



Wirral SEND Partnership

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(SENDIASS)

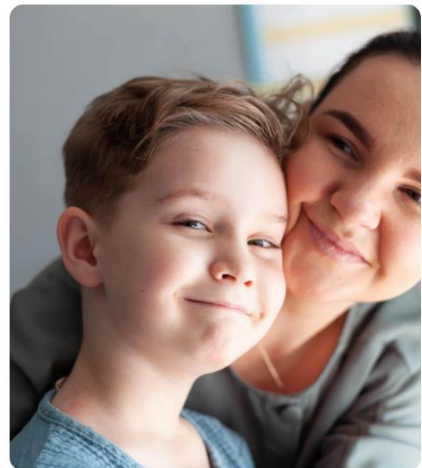
Interim Annual Report

1st September 2024 – 31st March 2025

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1. Introduction

Under the Children and Families Act (2014) each Local Authority in England is required to provide a Special Educational Needs and Disabilities Information Advice and Support Service (SENDIASS). In Wirral, this service is known as Wirral SEND Partnership.

Chapter 2 of the SEND Code of Practice 2014 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. This must include information, advice and support on the take-up and management of Personal Budgets. In addition, in carrying out their duties under Part 3 of the Children and Families Act 2014, local authorities must have regard to the importance of providing children and their parents and young people with the information and support necessary to participate in decisions.

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.

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.”

IAS Services are governed by a set of National Minimum Standards for IASS, which were produced by The Council for Disabled Children, in consultation with the DfE. They are based on the law, the SEND Code of Practice. The Council for Disabled Children operates the National IAS Network (IASSN) and are responsible for providing training and support to IAS Services.”

The impartiality of SENDIASS is a cornerstone of its operational ethos. This principle ensures that the service provides objective, unbiased information, advice and support, allowing Parents/Carers, Children and Young People to make informed decisions autonomously.

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 national IAS Services (SENDIASS) including training, resources, ensuring that IASS are kept up-to-date to the latest developments nationally, including case law and the development of a national network forum.

National Minimum Standards for IASS

IAS Services are governed by a set of National Minimum Standards for IASS, which were produced by The Council for Disabled Children, in consultation with the DfE. They are based on the law and the SEND Code of Practice. 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. SENDIASS also secured additional funding from the Integrated Care Board during this reporting period, 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”.

Wirral SEND Partnership Service is an out sourced service that is delivered by Wirral based charity WIRED. The Service is managed by the Wirral SEND Partnership Manager, who is an employee of WIRED. The Service is based in the St James Centre in Birkenhead North, which is a dedicated Family Hub building. SENDIASS staff hybrid work which allows for flexibility of service and making better use of time management.

As Wirral was one of 75 Local Authorities eligible for the UK government’s Family Hubs and Start for Life programme, SENDIASS has secured additional funding to deliver drop-in services at various Family Hub locations across the Borough, during this reporting period. Parent/Carers and Children/Young People will be able to meet with a team member face-to-face and receive initial information & advice and register with the service. The proposal states that SENDIASS will host these sessions at a different location each week, during term time, given that many of Wirral’s Family Hubs are embedded within local Primary Schools.

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 Advisory Group

Re-launching the group has been a priority for the 2024-2025 period. The terms of reference have been refreshed and membership proposals submitted. The group historically met on a quarterly basis. The role of Independent Chair remains vacant, although there is an agreement in place that the nominee for this position will be determined by members, at the first meeting. 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 SENDIASS Caseworker (0.65 FTE)
- Lynne Tasker – SENDIASS Caseworker (0.8 FTE)
- Winnie Ng – Information and Administration Officer (Full time)

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
- Preparation for Adulthood training – The IASS Network commissioned refresher training delivered by the National Development Team for inclusion (NDTi), the objectives of which are to:
 - Increase understanding of Preparing for Adulthood pathways for young people Post 16
 - Understand the evidence base for positive outcomes around; Employment, Friends and Relationships and Community, Independent Living and Good Health including how to support stronger health transitions between children and adults
 - Increase understanding of tools and resources available to support best practice
 - Reflect on and share local strengths, challenges, and opportunities through the eyes of young people with colleagues from other local areas
- WIRED internal organisation training pathway accredited by “i am” and “access” accreditation bodies – All WIRED 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;

- SENDLO Live events
- Participation & Engagement Group meetings
- Written Statement of Action meetings and planning
- Improvement Notice meetings and planning
- SEND Strategic Board meetings
- Local Area SEND Partnership Board meetings
- SEND Health Partnership Group meetings
- Parent Carer Participation Wirral meetings
- Wirral Family Hubs
- SEND Strategic Performance Group meetings
- Wirral SENCO Network events

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, which take place once per quarter, including the in-person North West IASS Annual conference.

4. Service data for the period

a. Service KPI data for the period 01.09.2024– 31.03.2025

	Description	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025
Number of people using the service carried over from previous reporting period	Open cases not dealt with the previous month or those that require a long-term piece of work, inc. Annual Reviews & Tribunals.	54	54	52	45	39	46	61
Number of self-referrals into the service	The number of new enquiries whereby the Parent/Carer/YP has referred themselves.	94	102	77	41	96	168	155
Number of eligible referrals into the service from other organisations	Referrals from partner agencies, including Schools, Family Support services and other VCF providers	7	42	12	4	16	10	19
Number of ineligible referrals into the service not accepted	Enquiries that fall outside of SENDIASS remit. For example may include help with applying for disability benefits; Family does not usually reside in Wirral.	1	4	5	3	4	4	4
Total number of people receiving support at the end of the month	Enquiries and cases that remain open to SENDIASS at the end of the reporting period	265	286	241	235	229	107	137
Total number of people seen during the month	The total number of people that have had contact with the service within the reporting period.	140	164	143	143	125	161	235
Total number of cases/people closed within the month	Enquiries and cases that have been dealt with and no longer require information, advice or support	107	146	87	51	4	117	98
Number of referrals responded to within 5 working days	The service aims to respond to all those who have contacted the service within 5 working days	96	128	89	45	101	174	149
Number of referrals where the person has refused the service offered	Examples: Service no longer required because the matter has been resolved or the service does not meet the person's expectations.	5	16	0	0	11	10	0

