



## Rotherham SEND Information Advice and Support Service (SENDIASS)

Annual Report April 2015/ March 2016



### **Introduction:**

The SEND Code of Practice (0-25) January 2015 states:

"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.

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 (2).

Information, Advice and Support Services should be impartial, confidential and accessible and should have the capacity to handle face-to-face, telephone and electronic enquiries."

Previous legislation placed a duty to provide support to parents of children with Special Educational Needs (0-19). The new SEND legislation and statutory guidance has extended the remit of the service to support parents of children and young people (0-25), children (0-16), Young People (16-25) as well as incorporate health and social care needs if they are related to SEND. It was originally agreed within Rotherham LA that the provision of Information Advice and Support to Young People (16-25) would be via the Integrated Youth Support Service (IYSS). However in February 2016 it was agreed



that the provision of IAS to young people would equally sit within Rotherham SENDIASS.

## **Commissioning Governance and Management Arrangements**

The Rotherham Parent Partnership Service was established in April 1995. During the SEND Reforms, it was agreed to change the name to the Rotherham SEND Parent Partnership Service. Further discussions took place and in April 2015 it was agreed to rebrand the service to Rotherham SEND Information, Advice and Support Service (Rotherham SENDIASS) this change would bring the service in line with the National Body and the new Code of Practice. The Service continues to be funded from the base revenue budget in recognition of the statutory responsibility on LA's to provide such a service. However the Code of Practice states;

The joint arrangements that local authorities and Clinical Commissioning Groups (CCGs) must have for commissioning education, health and care provision for children and young people with SEN or disabilities must include arrangements for considering and agreeing what information and advice about education, health and care provision is to be provided, by whom and how it is to be provided.

Initial discussions have taken place with the Head of Inclusion with regards to joint commissioning.

Until November 2015 the service was without its own Service Lead, and as such was supported by the Educational Psychology Interim Leader, Rachel Amos. However in November 2015 Kerry Taylor took on the role of Service Lead for Rotherham SENDIASS. The Service sits under the Head of Inclusion, Paula Williams and in turn is part of Schools and Lifelong Learning within Children and Young Peoples Service (CYPS).

### **Service Monitoring Group**

The Service Monitoring Group has met during this period. The group is predominantly attended by parents who represent different groups ie Forum, Nas, Rods, however also has representation from different SEND services including HealthWatch. Terms of Reference are agreed and published on the website outlining tasks the Monitoring group can support with. The group meet 3 times per year. Minutes are shared with the Head of Inclusion and are published on the Website.

### **Additional Funding**



The Government recognised that the implementation of the SEND Reforms would impact on service capacity, and so in 2014 Rotherham SENDIASS applied for grant funding from the Council for Disabled Children (CDC) to provide an element of Independent Support as well as use the funding to "build capacity" to ensure the new duties around the provision of information, advice and support were in place. Following on from the



successful bid in 2014 a further years additional funding of £25,000 was allocated during this financial year.

As described in the previous year's Annual Report, the Service was allocated £32,000 from the SEND Reform Grant (October 2014). In March 2015 it was agreed that a 20 hour Referral Officer post (to work with parents) could be advertised. This post was filled in August 2015. Left over funding from the SEND Reform Grant was recouped by the LA at the end of this financial year.

The LA is committed to providing a service at 'arms length' to ensure impartiality of the Service. From November 2015, the Service budget has been managed by the SENDIASS Service Lead. Whilst the Service was without a Manager, the budget was managed by Rachel Amos, Service Lead for Portage and Educational Psychologist.

