

Steering Group Report February 8th 2023

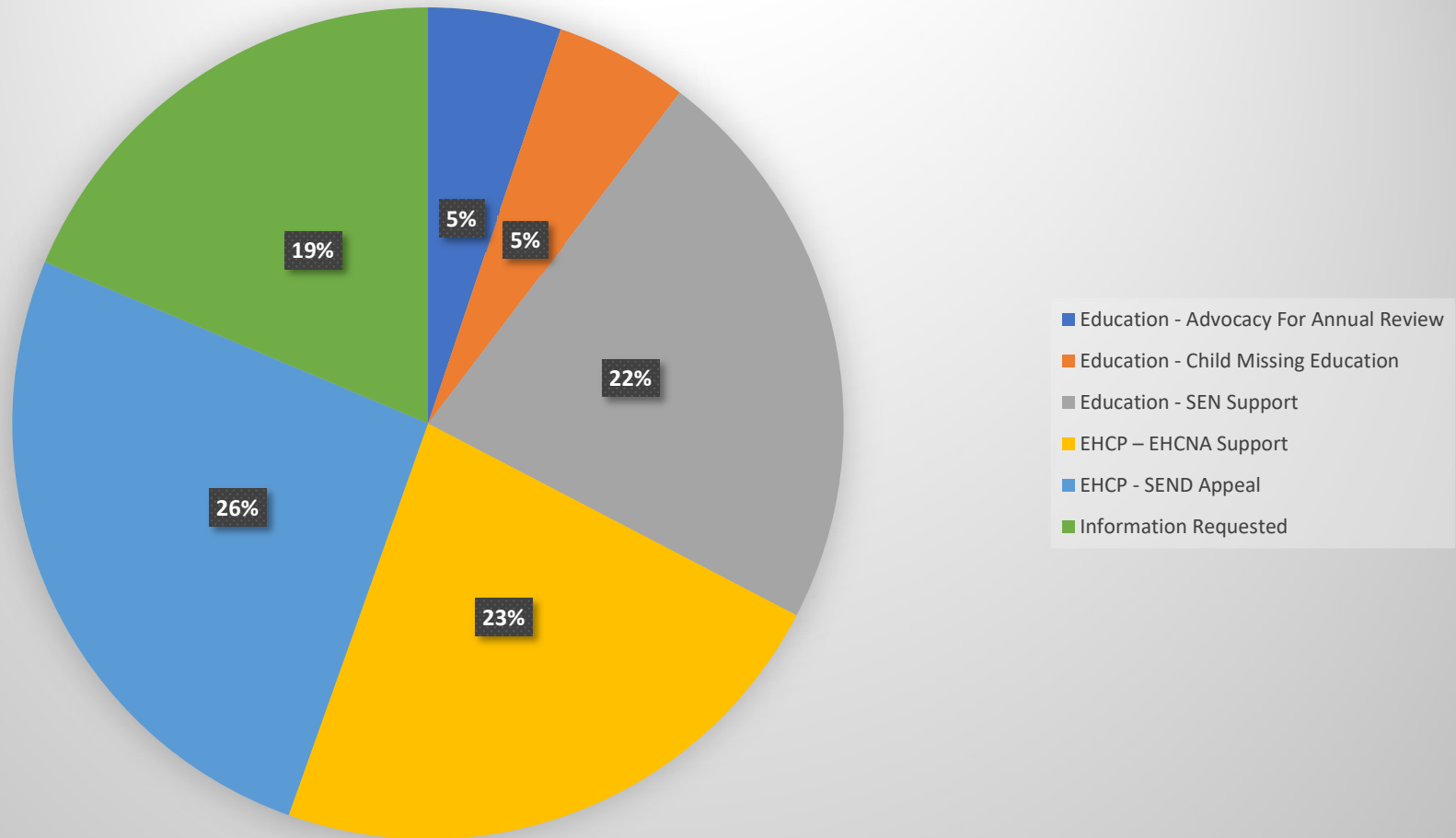


SENDIASS Service Activity Jan 22 to Jan 23

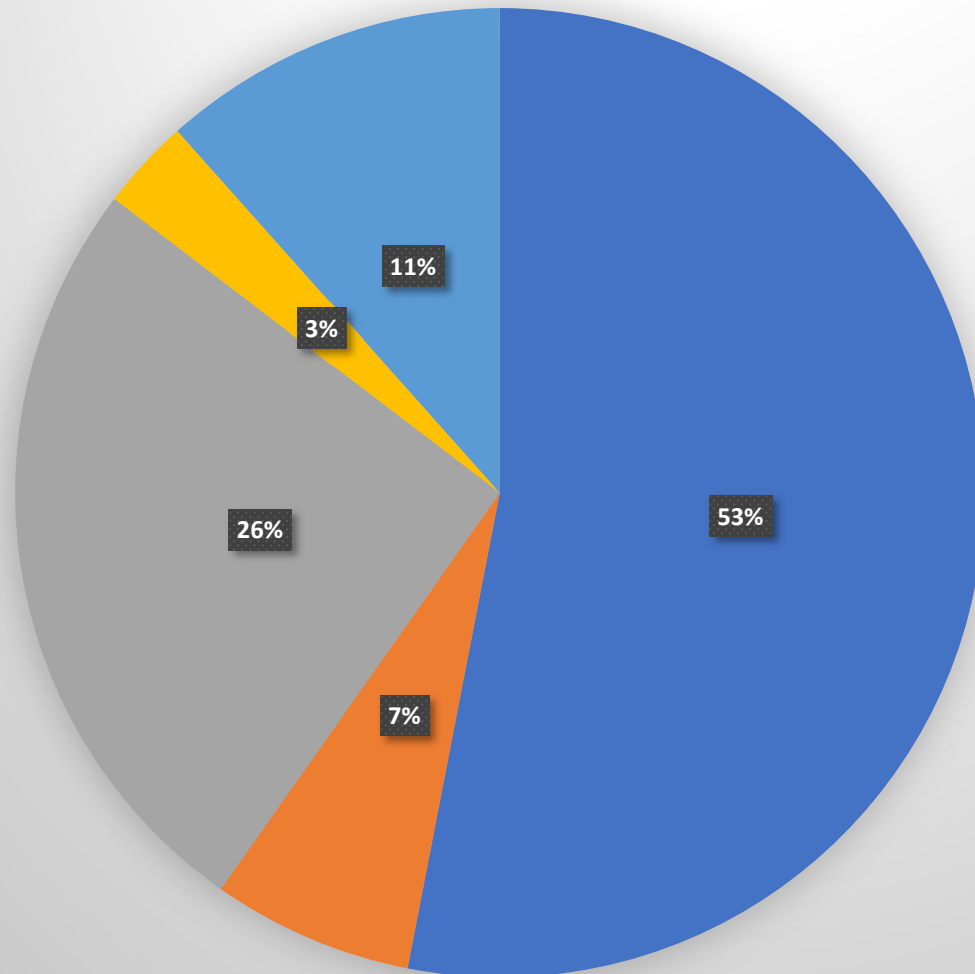
- 258 cases worked with compared to Jan 21 to Jan 22 with 157 cases
- The team are currently working with 94 open cases.

During this academic year, the highest proportion of calls to our service concern EHC processes and Appeal information and support. We have more calls from parents and carers of children with Autism than any other type of need.

