



SEND PARTNERSHIP SERVICE (SPS) ANNUAL REPORT

1 September 2021 to 31 August 2022

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1. EXECUTIVE SUMMARY

Welcome to the SEND Partnership Service (SPS) Annual Report¹. This report summarises the activities and evaluation of the service for the year September 2021 – August 2022. Throughout this report, unless otherwise specified, when we refer to 'parents' we include all parents, step-parents, adoptive parents or adult carers who have legal responsibility for a child or young person with special educational needs or a disability and live in the Bath and North East Somerset area.

SPS is commissioned by the Local Authority and Integrated Care Board² (LA and ICB) to fulfil the statutory duty in the Children and Families Act 2014 to provide information, advice and support (IAS) for children and young people aged 0 – 25 years with Special Educational Needs and Disabilities (SEND) and their parents across Bath and North East Somerset. The service is jointly funded by the Local Authority (LA), with a contribution specifically from Children's Social Care, and the Integrated Care Board (ICB).

The annual census taken on 21st March 2021 tells us that the population of Bath and North East Somerset on that date consisted of 63,000 children and young people aged 0-25.

Age range	Number	% of population
4 and under	9000	14.29
5 to 9 years	10000	15.87
10 to 14 years	10600	16.83
15 to 19 years	14800	23.49
20 to 24 years ³	18600	29.52
Total	63000	

The school census data for May 2022, which is reported to the Department for Education shows there were 3523 children and young people identified as receiving SEN Support ie children and young people identified as in need of support but who do not meet the criteria for an Education, Health and Care Plan (EHCP). The school census data does not include young people with SEND on post 16 courses or apprenticeships.

SEN Support Numbers May 2022	
Age range	Number
4 and under	63
5 to 9 years	1259
10 to 14 years	1587
15 to 19 years	614
Total	3523

The number of children and young people has continued to grow. In August 2021 there were 1689 children and young people with Education, Health and Care Plans. This number had risen to 1872 by August 2022.

EHCP pupil numbers August 2022	
Age range	Number
4 and under	51
5 to 9 years	497
10 to 14 years	668
15 to 19 years	545
20 to 24 years	111
Total	1872

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The growth in numbers of those identified with SEND either at SEN Support level or with an EHCP inevitably means Sendias Bathnes is primarily working with families whose children and young people have EHCPs or who are in the process of applying for one. There is less opportunity within the current team's resources to support families when concerns are first raised about a child or young person's educational progress. Intervention at this stage may result in the correct support being put in place to prevent the later need for a statutory needs assessment and potentially an EHCP.

In addition, the Early Years SEND Inclusion and Partnership (SENDIP) team identified 240 children in the period April 2021 to March 2022 who met the criteria for Inclusion Support Funding at their early years setting. A further 61 children received Transition Support Funding support their move into school.

Excluding young people in post 16, the potential cohort is in excess of 5500 families. All of these children and young people, and their families, are entitled to the confidential, impartial information, advice and support provided by the SEND Partnership Service.

In the 2021-22 academic year SPS worked with **771** families through a range of scenarios including educational placement breakdown, inadequate provision, requesting an assessment, exclusion (**493** of these cases required in depth, complex support). SPS recorded **96** consultations with professionals where generic advice was sought.

During this academic year SPS reached approximately 12% of the known cohort of parents, children and young people offering information, advice and support which demonstrates a continuing increase of reach over time. It should be noted that the increase, though small, is not insignificant. As SPS increases its reach to families so do the numbers of children and young people able to access support.

This data must be considered against the backdrop of the continuing disruption to children and young people's education resulting from the pandemic and in particular the impact of the lockdowns which resulted in considerably lower in person attendance across all education settings.

Since March 2020, SPS has become an agile and responsive service with staff working from home, adjustments have been made to working hours to fit in with home commitments, lots of research and webinar training was undertaken to keep up with the constant changes in guidance and legislation from Government for children and young people with SEND (as well as their families), time spent trialling and testing a range of communication platforms TEAMS, Zoom, Skype to share important information and to alert each other to urgent ¹enquiries requiring attention. All alongside strategies to maintain team cohesion and good health and wellbeing, the recruitment and induction of a new member of staff and volunteers and identifying and contacting those families who we were aware might find this a difficult time.

Some families and professionals have taken the time to email their thanks for the support received:

- I would like to thank SEND Partnership for all the help and support that have given us as a family
- I would like to highlight XX's exceptional professionalism, exceptional customer service / quality of the service
- Thank you so much for all of your help with X's EHCP. We now have a final version and feel confident about X's future

¹ Throughout this report the service is referred to as the SEND Partnership Service. The Service formally changed its name to Sendias Bathnes on 1 September 2022.

² The CCG became the Integrated Care Board (ICB) on 1 July 2022

³ Figures include university students

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- I am just emailing you to say how helpful ,supportive and brilliant your team is. XX has been a god send to me over the years and she is super helpful and has been an emotional support as well
- A's unwavering calm support and vast knowledge (and willingness to find out more if needed) of the law and guidance has been - quite literally - a life saver. I cannot thank her enough
- The high quality service you provide is hugely appreciated, and essential, for parents of children with SEN and complex needs. Thank you very much for what you do.

As a confidential and impartial service SEND Information, Advice and Support Service, our overriding objective is to support children and young people with SEND to access education, employment and training enabling them to transition successfully to adulthood and to lead happy, independent lives. In doing so we contribute to the overarching Council objective of Improving People's Lives as well as the outcomes in the Children and Young People's (CYP) Plan: CYP are healthy; CYP who are vulnerable have fair life chances and CYP are engaged citizens within their own community.

This academic year has proved as challenging as the previous one as we have emerged from the Covid pandemic and the disruption this has caused in everyone's lives not least some of our most vulnerable children and young people.

In addition to the support offered to families, we have worked closely with Sendiass4BCP (Bournemouth, Christchurch and Poole) and a group of inspiring young people from the two areas to produce 3 films aimed at children and young people with SEND, their families and the professionals working with them. It has been a delight to work with these young people from formulating their ideas through to the post-production stages. It truly has been a youth led collaboration and a wonderful example of what can be achieved by co-production.

The team have also worked hard to design a new website which was launched on 1 September 2022 alongside a dedicated YouTube channel, new name and service logo.

Despite everything, including staff changes and moving offices, the team have once again risen magnificently to all the challenges to provide the best service they can to all our service users. The comments received from families is testament to this.