### Resources:

	2015/16 budget	CDC funding (ring fenced)	Send Reform Grant	Total
A: Staff	£75,222	£18,049	£15,729	£109,000
B: Other Expenditure	£3,035	£3,285	£417	£6,737
C: Total Expenditure (A+B)	£78,257	£21,334	£16,146	£115,737
D: Income	£78,396	£35,397	£32,000	£145,793
E: Net Expenditure (C-D)	-£139	-£14,000 which will be carried over to next financial year	- £15,854 Recouped by the LA	-£29,993

### Staffing for this financial year (Revenue funded):

Kerry Taylor - Referral Officer (full time), *Service Lead from November 2015*

Donna Sanderson- Clerical Officer (0.6)

John Gilling - Independent Parental Supporter (Volunteer)

Rachel White - SEND Advisor (0.8)

### Staffing (CDC funded):

Louise Mulligan - Young Person's Information Officer (0-16) - (0.5)

Donna Sanderson - Clerical Officer (0.2)

Joanne Pilgrim - Independent Supporter (volunteer) - *(Provision of equipment, training and expenses)*

Catherine Hancox - Independent Supporter (Volunteer) - *(Provision of equipment, training and expenses)*

Marie Simmons - Independent Supporter (Volunteer) - *(Provision of equipment, training and expenses)*

### Staffing (SEND Reform Grant funded):

Louise Mulligan - Referral Officer (13 Hours)

Rachel White - Referral Officer (7 hours)



Kelly Stevenson - Young Persons Information Officer (16-25) from February 2016

The Service is based in Riverside House, staff are based on the same wing and floor as the Educational Psychology Service and the EHC Assessment Service but not alongside these Services.

## Strategic Function



The Service's work is based around the five core activities of: Commissioning, Governance and Management Arrangements, Strategic Function, Provision of Information and Advice, Support to Individuals and Professional Development and Training. SENDIASS activity in terms of outcomes and impact on parents, children and young people is measured through case studies. Impact on children and young people includes appropriate levels of support and placement (school through to further education/training), improved experiences, improved school/college attendance and continued engagement with education, greater independence, incidences of informal exclusions stopped and formal exclusion reduced, improved behaviour. On parents it includes school and other professionals being more sensitive to parental concerns and views, parents being more able to understand and engage with practitioners, accessing services from other organisations and groups, feeling confident to deal directly with the school/setting when issues arise, aware of legislation regarding Equalities, Exclusions, SEND etc.

[National Quality Standards](#) for SENDIASS have been produced and endorsed by the Department for Education (DFE). In July 2015 the Standards were used to measure the Rotherham SENDIASS offer and map out where the service needed to develop further. A copy of this document is available on request.

## Charter

Service staff continue to be involved in the Rotherham Charter, and have been involved in the implementation to one school during this period, Staff have also attended the Charter Implementation Meetings.



## Strategic Planning and Working Parties

During this period strategic planning and working parties have built on the implementation of the SEN and Disability Reforms and the implementation of the new SEND Regulations. Service staff have been actively involved in; development of the Charter process and developing materials for Children and Young People, the SEND formal consultation, 'In it together', Charter Gold Celebration event, Rotherham Young Ambassadors, Youth Cabinet, SEND Team Development Days, Yorkshire



and Humberside IASS Regional Meetings, co-production Activity around the Graduated Response, Key Working, Early Support, ASC Stakeholder Group, Charter Implementation Meetings, FASD, Raising the Inclusion Profile, Area Inspection and LAC Council.

Rotherham SENDIASS has also been actively involved in the SENDIASS Monitoring Group, the Forum Drop in sessions, Right to Right Service Interviews and took the lead in promoting the Personal Outcomes Evaluation Tool (POET) and gathering the voice and experience of the child/young person with SEND.

