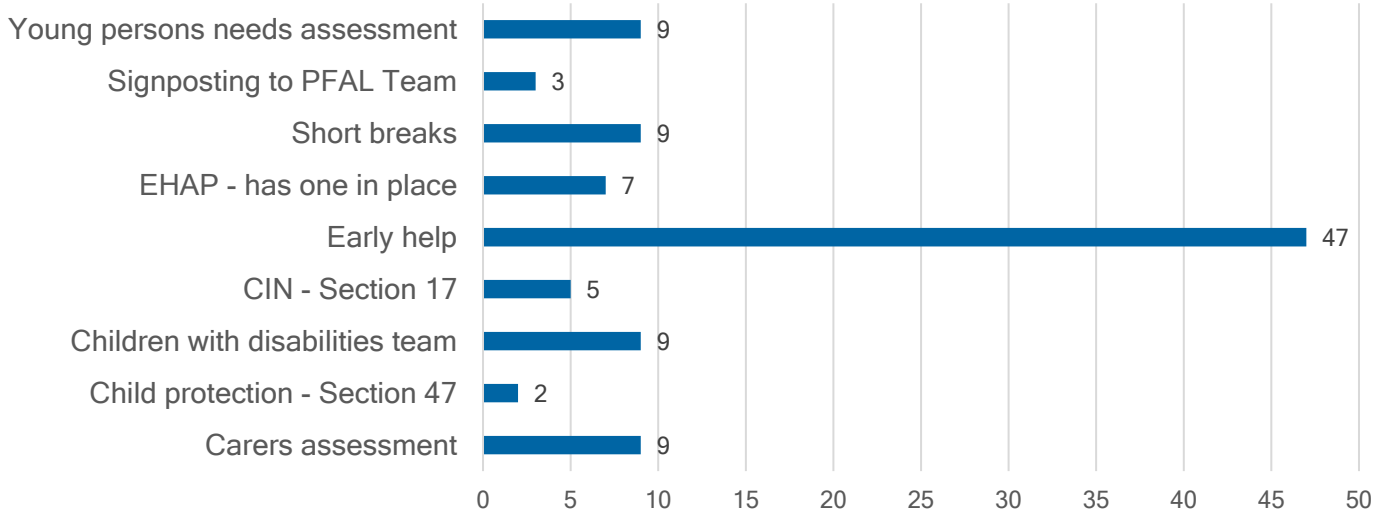
6.6 Health - Level 3



New level for 2023

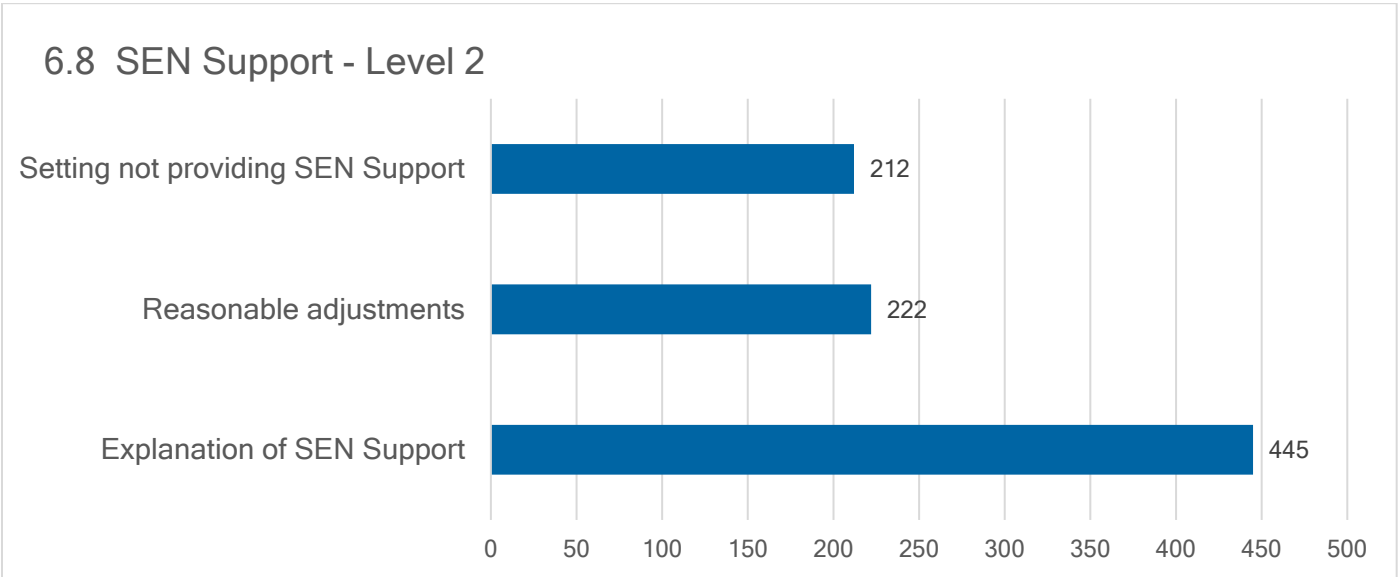
35% of level 2 Health codes - NDS waiting list