Chris Jorgensen
Manager, Sendias Bathnes
October 2022

2. CONTEXT

Legislative framework

The Children and Families Act (CAFA) 2014, Equalities Act 2010, related Education Acts, regulations, and statutory guidance, including the SEND Code of Practice 2015, provide the legal framework within which the SEND Information, Advice and Support Services (SENDIASS) work. This legislative framework underpins the National Minimum Standards for Service Delivery (2018) endorsed by the Department for Education and the Department for Health and Social Care. The SEND Partnership Service is the SENDIASS for Bath and North East Somerset.

Local authorities (LA) **must** provide children and young people (aged 0-25) with SEND, their parents and carers, with clear, accessible information, advice and support about matters relating to special educational needs and disability, including health and social care as it relates to SEND. (CAFA 2014)

SENDIAS Services must be free, impartial, confidential, and provided at arms' length from the LA and Integrated Care Board (which replaced the Clinical Commissioning Group in April 2022) and have the capacity to handle face-to-face, telephone and digital enquiries as laid out in the Minimum Standards.

SPS ensures that children and young people, parents and carers can access impartial, accessible, legally based information and support via a range of methods including the telephone advice line, text, email, SPS website and Facebook page, resources, our Volunteer Supporters (1) and Parent Champions (2) as well as the LA's searchable Local Offer.

The provision of information, advice and support should help promote independence and self-advocacy for children, young people and parents. There must be strategies in place to enable service users to shape policy and practice.

Whenever possible, and in collaboration with other services, SPS acts as a conduit for consultation with children, young people and parents. Such opportunities enable families to comment on SEND provision, services and delivery at a local and national level. SPS works strategically with other agencies to ensure the voice of children, young people and parents is heard to inform the development of services.

SPS

All members of the Service involved in providing information, advice and support have undergone a rigorous legal training programme provided by IPSEA (a national charity providing legally based SEND information and advice). Each of the three levels require approximately 30 hours learning online and face to face. This is enhanced by training in specific areas e.g., Health and Social Care, SEND Tribunal and School Exclusions often provided by nationally recognised organisations with expertise in these areas.

Volunteer Supporters are required to undertake the online level 1 legal training comprising approximately 20 hours learning. The Parent Champions receive training appropriate to their role some of this is provided by the Parent Champion Network part of the Coram Family and Childcare Trust. Additional training is provided for all volunteers appropriate to their role.

Demand for the service remained high throughout the year with the numbers of families requiring in-depth case support returning to 2019-20 levels. The complexity of the work continued to grow with more requests for support with lodging SEND Tribunal appeals and formal complaints than before. It was also noticeable that more families were reporting mental health concerns (parents as well as

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children and young people) and difficulties in accessing appropriate support in addition to other difficulties they were experiencing.

Wherever possible, SPS continues to work with Early Years providers, schools, colleges, alternative provision, Social Care, Health, and Adult Services along with voluntary organisations and services to achieve successful partnerships with parents, children and young people with a view to improving educational outcomes and avoid placement breakdown. Through the provision of quality information, advice and support families become empowered in their interactions with a range of professionals.

As evidenced in the feedback gathered from service users, parents become more confident as they are supported with their children's or young person's additional needs and the provision to support them and are more able to make appropriate, informed decisions with respect to their education.

SPS delivers two volunteer programmes: Volunteer Supporters who support families on an individual basis and Parent Champions who provide an outreach and signposting service to families. Both volunteer programmes have been severely curtailed by the pandemic as opportunities to offer face to face sessions have reduced. The Parent Champions switched to offering online coffee and chat sessions for families although the uptake was not as high as face-to-face sessions. Feedback indicated that after a long, enforced period of reduced social interaction families wanted the opportunity to meet face to face. By the summer term we were able to offer some face-to-face sessions thanks to the support of groups with whom we had developed relationships.

SPS continues to offer support to the families of all children and young people who have been long fixed term excluded, and permanently excluded, whether they have an identified SEND or not. This work was originally part of a pilot project and not statutory for SPS, but this has continued as a permanent part of SPS delivery to date. Many of the families whom we support have children or young people whose needs have not been, or only partially, identified.

Information, Advice and Support Programme and its Legacy

The Information, Advice and Support Programme (IASP), part of the Council for Disabled Children and funded by the Department for Education, was launched in April 2018. SENDIAS Services across England who met the eligibility criteria were able to bid for pots of money to work towards compliance with the Minimum Standards for Delivery (2018) in each of the subsequent financial years.

Whilst the IASP funding has enabled the service to become compliant with many areas of the Minimum Standards and provided the service with opportunities to trial different methods of service delivery, the funding was always designed to be short term and the IASP Programme, along with the additional funding it provided, ended in March 2022.

In early 2021, eligible SENDIAS Services had the opportunity to bid for a final pot of money for the financial year 2021-22. The criteria were related to enhancing Services' digital offer as a response to the Covid-19 pandemic.

SPS and SENDIASS4BCP (Bournemouth, Christchurch and Poole) submitted a joint bid to work with a group of young people from our respective areas to co-produce at least 3 short, accessible films on themes suggested by the young people.

A group of 6 young people, 3 from each area aged 15-23 worked with the Children and Young People's Development Officer from SENDIASS4BCP and the SPS Service Manager to identify themes they would like to explore.

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The Young People have led the project, deciding on themes for each of the films and interviewing and selecting the filmmakers they wished to work with. At each stage, pre-production, production and post-production the Young People were able to clearly articulate their views, shaping their vision of what the films would look like. Advertising material for the films has been designed by the Young People.

Planning for a fourth film will begin in the autumn. The Young People involved in the project have been amazing. Although to date we have not been able to arrange a face-to-face meeting for all involved, strong supportive relationships have developed and the personal growth in the participants has been incredible.

The Young People told us:

“It was just the perfect thing to be involved in as I really want to make a career out of getting young people's voices heard. Ever since I was young, I have always felt a need for change in relation to SEND support, acceptance and equality. Especially for young people, who rely so much on others for direction etc. So, I thought why not help them and be a voice helping drive the changes that are so needed. Give them something that never existed when I was looking for help.”

“I saw it as an opportunity to raise awareness of the issues that people with special needs face on a daily basis (and hopefully effect change for the better).”

“I want people to know that just because we have special educational needs doesn't mean we are weird and we shouldn't be discriminated against.”

“I do feel that I have been listened to and involved with the process”

“I feel so proud and thankful for every person involved. Seeing our ideas come to life in the way that they have is just so special. I'm itching to show people what we've created. I hope that this is just the beginning.”

