

Hartlepool **SEND IASS**



SPECIAL EDUCATIONAL NEEDS AND DISABILITY INFORMATION, ADVICE AND
SUPPORT SERVICE

Annual Report **September 2018 - August 2019**

Date: January 2020

Author: Tracy Liveras - SENDIASS Manager

Content of Report

Introduction	1
Remit of IASS	1
Core Functions	1
Report on Activities	2
Key Findings	6
Evaluation of IASS & Responses	6
Mediation & Disagreement Resolution Services	8
IASS SEND Training	9
Parent Carer Forum	9
Local Offer	9
Quality Standards	9
Information, Advice & Support Programme	10

North East SENDIASS Regional Network Group	10
Achievements in 2018/2019	10
Priorities for 2019/2020	11

Introduction

As part of the SEND reforms, Parent Partnership Services evolved into Information Advice and Support Services to widen the remit to support parents/carers, children and young people on matters relating to SEN and disability aged 0 – 25 years across education, health and care.

This annual report provides an overview of the work completed across the academic year 2018/2019, together with developments for the 2019/2020 academic year.

Remit of SENDIASS

- A service which supports parents/carers with children who have or may have special educational needs and disability
- A service which supports young people / children who have or may have special educational needs and disability
- To provide access to independent advice through volunteers and other independent organisations who can offer information and support on a one-to-one basis
- A service which recognises the importance of parents, carers and young people's views
- A service which helps the Local Authority and parent/carers and schools work together to meet the needs of individual children
- A service which helps support parents/carers, children and young people through Education, Health and Care Plan Assessments and Reviews

Core Functions

The Information Advice and Support Service provides:

- Impartial advice and information to parents/carers, young people, schools and other professionals
- Signposting to voluntary groups, charities and other organisations
- Clear explanation of educational procedures
- Help for parents/carers/young people to complete forms
- Someone to attend meetings - schools, LA, multi-agency
- Someone to talk to in confidence

- Support to parents/carers in their preparation for and attendance at Governing Body appeals for exclusions
- Support to parents/carers in their preparation for and attendance at Independent Appeals Panel for exclusions
- Support to parents/carers/ young people in their preparation for and attendance at SENDIST appeals/ Tribunals
- IASS representation at regional meetings
- Lobbying for change and to influence policies and procedures
- Supporting parents/carers/children and young people with SEN Support and Statutory Assessment

Report on Activities September 2018 – August 2019

The table below provides data relating to the number of referrals enquires and levels of intervention across the academic year.

Reason	Numbers
Total number of referrals received	125
Number of cases closed	107
Number of cases still open to the service	19
Number of females	42
Number of males	83
Statutory Assessment Advice Required	13
Advice on SEN Support	77
Parental Views Support Given	45
Young Persons views supported	45
Home Visit	6
School Visit/ TAC Meetings	236
Nursery Providers (non-school)	2
Number of secondary schools visited	5
Number of primary schools visited	22
Number of post 16 providers visited	3
Out of Area Schools	2
General Support/Advice - Telephone	125
Exclusions - fixed term exclusion, PEX and Reintegration	18

Admission Appeals	2
Mediation / Disagreement Resolution	4
EHC Plan - Support/ Reviews	24
Coordinated Support Plan Reviews	19
Personal Budgets	3
Local Offer	125 (all families were informed on the local offer and provided with a leaflet when contact was made with the service)
Support at Tribunal/Advice	4
Support - managed moves/school transfer	5
Bullying	3
School Attendance Meetings	19

A total of 352 hours of support was provided by SENDIASS to parents/carers/young people at meetings and home visits.

In addition to this, the SENDIAS Service has accessed 6 days of training, 2 regional development days, and 3 regional meetings.

***The above does not include preparation time for meetings, research, and recording of meetings or other work required of the service.**

Casework

The total number of cases during the time period has been 125

Using the National IASS Intervention Levels guidance, the service recorded the following:

Level 1 – 21 Single Enquiry

This is described as; phone or email support, tailored to the particular circumstances of the service user. Information and advice was given about SEND matters, typically less than 2 hours of service time as part of a single intervention

Level 2 – 71 Independent Support

This support includes helping to understand documents or complete documentation, support in communicating with the school, local authority or other services. Level 2 is also described as detailed and personalised guidance on SEND issues and/ or

exclusion procedures. Level 2 also indicates support from SENDIASS during the EHCP process and also conversion from Statements to EHCP