### Contact with Voluntary Organisations

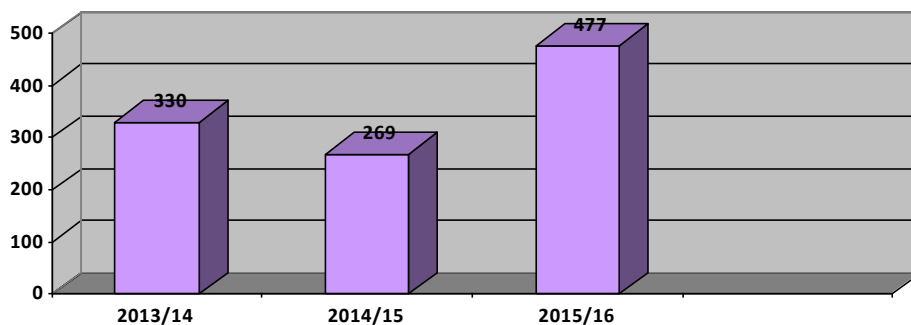
The Service has worked closely with Rotherham Parent Carers Forum. Training is offered to groups outlining the role of SENDIASS and services provided.



### Provision of Information Advice, and Supporting Individuals.

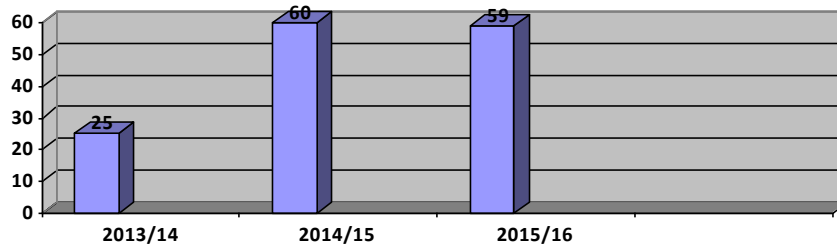
#### Working with Parents

Number of New Referrals to the Service

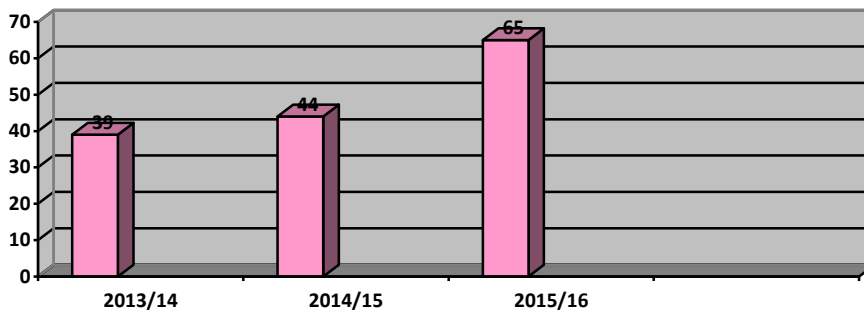




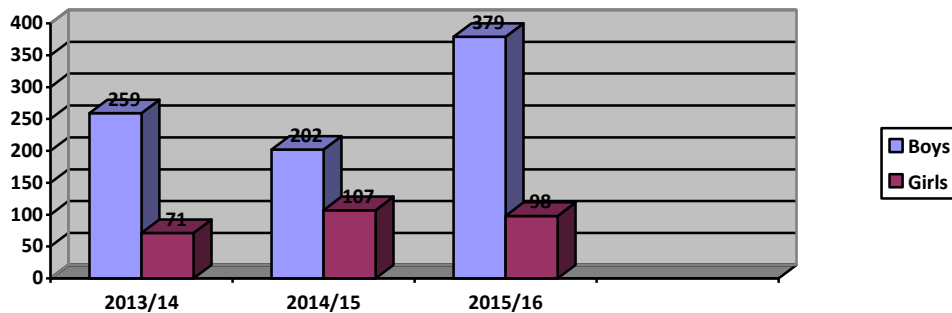
Number of calls to the service dealt with as a contact only