6.7 Social Care - Level 2



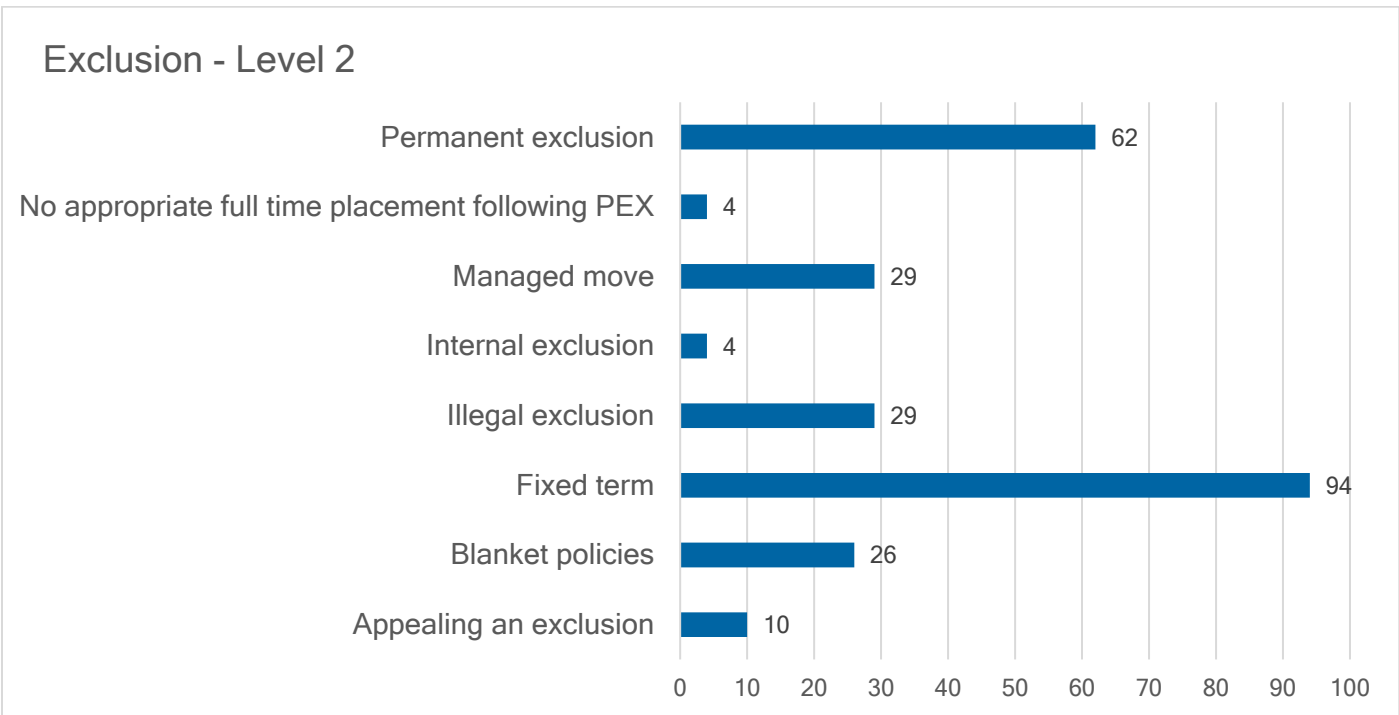
47% of Social Care level 2 codes – Early help

“ Friendly, easy to talk to service. Very knowledgeable about SEND legislation ”



New level for 2023

50.6% of SEN support level 2 codes - Explanation of SEN support



39% of Exclusion level 2 codes - Fixed term



Very helpful advice, understanding and listened to the frustrations of the barriers met. Advice was broken down so easier to understand. I didn't feel like I was wasting his time which can often be the case."