Level 3 – 32 Casework

This support includes detailed and continuous assistance and guidance with statutory processes:

- Complex, multi-agency needs
- Assistance in overcoming serious breakdown in communications with school/LA/other services
- Requires intensive support due to personal circumstances (eg low literacy levels, learning or sensory difficulties. English as an additional language)
- Provision of support at/for a series of meetings over a period of months
- Assistance with preparation for an exclusion appeals and support at the appeal meeting
- Support with EHCP's and EHCP Reviews
- IASS undertakes key working roles with other agencies

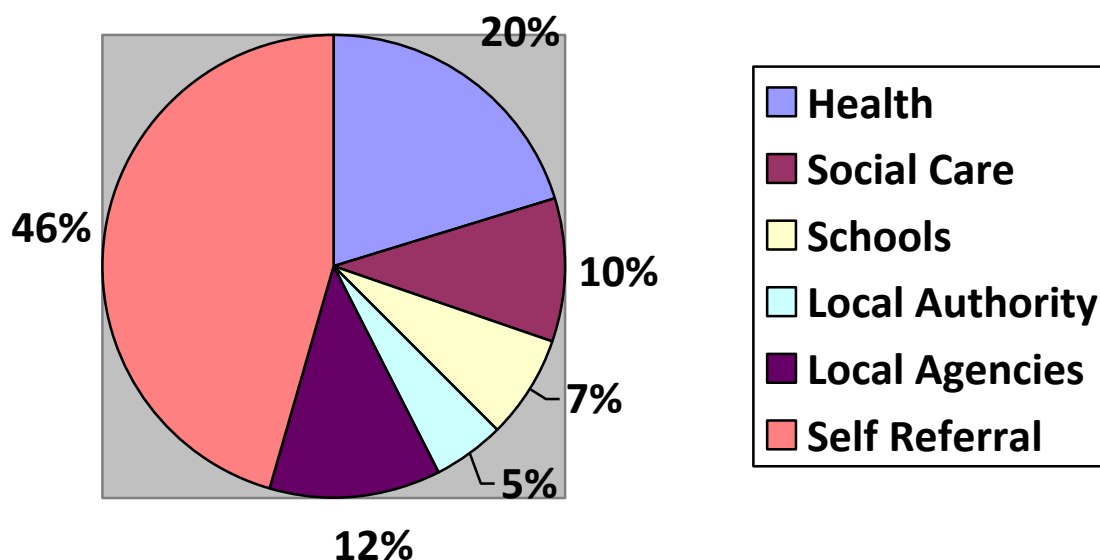
Level 4 – 1 Mediation and Tribunal

This support includes detailed and continuous assistance and guidance with preparation and support during First Tier Tribunal (SEND) including DDA complaints to Tribunal, Complaints to Tribunal, Complaints to Ombudsman, Judicial Review.

Referral Type

Hartlepool SENDIASS have taken a variety of referrals over the last academic year. "Self-referrals" are our main source of referral, as indicated below. This means a parent/carer or young person makes direct contact with the service after some support. The other type of referral is when a parent/carer or young person is advised to contact us either by someone in the local authority, health, social care, school or local agency.

Referral Breakdown from 1st September 2018 to 31st July 2019



Condition/Disability

Children and young people that are supported by the service may have a number of conditions or a disability which may impact on their learning without the right level of support.

Over the last academic year the parents/ carers of children and young people accessing the service for support have presented with a variety of conditions and disability. As detailed below:

Condition/Disability	Number
Learning Disability	10
ASD	35
ADHD	12
SEMH	7

Aspergers	4
Chromosone Deletion	3
Dyspraxia	8
Other	23

Key Findings

Key findings for the reporting period of 2018 – 2019 academic year include:

- Increased demand of 44% from the previous academic year, due to increased visibility and service promotion
- An increase from the previous academic year supporting parents, carers and young people to express their views and aspirations
- A slight increase in supporting families around exclusion and recorded for the first time information captured on school attendance, supporting families and young people with anxiety and mental health issues who are finding it extremely difficult to attend school
- Parents and carers are increasingly accessing the service in crisis
- A major increase of children and young people with ASD receiving support from the service

Evaluation of IASS and Responses

The service carried out a telephone feedback survey by contacting those who had used the SENDIAS Service during the academic year.