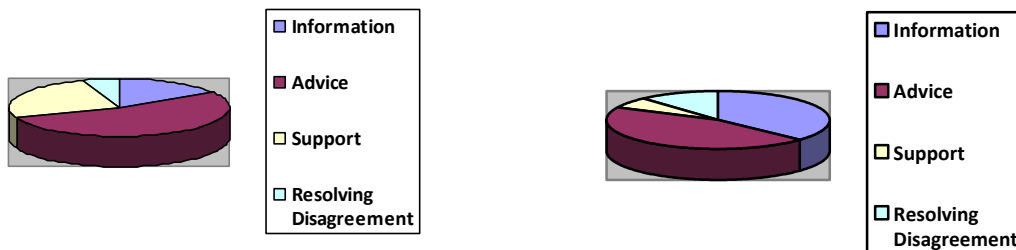
Number of referrals to the service with no special provision made



Number of referrals broken down into gender



Nature of new referral 2015/16 compared with Nature of new referral 2014/15







	2013/14 financial Period	2014/15 Financial Period	2015/16 Financial Period
Number of ongoing referrals from previous period	82	40	33
Number of referrals SA	47	10	N/A
SA+	108	25	N/A
Statement	114 (+13 under assessment)	71 (0 under assessment)	59
SEN Support (as of Sept 14)		80	222
EHC Plan(as of Sept 14)		53	108
Level of commitment (on-going and new referrals)	1:27 2:225 3:78 4:0 82 ongoing (1:1 2:9 3:68 4:1)	1:42 2:171 3:56 4:0 40 Ongoing from previous year	1:67 2:234 3:41 4:0 134 cases still open and yet to report

### Ethnic Minority Monitoring

All service users receive an Equality Monitoring Form from those returned 91% of referrals during this period involved children who are described by their parent/carer as White British. 8.4% have involved children from ethnic minorities.

The 2011 census indicated 8.1% of Rotherham's population are from black and minority ethnic backgrounds. The main ethnic group being Pakistani and Kishmiri. Comparison of referrals to the Service from BME population show they are represented in line with this figure.

### Gender

While boys count for 50.7% of Rotherham schools population, in this period boys accounted for 79% of referrals to the service. This over representation of boys over girls has historically been seen nationally by Parent Partnership/SENDIASS services.





## **Looked After Children**

Service staff work alongside colleagues from Social Care. In this period the Service has received 3 new referrals involving a 'looked after' child (0.62% of new referrals to the Service)

## **Referrals to Special Educational Needs and Disability Tribunal**

5 referrals to SENDIST have been registered against Rotherham LA within this timescale. Four of the five cases were resolved out of the SENDIST hearing, one is ongoing. Rotherham SENDIASS were involved in four of the five cases.

During this period the Service has also supported 2 parents with Equality Act Appeals. One of the cases was resolved out of the SENDIST hearing. One case is still ongoing.

During this period 10 service users contacted the service with the sole purpose of gaining information, advice and support around SEND Tribunal.

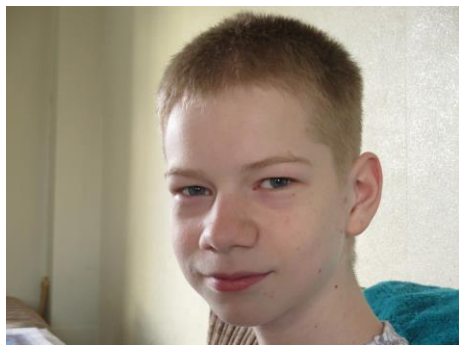
## **Independent Parental Supporters:**

During this period we had 1 volunteer Independent Parental Supporter working with the Service. The Independent Parental Supporter made a significant contribution to the service taking 10 cases for the Service (2.09% of cases) and being available to support any parents wanting additional reassurance of the 'arms length' from the Local Authority.

## **Case work development**

Parents contacting the Service for the first time are able to have an in depth conversation with Rachel White (SEND Advisor) about their concerns and receive detailed advice and information, this is backed up in writing and posted to the parent. The majority of cases received a service within 5 working days. Ongoing case work support is provided by Kerry Taylor, Rachel White (7 hour referral officer contract), Louise Mulligan (13 hour Referral Officer contract) or the IPS volunteer. A significant amount of casework involves actively engaging with parents, schools and LA staff to prevent or resolve disagreements. The volume and complexity of case work has increased during this period.

