



SENDIAS Service 2022

Annual Report – 01/01/2022 – 31/12/2022

Our Service

Luton SEND Information Advice Support Service (SENDIAS) provides impartial and confidential information, support and advice for parents, carers, children and young people around issues relating to Special Education Needs and Disabilities.

The SENDIAS Service is a statutory service supported and funded by Luton Council and the Luton Clinical Commissioning Group. The service is impartial and operates at 'arm's length' from the Local Authority.

The service aims to help children, young people and parents/carers to gather, understand and interpret information relating to special educational needs (SEN) and apply it to their own situation.

Where have we come from?

A comprehensive review of the SENDIAS service in Luton was undertaken in 2018 at the request of the Service Director for Prevention and Early Intervention following the joint local area SEND inspection in December 2018.

The report set a range of recommendations which the service continues to maintain. The service continues to work to achieve the Minimum Standards for Information Advice and Support Services (September 2018)¹ and remains compliant. In doing so, the recommendations made by the service review in December 2018 have also been met.

- A comprehensive Service Specification has been published with key performance indicators and the service is able to report on the number and type of enquiries and measure the outcomes for service users
- The service remains jointly commissioned by the Luton Clinical Commissioning Group in accordance with the CFA 2014
- The service sits alongside the Family Information Service, and has its own identity with a distinctive logo designed by a pupil at Woodlands Secondary School
- Co-managers continue to work at arms-length from the local authority and are responsible for strategic planning, operational management and delivery, and budget control

¹ <https://councilfordisabledchildren.org.uk/sites/default/files/field/attachemnt/Minimum%20Standards.pdf>

- Our standalone website is now established. It provides easily accessible information and guidance including a noticeboard for events alongside signposting to support groups; www.sendiasluton.gov.uk. The service now have a Social Media presence to assist in promoting services and local events.
- The service has co-produced content for our website and additional resources based on parental need.
- The SENDIAS Advisory Board is established and meets biannually.

Where are we now?

The service continues to provide a telephone helpline, email response service, social media presences and an independent website information service. Luton SENDIAS service is available all year during office hours and an answer service is available. Service users are contacted by a dedicated officer, within two to three working days of their initial enquiry, who is able to provide the level of support required.

SENDIAS Officers deliver support in a number of different ways, and casework is agreed on an individual basis. This may include phone calls, emails, home visits, school meetings, early disagreement resolution meetings and local authority meetings.

Trained SENDIAS Officers are able to provide advice on local policy and practice, education law around SEN, and related law on disability, health and social care. They also provide support when things go wrong through early disagreement resolution, mediation, and routes of appeal and complaints procedures.

Who is using the service?

During 2022 there has been a steady number of new enquiries made to the SENDIAS service, see table 1 and figure 1.

Contacts to the service and feedback are reviewed and reported on a quarterly basis. Reporting includes new contacts to the service as well as advice and support for existing ongoing casework. See figure 1.

In total, during 2022, the SENDIAS service has responded and offered assistance to 495 new enquiries. The service offer tailored SEND advice and support to these families and young people. The type of casework undertaken in response to an enquiry can involve signposting to information and support groups or involve direct casework. Direct casework is individual and can encompass a number of contacts over a varying length of time, dependant on the nature and complexity of the initial enquiry.

Our operational workload is predominantly made up of responding to new enquiries, and ongoing direct casework generated from initial enquiries, see figure 1.

In total the service had 3541 contacts with service users during 2022. This represented an increase of 43.6% compared to 2021, see figure 1. 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. In 2022, this increased to an average of 41 with a range across the year of 22-63 per month, see figure 2.0. It is worth noting that quarter 4 of 2022 was the busiest quarter. During 2022, we have also seen an increase in the number of existing enquiries remaining open for longer, and more intervention work over a period of weeks and months. The average number of existing casework increased from 98 in 2021 to 121 in 2022. This represented a 23% increase. The

total number of contacts with service users has grown by 209.3% between the period of 2020 to 2022 and by 43.7% between 2021 and 2022, see figures 1 and 2.