Six questions were asked of the service users and these are prescribed questions set by the National IASSN. Other supplementary questions were also asked:

Comment	Percentage
Easy to get in touch with the service	50%
Information, advice and support given was very helpful	68%
The service was always neutral, fair and unbiased	86%
The service made a great deal of difference for their involvement	25%
The service made a lot of difference for their involvement	19%

Very satisfied with the service provided	79%
Extremely likely to recommend the service to others	82%
Heard about the services from CAMHS & Social Care	36%
Heard about the service via another parent or the Parent Carer Forum	25%
Found out about the service using the website	11%
Found out about the service either directly from school or a voluntary sector group	21%

These are comments from respondents who told us of any other differences that their contact with the service made:

"I have always felt supported by the service and they are always there when I have needed them."

"Found the service very helpful. Unfortunately there are still ongoing issues but this is a school issue and nothing to do with the input given by SEND IASS."

"I feel that this is an extremely valuable service because it means support can be given to families at the right time."

"I would like to thank the Service Manager for everything she did for us. She is one of the good ones."

"I found the service very helpful and I felt supported to make decisions about my child."

"I found the Service Manager very helpful."

"I can't praise the Service Manager enough. She's a diamond."

"I feel that the Service Manager did what she needed to do but school have not followed up with what they were supposed to do."

"I feel that I would not have been able to manage without SENDIASS. I would like to say thank you and keep doing what you do."

"I was very happy with the service. We were helped as a family when we were in a really bad place."

"If it wasn't for SENDIASS we would have not got L into the special school where she is thriving and happy."

“I found the service very helpful and know I can get in touch again anytime I need to.”

“I felt the service received was good but I wasn’t really contacted after this” The family were contacted to explore how their experience of the service could be improved.

“I felt that finding out about the service was difficult although contacting the service was easy. I feel that the service offered is invaluable and would like others to be aware of the service and what they can offer sooner”

Disagreement Resolution and Mediation Service

The Local Authority has an approved list of Providers who can offer Independent Disagreement Resolution and Mediation Services. There are 2 providers who can provide this service for parents, carer, children and young people.

During the period September 2018 to July 2019, IASS has sign- posted 4 families to the provider list. However, all parents receive a copy of the Independent Disagreement and Mediation Leaflet to inform them about the service and they can then make the choice of which provider they would prefer to use. To our knowledge all parents made contact with either one of the services, but may not have requested a certificate of mediation.

The Government extended the powers of the First-tier Tribunal (SEND), sometimes referred to as the ‘SEND Tribunal’, to make non-binding recommendations about the health and social care aspects of Education, Health and Care (EHC) plans as part of a two-year trial. The trial will apply to decisions made or EHC plans issued/amended from 3 April 2018.

To date, the parent or young person has only been able to appeal the educational aspects of EHC plans. The trial gives them new rights to request recommendations about the health and social care needs and provision specified in EHC plans, in addition to the educational aspects, when making a SEND appeal. This gives you the opportunity to raise all your concerns about an EHC plan in one place.

It is only possible for the Tribunal to consider the health and/or social care aspects of the EHC plan where the parent or young person is already making an appeal in relation to the education aspects of the EHC plan and the education aspect must remain live throughout the appeal.

What does this mean for parents and young people?

If a parent or young person is unhappy with a decision not to issue an EHC plan or with the special educational content or placement in the plan, they can make an appeal to the SEND Tribunal. This trial now gives the opportunity to request recommendations about the health and social care content of the plan at the same

time. This will mean the Tribunal will take a more holistic, person-centred view of the needs of the child or young person.

IASS SEND Training – September 2018 to August 2019

Across the last academic year to complement and enhance the knowledge and skills of the Information, Advice and Support Service Officer the table below shows the training accessed and completed.

Training	Delivered by
IASP Commissioning Workshop	CDC
Outcomes Training	CDC
LGO SEND Workshop	LGO/CDC
Autism	CDC
Mediation Training x 2 days	Chappell Mediation/ Regional IASS
Preparing for Adulthood	CDC

Parent / Carer Forum

The IASS works very closely with the parent carer forum 1 Hart 1 Mind 1 Future and raises awareness amongst parents and carers of the services that can be provided. The SENDIAS Service attends regular meetings of the group and is also co opted onto the Forum's Steering Group. Whenever possible, the service also attends regular information days organised by the forum and information shared via the PCF Face Book page

Local Offer

Hartlepool's Local Offer of Services continues to evolve and informs parents, carers, children and young people, including schools and professionals about what is on offer. All families that come into contact with the IASS receive a leaflet informing them about the service, which also includes a direct web link to the Local Offer page. The Local offer is also promoted through the IASS webpage, including a direct link.

