WHAT WE KNOW ABOUT LOCAL NEED

There were 85,993 pupils attending 256 schools & an additional 10,831 in other educational settings

- 3.2% of pupils needed an EHCP, and
- 1.3% of pupils attended a Special School

WHAT WE KNOW ABOUT LOCAL NEED

Cambridgeshire SENDIASS aims to:

- Enable parents, and young people, to make informed decisions about their child’s or their education and health and social care support
- Help ensure children, young peoples and parents views are heard
- Provide confidential and impartial information, advice and support

What were the main issues why you contacted us?

- Contacted by YP (16-25) 2%
- SEND Tribunal 12%
- Changing schools 6%
- Sta Assessment/Annual review 14%
- Concern progress/support 42%
- Misc 1%
- Help with getting an EHCP 13%
- Excluded from school 7%
- Considering complaining 1%
- Bullying 2%

Of enquiries received:

- 54% for Primary aged
- 39% for Secondary aged
- 4% 16+ aged
- 3% were for under 4’s

Survey results show that after our involvement ceased:

- 61% said the issue was fully resolved
- 39% said it was resolved as far as possible
Our annual satisfaction survey:

- 87% said we had been extremely helpful – national figure is 81%
- 97% users gave us top two grades for how satisfied they were with our service – national figure 93%
- 99% said very likely or likely to recommend us – national figure is 96%
- 97% gave us the top two grades for how helpful our service was – national figure 94%

"Excellent service for parents, explained and support the EHCP process. Workshops was full of information and pathways to other support. Willing to listen and offered friendly unbiased advice" "Thank you for all your help and support I think you are the only professional who has managed to move us forward and help us."

Training sessions for parents in 2018/19 included

- Autism and Behaviour
- Helping your child to read and learn
- Children and Sensory Issues
- How to support pupils with SEND
- The path to diagnosis
- Annual reviews
- Discussing with your child their diagnosis

How well do we do?
- We have a ring fenced budget and a service manager.
- Our staff are some of the best trained in the country, in part, due to the services work within the Eastern Region SENDIASS network.
- We have a very high level of satisfaction from service users – better than the national average.

Areas to work on
- Funding from health
- Provide a better range and depth of information to compliment the information, advice and support we offer

What help did we provide?

<table>
<thead>
<tr>
<th>Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>41%</td>
</tr>
<tr>
<td>Level 2</td>
<td>52%</td>
</tr>
<tr>
<td>Level 3</td>
<td>6%</td>
</tr>
<tr>
<td>Level 4</td>
<td>1%</td>
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</tbody>
</table>

Improving our service to you

Like many public funded services, we have an increasing number of potential users and a limited budget. We are aware at our busy times users have to wait for our response. If you have any suggestions as to how we could better deliver the service to more families and young people, please do let us know.

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Cambridgeshire SENDIASS

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