During 2022, the SENDIAS service has undertaken a number of activities to continue to raise awareness of the service to families and professionals based in Luton. These have included delivering virtual sessions to both parents and professionals, as well as, attending a number of events organised by our SEND local partners.

The SENDIAS service will continue to network with a range of local partners with a view to raise awareness of the service further within the local community.

Figure 1:0 Summary of total enquiries to the service from 2020 to 2022.

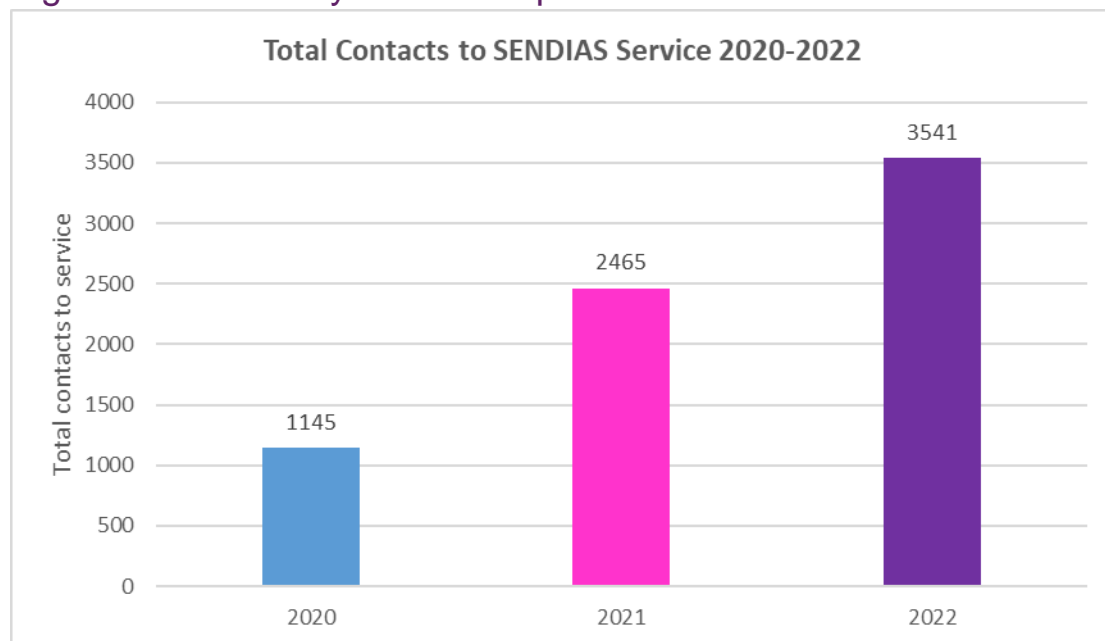
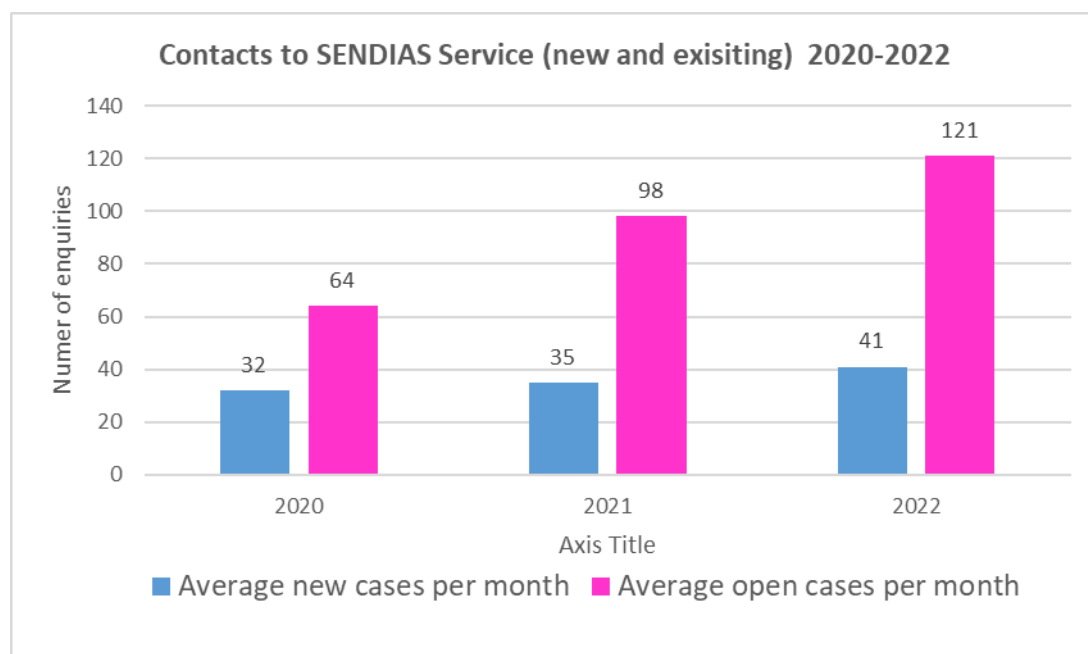