“Everyone's ideas were listened to, considered and used in one way or another. It was really nice that everyone was respectful and sensitive of each other's ideas and experiences. I feel also that I was able to be as involved as I wanted to.”

The impact of Covid-19

SPS has not been immune to the continuing impact of the Covid-19 pandemic felt by families and across the education, health, and social care sector.

Until June 2022, although a few team members had access to the office for limited periods during the week, most of the team worked from home. Maintaining staff morale and connectivity has been crucial. A team WhatsApp group enables quick and easy contact with one another, weekly coffee and chat sessions are well attended as are the opportunities to meet face to face when they have arisen. Team members are encouraged to contact one another regularly either to discuss work issues or to have a more private 1:1 talk and do so.

However, the impact of prolonged isolation from colleagues, even despite these measures, cannot be underestimated especially when combined with other external or life changing events. The result has been a change in staffing. Whilst this afforded the opportunity to look at how we delivered support and,

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working within existing budgetary constraints, to make posts funded via the IAS Programme permanent, recruiting and training new staff members has been challenging at a time when staff are mainly working from home.

Over the past two years, team members have become more proficient and confident using the new technology the council has invested in and in using online platforms to replace face to face meetings. This is one aspect of service delivery that will remain. However we remain conscious that some families do not have sufficient expertise or the technology to enable them to take part in virtual meetings and where possible have provided face to face support.

The impact of Covid-19 on families has been significant. Families report support services are stretched, waiting times for assessments continue to increase, and mental health concerns, both their own and their children's, are growing.

3. ACCOUNTABILITY

The Service is monitored by the Service Level Agreement signed with the LA and ICB (which was reviewed in Summer 2022) and the independent Advisory Group. The Advisory Group has responsibility for ensuring that a high quality, 'arm's length' service is maintained and that SPS is responsive to local need.

The annual self-assessment, which evidences compliance against the Department for Education and Department of Health and Social Care endorsed SENDIASS Minimum Standards Framework 2018, is ratified by the Advisory Group. (See Appendix 3 for the current self-assessment). The SPS Operational Plan is a series of actions to work towards compliance against the Minimum Standards.

SPS is located within the Business Change and Customer Service portfolio of the Local Authority which is distinct from Children's and Young People's services. This has strengthened SPS impartiality and 'at arm's length delivery' from the LA/ICB decision makers and strengthened compliance with delivery of the Minimum Standards.

4. PERFORMANCE MONITORING

The 2021 census showed that the population of Bath and North East Somerset had risen to 193,400 of whom 63,000 were aged 0-25.

As of August 2021, 1872 children and young people 0-25 had been issued with an Education, Health and Care Plan, the majority of these children were in key stages 2-4. The SEND Support data gathered from schools identified a further 3523 children and young people attending schools had been identified with SEND. (Please note this latter figure does not include those not in school and therefore the number is likely to be higher.)

Parents and young people self-refer to the service or may receive assistance from others to make the initial contact. We do not accept referrals from professionals. The table below shows the number of enquiries received each term.

Table 1 – referrals received per term in 2021-22 compared with 2020-21

New referrals	Term 1	Term 2	Term 3	Term 4	Term 5	Term 6
2020-2021	98	79	47	72	80	71
2021-2022	131	106	135	118	86	103

Traditionally most referrals have been received within the school terms. Over the past few years, more referrals have been received in the summer holidays. This year there were 38.

The SPS Service Level Agreement with the LA and the ICB requires that the service supports 500 families per year with information, advice and support.

The tables below we can demonstrate that we have exceeded that number for the academic year 2021-22.

Table 2 Numbers of families provided with Information, Advice and Support

September 2021 to August 2022	
Caseload (Families)	493 (430)*
Quick calls	98 (85)*
Professionals	96 (58)*
Parent Champions - parents contacted at group events & individually	7 (8)*
Outreach – parent/carers	First Steps Bath: 5 Step-By-Step: 18 Step into School: 5 PC Coffee Mornings: 5 + 1 SEN gov. PC Event: 14 EHE: 4 Families HERs Open Day: 10 Butterflies: 14 Transitions Workshop: 6 SASS Coffee Morning: 1
	771 Families (636 families)
Outreach - professionals	SENCO Conference: 50 SALT Team: 15 Mental Health Support Team: 9 EHE: 4 Professionals Mentoring + Training sessions: 21 SEN Governor Training: 32 HERs Open Day: 2 Butterflies: 2 SASS Coffee Morning: 1

(Comparative figures for 2020-21 in brackets)

Caseload is the number of referrals which require in-depth casework support.

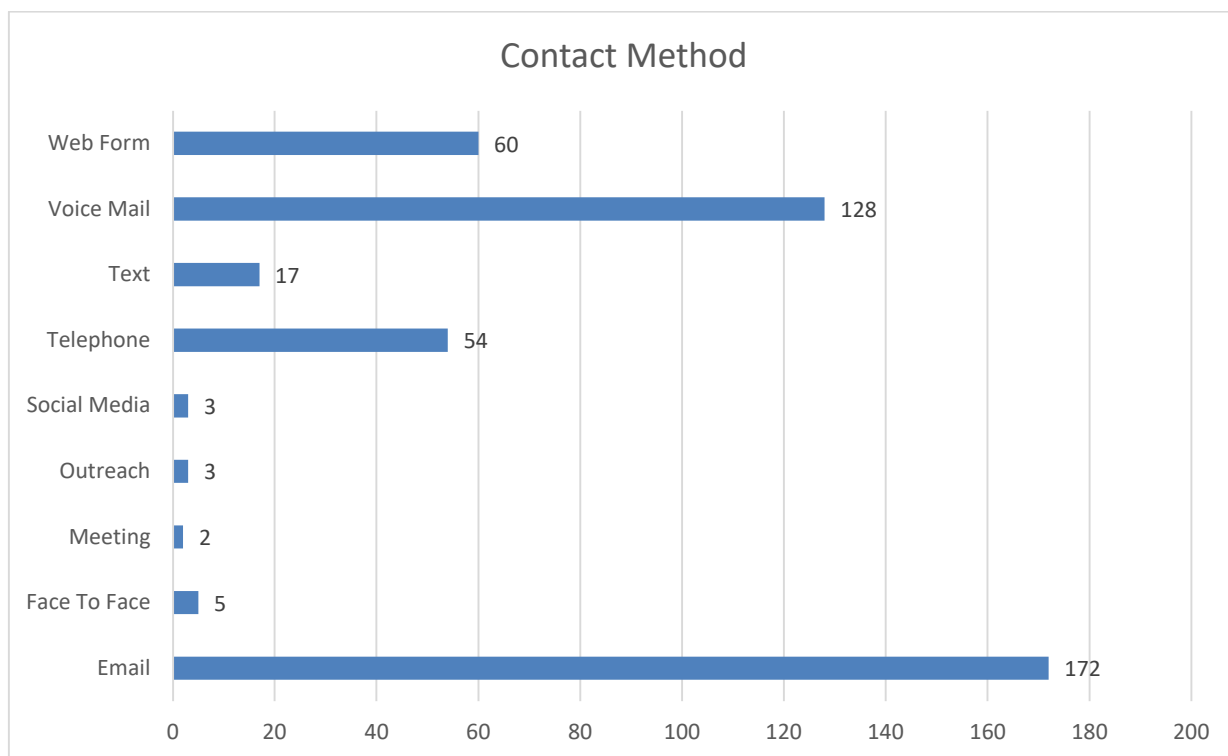
Quick calls are defined as calls involving only one or two contacts lasting less than 30 minutes. This may have involved providing families with links to information and resources to enable them to self-