7.0 How we provide our support

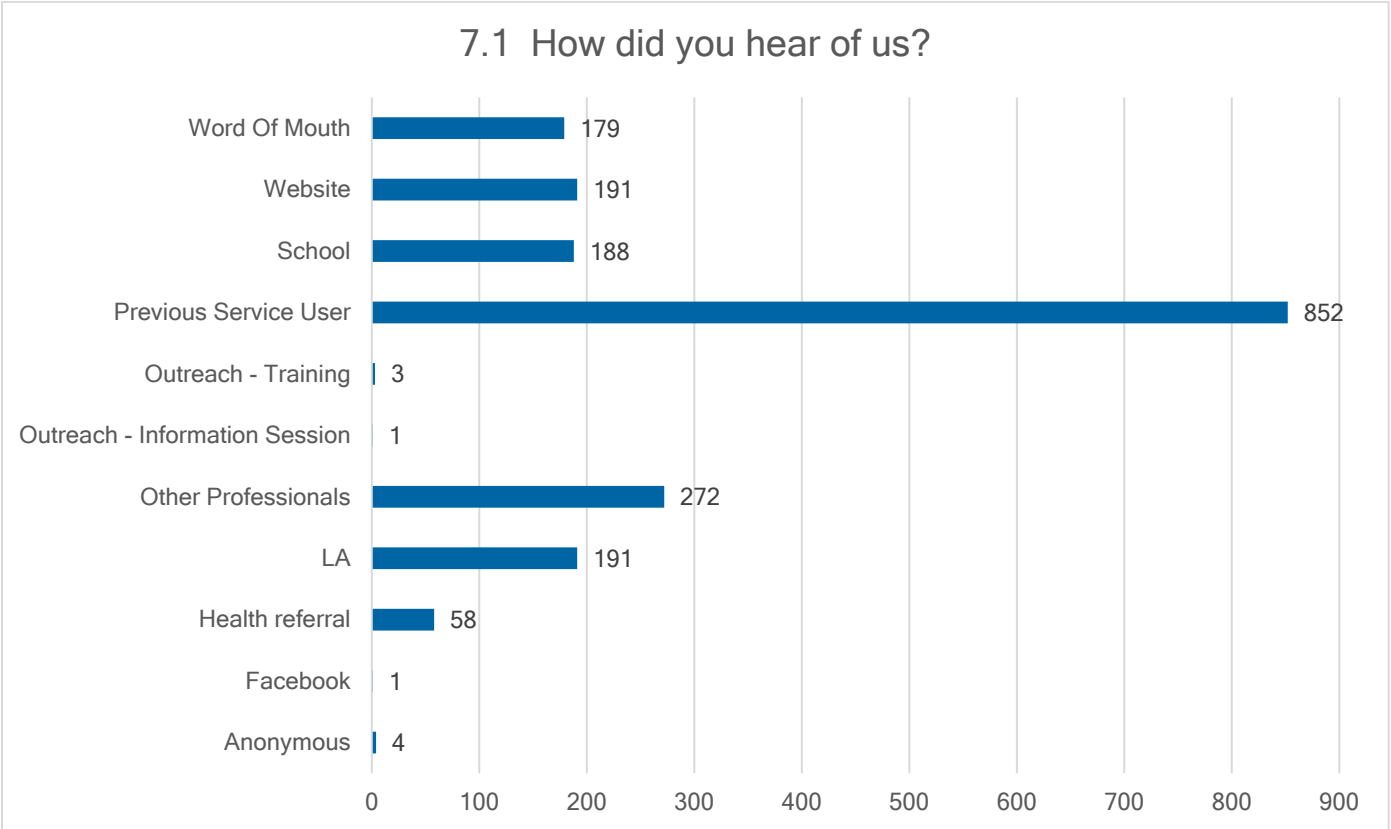
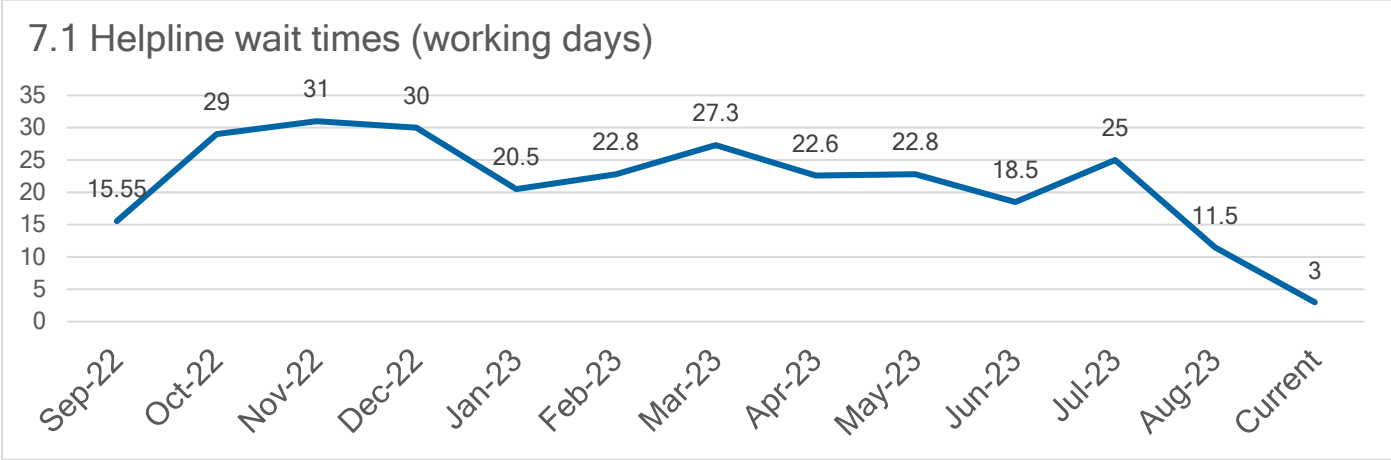
All helpline referrals are booked through our online booking facility embedded on our website. Parent/carers and young people can directly book their appointment or can contact us to do this for them. Our criteria for face-to-face support within Norfolk is determined by the needs and circumstances of 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.

Outlined below is how we aim to deliver aspects of our 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 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.

We promote access with Contact who have a National Freephone Helpline, manned Monday to Friday during office hours.

