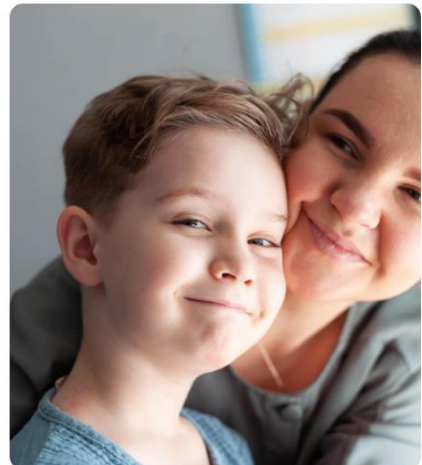




Wirral SEND Partnership

Wirral SEND Partnership Annual Report 2023 – 2024 (SENDIASS)

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1. 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.”

The Information advice & support services network;

The IASS Network was previously known as the National Parent Partnership Network (NPPN), who undertook a similar role with local Parent Partnership Services. In 2014, as part of the national SEND reforms, Parent Partnership Services changed to include provision to children and young people and became known as IAS Services. The IASS Network is funded by the Department for Education and is based within the Council for Disabled Children in the National Children's Bureau. They provide a range of support to local IAS Services (SENDIASS) helping them to evaluate, develop and improve provision for children, young people and their families

Minimum Standards

SENDIAS Services have a set of Minimum Standards published and endorsed by the DFE and Department for Health. The Standards come under the headings of.

- Commissioning, Governance and Management Arrangements
- Strategic Functions
- Operational functions
- Professional development and training for staff.

2. Commissioning, Governance and Management arrangements

Wirral SEND Partnership SENDIASS is funded from the base revenue budget in recognition of the statutory responsibility on LAs to provide such a service. Work is currently in progress to secure additional funding from the Integrated Care Board in order to meet the joint commissioning requirements outlined in the minimum standards for IAS, which state;

“The IASS is jointly commissioned by education, health and social care in accordance with the CFA 2014. A formal agreement is set out in writing which refers directly to these Minimum Standards, whilst also considering the need for continuity and stability of the service”

For this reporting period the Service was line managed by the Wirral SEND Partnership Manager, who is an employee of WIRED.

Wirral SEND Partnership Service is an out sourced service that is delivered by Wirral based charity WIRED. The Service is based in the St James Centre in Birkenhead, which is a dedicated Family Hub building. WIRED deliver a range of services in Wirral focussed on adult carers, parent carers and people of all ages with a disability. More information can be found out about WIRED’s services by visiting www.wired.me.uk

SENDIASS staff hybrid work which allows for flexibility of service and making better use of time management. Service staff have made use of Riverside House for Team Meetings, meetings with service users and for times when service delivery is enhanced by working in this environment.

Monitoring/Advisory Group

Re-launching the monitoring group is a priority for the 2024-2025 period, the group historically met on a quarterly basis, but due to limited availability of the Independent Chair and a number of staffing changes within Wirral Council and Health the group membership dropped. The Wirral SEND Partnership Service monitoring/advisory group membership includes the following roles;

- Independent Chair
- Education representative
- Health representative (DCO)
- Children’s Social Care representative
- Wirral Council SEND Team representative
- Early Years representative
- Young person
- Parent representative
- SEND Partnership Manager

Staffing for the period

Michelle Jones – Wirral SEND Partnership Manager (Full time)

Tina Wallace – Senior SEND Casework Officer (0.65 FTE)

Lynne Tasker – Casework Officer (0.6 FTE)

Winnie NG – Information and Administration Officer (0.85 FTE)

Staff training completed during the period

During this period staff completed the following training and continuous personal development;

- Helpline Training - Comprehensive Communication & Vicarious Trauma - This training is part of the IASS Network training offer to all SENDIAS Services in England and all Wirral staff have completed this training day
- IPSEA Refresher training - Each year the IASS Network provides an opportunity for staff who have completed levels 1, 2 & 3 of IPSEA Training to attend a refresher, the contents of which are dependent on the needs of delegates and includes the latest updates in relation to any forthcoming changes to legislation and practices, as well as the latest in Case Law
- The Equality Act Training & Workshop - Wirral SENDIASS Service Manager and the Senior Caseworker attended a training and workshop session to refresh knowledge in relation to this subject, as part of training provided by the Regional IASS Network operated by The Council for Disabled Children.
- WIRED internal organisation training pathway accredited by “i am” and “access” accreditation bodies – All WIRD staff complete an internal training pathways covering safeguarding, health and safety, data protection and GDPR, customer service, mental health awareness, lone working and a range of other operationally specific training on an annual basis