Figure 2:0 Summary of the number of **new** enquiries and **existing** enquiries to the service 2020 to 2022.



Contacts with the service

Table 1 provides a summary of new enquiries to the service for 2022. The data follows previous trends across all quarters of 2022 in that, a majority of enquiries, 87%, are from parents or carers who are seeking information advice and support on behalf of their child or young person. The number of new enquires for 2022 also follows similar trends reported during each quarter of 2021. There was a small increase, 2% from a range of professionals who approached the service for information and advice to assist them with the work they are undertaking to support families in Luton with SEND. During 2022 13% of new enquires were received from professionals compared to 11% in 2021.

Table 1:0 Summary of the number of **new** enquiries to the service for 2022.

NEW referrals type	Number of referrals
Parent	431
Child <16	0
Young Person >16	2
Prof: Health	5
Prof: Education	30
Prof: Social Care	8
Other	19
Total	495

In relation to contacts to the service by age group, see figure 3. In 2022 there were similar enquiry numbers for both primary and secondary. This is a different trend compared to 2021 and 2020. In 2021, most enquiries, 42% during 2022, related to primary aged children and 36% of enquires related to secondary aged children. This correspond to a similar trend reported for 2021 where 53% of enquiries related to primary aged children and 33% related to secondary aged children. When considering enquiries that relate to post 16 there was an increase in post 16 enquiries of 0.4% which equates to 7 young people.

