

# Hartlepool **SEND IASS**



SPECIAL EDUCATIONAL NEEDS AND DISABILITY INFORMATION, ADVICE AND  
SUPPORT SERVICE

## **Annual Report** **September 2021 - August 2022**

**Author: Tracy Liveras - SENDIASS Manager**

## Content of Report

Introduction	1
Remit of IASS	1
Core Functions	1/2
Report on Activities	2/6
Key Findings	7
Evaluation of IASS & Responses	7/8
Disagreement Resolution and Mediation Services	8/9
IASS SEND Training	9/10
Parent Carer Forum	10
Local Offer	10
Quality Standards	10
Information, Advice & Support Programme (IASP)	10

North East SENDIASS Regional Network Group (NEIASS)	11
---	----

Achievements in 2021/2022	11/12
---------------------------	-------

Priorities for 2022/2023	12
--------------------------	----

## Introduction

The Information, Advice and Support Service provide free, impartial and confidential information, advice and support about education, health and social care for children, young people and their parents on matters relating to special educational needs and disability. The provision of information, advice and support helps promote independence and self-advocacy for children, young people and their parents.

This annual report provides an overview of the work completed across the academic year 2021/22, together with developments for the 2022/23 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

Hartlepool SENDIASS is an in-house funded service situated within Children's Joint Commissioning Directorate.

### Report on Activities September 2021 - August 2022

The table below provides data relating to the number of referrals enquires and levels of intervention across the academic year and includes the previous academic year as a comparison:

<b>Reason</b>	<b>Numbers 18/19</b>	<b>Numbers 19/20</b>	<b>Numbers 20/21</b>	<b>Numbers 2021/22</b>
Total number of referrals received	125	131	132	200
Number of cases closed	107	93	83	127
Number of cases still open to the service	19	38	49	63
Number of females	42	40	38	59
Number of males	83	91	94	139
EHANA requests/refusals to assess/placement Appeals to SEND Tribunal,	13	23	57	57
Advice on Ceasing of EHCP's			6	1
Advice on SEN Support	77	68	76	102
Parental Views Support Given	45	31	30	42
Young Persons views supported	45	31	30	15

<b>Reason</b>	<b>Numbers 18/19</b>	<b>Numbers 19/20</b>	<b>Numbers 20/21</b>	<b>Numbers 21/22</b>
Home Visit	6	0	0	0
School Visit/ TAC Meetings/Virtual Meetings	236	238	394	600
Nursery Providers (non-school)	2	2	2	2
Number of secondary schools visited	5	5	5	6
Number of Primary schools visits	22	23	25	26
Number of post 16 providers visited/provided IAG	3	3	1	3
Out of Area Schools/Colleges	2	4	4	8
General Support/Advice - Telephone	125	131	132	200
Exclusions - fixed term exclusion, PEX and Reintegration	18	20	16	20
Admission Appeals	2	2	1	1
Mediation/Disagreement Resolution Advice	4	2	7	17
EHC Plan - Support/Review	24	31	33	42
Coordinated Support Plan Reviews	19	25	37	35
Personal Budget Enquiries	3	0	1	1
Local Offer - all families provided with a link	125	131	132	200
Support at Tribunal/Advice	4	1	7	6
Support – managed move/school transfer	5	6	7	11
Bullying	3	4	1	2
School Attendance/Non-attendance Meetings	19	17	28	34
Placement		2	4	15
Transition Support		6	8	14
In year school transfer advice		3	7	6
Managed Moves		3	1	5
Alternative Provision Advice		2	11	6
Exam Concessions Advice			1	1
Complaints Advice			3	6

A total of 600 hours of support was provided by SENDIASS to parents/carers/young people at meetings.

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

In addition to this, the SENDIAS Service has accessed 12 days of training, and 4 regional meetings. A combination of E Learning, Face to Face and virtual training.

### **Casework**

The total number of cases during the time period has been 200

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

#### **Level 1 – 54 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 – 85 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 – 56 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