Top 6 Referral Reasons



Intervention Levels



■ Level 1 - Information & Advice

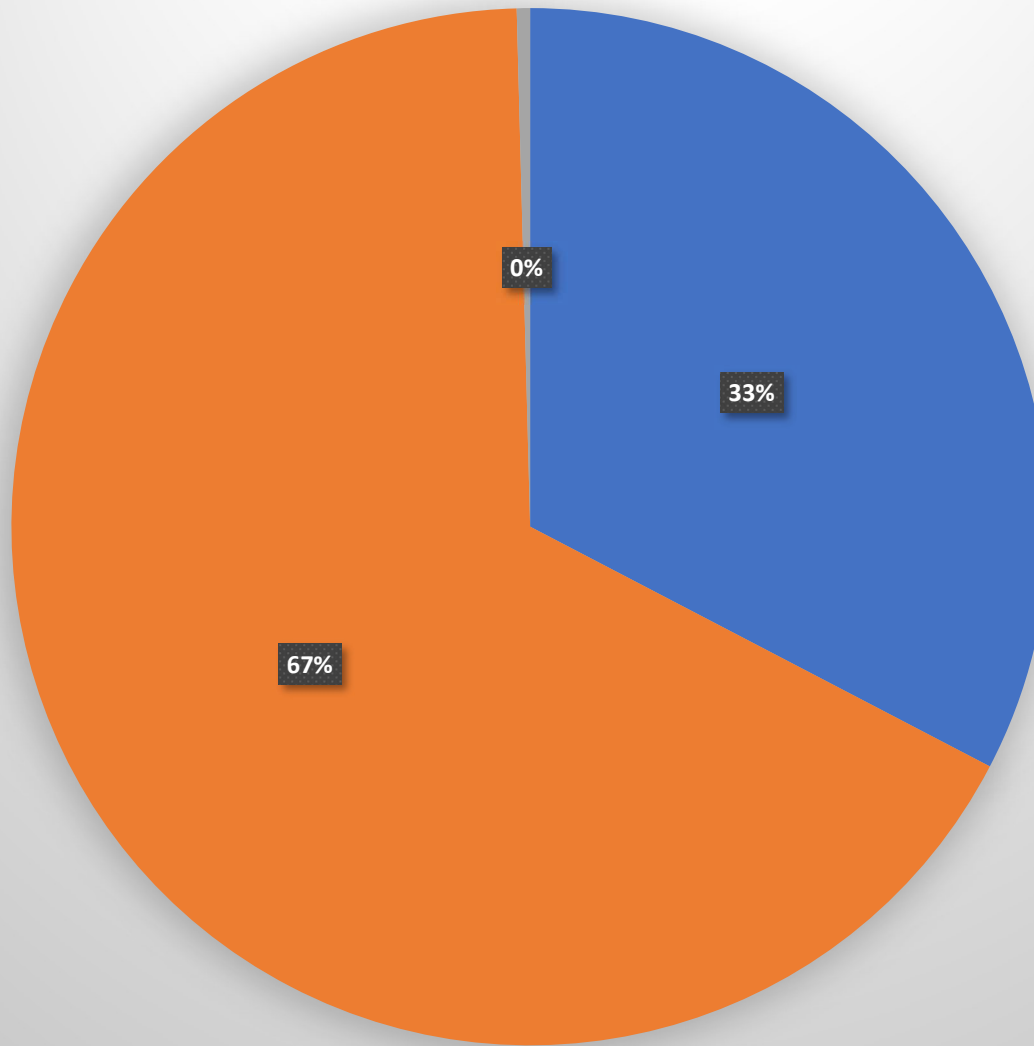
■ Level 2a - School SEN Support

■ Level 2b - EHCP's

■ Level 3 - Exclusions/Intense Support

■ Level 4 - Legal & Intensive Support

Gender

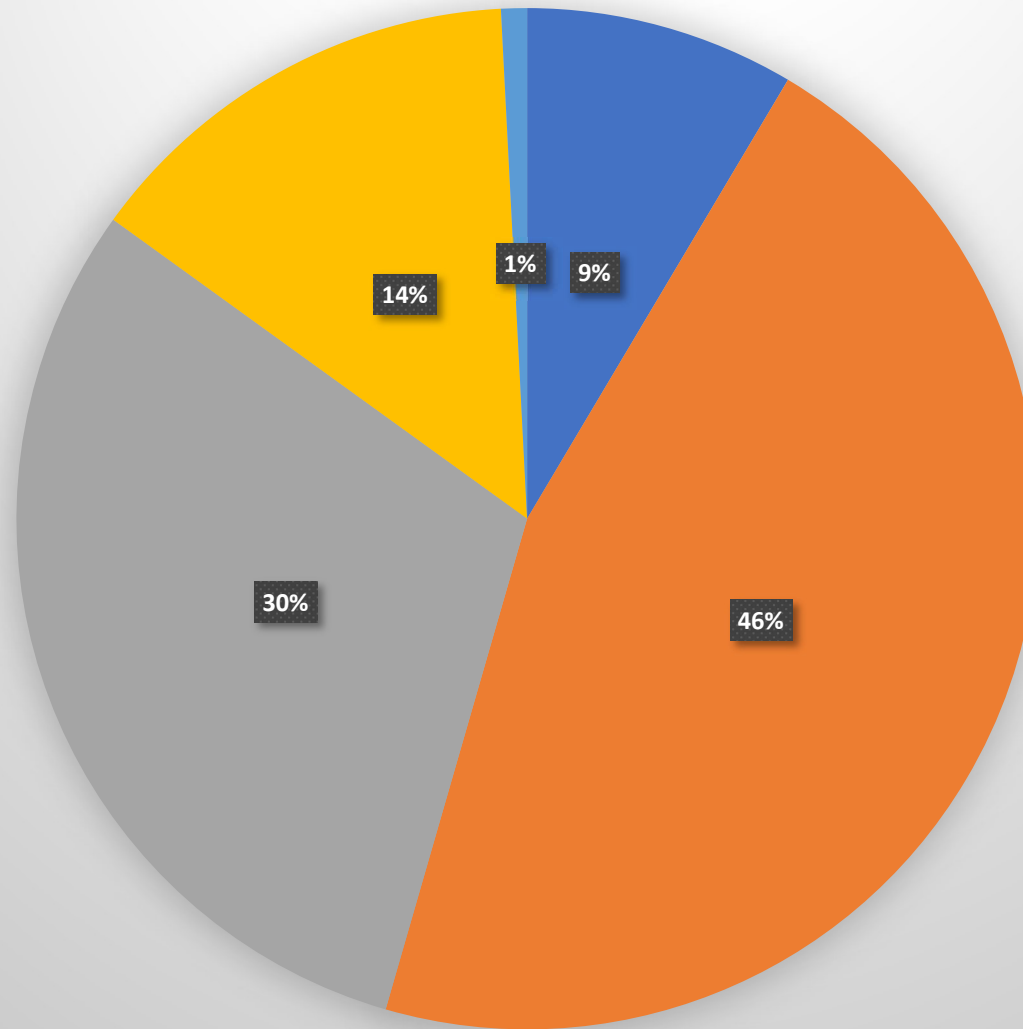


■ Female

■ Male

■ Non-Binary

Age Groups



■ Under 5's

■ 5 to 11

■ 12 to 15

■ 16 to 19

■ 20 to 25

Staff

the team are made up of

1FT Service Lead

1 FT SENDIASS Officer (long-term absence) this post was covered by a temporary SENDIASS officer who was recruited in July 22 on a 6-month contract. We will be extending this contract to a further 6 months.

1 FT SENDIASS Officer

All members of permanent staff are accredited with IPSEA level 3 legal training to ensure that service users and professionals are receiving correct and accurate information.

Sustained activity

- The service has procured a new website platform which will go live the week beginning 13th February 2023. This was a significant piece of work, and the next phase will be to focus on the section for young people.
- We have provided a consultancy offer to Social Care professionals giving expert advice to those working with Children and Young people with SEND. we will continue this Positive engagement as it provides us the opportunity to share SEND policy and good practice.
- More families also have access to a quality and accurate SEND advice.
- We have developed effective working relationships with Schools and outreach services, and we are developing a series of information workshops and virtual seminars to be delivered to parents across the borough.
- Virtual Coffee Mornings advertised across the Borough monthly and promoted in both schools and children centres. We hope to have a physical presence across the borough. We will be attending 7 events in schools in the month of February 2023.
- We continue to develop the SENDIASS database so that it can produce the best quality and quantity data so that it reflects Greenwich SEND children, YP and parents experience of the SEND system.
- The SENDIASS officer regular attends the Council for Disabled Children (CDC) Young Persons regional forum whereby young people specific resources and materials are developed and shared. Young people with SEND attend this forum to provide their feedback and ideas

- Continued professional development for all team members.