Number of sessions with LA teams and external agencies promoting the service	Community-based events such as SENDLO live, Preparation for Adulthood event	2	0	0	0	5	1	3
Current number on the waiting list	The volume of people who have received a 5-day response and are waiting for Caseworker support	4	2	2	3	3	2	137
Number of service users who have disengaged	The number of people who contacted the service, but we were not able to contact back after 3 attempts	12	14	0	0	7	8	14
Number of identified re-referrals into the service	The volume of people who have used the service before and have come back to us for further information, advice or support	23	42	6	13	4	7	18

4.2 Changes and trends observed when comparing to the previous year/period 01.09.2023 – 31.03.2025

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	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Period 01.09.2023 – 31.03.2024: Total new enquiries for the month	122	105	112	45	82	108	114	688
Period 01.09.2024 – 31.03.2025: Total new enquiries for the month	101	144	89	45	112	178	174	843
% increase in new enquiries by month	-17.21%	37.14%	-20.53%	n/a	36.58%	64.81%	52.63%	26.19%

The data shows the following trends;

- An overall 26.19% increase in the number of new enquiries during the period 1st September 2024 – 31st March 2025.
- A number of significant spikes in enquiries, notably January, February and March 2025, which observed an increase of 52.63% enquiries, than were observed over the same period in 2024.

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.

Data Summary

Breakdown of referrals - CDC intervention levels for the period 01.09.2024 – 31.03.2025

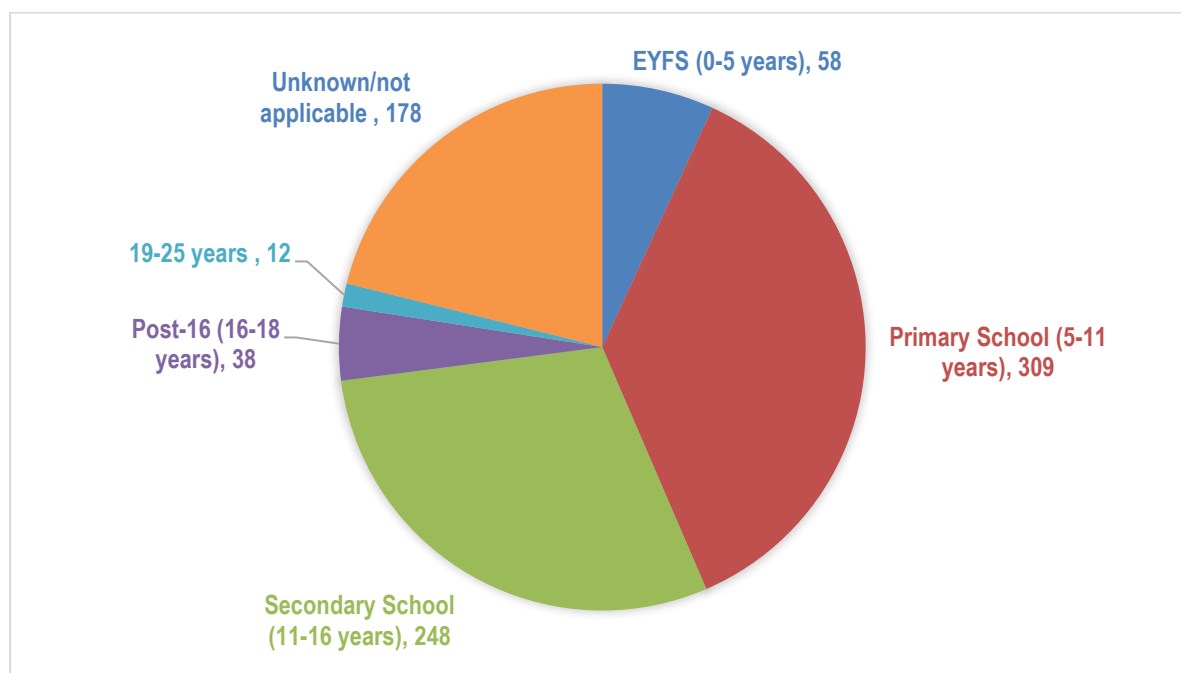
Overall total number of new enquiries for this period: 843

IASS intervention levels are a framework developed by the Council for Disabled Children used to differentiate the types of support provided to families and young people with SEND. These levels help tailor the support based on the complexity and needs of each case, ranging from generic information and specific advice to more intensive casework and advocacy.