“ *Very helpful advice, understanding and listened to the frustrations of the barriers met. It’s so reassuring to just know that there is a service to help support parents with children with SEN needs and that is so easily accessible. Both times I have used the service the advisor has been very knowledgeable and so helpful*”

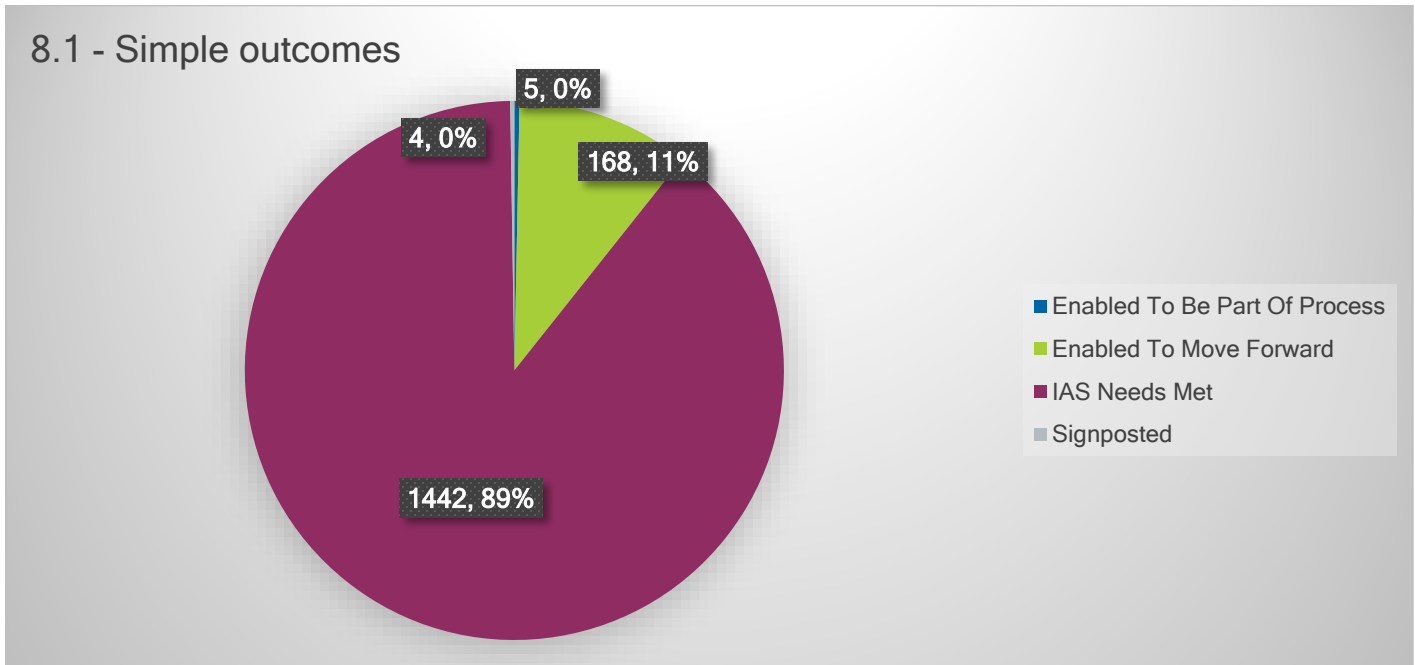


44% of referrals are previous service users.
9% more new users than previous year.

“ *Very helpful and swift with follow up information* ”

8.0 Outcomes

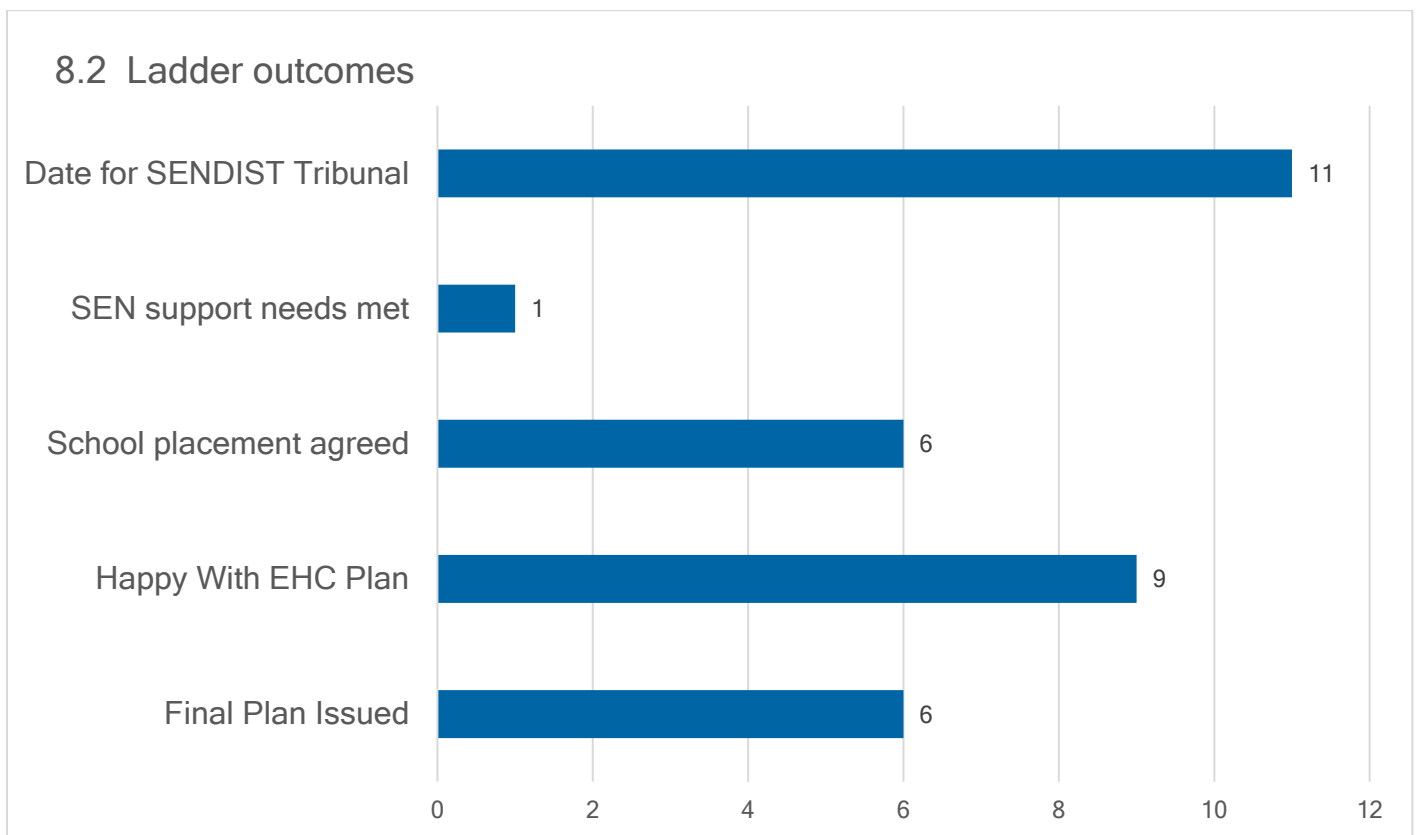
Simple outcomes are set by the National SENDIASS. All helpdesk/casework level 1 referrals are closed with a simple outcome.