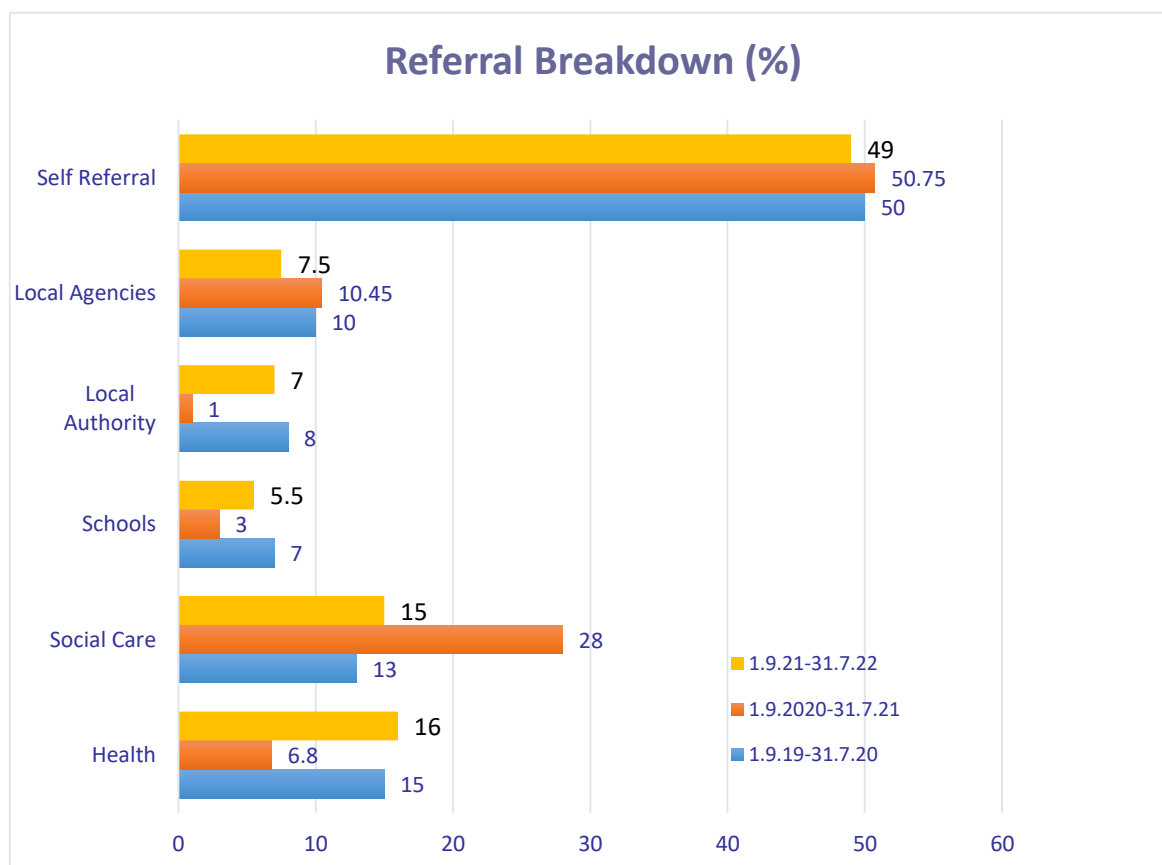
## Level 4 – 5 Mediation and Tribunal

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





## 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, and includes the previous academic year as a comparison. As detailed below:

Condition/Disability	Number 2018/19	Number 2019/20	Number 2020/21	Number 2021/22
Learning Disability	10	9	12	11
ASD	35	32	31	61
ADHD	12	11	8	12
SEMH/Anxiety	7	31	40	33
Aspergers	4	2	0	0
Sensory Processing Disorder	Not recorded	8	16	11
Dyspraxia/ Dyslexia	8	7	10	16
Other	26	33	37	55

In addition to the above 56 families reported that their child had been referred to or on the ASD/ADHD Neuro Development Pathway.

## Key Findings

Key findings for the reporting period of 2021– 2022 academic year include:

- A significant increase in school visits/TAC/Virtual Meetings, this is also due to the increase in referrals into the service, an increase of 68 from the previous year
- A slight increase in supporting families around exclusions

- An increase in supporting families and young people with regards to school attendance/Non-attendance with anxiety and mental health issues who are finding it extremely difficult to attend school, which may still be part of the fallout from COVID
- A significant increase of the number of children and young people with ASD receiving support from the service, compared to the previous year, together with an increase of children and young people on the Neuro Development Pathway
- A slight decrease of children and young people with social, emotional, mental health from the previous year's recordings

### Evaluation of IASS and Responses

A survey feedback link about the service was emailed to parents and young people who had used the SENDIAS Service during the academic year. 26 people visited the on line survey and a total of 19 completed the on-line survey.

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

<b>Comment</b>	<b>Percentage</b>
Easy to get in touch with the service	78.9%
Information, advice and support given was very helpful	78.9%
The service was always neutral, fair and unbiased	84.2%
The service made a great deal of difference for their involvement	84.2%
Very satisfied with the service provided	84.2%
Extremely likely to recommend the service to others	83.3%

Where did you find out about the service?