During this period 36.6% of service users went on to require more in depth 1:1 support in the form of ongoing case work involvement, following the initial in depth conversation, advice and follow up written information being received. This is an increase of 5% compared to last period (31%). However this is a huge increase in cases as there has been a 75% increase of cases to the service from previous year.







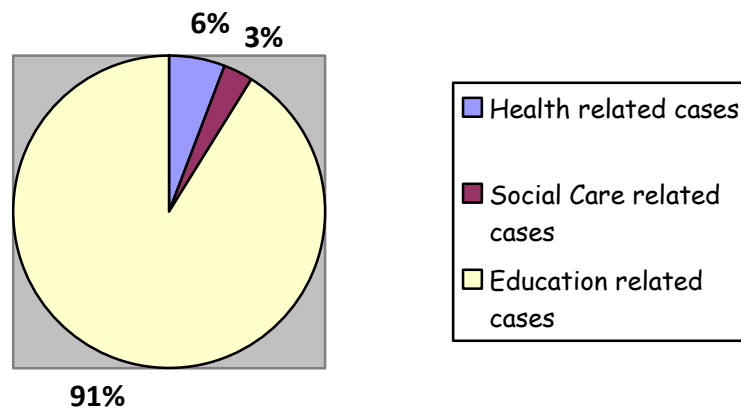
**Exclusions:**

Over the April 15 - March 16 period, the service has been contacted by 52 service users requesting information, advice or support around Exclusions from school. This represents 3.5 % of Rotherham LA Exclusions which is an increase from previous year (2%)

**Education, Health and Social Care:**

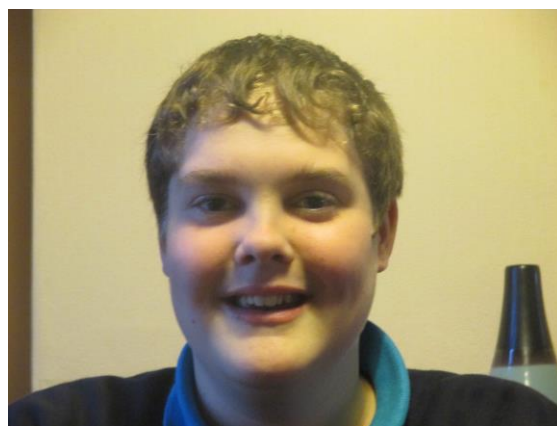
Since the SEND reforms, the Service has extended duties to provide IAS around Education, Health and Social Care. The following chart provides information relating to each area service users contacted the service for.