Any issues, challenges, or concerns

- Service user feedback: although we have evaluation access to parents via our signatures, it is difficult to obtain this feedback. We are currently building our own feedback forms using Microsoft Forms so that we can do regular surveys and have more oversight when collating this data.
- Service Lead capacity: due to an established staff member being on long term absence the Service Lead has been using all her time doing case work and very little focusing on strategic delivery. This is currently under discussion with senior management to look at solutions and extra support.

Future Developments

- To work with practitioners to develop sessions to explore practical, and solution focussed approaches for positive engagement, communication and partnership working with parents. Part of our statutory remit is to work in partnership with not only children, young people, and their parents but also local authorities and other relevant partners (SEND Code of Practice 2.8).
- webinars - Information sessions -**Topics to include:** - Early Years to School Transition, SEN Support for pupils with specific learning difficulties, Annual Review process and EHC Needs Assessment
- **Advice clinics:** - Regular advice clinics across the borough in various settings.
- We would like to deliver some more bespoke presentation sessions to services.
- Extend our reach to practitioners to encourage solution focussed partnership with families. We would like to deliver a **'Working with Parents' programme' to share with professionals.**
- Publicity and information leaflets are available on the service's website to download as a PDF and can be provided as printed leaflets/booklets. These are also regularly requested by schools and providers to share with families.

Annual Reviews

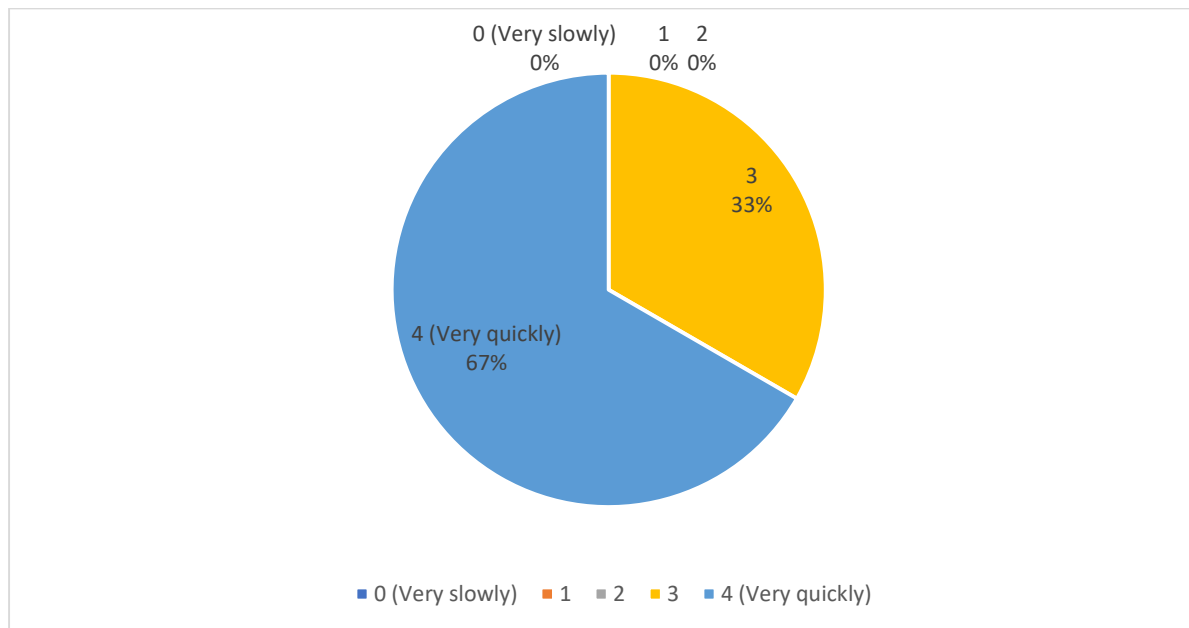
Referral Reason - Education - Advocacy for Annual Review: 10

Outcomes - Annual Review Attended: 3

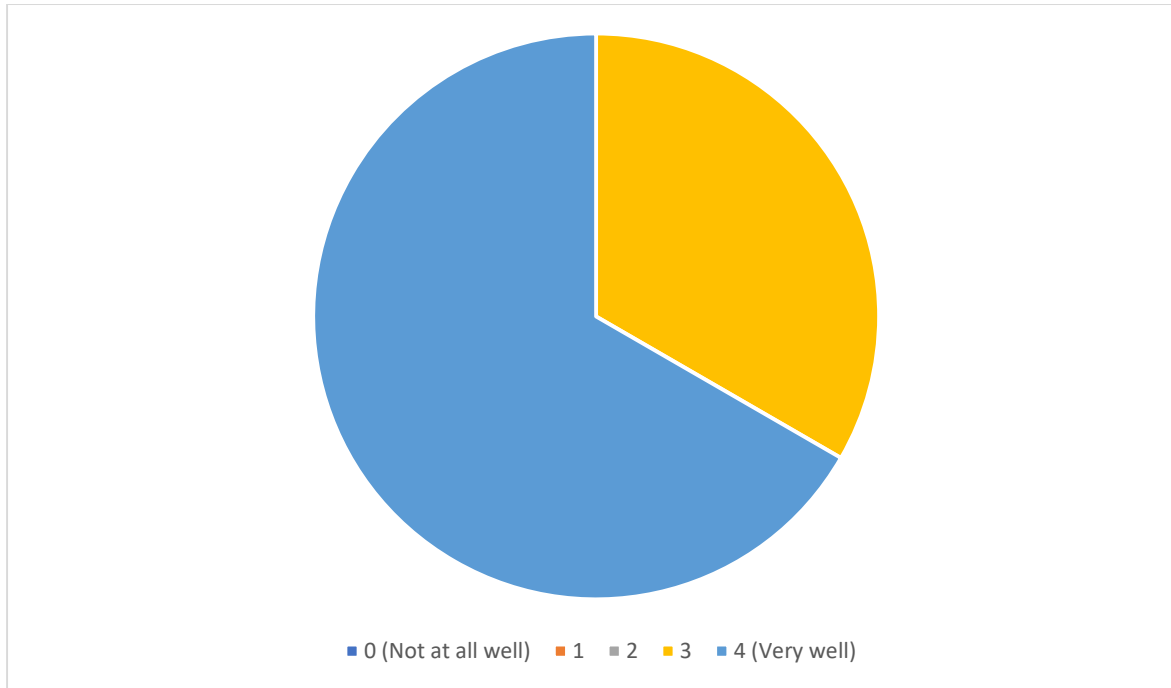
SENDIASS Feedback Survey

Data taking from SNAP survey which is accessed on the bottom of the teams signatures.