Heard about the services from CAMHS & Social Care	30%
Heard about the service via another parent or the Parent Carer Forum	30%
Found out about the service using the website/Leaflets/Local Offer	10%
Found out about the service either directly from school or a voluntary sector group	30%

**These are further comments provided from respondents who have used the service**

*“The manager of the service has been excellent and a great support”*

*“Extremely happy with the help I have received from the service, in particular from the service manager. She made me feel completely at ease and really helped me understand everything that was required of me. She has been extremely professional in her approach to myself and the job role she delivers, to which I am extremely grateful”*

*“The service manager has supported me right throughout the process and addressed failings or poor communication from the school. She has also supported my concerns when making a formal complaint to the school”*

*“I would have liked more support”*

*“The service helped my son through a very turbulent time in his education and offered lots of support and advice in getting him into another school, which better suited his needs.*

*All of the advice on offer- enabled my son to be supported through his diagnosis and successful move to another school at the end of Year 10. I couldn't be prouder that he left school this year completing all of his GCSE's and leaving feeling successful, understood and looking forward to his next chapter at college.*

*The advice and support from the service was truly life changing for him and his education moving forward. Thank You!”*

*“Your help and advice has been fabulous”*

### **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 2021 to July 2022, IASS has sign- posted 17 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 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.

## National Trial - Single Route of Redress

A 2- year national trial commenced on 3<sup>rd</sup> April 2018 to extend the power of the special educational needs and disability (SEND) tribunal. As part of a special educational appeal, the SEND tribunal will be able to make non-binding recommendations on the health and social care aspects of Education, Health and Care (EHC) plans.

The trial was extended beyond the original finish date and is currently running until 31<sup>st</sup> August 2021. It has been confirmed that the extended powers given to the SEND Tribunal will continue after this date.

### 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.

### IASSEND Training – September 2021 to August 2022

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
Mental Capacity Act Training	Local Authority
IASP Strategic Workshop	IASP Programme/ DFE
Admissions Avoidance	CDC
Trauma Informed Sexual Exploitation	Local Safeguarding Board
Responding to Emotional Well-being and Mental Health	Local Safeguarding Board
Sexual Exploitation Mapping	Local Safeguarding Board
Citizenship Training Practise	Local Authority
Preventing Suicide in Adolescents	CAMHS
Self-harm & Suicide Formulating Risk & Intervention	CAMHS

Boys will be Boys - Socialised into Silence	Local Safeguarding Board
---	--------------------------

### **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. The Local Offer 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 information about the service, which also includes a direct web link to the Local Offer page. The Local offer is also promoted through the IASS website. To access the Local Offer, click on the link: [www.hartlepoolnow.co.uk](http://www.hartlepoolnow.co.uk)

### **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)**

A further year of funding from the IAS Programme was made available and again Hartlepool were successful in their bid to continue its service development from April 2021 through to March 2022. This was the final year of the IAS Programme funding.

### 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.

The group provides a confidential and supportive space for SENDIASS Officers to discuss issues affecting their service and serves as a link to the National IAS Network and Staff Association.

### Achievements in the last 12 months- April 2021 - March 2022

- Supported the delivery of briefing sessions to promote and raise awareness of the service
- Continued to work in partnership with the Parent Carer Forum to provide drop in sessions for families to access and attend Monthly Multi-Agency Parent Carer drop-in sessions
- Continued to engage and contribute to the SEND Operational Group and SEND Improvement Plan
- Complied with the outcomes set out in the IASP funding agreement towards delivering a full service offer
- Continued to work with Strategic Managers across Education, Health and Social Care to work towards agreed goals around joint arrangements of the service going forward
- Submitted timely reports and case studies for the CDC/DfE Information, Advice and Support Programme contract
- Provided verbal feedback and reports to the SEND Operational Group and contributed toward the SEND Improvement Plan
- Attended training and workshop events to increase the knowledge and skills of SENDIASS staff
- Contributed and worked collaboratively with the local authority and Parent Carer Forum to review the current local offer of services
- Continued to support the plan of action to ensure joint arrangements are agreed between the CCG/LA/SENDIAS Services across the Tees Valley to support the delivery of the Health Offer

- Continued to increase service user uptake and engagement using digital resources using the stand alone website, whereby the service saw an increase in parents utilising the on-line referral form and feedback enquiry form.
- Delivered briefing sessions to promote the service to parents, carers, schools, LA and CCG

### **Priorities for 2022/2023**

- Continue to work with partners and agencies to increase our work and engagement with children and young people
- Continue to empower parents to access the right information required to encourage them to be less reliant on the service where possible
- To continue to work with our partners to implement the agreed joint arrangements across Education, Health and Care
- Continue to obtain and review feedback on the service to influence service delivery and improvement
- To review, develop and continue to publish a range of resources in accessible formats for parents and young people
- Further encourage partners to sign post parents, carers and young people to the SENDIASS website and to encourage the use of the on-line referral form and enquiry feedback service
- Service Officers to access and attend training to further develop skills and knowledge to develop the service

**Hartlepool SENDIAS Service**  
**Centre for Excellence in Teaching & Learning**  
**Brierton Lane**  
**Hartlepool**  
**TS25 4AF**  
[HARTLEPOOLIASS@hartlepool.gov.uk](mailto:HARTLEPOOLIASS@hartlepool.gov.uk)