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serve or signposting to other organisations e.g., the Carers Centre or Contact A Family for specific information and advice.

Referrals are closed once a piece of work has been completed or we have had no contact with the family for three months. However, families are able, and often do, re-refer themselves e.g., information and advice may have been provided about applying for an education, health and care needs assessments. Families may be empowered to apply themselves and only seek further advice if the LA has agreed to carry out an assessment or the LA has declined to assess and advice is required for an appeal.

Over the past year, an increasing number of families have contacted the service either by email or via the contact form on the website (see table below). The high number of unknowns reflects the fact we have not spoken to the families concerned. To address this issue, the online contact form has been revised to capture as much relevant information as possible.



A bar graph describing how our users got in contact with us. Web form (60), Voice mail (128), Text (17), Telephone (54), Social Media (3), Outreach (3), Meeting (2), Face to Face (5), Email (172).

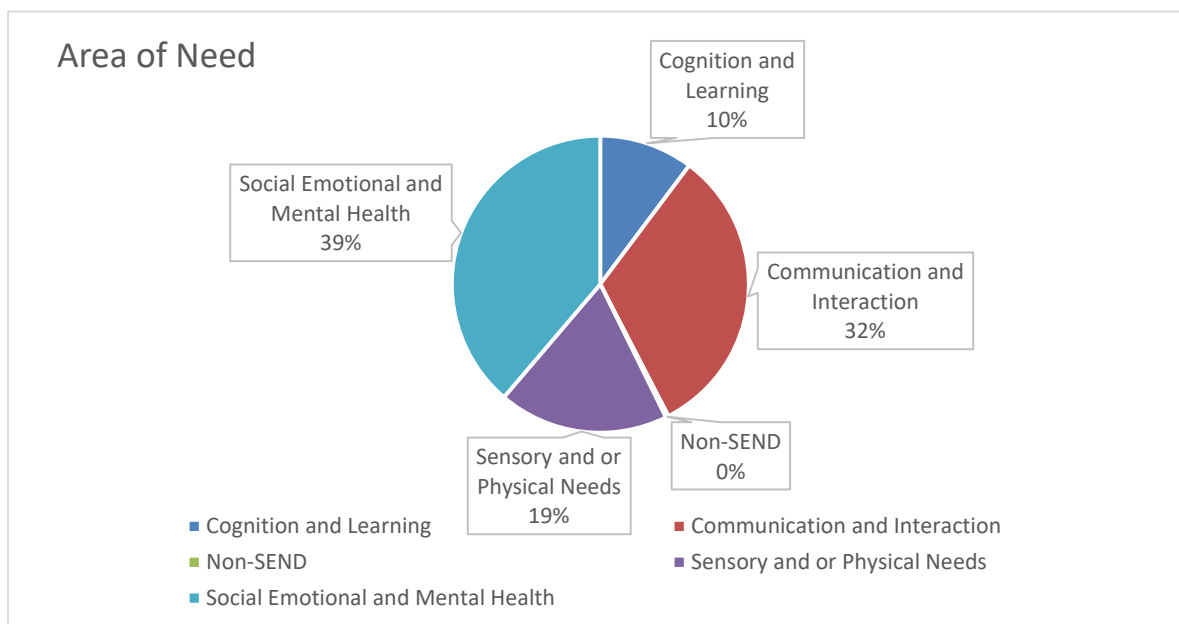
Table 3 referrals by age group and gender. This table includes referrals relating to long term fixed, and permanent exclusions

Number of CYP supported			
	Sep 19 – Aug 20	Sep 20 – Aug 21	Sep 21 – Aug 22
No of Boys	295	259	238
No of Girls	160	158	137
Unknown	38	13	118
Pre-School	22	13	26
Primary	165	162	196
Secondary	148	155	128
Post-16	23	17	18
Post-19	12	21	4
Unknown	120	62	121
SEND	487	427	490
Non-SEND	6	3	3
Exclusions	39	32	48
Totals	493	430	493

Referrals for SPS support for those post 16 remains low – historically we have found it unlikely that young people will seek out and contact an impartial advice and support service themselves. Developing links with organisations such as Youth Connect SW has resulted in more contact with young people in the 19-25 year-old cohort. The joint project with SENDIASS4BCP to create short accessible films for young people by young people with SEND may help to bridge this gap.