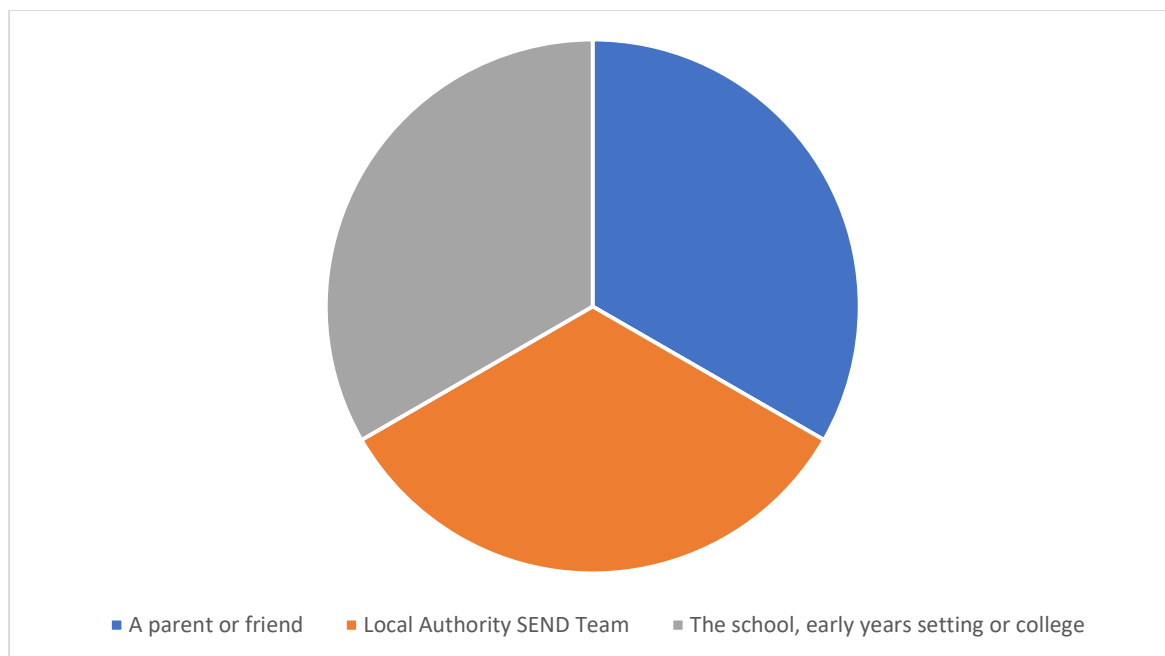
How quickly did we respond?



How well do you think we understood your questions or concerns?



How did you hear about us? (Tick all that apply)



Noting:

