

# Welcome!

## SENDIAS services and PCF's – a working relationship

# The Information, Advice and Support Services Network - Who we are

- DFE Funded since 2014- currently part of the same consortium contract with colleagues in Contact and NNPCF amongst others
- Part of the Council for Disabled Children within the National Children's Bureau
- Made up of Daisy Russell, Tom Quilter, Jai Crookshank and Thejashri Supriya
- We support the national network of SENDIAS services through reporting, training, information, advice and support

# What is a SENDIAS service

- Special Educational Needs and/ or Disability Information Advice and Support Services are Statutory services as per Section 32 of the Children and Families Act and Chapter 2 of the SEND Code of Practise
- They provide free, impartial, arms length, confidential, legally based information advice and support to children, young people and their families about matters relating to SEN and/ or D including on education, health and social care.

## What do SENDIAS services have in common?

- SENDIAS services are statutory services and must be able to meet their local authorities' legal responsibilities to information, advice and support. The duty is on the LA to oversee this and make sure they have the funding and capacity to do so. This is regardless of how they're commissioned.
- The IASSN, SENDIASs managers and other stakeholders including parent/ carers also coproduced the DFE endorsed, Minimum Standards for SENDIASs. While not yet statutory, these are considered best practise by services, us, DFE and Ofsted amongst others.

## How SENDIAS services differ

- There are 153 LAs in the country each served by one of 151 SENDIAS services.
- The set-up of services vary hugely:
  - FTE staff in a team: 0.8 – 13.56
  - Population (0-25) covered: 10,068 - 481,475
  - Area covered: 12km<sup>2</sup> - 8037km<sup>2</sup>
  - Funding per head of the 0-25 population: £0.45- £4.81
- ‘In-house,’ (72%) and ‘Out-sourced.’ (28%)
- 67% of services are jointly funded- up from 7% in 2019

# How do the IASSN support the Network?

- Develop and maintain the national standards and policies like the intervention levels
- Connect and communicate with all services through the forum, at regionals meetings and training and events
- Commission training that goes above and beyond services core training and develop resources and tools
- Collect, analyses and present data to build understanding and evidence around SENDIASs
- Support services and commissioners directly on a range of topics, including supporting them to understand the law and best practise regarding commissioning a SENDIASs

# SENDIAS services- the national picture

An average service (If there could be one) would look like this:

Full time staff	0-25 population covered	Funding per head of their LA's 0-25 population	KM2	Yearly helpline enquiries	Interventions/ casework	Tribunals inputted to	Tribunals directly supported at	Training places offered	Resources downloaded from website
3.87	111,265	£1.68	832km2	1959	1572	91	12	244	1875

# SENDIAS services- the challenge

	Helpline increase	Casework increase	Increase % of cases level three or four	Inflation	Mean funding increase	Mean FTE staffing increase
2023-2024	7%	29%	-4%	2.1%	9%	1.3%
2019-2024	192%	351%	10%	25.2%	70%	37%



# Minimum standards compliance

	Compliant	Non-compliant	Non-compliant with actions underway/ other
<b>24-25</b>	88%	3%	9%
<b>23-24</b>	88%	4%	8%
<b>22-23</b>	92%	3%	5%
<b>20-21</b>	80%	8%	12%

# What impact can a SENDIASS service have

*'Your SENDIASS team is truly amazing, and I truly feel that you are a beacon of light and hope for children with SEND and their families who are constantly having to fight for their right to access a full-time education and the provision that they require.'* (parent/ carer on Birmingham SENDIAS service)

*'I recently had the opportunity to utilize the services of Kirklees KIAS, and I cannot express enough how incredibly helpful they were. As a parent navigating the complex world of SEND, I often found myself feeling overwhelmed and confused.'*

*'I wouldn't have been able to proceed without your help. You were honest which is always good to hear as you never know which side someone can be on. It is invaluable. I would 100% recommend. Thank you'*

# Service User Feedback- data

	2024- 2025	Questions	Mean Score
Number of services providing feedback	110	Q1 How easy was it to get in touch with us?	3.44/4
		Q2 How helpful was the information, advice and support we gave you?	3.63/4
		Q3 How neutral, fair and unbiased do you think we were?	3.69/4
		Q4 What difference do you think our information, advice or support has made for you?	3.49/4
Total pieces of feedback	6422	Q5 Overall how satisfied are you with the service we gave?	3.64/4
Average per service	97	Q6 How likely is it that you would recommend the service to others?	3.75/4
		Total	3.61/4

# Ofsted Reporting

	Count 22/23 report	% of total 22/23 report	Count 23/24 report	% of total 23/24 report
<b>IAS reported positively only by Ofsted</b>	8	57%	16	47%
<b>IAS reported by Ofsted as being seen to be positive by service users, but areas of improvement needed</b>	2	14%	3	9%
<b>Reported by Ofsted as needing to improve to meet standards/ duties</b>	0	0%	0	0%
<b>No mention of SENDIAS service in Ofsted report</b>	4	29%	15	44%
<b>Total</b>	14	100%	34	100%

48- Average  
number of  
Tribunals  
SENDIASs self-  
report they help  
avoid

£8500 how  
much the  
Guardian report  
estimated as a  
single Tribunal  
cost

SENDIASs have  
therefore  
potentially saved  
LA's over 61  
million in Tribunal  
costs alone

The combined  
cost of every  
SENDIASs is  
around 24  
million per  
annum

# SENDIAS Services and PCF's

- Similar goals, aims and outcomes – different responsibilities and methods of delivery
- Both essential and rich sources of information
- Can do fantastic things together. Including:
  - Improving communication and reach
  - Training and events
  - Shared/ coproduced resources
  - Challenging and supporting re best practise
  - Supporting a shared understanding of each others' needs and goals

# Minimum standards for SENDIASs

**1.2** The IASS is designed and commissioned with children, young people and parents, and has the capacity and resources to meet these Minimum Standards and local need.

**1.7** The Governance arrangements outline a clear management structure, encompassing a strategic manager within the IASS and a steering group or advisory body which includes representatives from service user groups and key stakeholders from education, social care and health.

**2.3** The IASS works with local partners, including local parent and young people forums to inform and influence policy and practice in the local area.

<https://councilfordisabledchildren.org.uk/what-we-do-0/networks/information-advice-and-support-programme/research-policy-and-practice/minimum>

# Challenges (some of them)

- Impartiality
- Confidentiality
- Arms Length working
- Where things haven't gone as they should previously
- Ensuring a shared understanding of roles with differing priorities



# How can good practise look?

- Steering Group membership
- Co-production (resources, events and more)
- Information sharing (as appropriate considering confidentiality etc)
- Championing with other stakeholders
- Supporting each other through in-depth understanding of the set up, responsibilities, shared goals and outcomes
- Underpinning by memorandums of understanding (or similar) can really work

## Next steps

- Our role is to ensure SENDIAS services are in the best position to meet their statutory and best practise standards
- Considering we understand that a positive working relationship with a local PCF is integral to that, what can we develop as a national network to support this?
- Case studies? Template resources such as MOU's? Webinar? Joint event?
- What questions need to be asked in a survey to PCF's and SENDIAS services

# Further information

All data in this report has been taken from our data reports which can be found here:

<https://councilfordisabledchildren.org.uk/about-us-0/networks/information-advice-and-support-services-network/iassn-resources/iassn-reports>

More information about who we are and what we do can be found here:

<https://councilfordisabledchildren.org.uk/about-us-0/networks/information-advice-and-support-services-network>

## Questions and Discussion