3. Strategic Planning and Participation

During this period Service staff have been actively involved in the following;

- Local Offer (SENDLO) Development meetings
- Written Statement of Action meetings and planning
- Improvement Notice meetings and planning
- SEND Transformational Board meetings
- SEND Strategic Board meetings
- Local Area SEND Partnership Board meetings
- SEND Health Partnership Group meetings
- Parent Carer Participation Wirral meetings
- Wirral Family Hub Group meetings
- SEND Specialist School Event (Held at the Hive, Birkenhead)
- SEND Strategic Performance Group meetings
- Parent Carer Listening event (Held at the Lauries, Birkenhead)
- The Positivitree Coffee Morning events
- SEND Engagement Event – Wirral Met College
- Wirral SENCO Network events and meetings

Regional and National links

During this period the service has linked with Regional SENDIASS to share practice and training opportunities, access national information and feedback, and discuss the remit of SENDIASS as a wider topic. The Wirral SEND Partnership Manager routinely attends the Regional Network meetings for the North West.

4. Service data for the period

4.1. Service KPI data for the period 01.09.2023 – 31.08.2024

Sep 2023 - Aug 2024		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug
Performance Indicator	Description	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug
Number of people using the service carried over from previous reporting period	These are open cases, return enquiries for next steps advice, tribunal cases etc	268	170	179	170	174	171	91	95	70	84	71	73
Number of self referrals into the service	Number of clients who referred themselves	112	86	99	34	75	97	110	78	79	85	86	53
Number of eligible referrals into the service from other organisations	Number of clients referred by other organisations	10	22	13	11	7	11	3	6	7	9	10	2
Number of ineligible referrals into the service not accepted	Number of ineligible referrals	0	1	2	3	2	2	3	3	1	1	5	3
Total number of people seen during the month	How many individual have used the service during month	168	177	192	196	287	308	184	179	156	171	167	119
Number of referrals responded to within 5 working days	As adjacent	112	105	101	45	72	97	109	83	86	95	91	53
Number of referrals not responded to within 5 working days	As adjacent	10	0	11	0	10	11	5	1	0	1	6	0
Number of referrals where person referral has refused the service offered	As adjacent	0	0	0	0	0	2	0	0	0	1	0	1
Number of people using the service who have been referred to other services	As adjacent	1	3	14	1	4	18	12	9	8	15	17	8
Number of identified re-referrals into the service	People already known to the service returning to use the service again	8	14	16	6	8	22	16	18	21	12	22	12

4.2 Changes and trends observed when comparing to the previous year/period 01.09.2022 - 31.08.2023

The Wirral SEND Partnership Service has observed a significant increase in the number of people using the service within the last 12 months, see table below;

New enquiry comparison	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Year total
Period 01.09.2022 - 31.08.2023 - Total new enquiries for the month	63	62	52	56	89	81	96	81	106	77	70	35	868
Period 01.09.2023 - 31.08.2024 - Total new enquiries for the month	122	108	112	45	82	108	113	84	86	94	96	55	1105
% Increase in new enquiries by month	94%	74%	115%	-20%	-8%	33%	18%	4%	-19%	22%	37%	57%	27%

The data shows the following trends;

- An overall 27% increase in the number of new enquiries
- A number of significant spikes in enquiries, notably November 2023, which observed more than double the enquiries observed in November 2022
- The historical trend amongst SENDIAS services is that July and August are quieter months, however July and August of 2024, were 37% and 57% respectively busier than the same months in 2023.