Leaflet about the service

The School, Early Years Setting or College

An Educational Psychologist or Advisory Teacher

Another parent or friend

The Local Offer

A health professional

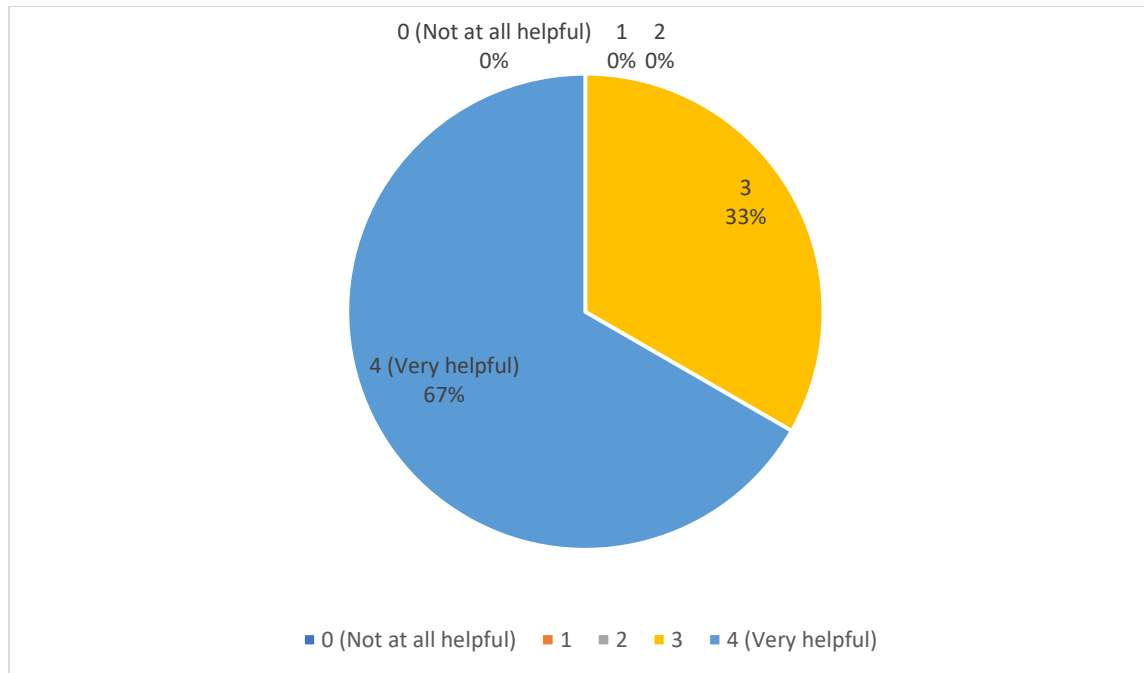
The internet

The Local Authority's SEND Team

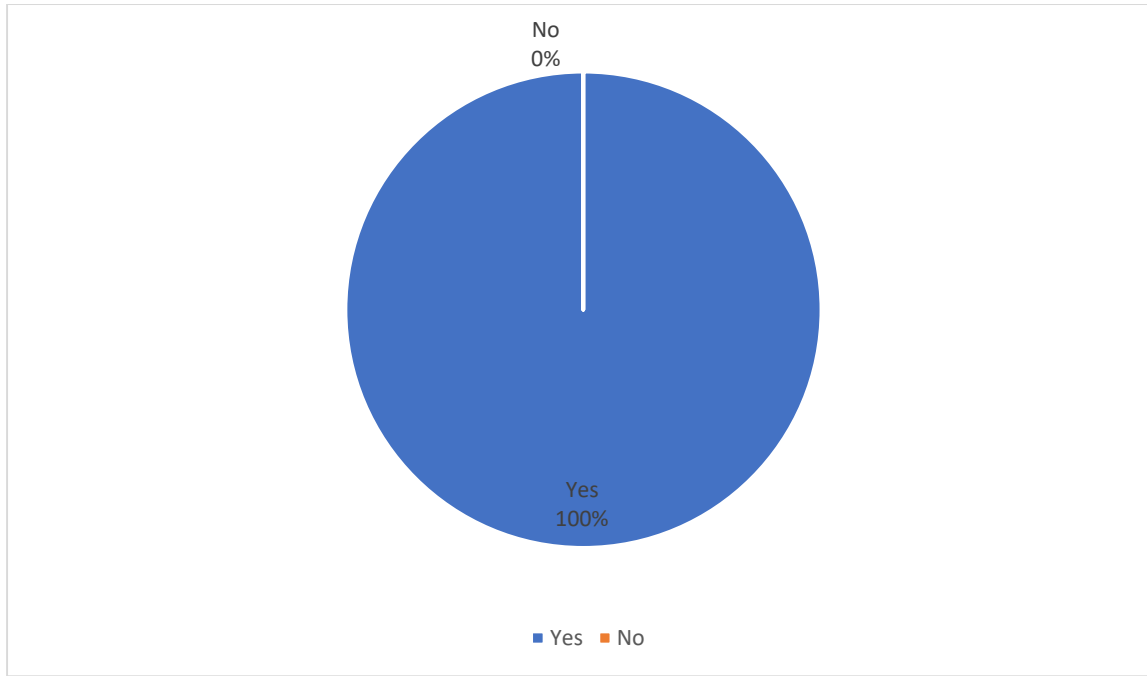
Social Care

Other

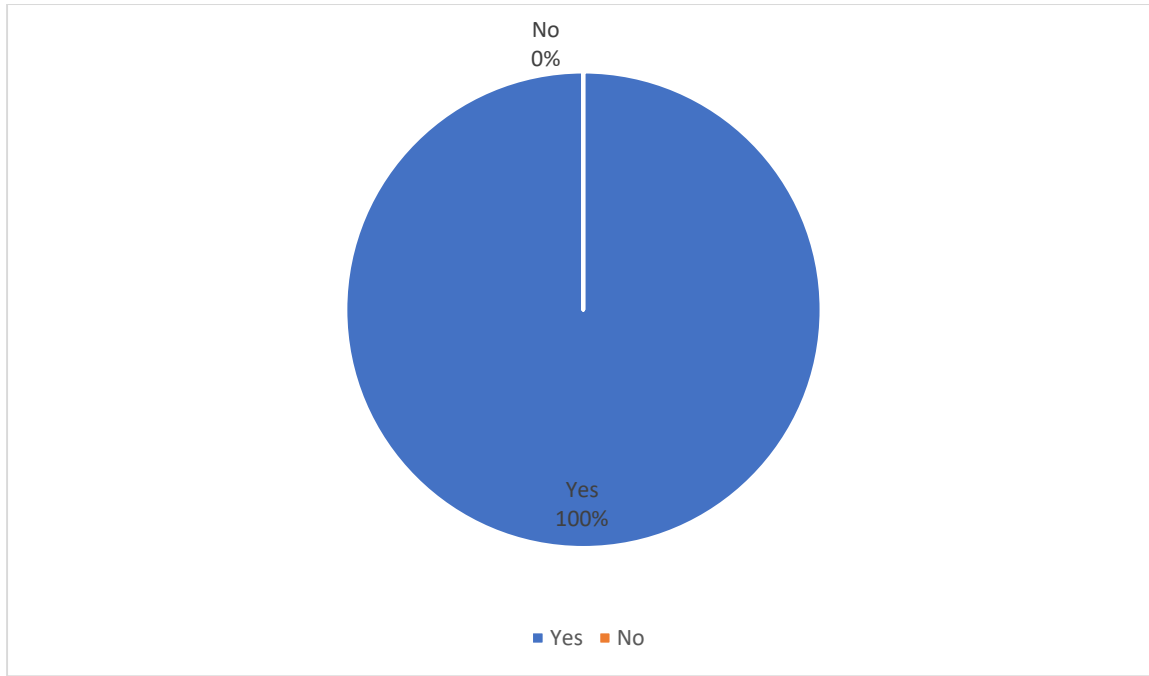
How helpful was the information, advice and support we gave you?



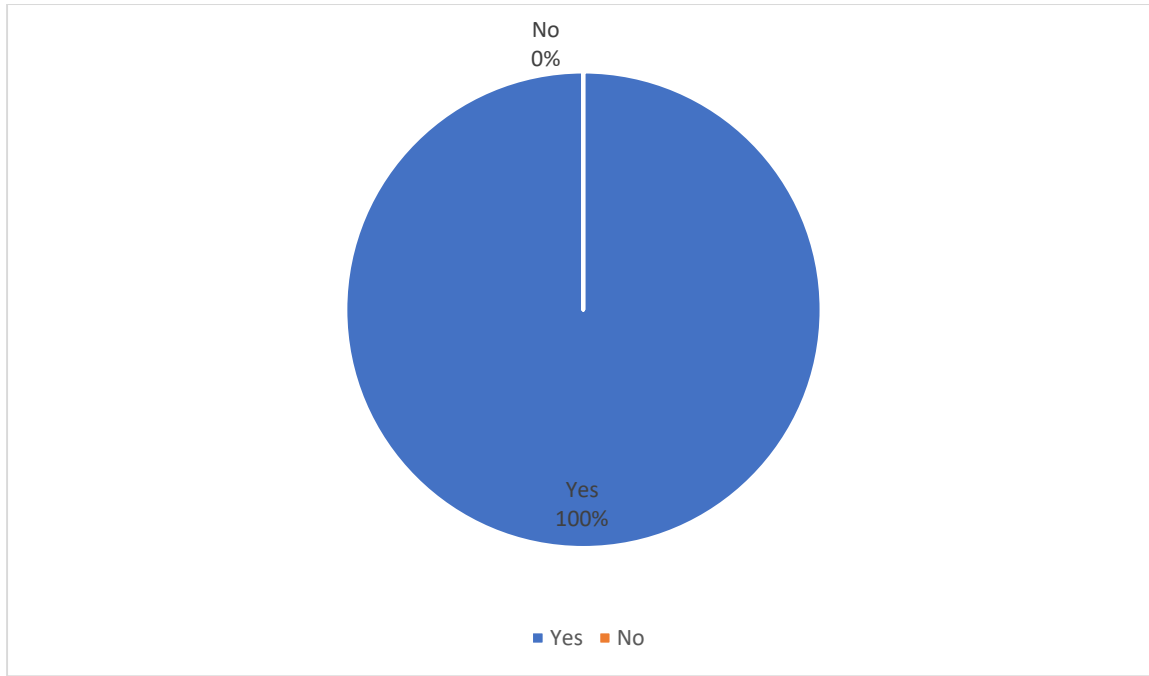
Did the SENDIASS: (Return your calls/emails promptly?)



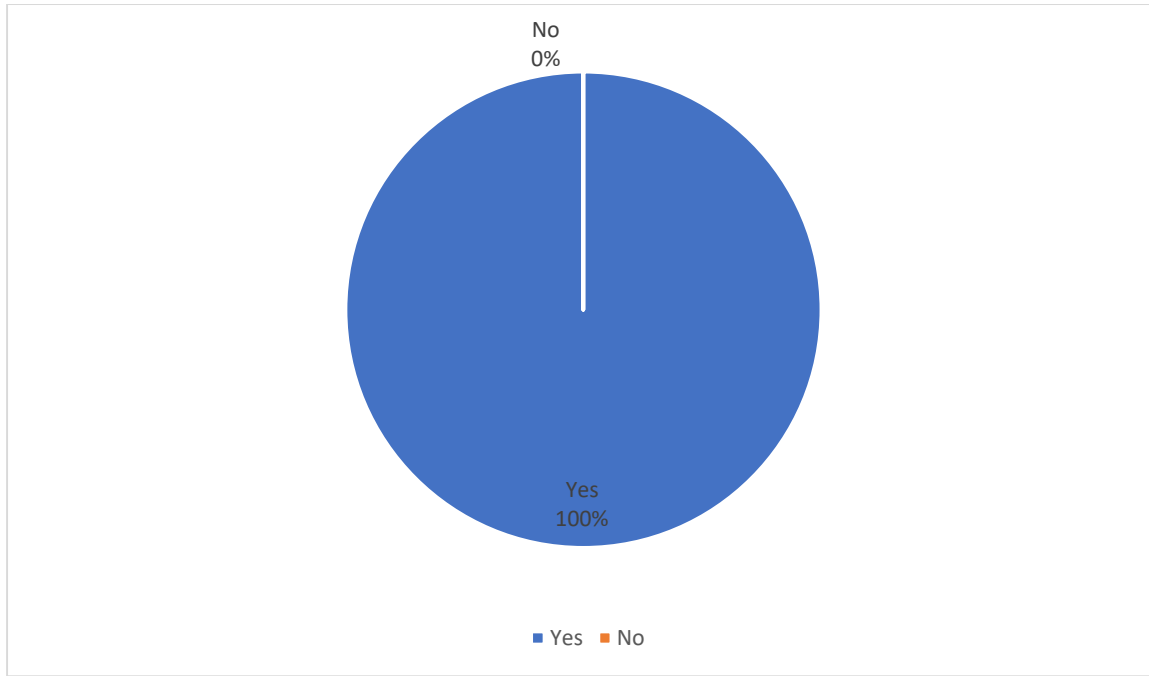
Did the SENDIASS: (Keep in touch?)