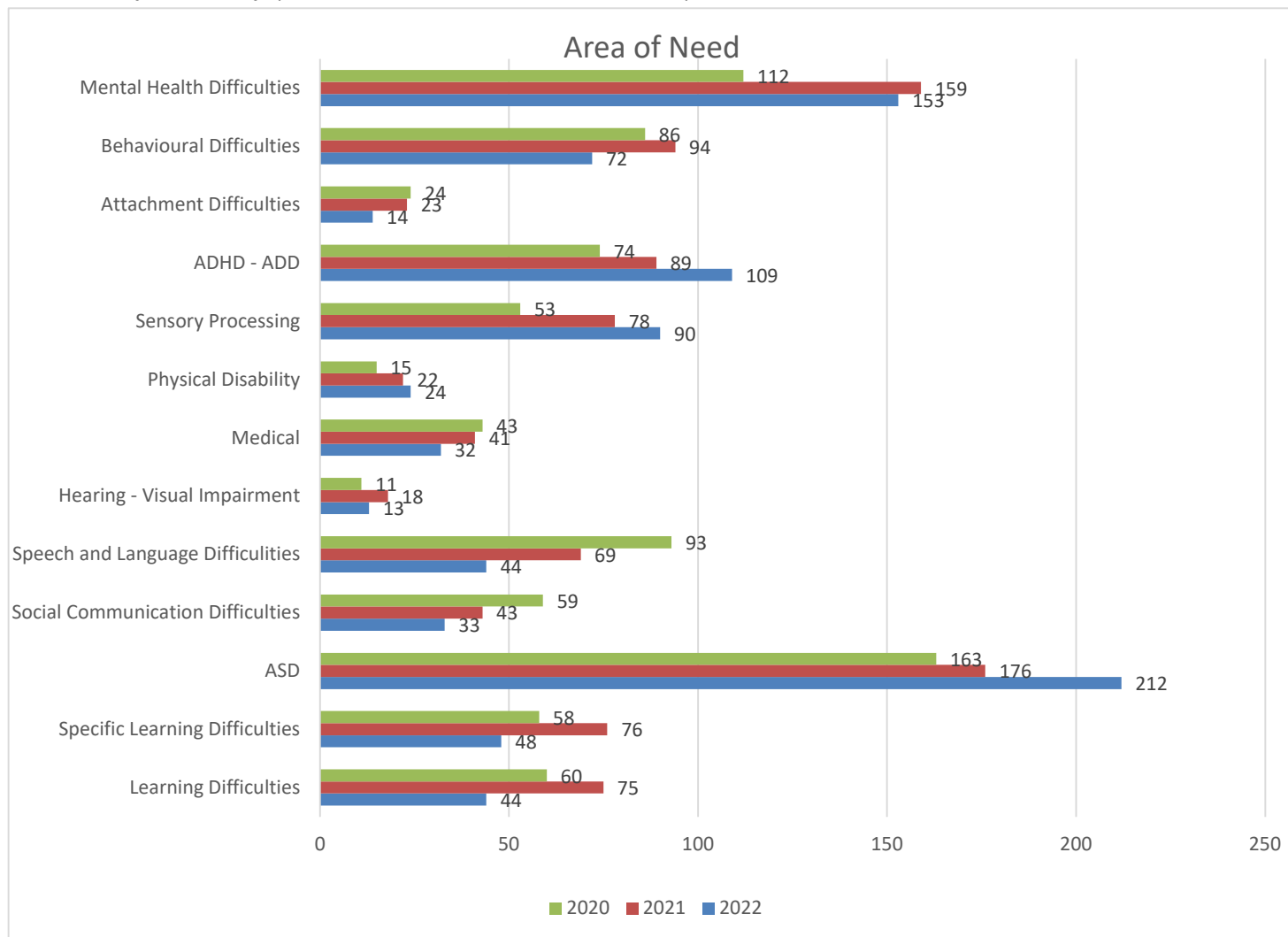
We continue to attend the Step-by-Step programme run by the Children’s Centres which are well received by those parents who attend them. We also attended the new Step into School sessions. Feedback from these sessions has been good and as a result there has been an increase in the number of families contacting SPS compared with the previous year

Table 4 Breakdown of cases into the 4 broad areas of need as identified by the SEND Code of Practice (children and young people frequently have needs that cover more than one of these broad areas).



A pie chart describing the percentages of people from the four broad areas of SEND received during the year. Social Emotional and Mental Health 39%, Sensory and or Physical Needs, Cognition and Learning 10%, Non-SEND 0%.

Table 5 Is a breakdown of case work identifying the child’s or young person’s additional need as identified by the family (families often report multiple needs)



A bar graph defining areas of need in 2020, 2021 and 2022. Mental health difficulties (112, 159, 153), Behavioural difficulties (86, 94, 72), Attachment Difficulties (24, 23, 14), Attention Deficit Disorder/Attention Deficit Hyperactive Disorder (74, 89, 109), Sensory processing (53, 78, 90), Physical disability (15, 22, 24), Medical (43, 41, 32), Hearing and visual impairment (11,18,13), Speech and language difficulties (93, 69, 44), Social communication difficulties (59, 43, 33), Autistic Spectrum Disorder (163, 176, 212), Specific learning difficulties (58, 76, 48), Learning difficulties (60, 75, 44).

The five top reasons for contacting the service were similar to previous years.

- Education, health and care needs assessments
- Provision – this includes health and social as well as education provision for those with and without EHCPs

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- Annual Reviews
- Placement
- Request for support at meetings

This reflects the trend we have seen over recent years where most of our work is concentrated in advising and supporting around statutory processes. Twenty of the referrals we received related to requests for information, advice and support with lodging appeals, mediation or complaints. The time involved in supporting these complex cases means there is little capacity to work proactively to ensure children and young people receive support at an earlier stage, particularly those with a range of mental health difficulties, which may prevent escalate through the statutory processes.

Referral route to SPS

Of those who told us how they had heard about the service, over half of those contacting SPS said they had used us before. The majority of these families were seeking information or advice about a new issue.

Others said they had learned about the service from:

- School/College/Pre-school
- Parent or Friend
- Website
- Commissioned service e.g., Youth Connect South-West or Specialist Autism Support Service
- Health Professional

Digital Access to the service

The SPS website has been live for 3 years and activity on the site is increasing, e.g., almost 10% of enquiries are now received via web form. There have been over 4000 visits to the site this academic year. Work is underway to commission a new website to be launched on 1 September 2022 when the contract for hosting the current site ends. The new website will continue to be developed during 2022-23 to provide a range of information empowering families to self-serve.

Our Facebook account is also very popular. The Admin and Officer coordinates our social media presence and we have seen a steady increase in engagement with the page over the past year. During the past year there have been 1,787 (1053) posts to the page, an average of 84 (84) per month and reached a total of 63,753 (28,508) people, an average of 5,313 (2375) people per month. In September 2021 we had 327 followers and 309 'page likes', by August 2022 this had risen to 558 and 454 respectively. Figures in brackets relate to 2020-21.

Enquiries from Professionals

96 Professionals contacted the service to seek advice about scenarios relating to the children or young people. As an impartial and at arm's length service this advice would be generic and related to the law and guidance rather than a specific families' situation.

5. CONCLUSION AND NEXT STEPS

The overall assessment of the service's effectiveness, feedback from the commissioner and compliance with the standards are all good. The demand for SPS increases year on year, as does the cohort of children and young people who are entitled to receive our support.