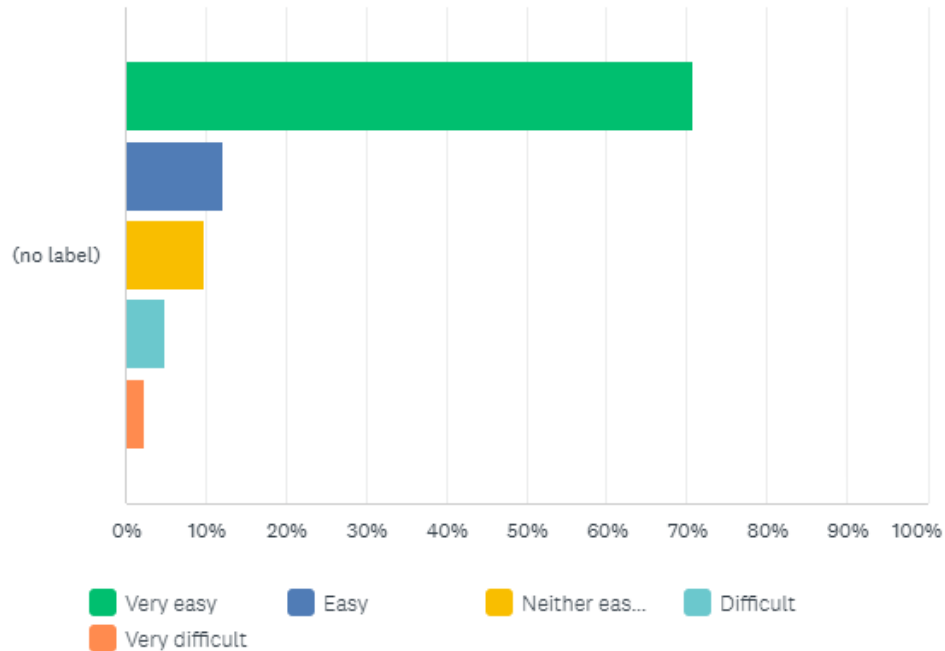
4.3 Deep dive into the data and themes and trends reported to Wirral Council by Wirral SEND Partnership Service

As part of WIRED's contract monitoring arrangements with Wirral Council, WIRED provides a quarterly "Keeping In Touch" (KIT) report that includes a detailed quarterly review of SENDIAS service data and trends reported to commissioners. These reports are available appropriately upon request.

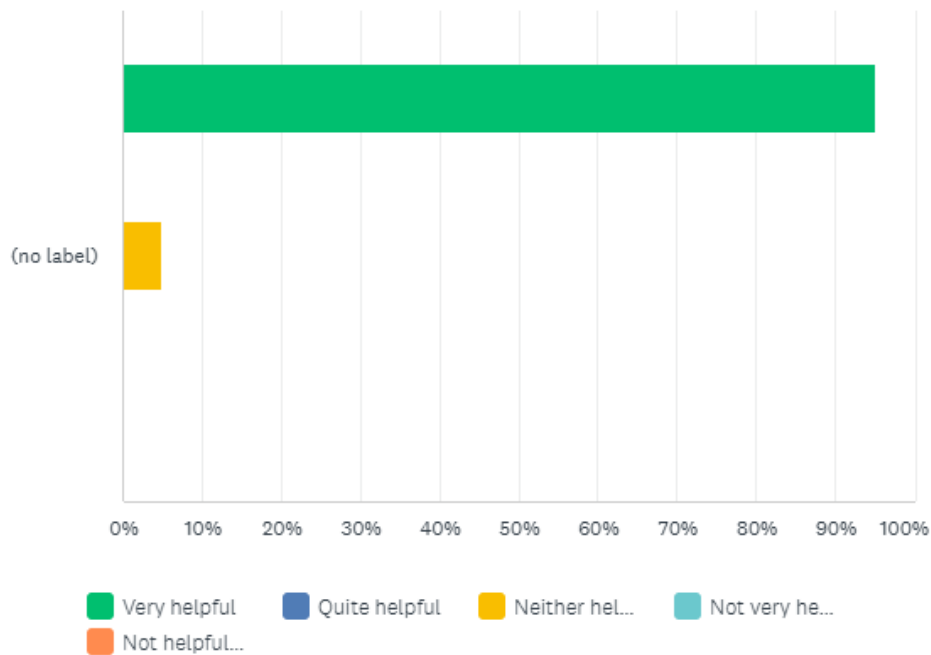
5. Service Feedback

Wirral SEND Partnership routinely collected feedback from people who have accessed our service, here is what people have told us between 01.09.2023 – 31.08.2024