National Quality Minimum Standards for IASS

A set of minimum standards has been developed and implemented to enable SENDIAS Services to work towards delivering a full service offer. The standards cover four main areas:

- Commissioning, governance and management arrangements
- Strategic Functions
- Operational Functions, including Advocacy and IASS
- Professional development and training for staff

Information, Advice and Support Programme (IASP)

In March 2019, SENDIASS were successful in their bids to secure funding for year 2 of the DfE Information, Advice and Support Programme (IASP). In order to secure the funding, the service carried out a comprehensive self-assessment to ensure compliance with the National Quality Standards for IASS. 5 funding streams were available, with a requirement to deliver on expected outcomes set against contract timescales. Hartlepool SENDIASS were successful in all 5 bids submitted and task orders and contractual arrangements were issued by Council for Disabled Children under contract by the DfE. These outcomes have shaped the priorities for SENDIASS for the latter part of this academic year until March 2020.

North East SENDIASS Regional Network Group (NEIASS)

Hartlepool continues its membership of this regional group, comprising of the 12 local authorities represented in the region. Representatives from each service meet up to 4 times a year. These meetings provide opportunities to share issues, national and regional developments, including new funding initiatives, development of regional tools and resources as well as access to training opportunities to develop skills and knowledge to disseminate to services and schools across the region.

Achievements in the last 12 months?

- Secured IASP funding to deliver a variety of initiatives to support the service to meet full service offer against the minimum standards
- Appointed a Young Person's worker for 22.5 hours per week to develop the service to work primarily with post 16 young people and transition into adulthood
- Delivered fortnightly drop in sessions working collaboratively with Hartlepool Carers and the Parent Carer Forum, providing the opportunity for parents and carers to pop in and have a chat in an impartial setting
- Attended a number of public information events to raise the profile and awareness of the service to parents, carers and other providers

- Commenced work to develop a stand-alone website for SENDIASS, to include a platform “Connecting You”, for both parents, carers and young people to increase ways of making information, advice and support more accessible
- Contributed and worked collaboratively with the local authority and Parent Carer Forum to revamp the current local offer of services
- Worked with the North East SENDIAS Services to produce a series of workshops to deliver to parents and carers in relation to areas of SEND and the law
- Delivered a number of briefings session to both local authority staff and parents to raise awareness of the service
- Attended training and workshop events to increase the knowledge and skills of SENDIASS staff

Priorities for 2019 - 2020

The report highlights the need for continued support for our families and young people. To ensure that the service continues to meet the needs and demands of families, the following is a proposal for future development in the coming academic year 2019/2020:

- Continue to develop and launch the dedicated website for IASS to ensure that information is accurate, up to date and easy to access
- To review, develop and publish a range of SENDIASS Leaflets and rebrand policies and factsheets in accessible formats
- To review the recording of Information on people accessing the service and how this may inform future priorities
- To promote the service to increase awareness and importance that the service can provide
- To comply with the outcomes set out in the IASP funding agreement towards delivering a full service offer
- Self evaluate service compliance in line with the new minimum Quality Standards
- Build capacity to include dedicated worker in post to support and work with young people to empower young people to influence and provide meaningful feedback to the SEND Operational Group in relation to SEND

- Work with Strategic Managers across Education, Health and Social Care towards agreed goals around joint commissioning of the service going forward
- Work collaboratively with our partners across the Tees Valley around co production
- Deliver on training requirements in partnership with the Parent Carer Forum and the Regional SENDIAS Services
- Continue to deliver fortnightly drop in sessions working collaboratively with Hartlepool Carers and the Parent Carer Forum, providing the opportunity for parents and carers to pop in and have a chat in an impartial setting
- Attend a number of public information events to raise the profile and awareness of the service to parents, carers and other providers
- To submit timely reports and case studies for the CDC/DfE Information, Advice and Support Programme contract
- Provide quarterly reports to the SENDIASS Steering Group

Hartlepool SENDIASS

Centre for Excellence in Teaching & Learning

Brierton Lane

Hartlepool

TS25 4AF

HARTLEPOOLIASS@hartlepool.gov.uk