Level	Need	No. of contacts
1	Information: Parent/Carer/YP is able to self-advocate and requires generic advice in order to make an informed choice/better understand the system	328
2	Advice: Parent/Carer/YP is able to self-advocate but requires information & advice that is tailored and specific to their circumstance/enquiry	240
3	Support: High complexity – the needs of the Parent/Carer/Child/YP and/or the complexity of their circumstance significantly impacts on their ability to navigate the system – Advocacy may be required	94
4	Support & representation: High needs; High complexity – the needs of the Parent/Carer/Child or YP and/or the complexity of their circumstance means that they are not able to independently navigate the system and/or access justice	128
n/a	Number of enquiries that do not align with IASS intervention levels	53
Total		843

Age range/Stage of education

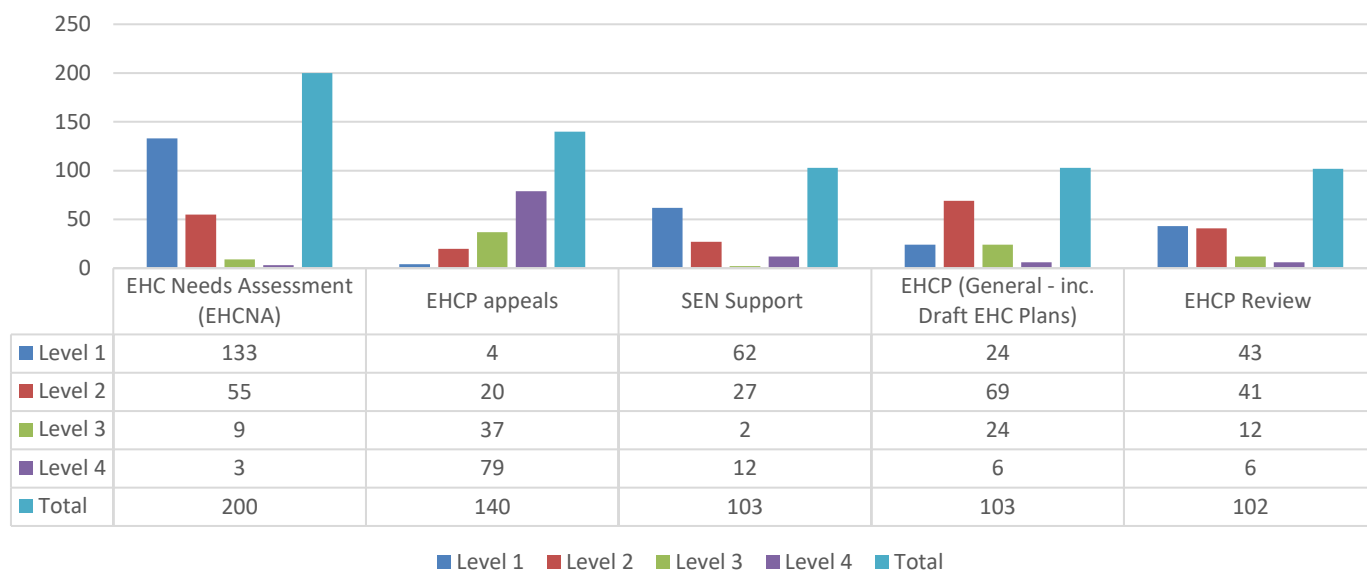
Breakdown of new referrals according to age/stage of education 01.09.2024 – 31.03.2025



Common themes

The graph below demonstrates the 5 most frequent lines of enquiry for the period between 1st September 2024 and 31st March 2025, by contact category. This accounts for contacts that the service received over this period, with the remainder having disengaged, or the enquiry does not align with the service remit.

Top 5 most frequent SENDIASS enquiries for the period 01.09.2024 - 31.03.2025



4.3.1 EHCNA (Education, Health & Care Needs Assessment)

Overall total number of EHCNA enquiries: 200

Parents/Carers and Young People may find themselves at various stages of the Educational Health Care Needs Assessment (EHCNA) process, ranging from those seeking preliminary information and guidance to individuals whose assessments have surpassed the statutory timeframe. The narrative below provides a breakdown of the number of EHCNA enquiries and the Child/Young Persons or Parent/Carers circumstances for the period 1st September 2024 to 31st March 2025.

No active EHCNA request

86 Parent/Carers/Young People were seeking initial information & advice about the EHCNA process and how to make a Parental or Young Person request. Of these 6 required support to make a Parental request for EHCNA.

Active EHCNA requests

59 Parent/Carers/YP reported that there was an outstanding EHC Needs Assessment request, although they had not received a decision from the LA. Of these, 36 Parent/Carers reported that their request for assessment had exceeded the 6-week statutory timeframe and they had not received any communication from the LA.

These Parent/Carers were provided with information about the EHCNA process, SEN Support and the graduated approach and were also signposted to IPSEA and Wirral's Local offer, SENDLO.

Agreement to assess

40 Parent/Carers/Young people had received an 'agreement to assess' decision letter. Of these, their primary reason for contacting the service:

- Section A: Providing Parental advice for the purposes of the EHC Needs Assessment.
- EHCNA exceeded statutory timeframe: Parent/Carers reported that their child or young person's EHCNA had exceeded the 20-week statutory timeframe and they had not received a decision to issue an EHC Plan.
- Understanding the process: Parent/Carers seeking information and advice in relation to the EHC Needs Assessment process, including consultations with Schools of Parental choice and choosing a suitable setting.

These Parents were advised of the SENDSTART Team restructure and directed to SENDLO to check the details of which SENDSTART Caseworker had been allocated to their child's School and the Locality teams' contact details. They received advice about steps that could be taken to manage their situation effectively.

EHCNA complete

25 Parent/Carers reported that they considered their child or young person's EHCNA complete, although they had not received a decision to issue an EHC Plan. 100% of these had exceeded the 20-week statutory timeframe. Information and advice provided as indicated above.