Awareness of, and access to the service, has increased with the development of our social media presence. The new website and Youtube channel, to be launched alongside the new website, will provide service users with increased accessible information. However, we still need to improve our information offer to children and young people which we are beginning to address that through the current project with SENDIASS4BCP.

We have identified a few areas in our delivery that we need to develop:

1. The development of a new, mobile friendly website is timely. The proposals by the government in the SEND Green Paper to create strategic SEND Partnership Boards in each local authority area means that the service will be known as Sendias Bathnes from September. There will need to be a large scale awareness raising and marketing campaign to highlight the change of name, logo and contact details.
2. The number of direct contacts with children and young people, especially those post 16, remains low. A new full time Information and Advice Officer, who has a focus on this area of service development, will increase awareness of the service offer for children and young people.
3. The young people involved in the film project with SENDIASS4BCP are keen to continue their involvement with SPS to help improve our service offer.
4. We need to enhance our information offer to children and young people, parents and carers. Youtube, social media and the new website provide the opportunity to create more interactive and accessible information.
5. We need to develop more consistent methods in gathering feedback from parent carers including the use of platforms such as survey monkey. An effective way of gathering feedback from young people is being explored with the SW Information, Advice and Support Services Children and Young People's Network.
6. We need to recruit and retain volunteers to replace those who, for a variety of reasons, have had to return to the world of paid work. By continuing to offer an accredited volunteer experience we can increase service capacity.

2021-22 has been a very challenging year. The team has undergone a number of changes but throughout they have remained positive, focussed on providing the best service they can to our service users. New members of the team have been welcomed and mentored through their initial weeks and months and they in turn have risen to the daily challenges we all face in ensuring that the vulnerable children and young people, and their families, are at the centre of everything we do. The whole team, including our volunteers, are an inspiration. It is a pleasure to lead such a dedicated team.

Chris Jorgensen

SPS Manager

October 2022

Appendix 1 Feedback from service users

Parent 1: After speaking with you, I felt very reassured and very encouraged... made me feel completely at ease comfortable asking difficult questions, and you answered them all totally impartially, offering extremely useful and educational information to me.

Parent 2: We now have a final version (of your son's EHCP) and feel very confident about the future and being bold and using the plan to ensure their needs are met. You are so wonderfully supportive during the process and I appreciate all the time and clarity you gave.

Parent 3: I just wanted to say thank you for listening to me today... and taking the time to give the best advice. I can't express how reassuring and helpful you have been.

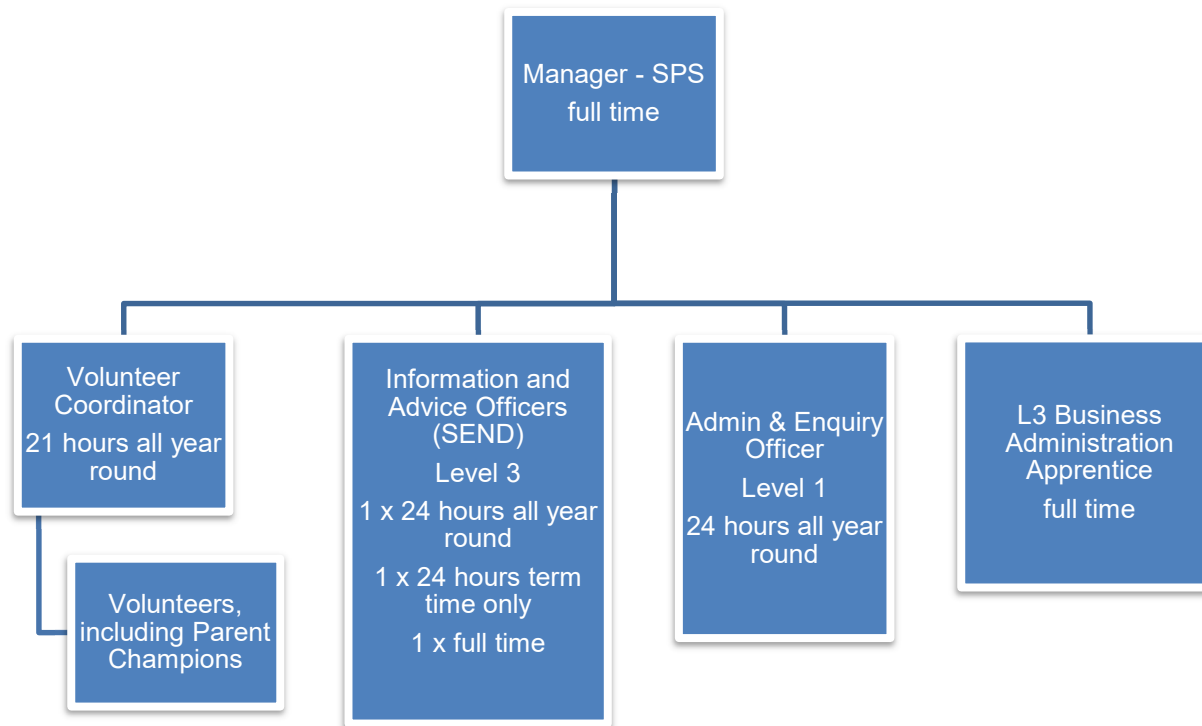
Parent 4: I am just emailing you to say how helpful, supportive and brilliant your team is...has been a god send to me over the years...super helpful and has been an emotional support as well.

Parent 5: It is really helpful and so reassuring to know that there is accessible support and advice from your service on matters like this.

Parent 6: I think what you do and what the team do is unbelievable.