Figure 3:0: SENDIAS 2022 - new service users by age group

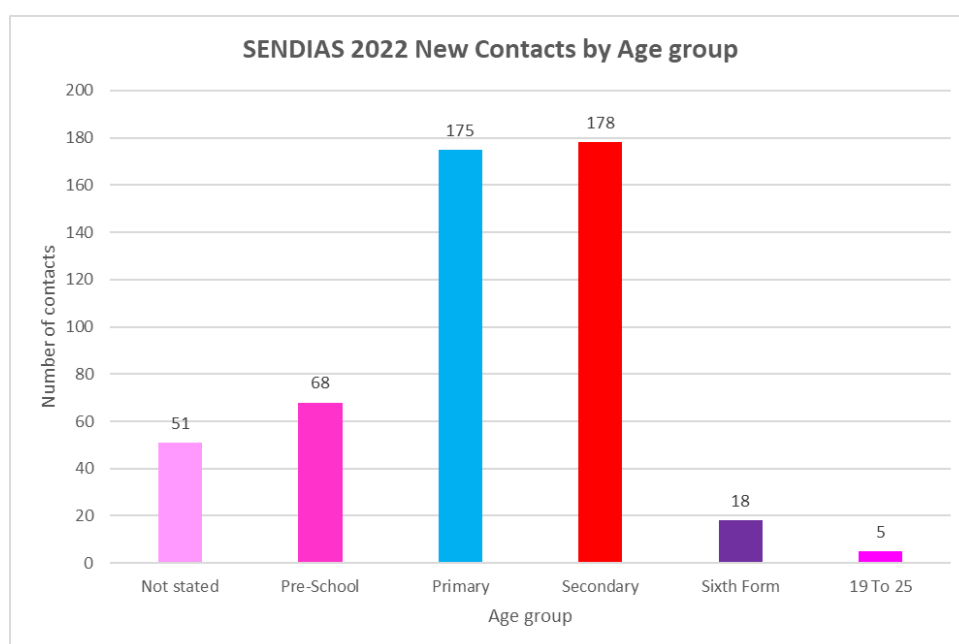


Table 2:0 provides a summary of the main Special Educational Needs and/or Disabilities (SEND) identified by the service user for all new enquiries during 2022. Below are the categories currently available on our data system. The main presenting SEN is recorded in relation to what the service user identifies as the main presenting need. Additional SEN is also recorded. The main presenting Special Educational Needs (SEN) for 2022 was Autism Spectrum Disorder (ASD) which consistently follows previous trends report as part of quarterly monitoring during 2022.

Table 2:0 2022 - new referrals by main SEN.

Number of New Referrals By Main SEND 2022	Number of referrals
Attention Deficit Disorder/ Attention-Deficit Hyperactivity Disorder	103
Anxiety	20
Autism Spectrum Disorder	137
Asperger's Syndrome	3
Autism	100
Behaviour	17
Cerebral Palsy	7
Cognition & Learning	13
Communication & Interaction	15
Delayed Speech	18
Developmental Delay	14
Downs Syndrome	9
Dyslexia	14
Dyspraxia	4
Global Delay	26
Hearing Impairment	5
Hypermobility	2
Irlen Syndrome	3
Language & Learning difficulties	14
Medical - Asthma	1
Medical - Multiple	19
Medical - Unknown	9
OCD/Obsessional Traits	1
Sensory and/or physical	2
Social Emotional And Mental Health Difficulties	12
Speech Delay	1
Spina Bifida	1
Unknown	38

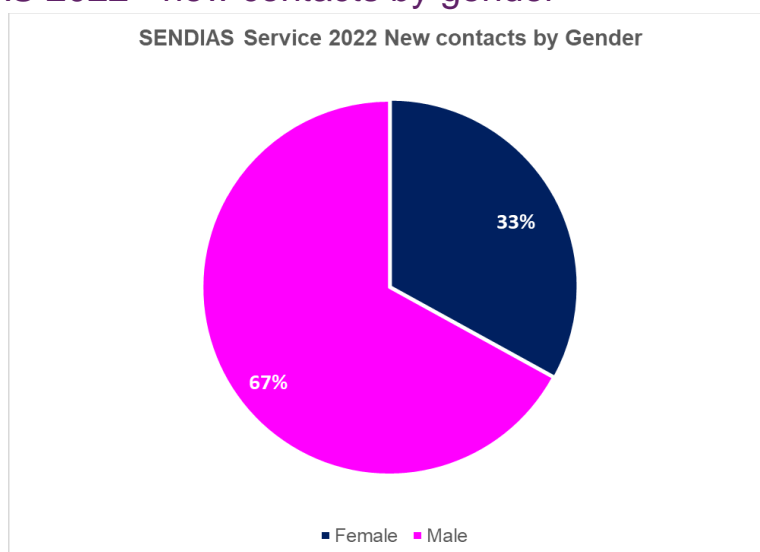
Table 3:0 provides a summary of new referrals received to the service during 2022 by ethnic groups. The ethnic groups below represent the current ethnic groups that service users currently identify themselves as. At the start of 2022 changes to the services data reporting were introduced, therefore comparable data for contact to the service by ethnicity isn't available.