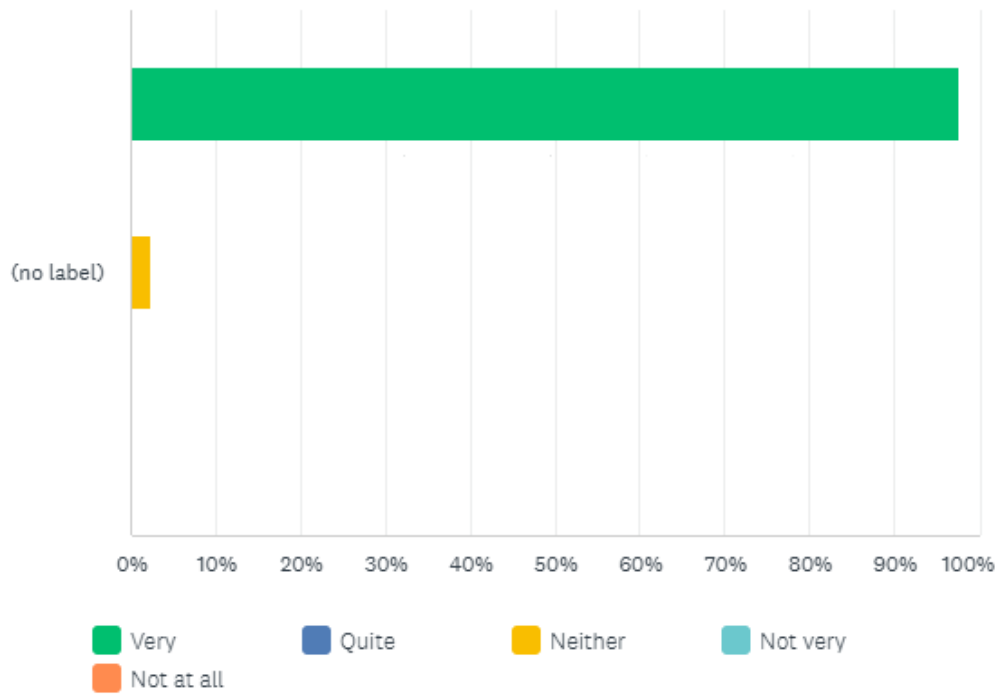
“How easy was it to contact us?”



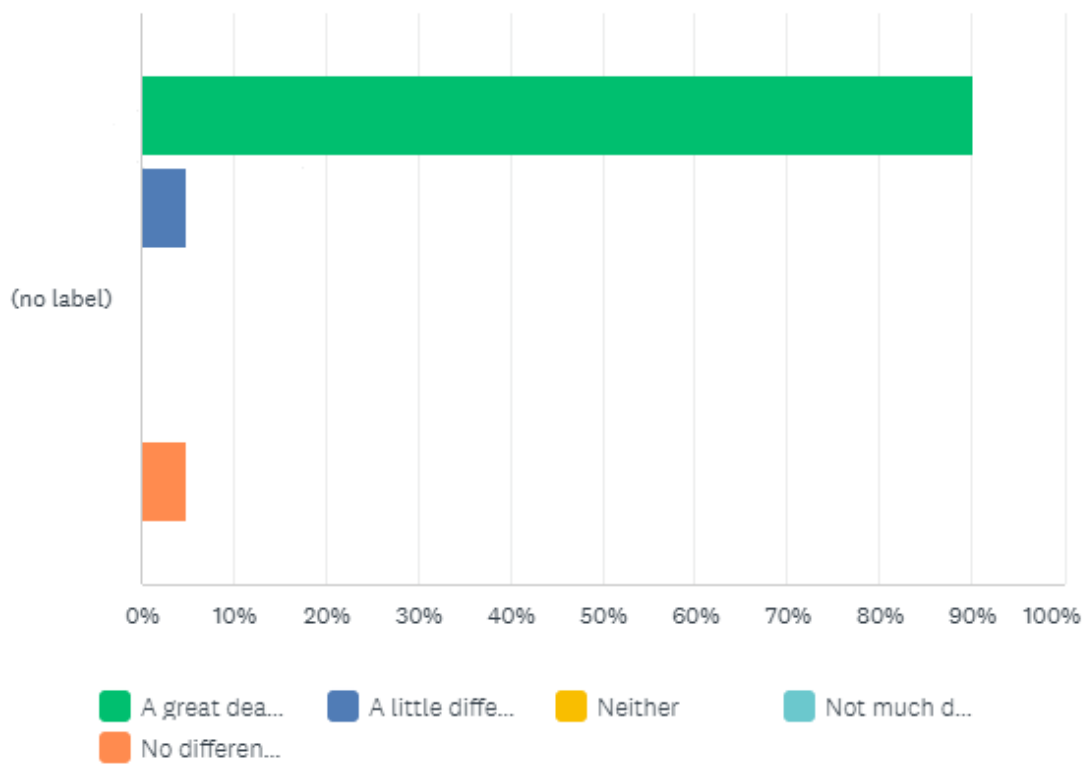
“How helpful was the Information, Advice and Support we gave you?”