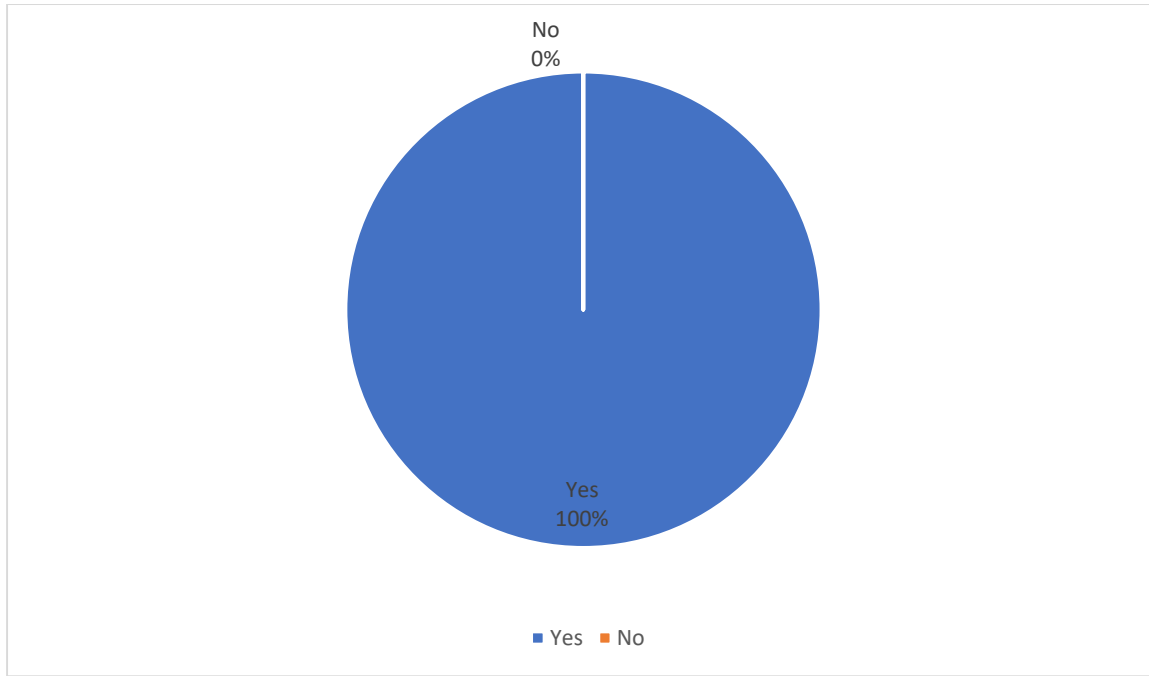
Did the SENDIASS: (Explain why decisions were made and what was happening?)



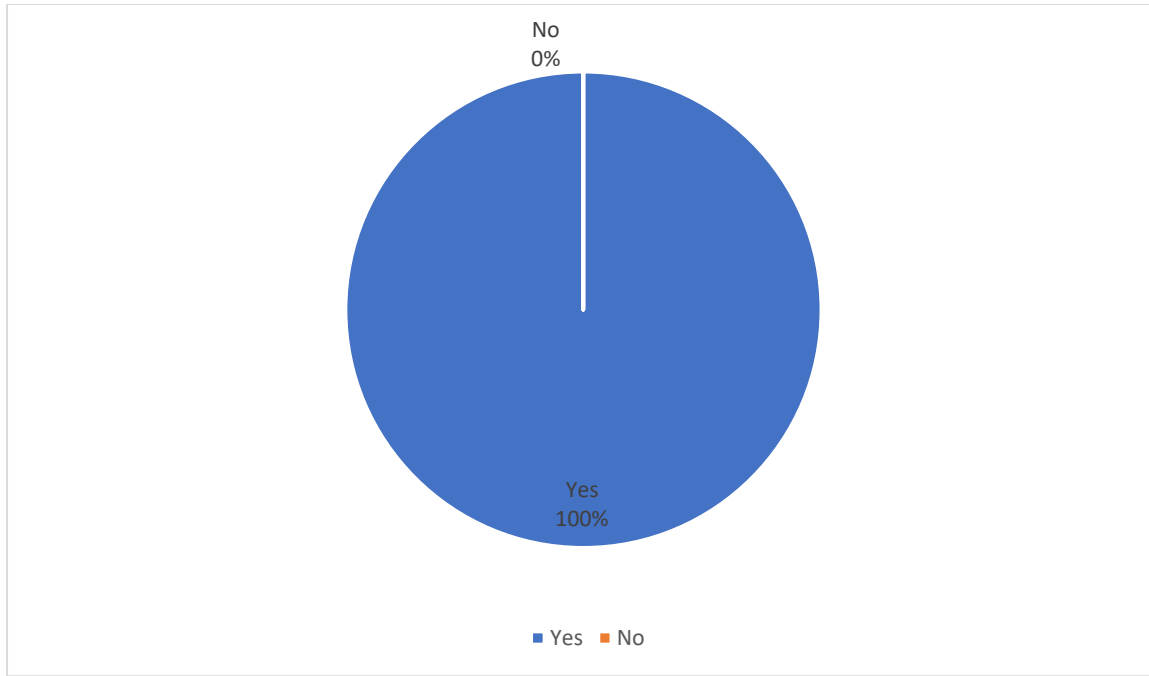
Did the SENDIASS: (Listen to your views?)



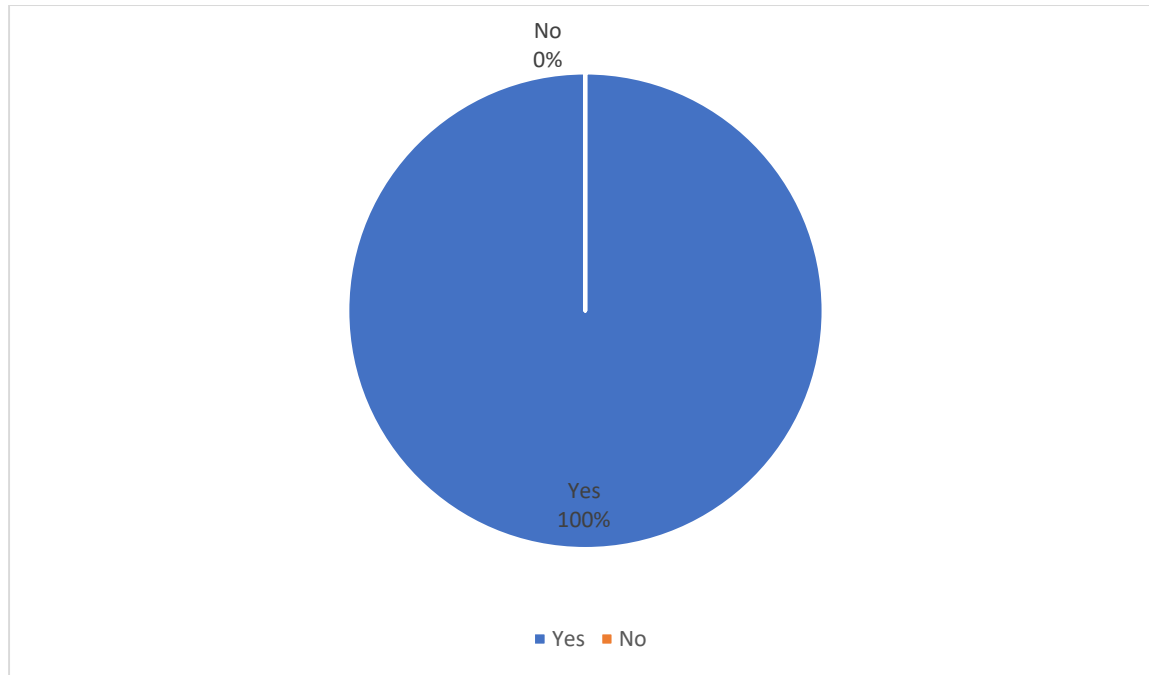
Did the SENDIASS: (Treat you with respect?)