4.3.2 Appeals - Overall total number of EHCP Appeals (up to pre-registration) by type

Type of Appeal	No. of enquiries		
Sections B & F	10	Of these, enquiries including Health sections	11
Sections B, F & I	99	Of these, enquiries including Social Care Sections	1
		Of these, enquiries including Health & Social Care sections	3
Section I only	2		
Cease to maintain	4		
Refusal to assess	14		
Refusal to issue	11		
Total	140		

The number of Appeals handled by SENDIASS may differ from those managed by the Wirral Mediation & Disagreement Resolution Service. This discrepancy occurs because not all Parents, Carers, or Young people opt for or request SENDIASS assistance with their appeals. Typically, this is due to one of two reasons: either the Parent/Carer feels capable of managing the Appeal independently, or they have enlisted the help of an Independent SEND Advocate.

It is important to note that SENDIASS support is not requested for all Appeals cases. Many of these cases are effectively resolved through the Wirral Mediation & Disagreement Resolution Service without the need for or the requesting of, additional intervention from SENDIASS.

Breakdown of Appeals enquiries by complexity (This heading needs should not be in bold if in sync with rest of doc formatting)

Level 1: General information.

Number of enquiries: 4

Parent/Carers receive general information in relation to the following:

- Types of Appeals and the sections of an EHCP that can be appealed;
- How to decide which sections of the EHC Plan to Appeal;
- How to check the Final Amended EHC Plan;
- Initial IAS re: Considering Mediation & a brief overview of the Mediation process;
- An overview of the Appeals timeline & process
- How to lodge an Appeal with the First-Tier Tribunal;
- Signposting to the relevant webpage where the Parent can download a copy of the SEND35 – Application to the First-Tier SEND Tribunal

Level 2: Specific and Tailored advice

Number of Level 2 EHCP Appeal enquiries: 20

Parent/Carers are provided with a pre-booked telephone advice slot with a Caseworker is arranged. Advice provided is tailored to the Parent/Carer's specific circumstances and includes:

- Caseworker review of the child or young person's EHC Plan and Section K advice where applicable and feedback provided or;
- Caseworker review of evidence and advice in relation to the thresholds for EHC Needs Assessment/issuing an EHC Plan/Cease to maintain an EHC Plan
- Advice in relation to considering which sections of the EHC Plan to Appeal;
- How to check the Final Amended EHC Plan;
- Initial IAS re: Considering Mediation & a brief overview of the Mediation process;
- An overview of the Appeals timeline & process
- How to lodge an Appeal with the First-Tier Tribunal.

Level 3 – High complexity

Number of enquiries: 37

Parent/Carers/YP are considered a Level 3 case when their circumstances are so complex that it significantly impacts on their ability to navigate the system independently. These Parent/Carers/YP are generally able to self-advocate and take next steps independently, following advice. The Parent/Carer/YP will be allocated to a Caseworker, who will provide ongoing information and advice, as above and support or advocacy, when required, throughout the Appeals process.

Level 4 – High needs; High complexity

Number of enquiries: 79

This applies to all young people and for Parent/Carers who, because of their own needs or circumstances are unable to navigate the system/access justice without support and advocacy/representation. These Parent/Carers Young People are allocated to a Caseworker, who will act as an advocate or representative and will provide a high level of support throughout the Appeals process.

4.3.3 SEN Support

Overall total number of enquiries: 103

Parent/carers who contacted our service within this category made enquiries relating to:

- Unidentified SEND
- The help and support their child receives in School (Graduated approach)
- Attendance issues, including EBSA and children who are unable to attend School for Health reasons
- Access Arrangements for tests and public examinations
- Alternative Provision – those who want Alternative Provision for their child and those who are opposed to the School's suggestion of Alternative provision

Breakdown of SEN Support enquiries by complexity

Level 1: Generic information

Total number of Level 1 SEN Support enquiries: 62

Parent/Carers requested and were provided with general information about:

- The duties and responsibilities of Schools/Local Authorities to identify children and young people with SEND.
- The SEND register and the four broad areas of need.
- The graduated approach/SEN Support.

- Understanding Health advice and diagnoses and the relevance this has in terms of SEND.
- Access arrangements for tests/exams
- Alternative provision

Level 2: Specific and tailored advice

Number of enquiries: 27

Parent/Carers were provided with a pre-booked telephone appointment with a Caseworker for tailored advice, specific to their circumstances. This specific and tailored advice covers;

- The duties and responsibilities of Schools/Local Authorities to identify children and young people with SEND.
- Pre-meeting advice including questions to ask the School and the aims of asking those questions
- Advice around the SEND register and the four broad areas of need.
- The graduated approach/SEN Support and School funding.
- Understanding Health advice and diagnoses and the relevance this has in terms of SEND.
- Access arrangements for tests/exams
- Information and advice about alternative provision and their rights as a Parent, including Transport issues.

Level 3 High complexity

Total number of enquiries: 2

Parent/Carers require support to liaise with professionals and for SENDIASS to provide some advocacy. May also include attending a meeting at School in relation to issues such as:

- Access arrangements
- Alternative provision
- Information regarding school counselling for their child and concerns around transition
- Breakdown in the relationship between themselves and their child's School.
- The Graduated Approach

Level 4: High needs; High complexity

Total number of enquiries: 12

Support & representation: the needs of the Parent/Carer/Child or young person and/or the complexity of their circumstances means that they are not able to independently navigate the system and/or access justice. Under the category of SEN Support, the circumstances are usually complex because:

- There has been a breakdown in the relationship between themselves and the School.
- The Parent/Carer/Young person has a different view of the child or young person's SEN Support that has been put in place, or should be ordinarily available, than the School.
- The School have indicated that the child requires Alternative Provision and the Parent opposes, or vice versa.
- Frequently requires attendance to a School meeting

4.3.4 EHCP (General – including Draft EHC Plans)

Overall total number of enquiries: 103 (of which 53 were Draft EHC Plans)

Parent/Carers/Young people whose inquiries fall within this contact category are those whose child or young person has either received a Draft Education, Health and Care (EHC) Plan or already has an EHC Plan in place. There are several sub-categories recorded under 'EHCP inquiries' including the most common types of inquiry:

General content inquiries

When a Parent/Carer/Young Person has a general question about their child's EHC Plan and they are outside of the Annual Review process.