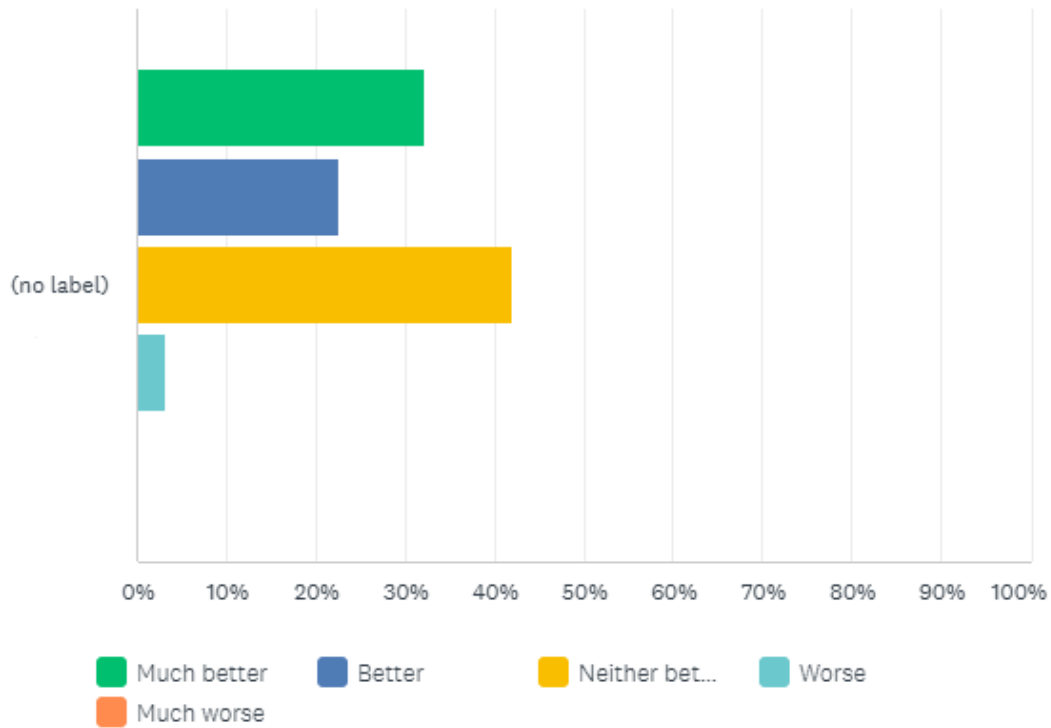
“How neutral, fair and unbiased do you think we were?”