*Excellence well needed advice which was simple to understand!
Massive help to us and put my mind at rest*

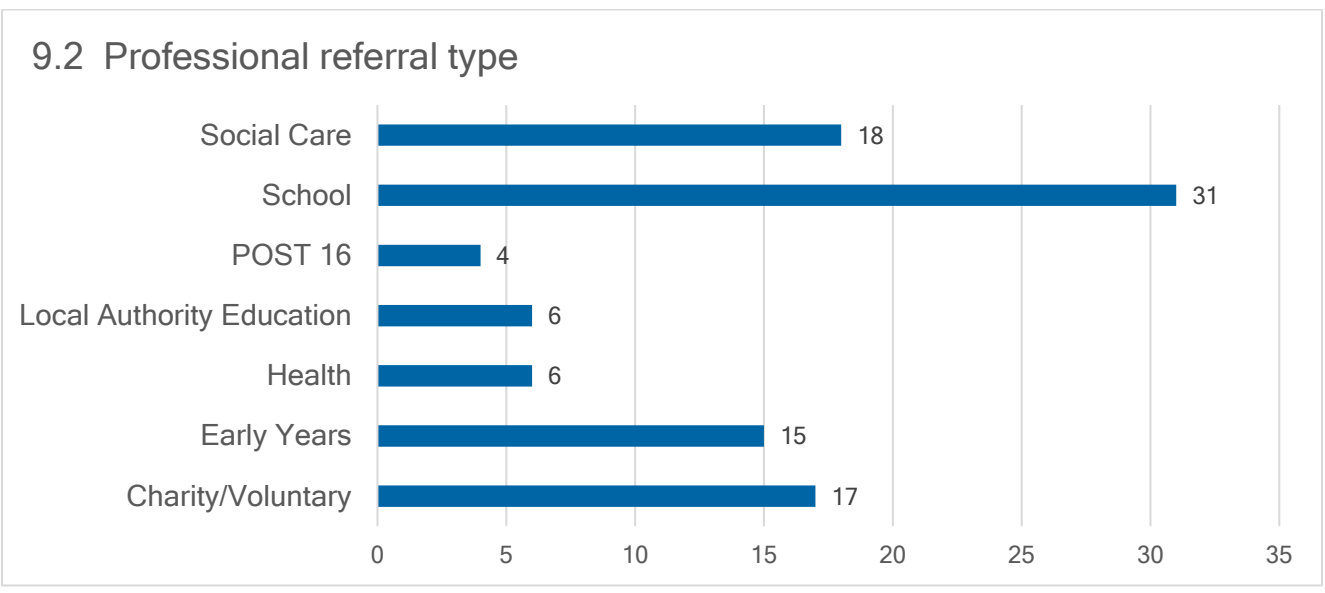
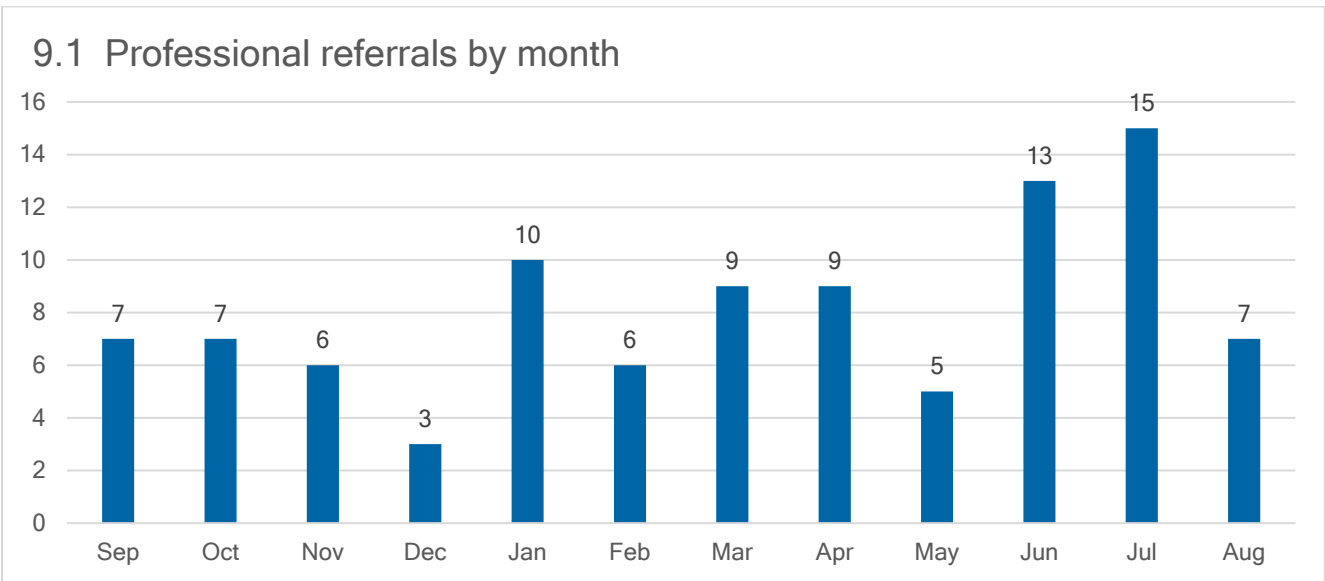
Ladder outcomes are only given to casework. These are more specific and set by Norfolk SENDIASS. Multiple codes can be recorded against a referral.