Table 3:0: New referrals by Ethnic Group 2022.

Referrals By Ethnic Group	Number of Referrals
Asian or Asian British - Bangladeshi	42
Asian or Asian British - Pakistani	45
Asian or Asian British - Indian	9
Asian or Asian British - Not Known	1
Asian or Asian British - Pakistani	46
Asian or Asian British-Sri Lankan	3
Asian or Asian British - Other Asian Background	8
Any Other Ethnic Group - Afghan	7
Black or Black British - Any other black background	6
Black or Black British - Caribbean	17
Black or Black British - Ghanaian	3
Black or Black British - Nigerian	12
Black or Black British - Somali	2
Black or Black British - UK	13
Mixed - Any Other Mixed Background	20
Mixed - Not defined	9
Mixed - White & Asian	20
Mixed - White & Black African	8
Mixed - White & Black Caribbean	22
Mixed - White Black British	3
North African (Moroccan)	1
Unknown/ not disclosed	21
White - Irish	10
White - Polish	4
White - White Eastern European	9
White - White Other	9
White - British	120
White - Romanian	6
Chinese	2

Analysis of the contacts to the service during 2022 revealed that most enquiries still relate to males who represent 67% of the cases dealt with by the team, see figure 4. This is a continuing consistent trend seen in both 2021 and 2020.

Figure 4:0 SENDIAS 2022 - new contacts by gender



What type of support is required?

The intervention service levels for cases, are recorded following the IASS national guidelines to monitor the demand for different types of support regionally and locally.

There are 4 intervention levels. Figure 5 shows the levels of casework and intervention type undertaken by the service during 2022 for new referrals.

Level 1 work accounted for 36.5% of new casework which is providing advice and support, signposting towards other services or interpreting information relating to special educational needs (SEN) and enabling service users to apply it to their own situation.

Level 2 work accounted for 31% of our service's work. This relates to work that enables service users to understand or complete documentation, support in communicating with school and the LA and other services. It centres around providing detailed and personalised guidance on following SEND or exclusion procedures.

Level 3 work accounted for 22% of new casework and involves providing detailed, continuing assistance and guidance with statutory processes or assistance in overcoming serious breakdown in communications with school/LA/other services over a period of months. A small increase in level 3 casework occurred during this quarter compared to quarter two.

Level 4 work accounted for 10.5% of new casework and involves any or all of Levels 1, 2 and 3 plus providing detailed and continuing assistance and guidance with preparation and support during: First Tier Tribunal (SEND) and complaints. This low figure could be attributed to the fact that our service is able to support families to reach early resolutions via other channels.

The service is providing more detailed casework to service users over increasing longer periods of time. Also, the nature and complexity of the casework has increased since 2020, see figure 5.

Level 4 work undertaken has increased by 87.8% since 2020. Level 3 intervention work has increased by 64.2% since 2020 and level 2 work by 34.5%. Level 1 intervention work has decreased by 5.2% since 2020, see figure 5.