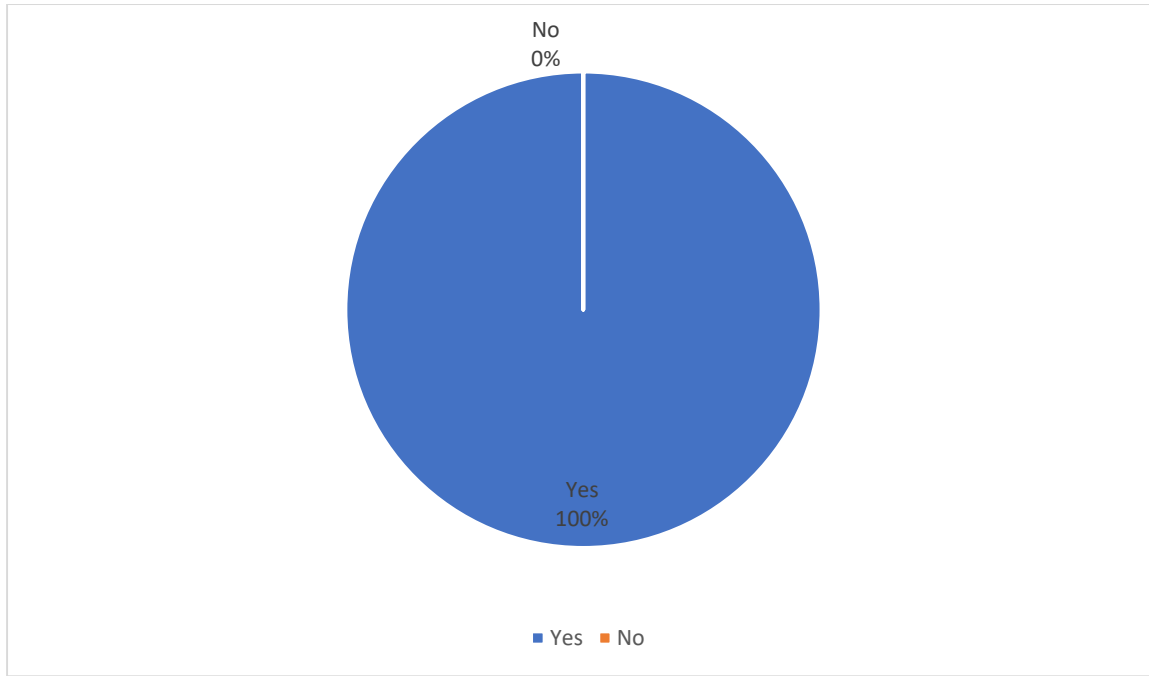
Did the SENDIASS: (Explain who they were and what their role was?)



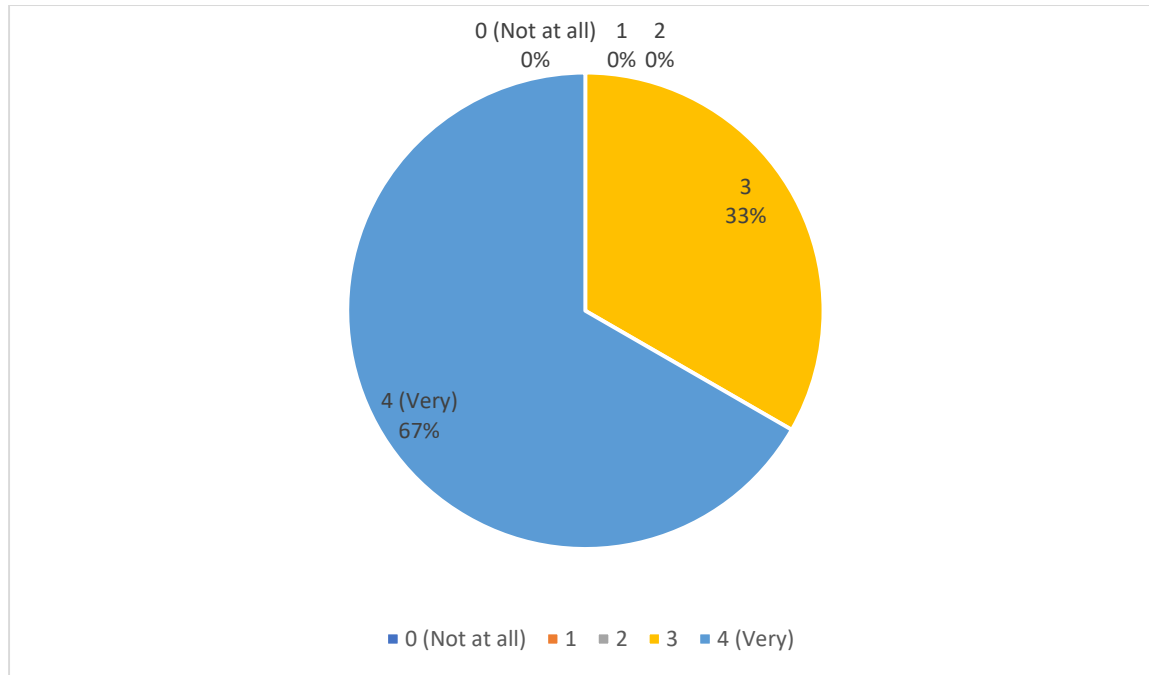
Did the SENDIASS: (Provide a confidential service?)



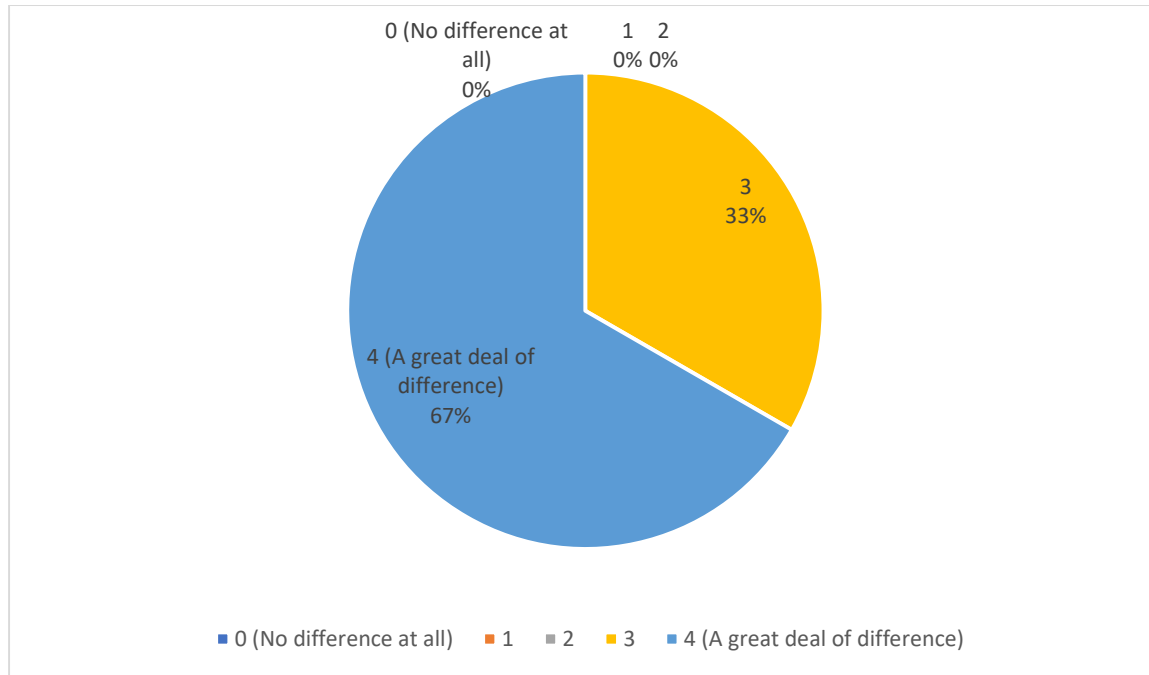
Did the SENDIASS: (Give you information and advice that met your needs?)