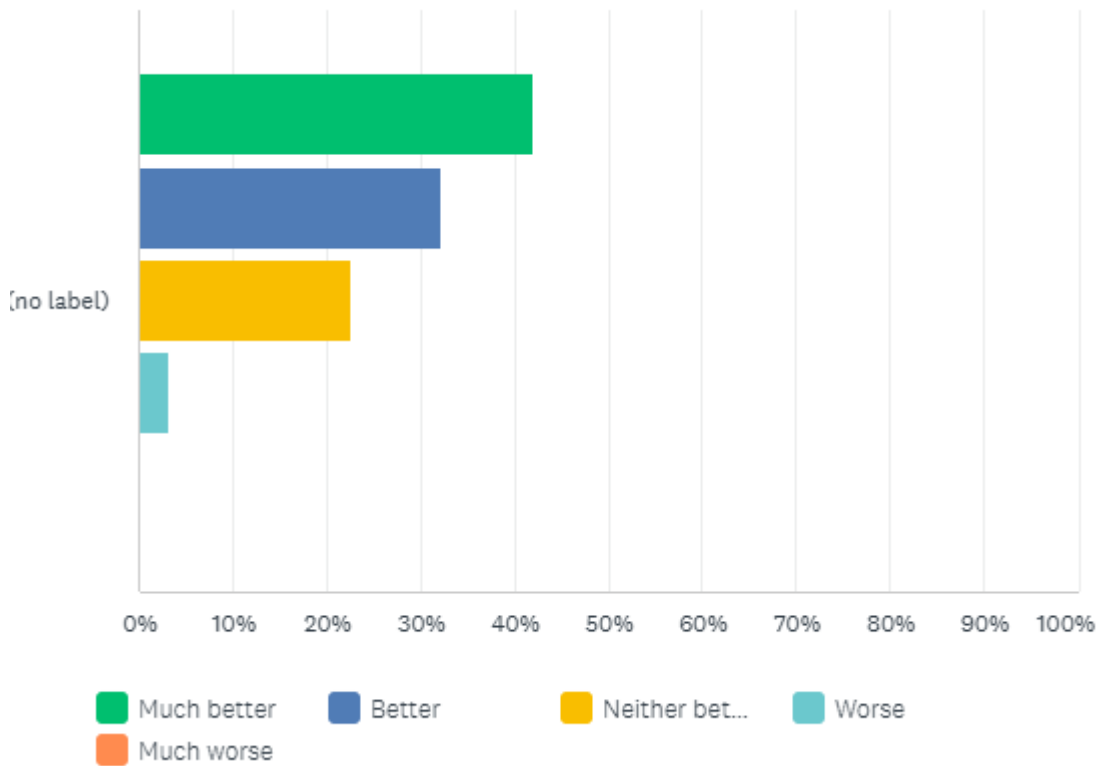
“How much difference do you think our information, advice and support has made for your family?”



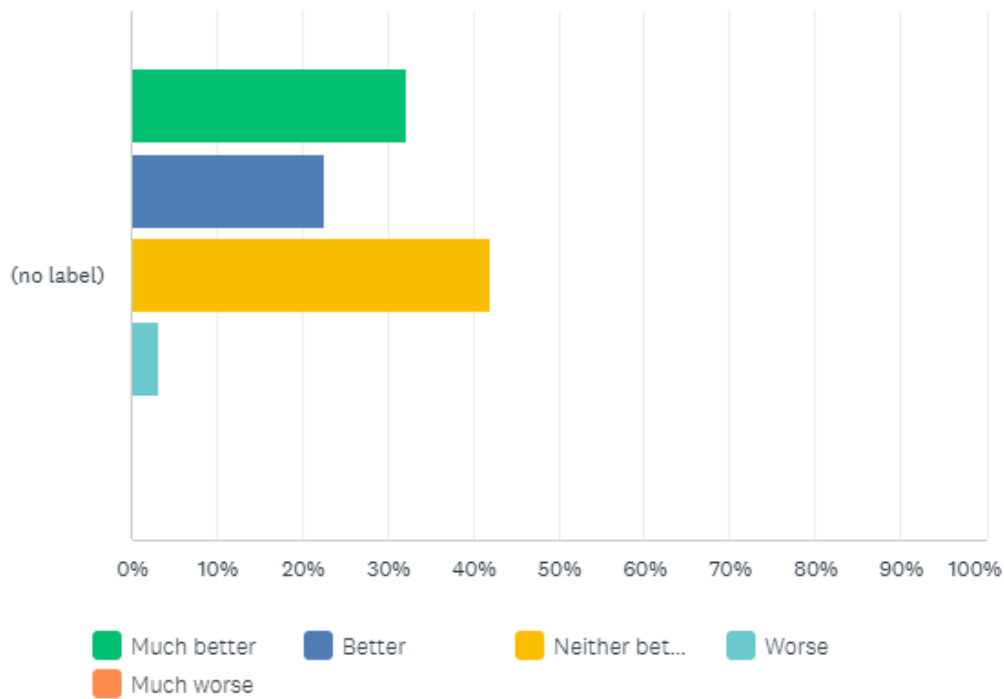
“Do you feel that Wirral SEND Partnership Service information, advice and support enabled you to have a better relationship with your child’s early years setting, school or college?”