“ Nice and quick reply with the exact information I required to help a family I was working with. Thank you” - Professional

9 Professional contacts

We received 97 referrals from professionals requesting information and advice from the service during this reporting period. **This is a 4.9% decrease from last reporting year.**





It was so nice to chat with such a supportive and understanding colleague and know we are on the same page and to get such a quick and efficient response.” - Professional

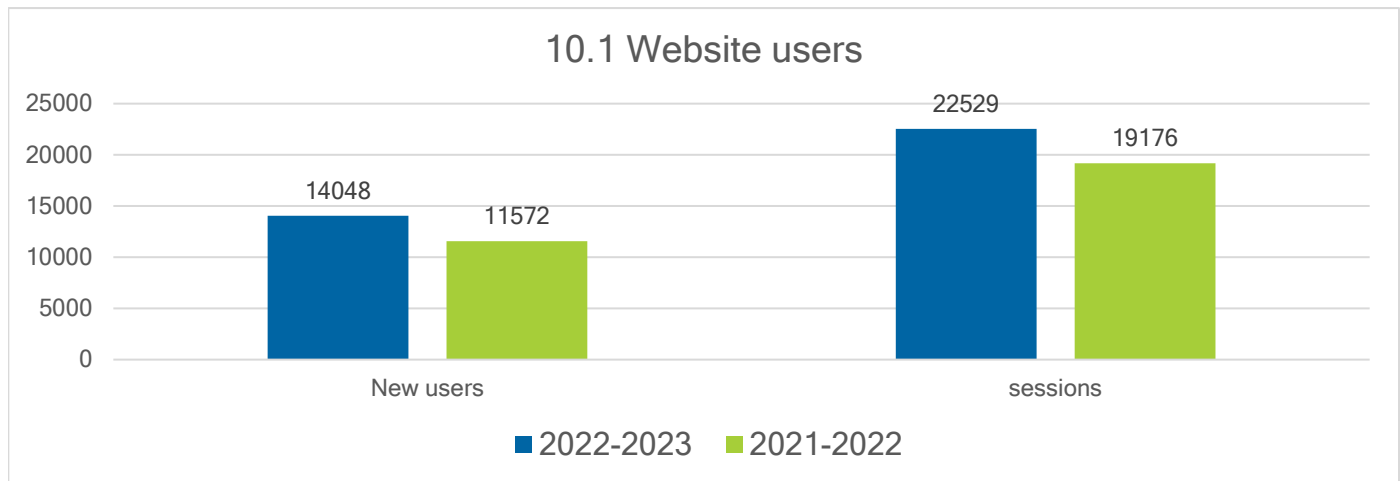
10.0 Website and advice clinics

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.

21% increase in new website users

17.4% increase in website sessions



10.4 Top page downloads

1. Book an appointment.
2. SENDIASS Booklet
3. Writing your EHCP Views booklet
4. About us
5. June 23 newsletter
6. Advice Clinic
7. Needs Assessment for EHCP resource



It is always so helpful and supportive to get advice from SENDIASS from people who totally understand mental/emotional health problems. You are like a breath of fresh air in a world where mental health problems are still not accepted/understood/recognised. Thank you for what you do!"

10.3 Advice clinics

We began running our face-to-face advice clinics to review SEND paperwork with parent/carers from February 2023.