Appendix 2

SEND PARTNERSHIP SERVICE
Organisation chart – 31 August 2021



SEND PARTNERSHIP SERVICE (SPS)

Appendix 3 - Self-Assessment Minimum Standards August 2022

Standard	C/PC	Notes
1. Commissioning, governance and management arrangements		
<p>1.1 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.</p>	C	<p>Limited funding from Children’s Social Care, no funding for the service from Adult’s Social Care. New formal agreement effective from 1.4.22 in draft form</p>
<p>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. For smaller local authorities (LAs) this may involve commissioning across local areas.</p>	P/C	<p>There is room for more coproduction activity especially with young people</p>
<p>1.3 The IASS provides an all-year-round flexible service which is open during normal office hours and includes a direct helpline with 24-hour answer machine, call back and signposting service, including linking to the national SEND helpline.</p>	C	
<p>1.4 There is a dedicated and ring-fenced budget held and managed by an IAS service manager located within an IASS.</p>	C	

<p>1.5 The IASS is, and is seen by service users to be, an arm's length, confidential, dedicated and easily identifiable service, separate from the LA, Clinical Commissioning Group and/or host organisation.</p>	<p>C</p>	<p>Service user feedback evidences this</p>
<p>1.6 LA and IASS ensure that potential service users, Head teachers, FE principals, SENCos, SEND Teams, children's and adult social care, health commissioners and providers are made aware of the IASS, its remit and who the service is for.</p>	<p>C</p>	<p>There is a programme of service marketing which is delivered dependent on capacity</p>
<p>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.</p>	<p>P/C</p>	<p>Yet to establish a young people's voice in the service's governance.</p>
<p>1.8 The IASS has a development plan reviewed annually with the steering group/advisory body, which includes specific actions and improvement targets.</p>	<p>C</p>	
<p>2. Strategic functions</p>		
<p>2.1 Each IASS has a manager based solely within the service, without additional LA/CCG or host body roles. They have responsibility for strategic planning, service management and delivery, and quality assurance.</p>	<p>C</p>	

<p>2.2 The IASS engages with regional and national strategic planning and training and demonstrates effective working with other IASSs to inform service development.</p>	<p>C</p>	<p>Strengthened by the collaborative working with SENDiass4BCP on IASP funded YP project</p>
<p>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.</p>	<p>C</p>	<p>MOU in place with LA and Baner PCF. Appointment of Information and Advice Officer with responsibility for the offer to children and young people will strengthen this</p>
<p>3. Operational Functions</p>		
<p>3.1 The IASS provides;</p> <p>Impartial information, advice and support (IAS) on the full range of education, health and social care as defined in the SEND Code of Practice to the following service users –</p> <p>a) children b) young people c) parents</p> <p>This support is offered in a range of ways which includes face to face, a telephone helpline, email, website and social media.</p>	<p>P/C</p>	<p>Appointment of Information and Advice Officer with responsibility for the offer to children and young people will address this</p> <p>Revamp of on line enquiry form to capture more information and consent</p> <p>On-going development work on new website will enhance range of information available.</p>

<p>3.2 The IASS provides branded information and promotional materials in a range of accessible formats.</p>	P/C	Ditto above but work is underway with SENDiass4BCP to develop accessible film resources for children and young people.
<p>3.3 The IASS has a stand-alone service website that is accessible to all service users. The website includes;</p> <ul style="list-style-type: none"> <input type="checkbox"/> Contact details of the service <input type="checkbox"/> Opening hours <input type="checkbox"/> Response times <input type="checkbox"/> Information on a range of SEND topics <input type="checkbox"/> Signposting to other useful groups including parent groups and youth forums and national helplines <input type="checkbox"/> Signposting to the Local Offer <input type="checkbox"/> Key policies including a complaints procedure 	P/C	<p>New website in development to be launched 1.9.22.</p> <p>Ongoing work to ensure fully compliant.</p>
<p>3.4 The IASS provides advocacy support for individual children, young people, and parents that empowers them to express their views and wishes and helps them to understand and exercise their rights in matters including exclusion, complaints, SEND processes, and SEND appeals.</p>	C	
<p>3.5 The IASS provides information, advice and support before, during and following a SEND Tribunal appeal in a range of different ways, dependent on the needs of the parent or young person. This will include representation during the hearing if the parent or young person is unable to do so.</p>	C	Additional resources to be created to enable those families who are able to self-advocate to do so.

<p>3.6 The IASS offers training to local education, health and social care professionals, children, young people and parents to increase knowledge of SEND law, guidance, local policy, issues and participation.</p>	<p>P/C</p>	<p>When capacity allows the service delivers a range of training to a wide audience either delivered solely by SPS or in partnership with other agencies.</p> <p>Recruit volunteers with training skills</p>
<p>4. Professional development and training for staff</p>		
<p>4.1 All advice and support providing staff successfully complete all online IPSEA legal training levels within 12 months of joining the service. Volunteers who provide advice and support should complete IPSEAs Level 1 online training within 12 months.</p>	<p>P/C</p>	<p>New staff are currently completing IPSEA training appropriate to their role in the service.</p> <p>Ability to complete the face-to-face training at the end of each module is dependent on the availability of courses</p>
<p>4.2 The service routinely requests feedback from service users and others and uses this to further develop the work and practices of the service.</p>	<p>P/C</p>	<p>Need to seek professional's feedback</p> <p>The learning and action from this exercise needs to be followed through in a 'you said' 'we did' report on the website</p>

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4.3 All IASS staff and volunteers have ongoing supervision and continuous professional development.	P/C	Existing staff have completed training appropriate to their role. Newer members of staff yet to complete the IPSEA legal training
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Appendix 4 - Operational Delivery Plan 1/4/2022 to 31/08/2023

Area of work (link to Standard)	Task objective	Action	Outcome	Who?	Timescale	Actual Completion
Commissioning, governance and management arrangements (1.1)	SLA with LA and ICB based on Minimum Standards and local need	<ol style="list-style-type: none"> 1. Review SLA for period 2019-22 2. Draft new SLA for 2022-25 3. Discussions to include joint commissioning by adult social care 	<ol style="list-style-type: none"> 1. SLA in place to cover period 1.4.22-31.3.25 2. Service to be jointly commissioned by Education, Health and Social Care (Children's and Adults) 	Strategic Manager, Advisory Group and LA Commissioner	Apr 2022	<p>June 2022 in draft form, awaiting LA/ICB sign-off.</p> <p>(Adult Social Care not party to SLA)</p>
Commissioning, governance and management arrangements (1.2)	Develop co-production opportunities for, and with, young people	<ol style="list-style-type: none"> 1. Identify small group of young people to work collaboratively with service 2. Review resources currently available for young people 3. Develop accessible resources to be used on website and social media platforms 	<ol style="list-style-type: none"> 1. Resources reviewed, and new topics identified 2. Resources promoted to and by YP 3. Working with Sendias4BCP, develop further accessible resource for CYP 	Manager, I&A Officer and CYP	Aug 2023	
Commissioning, governance and management arrangements (1.6)	Make potential service users and partners aware of Sendias Bathnes, its remit and who the service is for (Parent Champion outreach)	<ol style="list-style-type: none"> 1. Following disruption due to Covid, re-vitalise the Parent Champion programme 2. Recruit and train additional Parent Champions to deliver outreach sessions at existing groups 3. Advertise via website and social media 4. Further develop links with partners delivering support to families of CYP with SEND 	<ol style="list-style-type: none"> 1. An additional 3 Parent Champions recruited and trained 2. Programme of outreach sessions devised with partners 3. Increased awareness of Sendias Bathnes offer amongst parents and partners 	Volunteer Co-ordinator and Manager	Sept 2022	On-going pending appointment of Volunteer Co-ordinator