Section J

Parent/Carers/Young people seeking Information and advice about how to obtain a Personal Budget/Direct payments and how they relate to the provision outlined in Section F.

Draft EHC Plan

Typically when a Parent/Carer has received a Draft EHC Plan and has 15 calendar days to provide a response and make Parental representations.

Relocation to/from Wirral

Where a family has recently moved to the local area or is planning to move to another Local Authority area and needs advice about transferring an EHC Plan from one Local Authority to another. These Parent/Carers usually also need information about schools in the area they are moving to.

Breakdown of EHCP (General) enquiries by complexity

Level 1 – Generic information

Overall number of Level 1 EHCP (General) enquiries: 24

Number of Level 1 enquiries within this contact category that related specifically to Draft EHC Plans: 4

Number of other Level 1 EHCP (General) enquiries: 20

Parents/Carers requested general information about:

- Checking a Draft Plan
- Statutory time frames
- Choosing a School and the consultation process
- Signposted to SENDLO and IPSEA for further information

Parent/Carers whose contact with the service unrelated to Draft EHC Plans, are those whose child or YP already have an EHC Plan in place and are not currently in the Annual Review process. Typical general enquiries such as this include:

- Requests for contact information of their child's or the young person's SENDSTART Caseworker, given the changes that have been made recently following the restructure of the Statutory Assessment Team. These Parent/Carer's were signposted to SENDLO where this information is listed according to Locality and the name of their child's School.
- Information in relation to Personal Budgets and Direct payments
- Parent/Carers who have recently relocated to Wirral, or are moving out of the area, seeking information about the process of transferring the child or young person's EHC Plan to another Local Authority area and how to find information about Schools in the area.

Level 2 – Specific & tailored advice

Overall number of Level 2 enquiries: 69

Number of Level 2 enquiries within this contact category that related specifically to Draft EHC Plans: 43

Number of other Level 2 EHCP (General) enquiries: 26

Parent/Carers/YP approached the service seeking advice in relation a Draft EHC Plan to help them navigate the process of checking through the Draft Plan, making Parent representations and providing the LA with information relating to the setting or type of setting they would prefer for their child or YP. Typically, Parent/Carers at Level 2 Draft EHC Plan enquiries are not seeking an alternative educational setting to be named in Section I.

Parent/Carers received tailored advice that is specific to their circumstances including:

- A pre-booked telephone appointment from a Caseworker. If the Parent/Carer has sent the Draft Plan and Section K advices ahead of this, the Caseworker will have reviewed the information available prior to the call.
- Checking a Draft EHC Plan: a step-by-step guide as to how an EHCP must be set out in accordance with Section 12 (1) of the SEND Regulations 2014, including an overview of each section of the EHC Plan.
- Choosing a School and the consultations process: information about the different types of setting and the importance of selecting a setting, according to their child or young person's primary SEN.
- Signposting to the Local Offer website SENDLO to find out more information about educational settings in the Local Area and surrounding areas.

Other Level 2 EHCP (General) enquiries include:

- Relocation: Parent/Carers who had recently relocated to Wirral and requested information and advice about the process of moving an EHCP from one Local area to another, as well as information about Schools in the local area.
- Section J of the EHC Plan - Personal Budget/Direct Payments: Advice in relation to understanding the contents of the child or young person's EHC Plan and information about Personal budgets and how this links to provision in Section F of an EHC Plan.
- General enquiries: Issues with funding arrangements and the child receiving provision, in accordance with Section F of the EHC Plan.
- Complaints: Parent/Carer's who reported that they had received a Draft EHC Plan, made parent representations, but not received a Final EHC Plan from the LA within the statutory timeframe.

Level 3 – High complexity

Total number of Level 3 EHCP (General) enquiries: 4

There were no recorded Level 3 Draft Plan enquiries during this period

Number of other Level 3 EHCP (General) enquiries: 4

Whilst Parent/Carers were able to self-advocate both cases were very complex and the Parent/Carers required a high level of SENDIASS advice and support to help them navigate the system. These enquiries were in relation to:

- Complex enquiries in relation to a breach of absolute statutory duties under Section 42 of the Children and Families Act 2014: Failure to secure provision in Section F of an EHC Plan.
- Complex enquiries relating to an agreed EOTAS package and personal budget

Level 4 – High needs support

Total number of Level 4 EHCP (General) enquiries: 6

Number of Level 2 enquiries within this contact category that related specifically to Draft EHC Plans: 6

Draft EHC Plans enquiries increase in complexity when a longer-term piece of work is required. This is typically when there is a disagreement or a potential disagreement and the Parent/Carer or young person require ongoing information and advice. The complexity of their circumstances and/or their needs means that without support, the

Parent/Carer/young person would not be able to independently navigate the system and/or access justice. Issues raised during this period include:

- Parent/Carer is seeking an alternative educational setting to their child's current School;
- There is a disagreement in relation to the contents of the Draft EHC Plan
- There is a disagreement about proposed funding arrangements

Information, advice and support provided includes:

- Support to make Parent representations for a Draft EHC plan.
 - Feedback in the form of an annotated Draft EHC Plan based upon discussions with the Parent, review of the Section K advice and any non-compliant terms or language.
 - Liaison with SENDSTART Caseworker or other professionals.
 - Advocacy/making representations on behalf of the Parent/Carer/YP.
 - Face-to face appointment/meeting support
-

4.3.5 EHCP Reviews

Overall number of enquiries = 102

There were a total of 102 enquiries relating to EHCP Review, ranging from those seeking preliminary information and guidance to individuals whose Review has surpassed the statutory timeframe. There are three types of EHCP Review:

Annual Review

Section 44 (1) (a) (b) of The Children & Families Act 2014 states:

- (1) A local authority must review an EHC plan that it maintains—
 - (a) in the period of 12 months starting with the date on which the plan was first made, and
 - (b) in each subsequent period of 12 months starting with the date on which the plan was last reviewed under this section

Interim Review

An early or emergency review of the EHC Plan, which is necessary if any major changes to the EHC Plan are required e.g. a breakdown in the placement named in Section I.