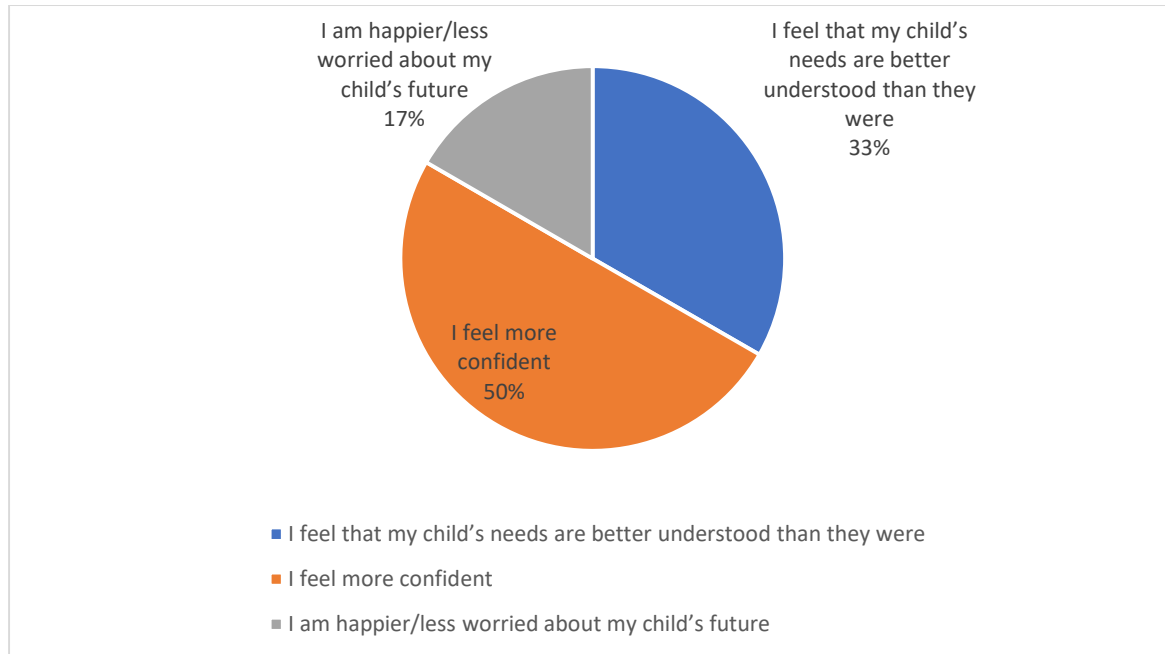
How neutral, fair and unbiased do you think we were?



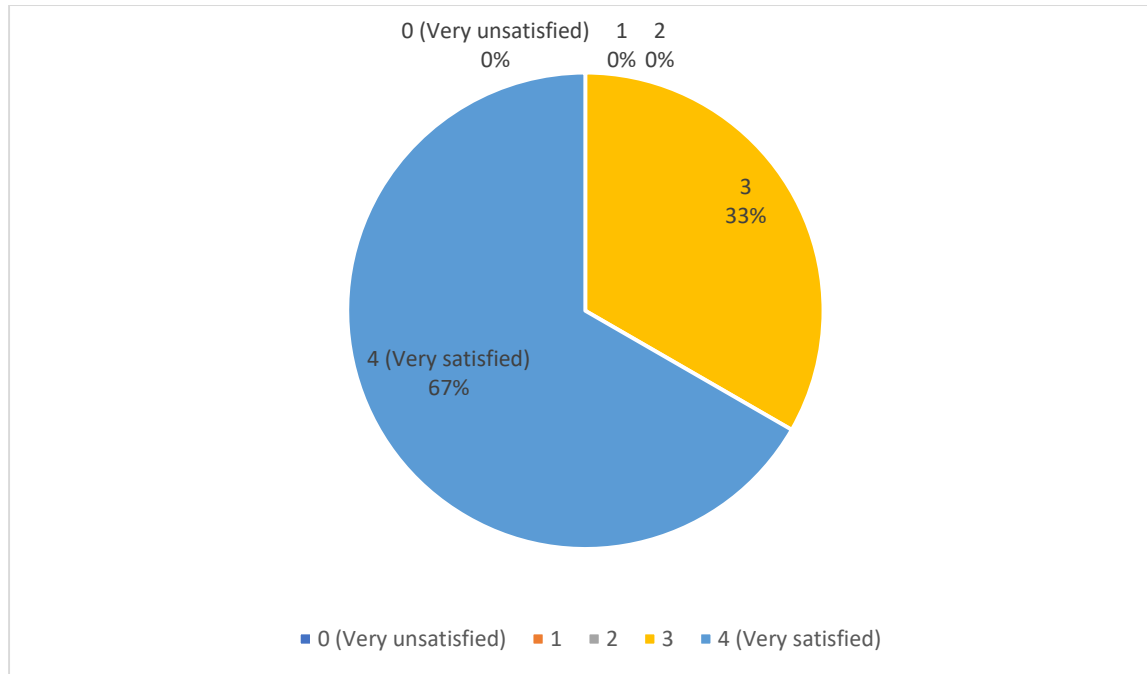
What difference do you think our information, advice or support has made for you?



Can you tell us more about the difference(s) we made for you? (Tick all that apply)



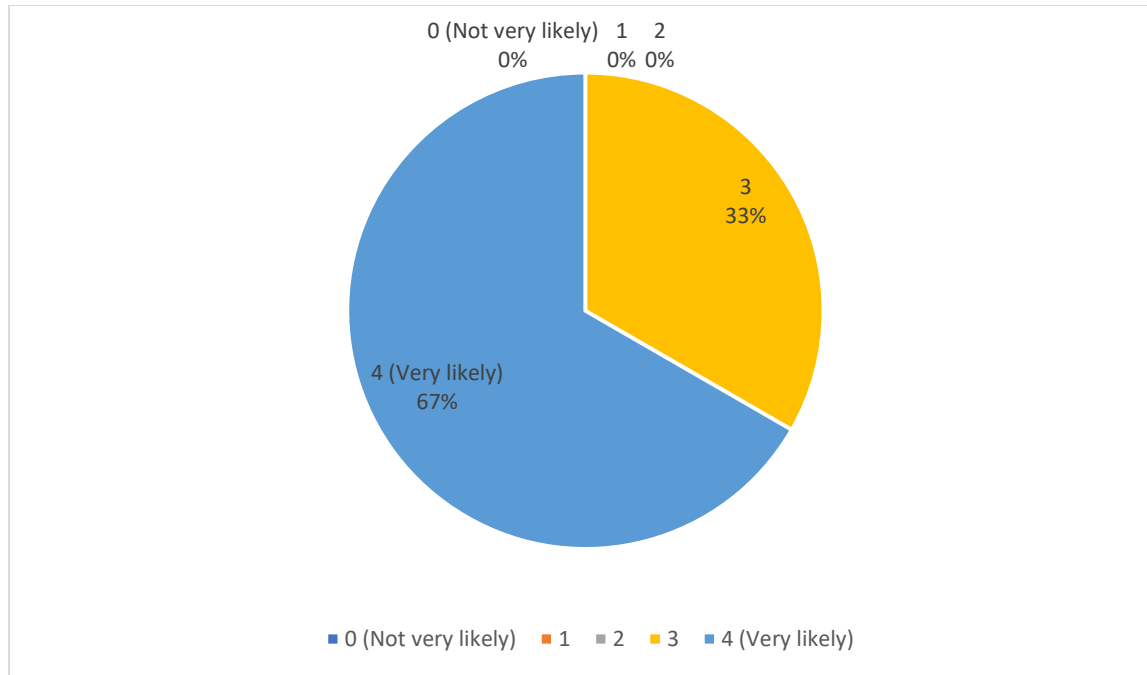
Overall how satisfied are you with the service we gave?



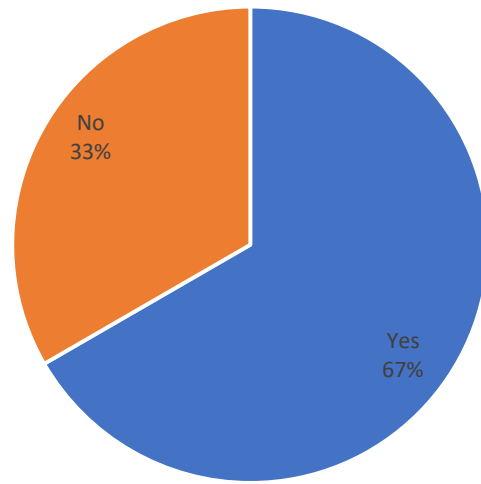
Was there anything we could have done better?

“No Sherrane was brilliant very helpful it wasn’t for her I believe my child would have not been found a school that could meet her needs sherrane helped me through everything I didn’t understand and made the whole process of appeal stress free thankyou Sherrane”

How likely is it that you would recommend the service to others?



If you are happy to discuss your comments about our service, may we contact you?



■ Yes ■ No