**SENDIAS Service overview 2023**

* Service is currently fully staffed at 2.5 (FTE). All year round service offered and current response to most enquiries is 2-3 working days.
* Service remains compliant to the National Minimum Standards for Information Advice and Support Services.
* A comprehensive Service Specification is established and published with key performance indicators
* Improved governance of the service. SENDIAS Advisory Board established with a broad range of representatives.
* Increased capacity to support parents, since 2020 there has been a steady increase in enquiries made to the SENDIAS service.
* New triage system and appointment times for advice calls to assist in managing the increase in demand for advice and support.
* Standalone website/social media provides additional support and increases the services capacity.
* Accessibility software has been added to website to allow the text to be “spoken” in a wide range of community languages. Improving the service capacity to be able to reach the wider diverse community in Luton.
* SENDIAS promotional flyers translated into four languages.
* Service routinely requests national IASS feedback for quality monitoring, routinely receiving positive feedback from service users.

In March 2019 the SENDIASS was relocated from the management of the SEND services to site more independently as a standalone service within the Family Information Service. The service is jointly commissioned by the Local Authority and the CCG and sits within our Section 75 agreement.

The service is open all year round and is staffed by 1.5 FTE Co managers / advisers and a full time administrator. The service’s standalone website has accessibility software added that includes a translation function. A number of SENDIASS parent volunteers sit on the Advisory Board and the board is chaired by parents. The advisory board has advised on the development of the service and development of the SENDIAS service website to ensure it is parent friendly. Co-production with parents and young people is embedded in all aspects of the day to day case work.

The Advisory Board is represented by parents, reps from the Luton Parent Carer Forum (EPIC), SENCO’s and professionals from education, health and social care and meets twice a year. Further improved governance of the service exists through regularly quarterly reporting.

The new logo was designed by a pupil at Woodlands Secondary School to ensure a different look to the Luton Council branding.

SENDIAS service launched a Facebook page February 2021 with the initial focus of signposting to local services, support groups and local events for children, young people and families.

## Impact of the service:

The service regularly audits itself and remains 100% compliant with the SENDIASS quality standards. This is reviewed quarterly and reported to the SENDIASS Advisory Board twice a year and reported internally to the LA.

SENDIAS Service regularly requests Feedback from service users which is reported and monitored quarterly.

Feedback response rate was 10% in 2020, 92% in 2021 with 182 contacts providing feedback and 80.6% for 2022 with 245 contacts providing feedback. Current response rate for 2023 (Q1-3) is 77% with 250 contacts providing feedback.

Maintenance of over 85% of users being very satisfied with the service, 88% (160) in 2021 and 87% (213) service users in 2022. For 2023 (Q1-3) there has been an increase in users being very satisfied with the service, 90.8% (227) service users and 8.8% (22) of service users being satisfied with the service.

Maintenance of over 93% of service users stating that they were likely to recommend the service, 94% (171) in 2021, 94% (229) for 2022 and 96.86% (242) for 2023 (Q1-3).

Results from service user feedback also consistently indicates that users value the advice and support provided by the service.

2021 75% of responses (137) state support had made a great deal of difference, 15.5% of responses (29) said it had made a good difference.

2022 73.88% of responses (181) stated support had made a great deal of difference, 20.4% of responses (50) said it had made a good difference.

2023 (Q1-3) 76.4% of responses (191) stated support had made a great deal of difference, 18.4% of responses (46) said it had made a good difference.

Since 2020 to 2023 (Q1-3) there has been an increase in enquires to the service. Which the service has responded and offered tailored advice and support to these SEND families and young people.

In total the service had 3541 contacts with service users during 2022. This represented an increase of 43.6% compared to 2021. There was also an increase in the average number of new enquiries into the service each month. In 2021 the service was dealing with an average of 35 new enquiries per month. This increased to an average of 41 during 2022 and there has been a further increase during 2023 (Q1-3) of 67 new enquires per month.

The service has a wide range of referral sources with a high proportion being previous users of the service.

During 2023 (Q1-3) there has been an increase in waiting times for some service users. However it is worth noting that some calls receive a required response on the same day they call. For 2023 (Q1-3) 30.8% of service users have had to wait more than three days to speak to an officer to receive more specific advice. The service operates a triage telephone system to ensure all calls are responded to and provided with initial signposting advice and support Direct links to our website to assist in the interim prior to receiving an appointment call from a trained advisor. The reason for the waiting time is recorded as not all are related to the capacity of the service. Despite there being an increased waiting time for some service users they remain high satisfied with the service and for 2023 (Q1-3) 88.8% (222) service users report it was easy to contact the service. Our service website data indicates from increased usage that service users are making use of signposted links to the website to assist with their enquiry.

Since the SENDIAS service website was launched in 2020 there has been a year on year increase in the number of users.

* 2020 average views per month 130 (range 36-353)
* 2021 average views per month 196 (range 111-280)
* 2022 average views per month 365(range 252-540)
* 2023 (Q1-3) average views per month 551 (range 470-688)

SENDIAS service launched on Social Media 2021 and there has been an increase in total reach per month 315 (range 50-766) to 510.4 (range 100-1229) for 2022. There has been a further increase for the first nine months of 2023 with a total reach per month of 783.1 (range 173-1556).

From 2023 the SENDIAS service has been recording and monitoring district where service user live in order for the service to monitor our reach across Luton and also inform us of priority areas for promotion of the service.

## Feedback comments from service user’s from standardised IASS Feedback Survey

## Question 1: What differences, if any, did using our service make?

Great to know there are a lot of activities we can do, and that there is support out there for us.

**All information is useful and has helped me to find my answers. SENDIAS is a great place to get the support and help you need if you are unsure of anything, or the procedures involved.** The staff are very helpful and give the best information to guide us throughout.

**I feel able to make an informed choice on what to do going forward, and it's amazing to know the support is there.**

Your service gave me piece of mind and I achieved what I needed to.

**I am more informed with information provided and know someone will be able to help me further.**

It was very helpful to have someone so knowledgeable supporting me, it’s a difficult road to navigate and I’m not all that confident.

**I felt my thoughts and feelings were listened to and validated. As a parent it feels like a fight to get everything you need for your child so to be able to talk things through and get unbiased advice really helps.**

Provided to how to move forward me with new information and supported.

**Better understanding of what I needed help with.**

Made a massive difference - I now know where to go to get the help needed.

## Question 2: Are there any other comments you would like to make?

**Felt empowered and have got things moving in the right direction. Really pleased with the whole support SENDIAS have given me.**

I am giving the school a short time to do what they have promised given they have suggested I hold off until October. At this point I will be proceeding without their help using the advice you have given me. Thank you so much.

**Very happy with the service and \*\*\* she has been very helpful with information provided.**

You guys have been amazing!

**\*\* was very helpful and she made me feel very comfortable.**

I got the support I needed at really short notice and follow on calls and emails

**Great help and was good to be listened to.**

Excellent service.

**It was unfortunate that every time I needed representation at a meeting, \*\* was on annual leave. Nobody's fault, but felt that side of support was missing.**

Great service and phone call away for information and support.

**Given me knowledge and guidance.**

Helped me get through to people. Advice was spot-on and really helped me understand I wasn't going through this on my own.

**Very helpful service will use again when needed and I have also told two other parents to contact you regarding help and advice with their children.**