Transition Review

9.179 – 9.180 of the SEND Code of Practice 2014 states:

9.179 - An EHC plan must be reviewed and amended in sufficient time prior to a child or young person moving between key phases of education, to allow for planning for and, where necessary, commissioning of support and provision at the new institution.

The review and any amendments must be completed by 15 February in the calendar year of the transfer at the latest for transfers into or between schools. The key transfers are:

- early years provider to school
- infant school to junior school
- primary school to middle school
- primary school to secondary school, and
- middle school to secondary school

9.180 - For young people moving from secondary school to a post-16 institution or apprenticeship, the review and any amendments to the EHC plan – including specifying the post-16 provision and naming the institution – must be completed by the 31 March in the calendar year of the transfer.

Breakdown of EHCP Review enquiries by complexity

Level 1 – Generic information

Overall number of Level 1 EHCP Review enquiries: 43

Number of Level 1 Annual Review enquiries: 23

Number of Level 1 Interim Review enquiries: 15

Number of Level 1 Transition Review enquiries: 5

Parent/Carers who contacted our service with a query within this level of intervention received general information, including:

- General information about the Annual Review process, including the duties and responsibilities of Education, Health & Social Care professionals.
- General information about the outcomes of Annual Review and their meaning
- General information about the right of Appeal
- General information about Preparation for adulthood, where appropriate
- General information about personal budgets and direct payments

Interim Review enquiries information includes all of the above, with the variation of how an Interim review is requested and the circumstances under which one may be necessary.

Transition review enquiries information includes the following:

- General information about the Transition review process, including timeline
- General information about the process of consultations with Schools/settings and a general overview of the different types of setting
- Signposting to SENDLO for information about educational settings in the local area and surrounding areas.
- Signposting to IPSEA

Level 2: Specific & Tailored Advice

Overall number of Level 2 EHCP Review enquiries: 41

Number of Level 2 Annual Review enquiries: 22

Number of Level 2 Interim Review enquiries: 11

Number of Level 2 Transition Review enquiries: 8

Parent/Carers receive the same information as those at Level 1 and in addition, a bookable telephone advice slot to discuss the specifics of their circumstances and to receive tailored advice.

Level 3: High complexity

Overall number of enquiries: 12

Number of Level 3 Annual Review cases: 12

Number of Level 3 Interim Review cases: 0

Number of Level 3 Transition Review cases: 0

Any EHCP Review case that is particularly complex and requires a longer-term piece of work is allocated to a Caseworker. Parent/Carers at Level 3 under the category of EHCP Review are able to take some next-steps advice and advocate for themselves and/or their child/YP. A case is considered complex in a number of different circumstances, including:

- Where major changes are required to one or more appealable sections of an EHCP
- Where there is a dispute between the LA and the Parent/Carer/YP in relation to any of the appealable sections
- There is a dispute in relation to Sections B & F of the EHC Plan.
- A reassessment of need is required

Parent/Carers at level 3 are allocated to a Caseworker and require ongoing information and advice.

Level 4: High needs; high complexity

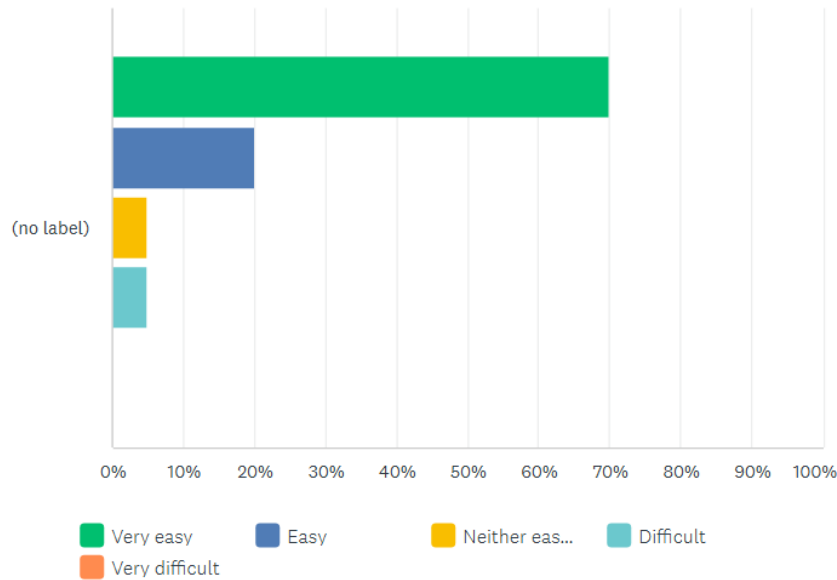
Overall number of enquiries: 6

Parent/Carers or Young People whose enquiry falls within the contact category EHCP Review under Level 4, because without SENDIASS support, they would not be able to advocate for themselves, their child or Young Person, or navigate the process effectively.