February	Diss	12/12 attendance
March	Norwich	12/12 attendance
April	Fakenham	11/12 attendance
May	Great Yarmouth	10/12 attendance
June	Costessey	9/12 attendance
July	Kings Lynn	7/12 attendance

10.4 Social media and newsletter

	Sep-22	Sep-23	Increase
Facebook likes	1869	2093	12%
Facebook followers	2070	2297	10.50%
Twitter followers	502	541	8%
Instagram followers	170	210	23.50%
Newsletter subscriptions - Parent/carers	3661	4253	16%
Newsletter subscriptions - Schools	294	424	44%
Newsletter subscriptions- Professionals	214	349	63%

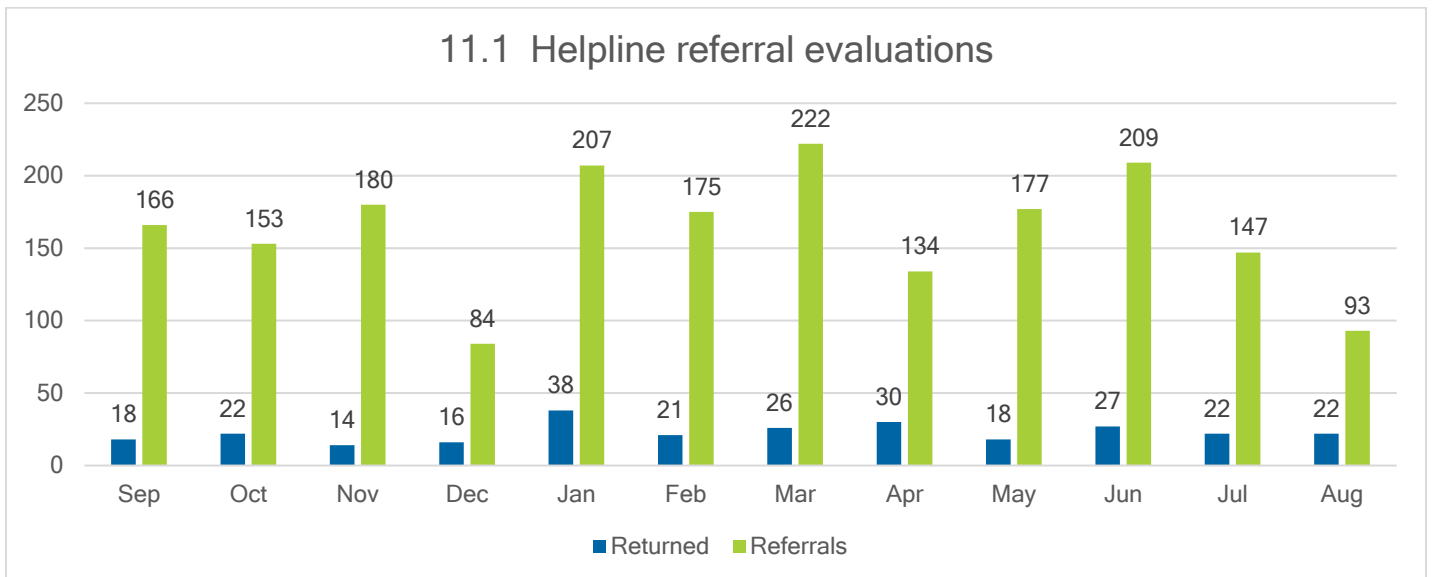


The advisor I spoke to was extremely helpful. I was able to ask questions without being made to feel I should already understand. The information I was given really helped me understand my options and the system. I am very grateful for the advice I have received, thank you”