Breakdown of cases around Education, Health and Social Care



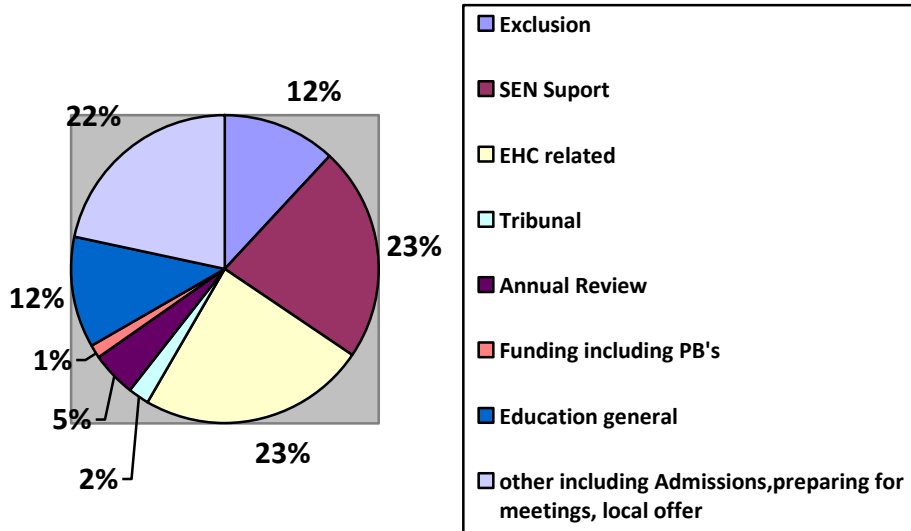
**Education related topics:**

This financial year the service has mapped the different topics service users wish to gain IAS around. The following is a breakdown of the education related topics service users come to the service for.





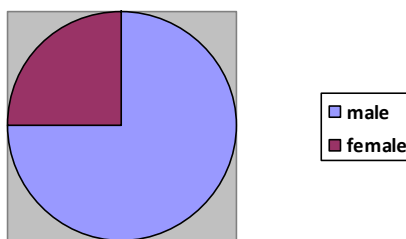
Breakdown of topics for education related cases



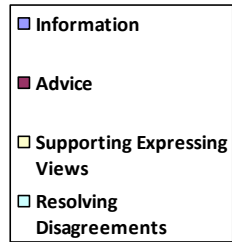
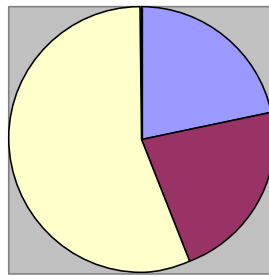
**Working with Children and Young People**

	2014/15
Number of children (0-16) accessing IAS	30
Number of Young people (16-25) accessing IAS (whilst part of SENDIASS Feb 16)	2
Cases carried over from last year	6

*Gender of Children /Young People Service Users(not including cases carried over)*



*Nature of New Referral for Children/Young People (not including cases carried over)*



## The Role of the Independent Supporter (IS)



During this period, Independent Support has continued to work within the Rotherham area. A Memorandum of Understanding between the Service, Core Assets, the EHC Assessment Service and the Parents Forum Ltd is fully operational. The Referral Protocol is deemed by all parties to be working well. Regular meetings and discussions take place between SENDIASS and Core Assets to continually assess the role, its development and consider other avenues for service promotion. During this period a member of Core Assets and SENDIASS IS have been identified to work in collaboration to promote the role. Emails have been sent to all settings, and discussions have taken place with SENCO's.

During this period 60 service users have specifically requested an Independent Supporter. This is in addition of the Service users already specified above who requested IAS around the EHC process. Of these, 43 were referred to Core Assets as parents either didn't have a preference of which service they worked with or SENDIASS IS was at

capacity. As yet we have not received a referral specifying Core Assets over SENDIASS. However service users may contact Core Assets directly if this is the case.

## Information and Publicity

Schools had a duty to inform parents of Parent Partnership when they are advised of their child's special educational needs. This duty remains in place within the new Code of



Practice. All schools, settings and SEND related services have received copies of our new SENDIASS postcard to share with parents, children and young people. Leaflets have also been distributed at SENCO events and relevant SEND locations for the 0-16 and 16 - 25 Information Officers.

## Website

Rotherham SENDIASS website went live on the 1<sup>st</sup> May 2015

Summary of terms used:

**Sessions:** Included on multiple reports, sessions track how often your site was visited, and what actions were taken during each visit. A session defines a period of consecutive activity by the same use, and persists until a user stops interacting with the site for a period of 30 minutes.