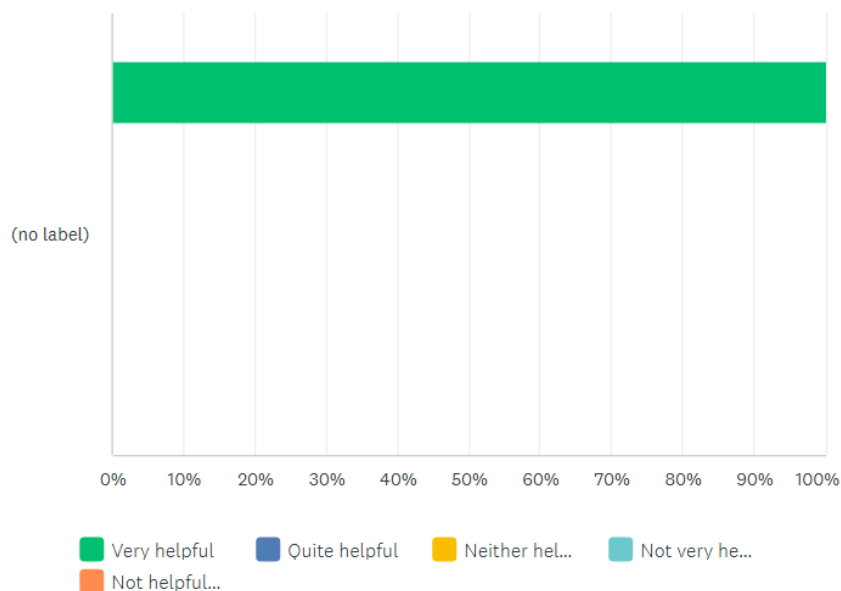
5. Service Feedback

Wirral SEND Partnership routinely collected feedback from people who have accessed our service, here is what people have told us between 01.09.2023 – 31.03.2025

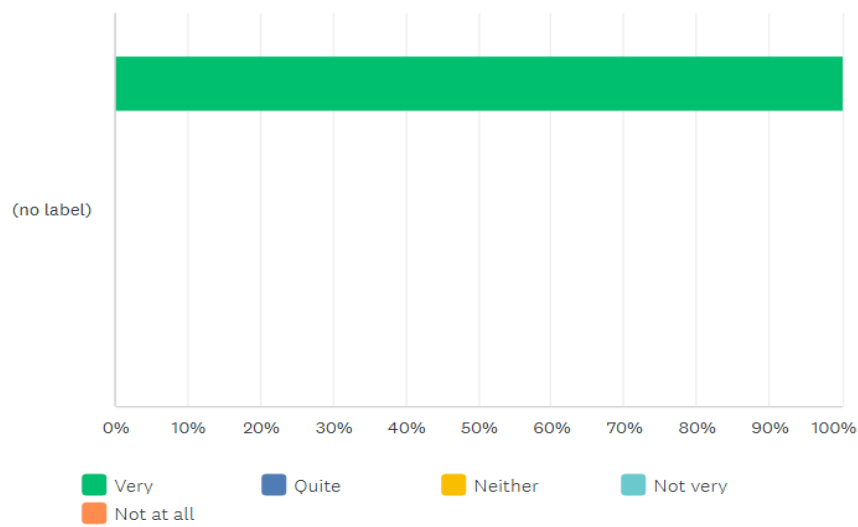
“How easy was it to contact us?”



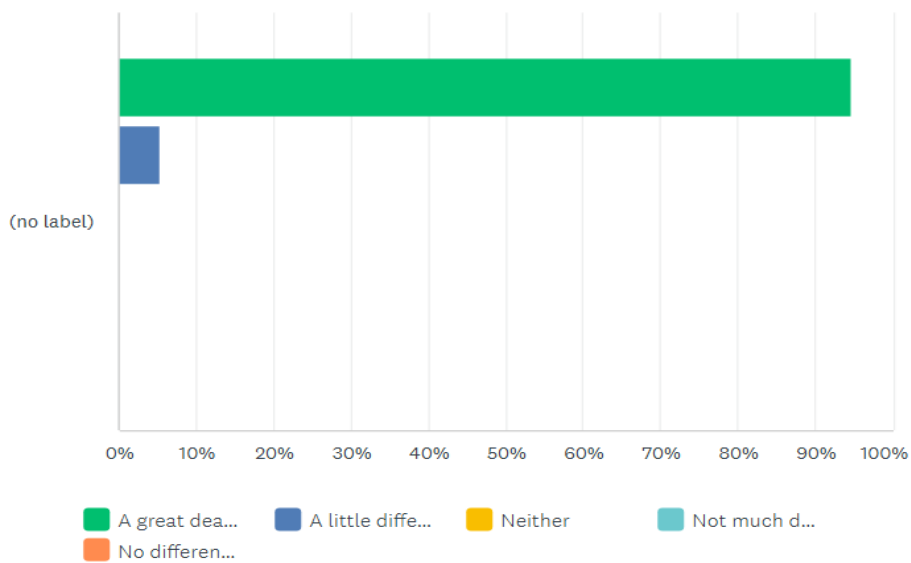
“How helpful was the Information, Advice and Support we gave you?”