Figure 5:0 SENDIAS 2022 - new enquiries by Intervention level

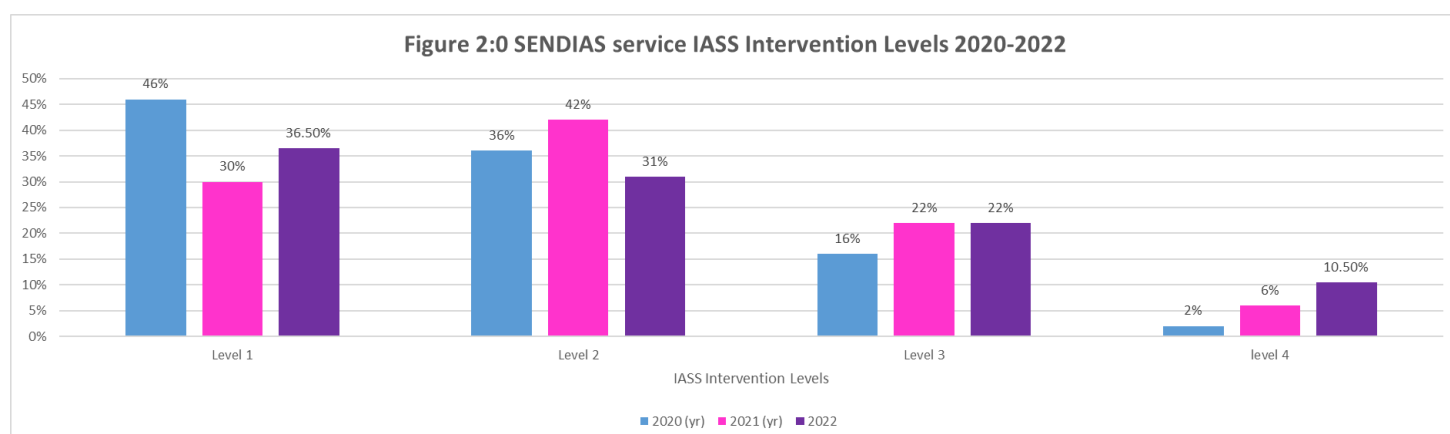


Table 4:0 provides a summary of total enquiries to the service during 2022. This represents both new and existing casework. Throughout 2022 the SENDIAS service continued to provide advice and support through a variety of methods, telephone, email, website and attendance at virtual/face to face meetings.

Table 4.0 Total number of enquires for 2022.

Type of contact (new existing cases)	Total
Telephone Call	1823
Email	764
telephone no answer	376
Unknown (not identified/mixed contact)	316
Message	102
Meeting	62
Group meeting	95
School Visit	12
Answerphone	7
text	6
Home Visit	3
Professional Meeting	3
Letter	1
Other not stated	47
Report	1
Mixed	246
Total	3541

During 2022, we reported a summary of the initial primary reason why parents/carers and young people contacted the SENDIAS service during 2022. It is worth noting that on most occasions service users also seek advice about other aspects relating to SEND. To assist with the development of the service throughout 2022 we have been recording all topics that service users request support for, and also review whether reasons for accessing support differ between service users with and without an EHCP.

Table 5:0 provides a summary of the reasons that service users with a current Education Health Care Plan (EHCP) approach the service. During 2022 we have supported a number of parents where their child has recently been granted an EHCP. The majority of service users with EHCP's in place seek advice and support around understanding the contents of the EHCP, how the admissions process to schools works, placement advice and support and to understand their right of appeal. During 2022 there has been an increase of enquiries relating to transport in terms of understanding the process and exploring their concerns when issues with transport have occurred.

Table 5:0 Reason for service users with EHCP's contacting the service during 2022.

EHCP Reasons for enquiry	Number of enquiries.
EHCP content/placement	39
Setting not following EHCP	32
Annual Review Support	27
Admissions	26
EHCP appeal	20
Transition	20
EHCP Advice	18
EHCP placement advice	17
Signposted to LA Services	15
EHCP review	13
Transport	13
Benefits Advice	10
Exclusions	10
Reduced timetable (part-time timetables)	10
Complaints school	9
Signposted to Support Groups	8
Health	7
Mental Wellbeing	7
Signposted to Social Care	5
Attendance	4
EHCP Draft Review / Advice	4
Mediation support	4
Social care	4
Bullying	3
Health Diagnosis	2
Personal Budgets	2
Disability Discrimination	1
Education Setting	1
EHCP Co-ordination Support	1
EHCP Request / Needs Assessment	1
Elective Home Education	1
Local Authority	1

Most enquires that relate to CYP with EHCP's in place, are seeking advice and support linked to understanding the content of the EHCP and the decisions made by the Local Authority in relation to the EHCP, see table 5.

