Special Educational Needs and Disability Information, Advice and Support Service (SENDAISS) – formerly Parent Partnership

Annual Report 2015/16

Background

The Children and Families Act (CFA) 2014, Sections 32, 19(c), 26(3) and 49 and section two of the SEND Code of Practice 2015, changed Parent Partnership Services to Special Educational Needs and Disability Information, Advice and Support Services. The change of name was due to the new requirements to provide information, advice and support about health and social care as well as education. In addition SENDAASS have to provide this service to parents and carers of children 0-25 years old, it was 2-19. Two additional client groups were also added:

1. young people, 16 – 25 years old, and
2. children, up to 16 years old.

The need for the service to be impartial and arm’s length did not change nor did the requirements for it to use its knowledge of parents concerns and the SEND system to inform local authority policy and practice.

The SEND Code of practice advises ’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 or disabilities, including matters relating to health and social care. This must include information, advice and support on the take-up and management of Personal Budgets. …. Local authorities must take steps to make these services known to children, their parents and young people in their area; head teachers, proprietors and principals of schools and post-16 institutions in their area, and others where appropriate. Information, advice and support should be provided through a dedicated and easily identifiable service. Local authorities have established Information, Advice and Support Services (formerly known as 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.’

Problems for the service in 2015/16

Prior to 2015/16 and in recognition of the extra demand on the service temporary support from the parenting support budget provided:

1. one 16 hour term time only post to advise and support parents and carers
2. an additional six hours to an existing post to provide advice and support to parents and carers
3. 10 hours admin support.

In 2016 two temporary additional posts were provided:

1. one 16 hour term time only post to advise and support parents and carers
2. one full time term time only development post to help the service meet its new requirements under the (CFA) and in recognition that the services manager had taken on increasing amounts of strategic work without being able to delegate any existing responsibilities.

March 2016 saw the withdrawal of funding to provide all five of these posts, cost saving £42,362. Given the service was unable to meet demand before the increase in responsibilities a meeting was held with parents, Pinpoint and SENDIASS staff to discuss how the reduced resources could be used to best effect.

It was agreed that

1. parents, carers and young people who contacted the service would be given information and to enable them to attempt to resolve the issue themselves. They would be requested to call back if unsuccessful and where ever possible sent information, preferably by email, to back up the phone conversation and also to give additional information
2. SENDIASS staff would use their knowledge and skill to identify cases where they thought they needed to become active in supporting the parent or carer without their need to call back.
3. SENDIASS staff would reduce
   a. the amount of support they provided to parents and carers in meetings and face to face and concentrate mainly on providing a telephone advice service
   b. be mindful of the reduced capacity when identifying cases in point 2.

It was recognised that parents and carers would receive a reduced service both in terms of the amount of advice and support they would receive and also in a raising of the level at which direct support would be provided but that this was unavoidable.

A comparison between 1 April to 19th August for 2015 and 2016 shows the result of the changes:

- new cases fell from 215 to 197, 8% reduction, as staff reduced the amount of support offered, hence a reduced number of referrals being classed as cases
- time spent on new cases fell from 1,077 hours to 893 hours, 17% reduction, as staff reduced the amount of support offered.
SENDIASS and young people and children

Because of the problems in meeting the demand from parents and carers it has been agreed that there will be little if any work to actively promote the services support to young people and children.

Details of new cases from 1/9/15 to 31/8/16

Reason for referral

<table>
<thead>
<tr>
<th>Reason for referral</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bullying</td>
<td>46%</td>
</tr>
<tr>
<td>Complaint</td>
<td>9%</td>
</tr>
<tr>
<td>Exclusion</td>
<td>7%</td>
</tr>
<tr>
<td>Independent Support</td>
<td>16%</td>
</tr>
<tr>
<td>Misc</td>
<td>13%</td>
</tr>
<tr>
<td>Progress/support</td>
<td>0%</td>
</tr>
<tr>
<td>Transitions</td>
<td>2%</td>
</tr>
<tr>
<td>Tribunal</td>
<td>0%</td>
</tr>
<tr>
<td>Young Person Direct</td>
<td>2%</td>
</tr>
</tbody>
</table>

Age of child at referral

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 5 years</td>
<td>7%</td>
</tr>
<tr>
<td>5 to 10 years</td>
<td>47%</td>
</tr>
<tr>
<td>11 to 18 years</td>
<td>43%</td>
</tr>
<tr>
<td>19 to 25 years</td>
<td>3%</td>
</tr>
</tbody>
</table>
Type of SEN

Referrals by SEN Type

- ASC (Autistic Spectrum Condition): 20%
- Asperger Syndrome: 10%
- Autism: 5%
- Speech, Language and Communication Needs: 6%
- Emotional: 6%
- ADHD: 9%
- Behaviour: 13%
- Dyslexia: 7%
- Dyspraxia: 2%
- Downs Syndrome: 1%
- Specific Learning Difficulty: 2%
- Moderate Learning Difficulty: 6%
- Severe Learning Difficulty: 1%
- Profound and Multiple Learning Difficulty: 1%
- Physical: 4%
- Medical: 3%
- DAMP: 0%
- Hearing Impairment: 1%
- Visual Impairment: 1%
- Multi-Sensory Impairment: 1%

SEN Stage at Referral

- Blank/Unknown: 23%
- Basic Entitlement (approp diff.): 36%
- SEN Support: 19%
- Stat Assess: 6%
- Statement: 5%
- EHCP: 11%
Cases by school type

- Primary: 43%
- Secondary: 24%
- Special School: 7%
- Further Education: 2%
- Nursery: 1%
- Home Educated Pref (HEP): 2%
- Private School: 2%
- Education Otherwise: 2%
- Pupil Referral Unit: 0%
- Out County - Mainstream: 4%
- Out County Special (Day): 0%
- Out County Special (Residential): 1%

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Private School: 2%
Education Otherwise: 2%
Nursery: 1%
Infants: 1%
Junior: 6%
Pre-School: 5%
Further Education: 2%
Special School: 7%
Parents stated outcomes as a result of SENDIASS involvement

**Conclusion**

The SENDIASS decision to reduce the service offered was a necessary and pragmatic one. It has meant that we would always offer advice and support to anyone that contacted us even though support over and above that is now reduced.

The lack of promotion regarding the advice and support available to young people and children though a problem in terms of our minimum standards, as is the reduced level of support offered, is again a necessary and pragmatic one.

Time will tell if parents evaluation of the services support and effectiveness decline and if the Ofsted/CQC inspection looks in any depth at the SENDIASS service and finds any potential issues with decisions taken.