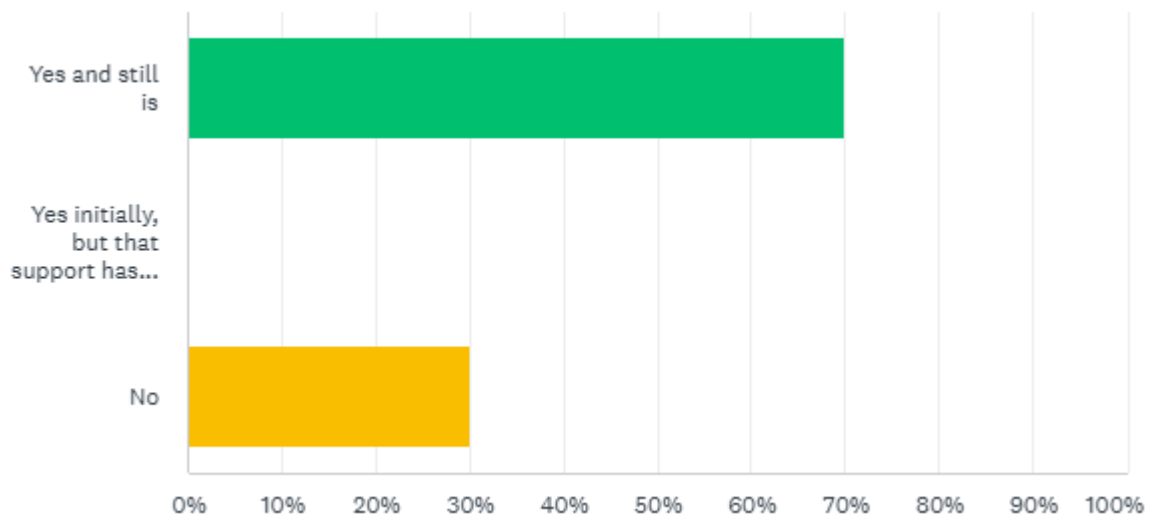
“Do you feel that Wirral SEND Partnership Service information, advice and support enabled you to have a better understanding of the SEND system?”



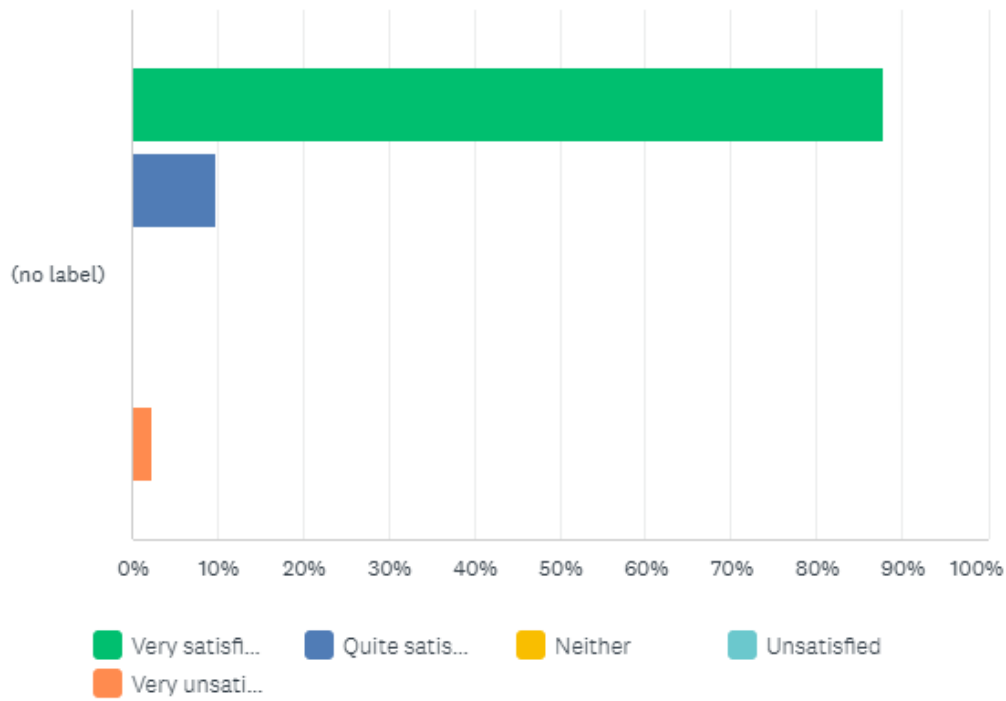
“Do you feel that Wirral SEND Partnership Service information, advice and support enabled you to have a better relationship with your child’s early years setting, school or college?”