Table 6:0 provides a summary of the reasons why service users without an EHCP approach the service for support. For service users without a current EHCP, 20% of new enquiries during 2022 related to seeking advice and support around making an EHC Needs Assessment request. The other key topic during the 2022 related to seeking advice around SEN support in school (17%). This follows a consistent trend across all reporting periods. During 2022 we have seen an increase in enquiries relating to advice linked to health assessments, reduced timetables and suspensions and exclusions.

Table 6:0 Reason for service users without an EHCP's contacting the service during 2022.

No EHCP Reasons for enquiry	Number of enquires
EHC needs assessment	169
SEN Support	140
Signposted to Support Groups	62
Health	49
EHCP advice	43
Reduced timetable (part-time timetables)	32
Exclusions	32
EHCP co-ordination support	25
Admissions	25
Signposted to LA Services	23
EHCP draft review/advice	21
Transition	20
Mental Wellbeing	16
Mediation Support	16
EHCNA- refusal	16
Complaints School	16
Tribunal Support- Advice EHCNA	15
Elective home education	15
EHCP Content/placement advice	15
Benefits Advice	13
Transport	11
Attendance	11
Signposted to Social Care	7
Bullying	7
Signposted to Health	6
Access arrangements	6
Annual Review	5
EHCP Review	3
Tribunal Support- Advice EHCP	2
EHCP Appeal (New Plan)	2
Disability discrimination	2
Referral request from professional	1
Education Setting	1

To address these key areas of need within our service we have developed Frequently Asked Questions (FAQ's) to further supplement our existing resources on our website relating to these key themes. In addition we have produced an animated short video to explain SEN Support in schools and co-produced a webinar on Education, Health Care Needs Assessment requests which is available on our website.

2022 - SENDIAS service website

Alongside our direct support for service user, the service also has a standalone website. The content and design is maintained and developed by Luton SENDIAS staff. There is a wide range of resources available for service users on the website.

The services standalone website was officially launched July 2020 and for the remainder of 2020 the site was averaging 130 views per month.

A total of 4382 views were recorded for 2022, the number of views has increased by 86.8% in comparison to 2021 where a total of 2346 views were recorded for 2021, see figure 4:0 and 5:0.

During 2022 there has been a significant increase (86.7%) in service users accessing advice and support from the website with an average of 365 (range of 252-540) views per month compared to 2021 average per month of 196, see figure 6 and 7.

When service users visit our website they were, on average visiting 2.24 pages during 2022, see figure 6 and 7. Table 7 provides a summary of the top 10 pages viewed during 2022. During 2022 changes in the website were made to improve service user's navigation between key topics alongside further development of website content and resources to assist in responding to key topics users request advice and support around.

Figure 6:0 Summary of the SENDIAS service website use per month for 2022.