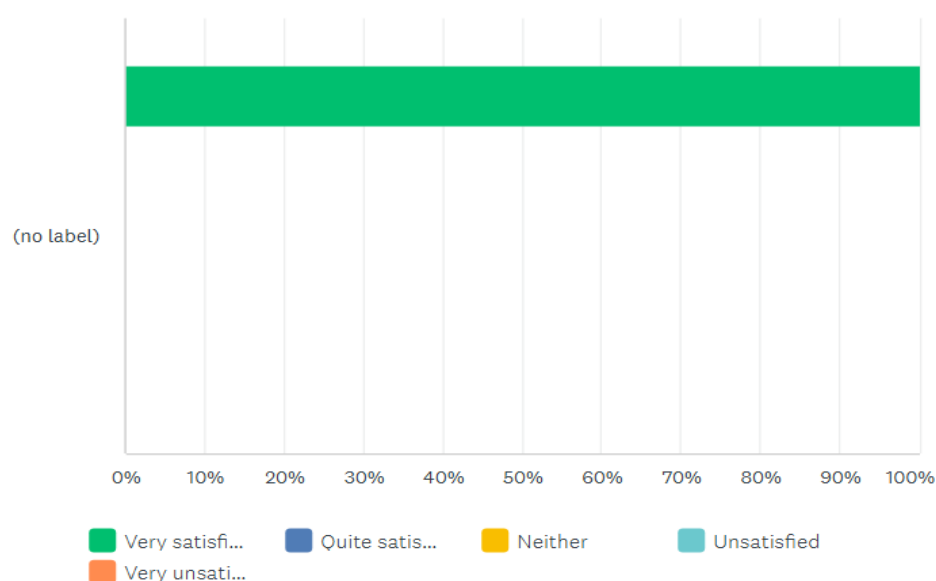
“How neutral, fair and unbiased do you think we were?”



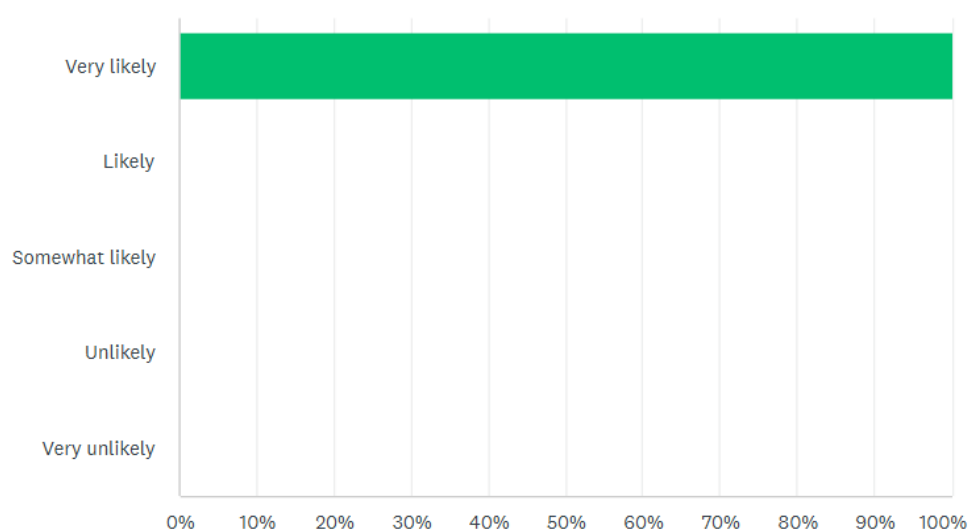
“How much difference do you think our information, advice and support has made for your family?”



“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 accessed the service during the period 01.09.2024 –31.03.2025

“I feel like It’s been dealt with very quickly and very satisfied with the help I have received up to now. Thank you”

“WIRED has provided my family with invaluable assistance. At an extremely stressful time she has been consistently reassuring, supportive and reliable. Without their assistance, we would have found the tribunal and school allocation process distressing and bewildering.”

“Wired are a great support and have helped me a few times over the years. Most recently/currently with an EHCP appeal. In a time of stress and uncertainty, the Wired team have shown care, understanding and support.”

"I don't know where my family would be without wired as my disability makes it hard to fill forms or process lots of information so WIRED helped me with these issues so I can get better support for my son. Without it I wouldn't be able to find my way in a very confusing SEN system"

"Thank you all so much your help has been, and still is invaluable to me. Tina is just wonderful at explaining things to me and I could not recommend this service highly enough"

"Very helpful, friendly and knowledgeable staff. They are very much needed and I hope this work continues"

"Excellent service, professional ,knowledgeable and compassionate response"

"Wirral SEND Partnership do an amazing job they support parents at the most difficult times when navigating their child's future. I feel more funding needs to go into their service to allow for more persons to offer this support to families as it is important to not see them over run were they cannot help the high amount of support needed."

"I have received additional information from WIRED, how wonderful to actually have been sent information that makes sense"

"I would like to thank WIRED staff, who have helped me probably more than they realise. Love how they are all ready to fight your corner and are very caring and understanding of our situation. I could not do this without these ladies"

6. Challenges experienced during the period 01.09.2024 – 31.03.2025 & Service Development Plan for period 01.04.2025 – 31.03.2026

Challenges include:

- 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 National Insurance contributions 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.

Service Development Plan for the next 12 months (April 2025 – April 2026)

- 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.
- To develop a training offer for health professionals to increase their knowledge and understanding of EHC needs assessment & Plans and also Annual reviews in order to support the Wirral SEND system as a whole
- To review and update the SENDIAS services training available to both parents and professionals
- To further develop service data reporting capabilities in relation to EHC Plan quality assurance in order to further support the increase in quality of EHC Plans issued (both new plans and reviewed plans/annual review)
- To increase overall service resilience through increasing the number of staff within the team
- To sustain and if possible increase the SENDIAS services strategic involvement in the Local Area SEND System and SEND Improvement work
- To increase the range of downloadable fact sheets and resources available to parents and professionals on the SENDIASS web page
- To increase the reach of the SENDIAS service in terms of numbers of parents supported as much as current capacity will support.



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