**Page views:** measures how often a specific page is visited. (Example If a visitor visits Page A, goes to the homepage, and then comes back to Page A, it's counted as two page views)

**Referring sites:** Where the traffic is coming from (ie google, direct, corporate site)

**Number of sessions:** 5496 (New 77.4% 4254 and returning 22.6% 1242)

**Overall total page views:** 12'255

**Average pages per session:** 2.23

**Top five pages (by page view)**

parents = 1153

contact us = 714

support = 643

children (0-16) = 641

meet the team = 262

**Top five referring sites (by % of overall site hits)**

- Direct (typing the site URL straight in) 22.27%
- Google 17.56%
- Corporate site 7.68%
- Rotherhamparentpartnership 6.79%
- Bing 1.91%

Although we don't have last years figures to compare against, the number of hits to the site for 2013/14 was 1,291 showing an increase by 325%

## Publicity

There were no specific publicity projects using outside agencies during this period but staff continued to publicise the Service through Presentations to; ASC parent group,

Monday Briefing, PEST early years group, SENCO's, and Early years SENCO's.





## **Professional Development**

### **Training Delivered**

The Service regularly provides input to the SENCO's. The 'Introduction to Rotherham SENDIASS' training has been delivered to a variety of groups as mentioned above. This has also involved introducing the role of the Independent Supporter delivered jointly with Core Assets. During this period SENDIASS inputted to the training of "There's another side to this" to Sheffield University EPS Students.

### **Training Accessed by Service Staff**

Service staff have accessed training supplied by both internal and external bodies including CDC, Living Works Education, IPSEA, Ambitious about Autism and Community Accord. Staff and volunteers within the Service have accessed the following training:

- ASIST Applied Suicide Intervention Skills Training
- Practical Approaches Training
- Key Working to support young people aged 14-25.
- Supporting children and young people with SEN in Custody
- Level 1 IPSEA legal training
- Independent Support Training
- Makaton Modules 1-4
- IPSEA level 2 Legal Training
- Visually Impaired Training
- Disagreement Resolution
- Preventing Extremism
- Trust your Instincts
- IPSEA level 3 Legal Training
- CCG input
- Working with Children and Young People
- Induction to RMBC
- Keep them safe
- Supporting Young People with Autism to move from School to College
- Health and Social Care in EHC Plans
- Restorative Practice
- Safer Recruitment
- Budget Training - in house

NOTE - not all staff and volunteers have accessed all training.



## Regional and National SENDIASS

### Regional:

The service engages in development through networking and collaborative work with SENDIASS staff from other LAs through the Regional Network. Service staff have attended Regional SENDIASS meetings and utilised the regional and national eforum.

### National:

National Benchmarking has taken place for this financial year. 107 services submitted data which represents a return rate of 71%. At the time of Rotherham SENDIASS taking part in the Benchmarking exercise, IAS for young people (16-25) was situated within the Integrated Youth Support Service. As such some of the data is no longer representative of the local picture.

79% of services who participated in the exercise offered IAS to all service user groups. Only 1% offered IAS to parents and children only (as was Rotherham at the time of return)

72.9% of SENDIASS are In- House services compared with 24.3% who are Outsourced and 1.9% who are a combination of both.

	Rotherham SENDIASS	National Mean Average	National Median Average
budget per head of 0-25 population	£1.21	£1.15	£1.15
budget per total pupils as of January 15	£2.22	£2.36	£2.26
budget per SEN pupils as of Jan 15	£13.46	£15.24	£14.45
Total FTE Employed staff	3.1	3.15	2.5
FTE per 10,000 0-25 population Mid 2015	0.38	0.29	0.25
FTE per 10,000 pupils as of Jan 15	0.7	0.58	0.51
FTE per 10,000 SEN pupils as of Jan 15	0.43	0.38	0.31

The service contributes to the National Information, Advice and Support Network and has shared information and practice with other services regionally and nationally.

### Multi Agency Working

The service has been keen to make use of opportunities for multi agency networking through case work practice.

Service staff have attended Tesco Community Room to provide advice and information to parents attending the Rotherham Parent Carer's Forum 'drop in' sessions.





Service staff are involved with the Implementation for the Rotherham Charter for Parent and Child Voice.

The Service Lead also attends the Early Years PEST group and Schools and Life Long Learning weekly briefings which brings together agencies to share information and best practice.