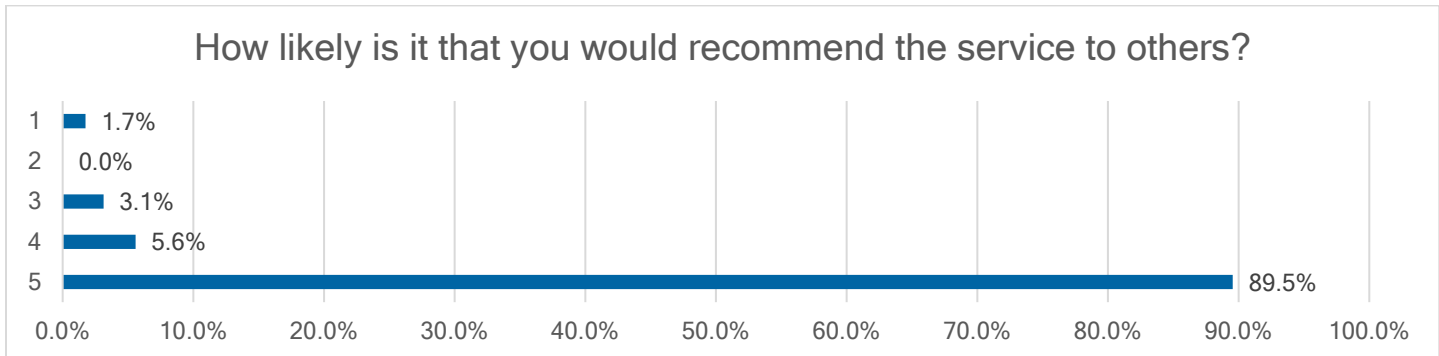
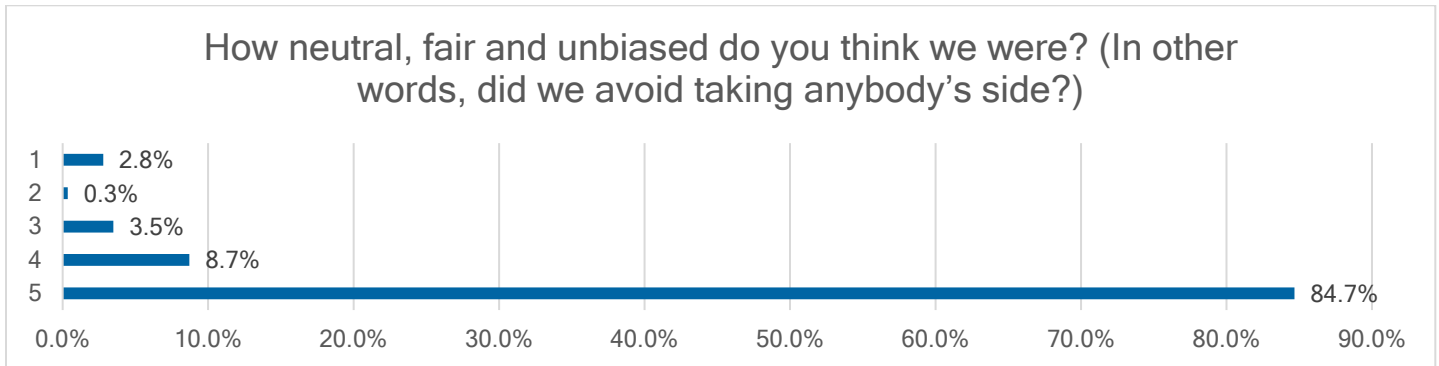
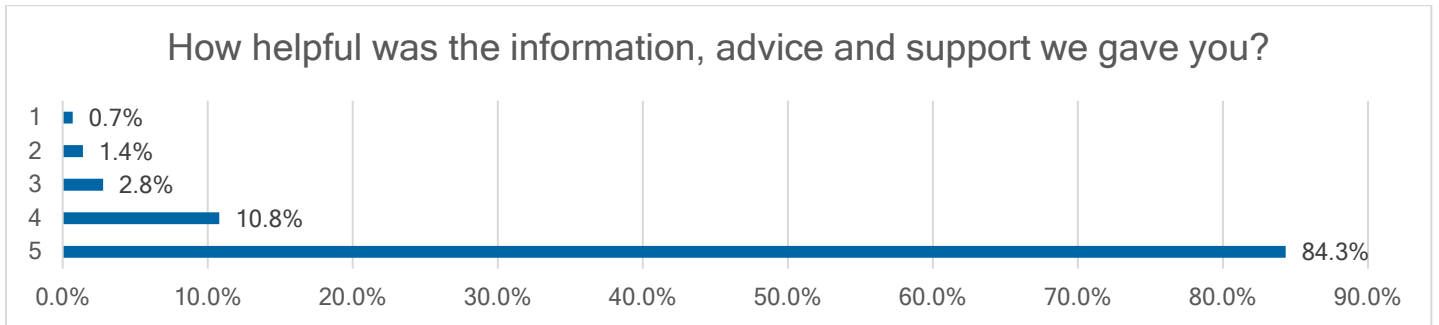
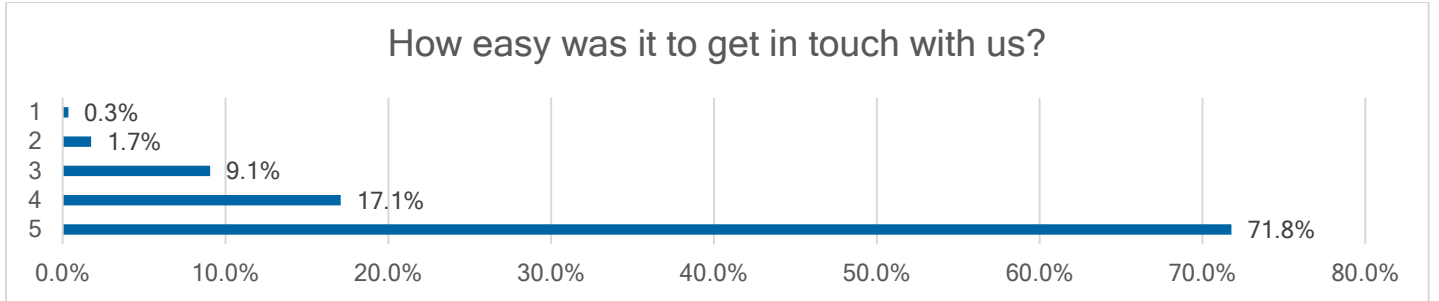
11.0

Feedback/evaluations

Our Microsoft forms evaluations are broken down into 2 categories. Helpdesk /Advice Clinic and Casework. 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 14%, which is 1.3.% less than previous year.



11.2 Summary of Helpdesk/advice clinic evaluations.



This report was written by Norfolk SENDIASS September 2023.