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Commissioning, governance and management arrangements (1.6 and 3.3)	Continue to make potential service users and partners as specified aware of Sendias Bathnes, its remit and who the service is for	<ol style="list-style-type: none"> 1. Plan programme of briefings to be delivered to staff teams, partners across education, health and social care 2. Deliver information awareness sessions to parent groups 3. Develop marketing campaign to raise awareness of new name, logo, website 	<ol style="list-style-type: none"> 1. Increased awareness of service amongst service users and professionals 2. Improved quality of information available for service users and professionals 	Service Manager, I&A Officers and Volunteer Co-ordinator	Sept 2022	Ongoing programme of promotion
Commissioning, governance and management arrangements (1.7)	Continue to review the Advisory Group membership, ensuring representation from service user groups, including young people, and key stakeholders from education, social care (adults and children's) and health.	<ol style="list-style-type: none"> 1. Review membership and attendance 2. Work with group of young people to identify ways YP voice can be heard at Advisory Group 3. Offer training/support as required 4. Link to regional and national IAS groups where YP voice represented 	<ol style="list-style-type: none"> 1. YP voice clearly heard at Advisory Group 2. Views of YP reflected in service development 3. Review membership annually to ensure the model is sustainable and Advisory Group able to act as critical friend to Sendias Bathnes, championing service with LA and ICB. 	Manager, Admin & Enquiry Officer, I&A Officer leading CYP offer, Advisory Group	Summer 2023	On-going

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Strategic functions (2.3)	Sustain meaningful partnerships with other groups and services including local parent and young people groups and forums to inform and influence policy and practice in the local area.	<ol style="list-style-type: none"> 1. Work collaboratively with the LA and ICB to involve service users in consultation activities/events 2. Advertise opportunities via social media and website 	<ol style="list-style-type: none"> 1. MOU in place with LA, ICB, Banes PCF and Carers Centre 2. Work with young service users to have voice heard enabling them to influence policy and procedure locally, regionally and nationally including via Council for Disabled Children and IASSN 	Service manager, Volunteer Co-ordinator and LA Commissioner	Summer 2023	On-going
Operational functions (3.1)	To maintain a bespoke IAS service for children and young people	<ol style="list-style-type: none"> 1. Continue to work with a wide range of professionals and organisations supporting children and young people to raise awareness of service offer 2. Recruit 2 or 3 young ambassadors to work with Sendias Bathnes to co-produce and develop CYP offer 3. Promote CYP offer effectively to CYP, parents and professionals 4. To collaborate with other IAS services across the SW working with CYP via the SW CYP Network 	<ol style="list-style-type: none"> 1. Be compliant with Minimum Standards 2. Enable more children and young people to have their voice heard in decisions about their future 3. CYP more aware of their rights 	Service Manager, I & A Officers and Volunteer Co-ordinator	Spring 2023	On-going Sendias Bathnes active member of SW IASSN CYP Network

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Operational Functions (3.3)	Review existing website and develop new website with full mobile device functionality	<ol style="list-style-type: none"> 1. Review existing website with service users 2. Design new website with corporate web design team 3 Test functionality with team and service users 4. Continue to develop new content to enable users to self-serve 5. Develop new accessible resources to be used on website and social media platforms including audio-visual 5. Marketing campaign to promote new name, logo and website 	<ol style="list-style-type: none"> 1. Website fully accessible by mobile device and linked to social media platforms 2. Website meets local need and is well used 3. Include partner information and resources – avoid duplication 4. Create accessible, appropriate, targeted resources in a variety of formats 5. Increase self-serve offer 6. Increase quality of information for service users and professionals 7. Website is compliant with Minimum Standards 	Whole Team, Volunteers and Corporate IT website design team	September 2022	<p>New website launched 1.9.22</p> <p>On-going work to:</p> <ol style="list-style-type: none"> 1. ensure compliance with Min Stds 2. Increase range of accessible resources
Operational functions (3.6)	Deliver training to families and partners as specified to increase knowledge of SEND law, guidance, local policy, issues and participation.	<ol style="list-style-type: none"> 1. Seek feedback from service users about relevant topics 2. Develop training sessions based on feedback and queries to advice line, either solely by Sendias or in collaboration with partners 3. Plan programme of delivery 4. Advertise through networks 5. Evaluate and revise accordingly 	<ol style="list-style-type: none"> 1. Advertise training via social media, website and networks 2. Increased knowledge and awareness of SEND processes by parents and partners 3. Increased service user knowledge and confidence enabling them to have their voices heard and to have more informed discussions with LA, education, health and care providers 3. Resources to be available on website 	Manager, I and A Officers and partners were appropriate	January 2023	

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Professional development and training for staff (4.1)	All staff and volunteers to have completed accredited training as appropriate to their role.	<ol style="list-style-type: none"> 1. Recruit new staff and volunteers to fill vacancies 2. All new staff providing information, advice and support to complete relevant IPSEA legal training within 12 months 3. Parent Champions to have completed accredited PC and Sendias training 4. Volunteer Supporters to have completed online IPSEA Level 1 	<ol style="list-style-type: none"> 1. All staff vacancies filled 2. Admin & Enquiry Officer to have completed Level 1 IPSEA as a minimum; I&A Officer to have completed Level 3 training 3. All staff able to confidently deal with enquiries from a sound legal knowledge base. 4. Volunteers confident and knowledgeable about the service offer and other relevant local services and able to refer parents appropriately 5. Sendias Bathnes compliant with Minimum Standards 	Manager, I&A Officers, Admin & Enquiry Officer, Volunteer Co-ordinator and Volunteers	January 2023	On-going dependent on availability of training
Professional development and training for staff (4.2)	Develop an effective way of routinely requesting feedback from service users and others, and uses this to further develop the work and practices of the service.	<ol style="list-style-type: none"> 1. Trial use of alternative methods of collecting service user feedback including electronic surveys and text messaging 2. Evaluate success of various methods 	<ol style="list-style-type: none"> 1. Effective feedback collection method agreed 2. Utilise feedback to inform service delivery and development 	Manager, Admin & Enquiry Officer, Business Administration Apprentice	Sept 2022	