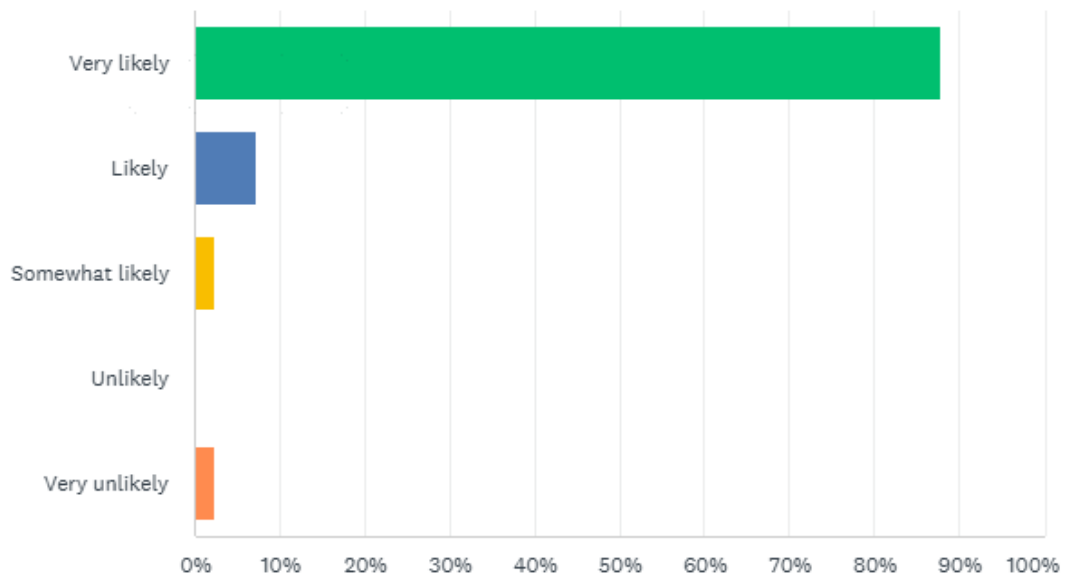
“Did your child receive better support at any point after the information, advice and support from Wirral SEND Partnership?”



“Overall how satisfied are you with the service provided?”



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



Quotes from individuals who access the service during the period 01.09.2023 – 31.08.2024

“Outstanding support, empathy & understanding was received by our family. Knowledge of the systems & code of practice was excellent. I wish you ever more continued success & increased funding so you can employ more experts to continue your much needed service.”

“They have helped me so much over an EHCP that was taking too long and got in touch with the school and helped me sort it better”

“Yes without the help of wired my son would not be in a better place now”

“Very informative and helpful, really helped me in regards to applying for my sons EHCP giving me lots of templates via email following a telephone conversation”

“Just amazing people and the worry I was going through they helped so much literally couldn't do it with you guys”

6. Challenges and Priorities for the period 01.09.2024 – 31.08.2025

The Wirral SEND Partnership challenges and priorities for the next year include:

- Re-launching the advisory group for the service, which will require the identification of a new chair and an updated membership of the group due to the changes in staffing within key stakeholder organisations that need to be represented on the group.
- Demand for the service is continuing to increase which will mean that the service will need to explore options for maximising efficient use of both staff and also self-help resources.
- Service delivery costs are increasing as a result of the increase in the minimum wage and also the increase in cost of living generally, this is a significant challenge as demand for the service is increasing but the level of resource available decreases each time service delivery costs increase.
- Case complexity is continuing to increase – this poses a significant two fold challenge as increased complexity generally means more casework hours needed for cases, and alongside this, the requirement for casework officers to continuously increase the breadth of their knowledge is more present than ever before.

This again, leads to more time needing to be taken out from service delivery to undertake training, a longer lead in period before newly recruited casework staff are able to practice independently and sometimes challenges in actually sourcing training around very niche areas of health and social care legislation in particular.



Wirral SEND Partnership

How to access our services

Parents or young people can contact our services directly using the telephone number or email address below. Professionals can also contact Wirral SEND Partnership in the same way.

How to contact Wirral SEND Partnership

To contact Wirral SEND Partnership please call on:

0151 522 7990 – Option 2 (staffed Monday to Friday 9am – 4.30pm)

or email ias@wired.me.uk