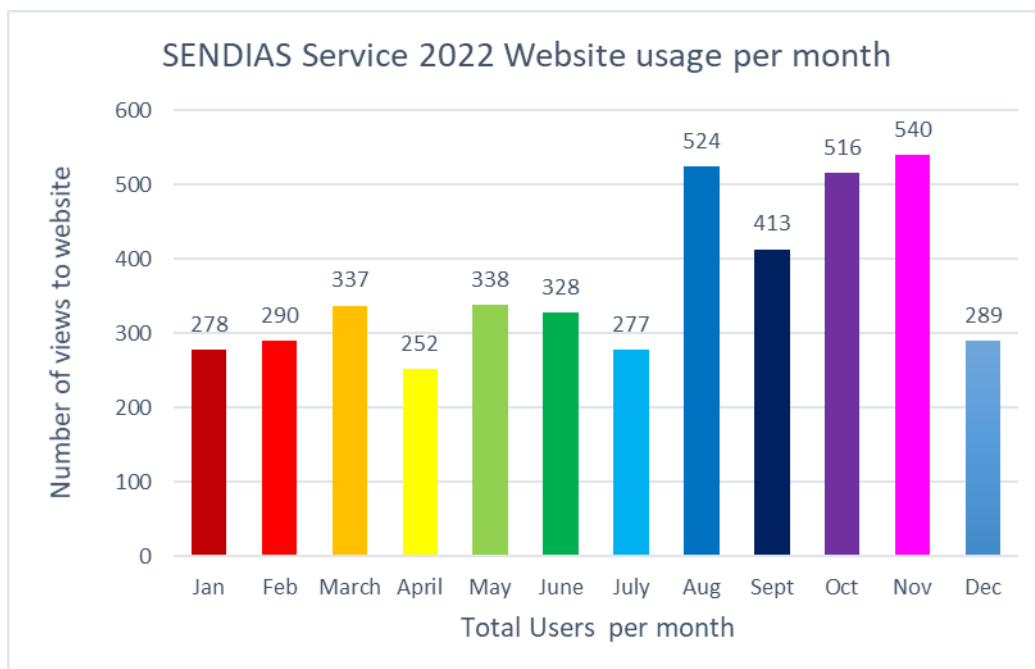


Figure 7:0 Summary of the SENDIAS service website use 2020 to 2022.

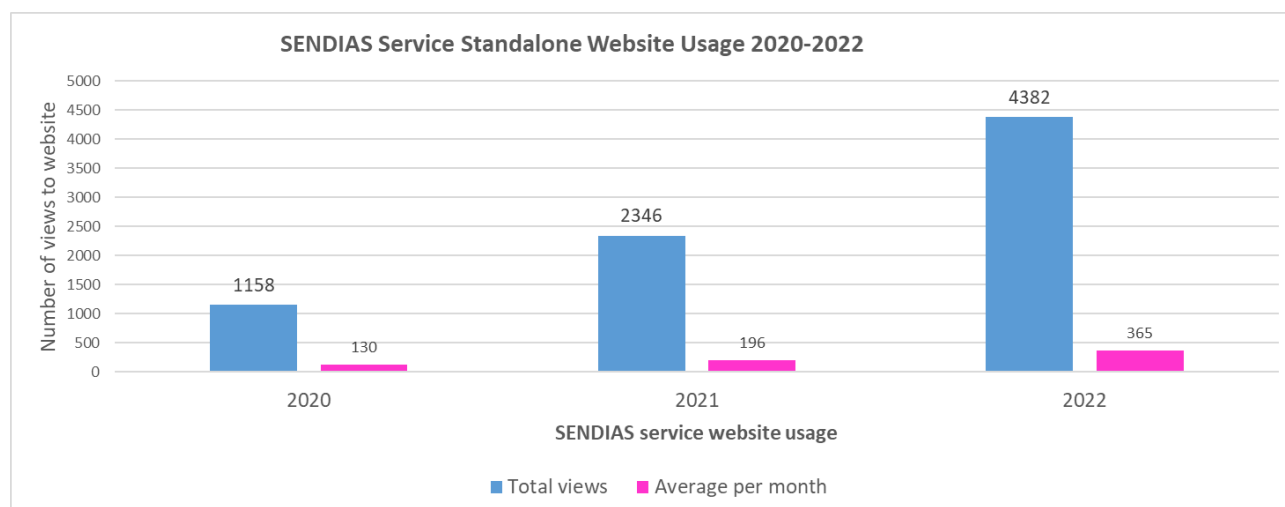


Table 7:0: Summary of the top ten pages viewed on the SENDIAS website during 2022.

Website Most Popular Pages viewed 2022	Total Number of Views
Landing page	3409
Support for parents	1303
Support- EHCP	979
Support Groups	686
Useful Information	678
Contact Us	667
What We do	544
Support for children	530
NDD Pathway	198
Help with Schools	116
SEND Tribunal & Appeal Process	98

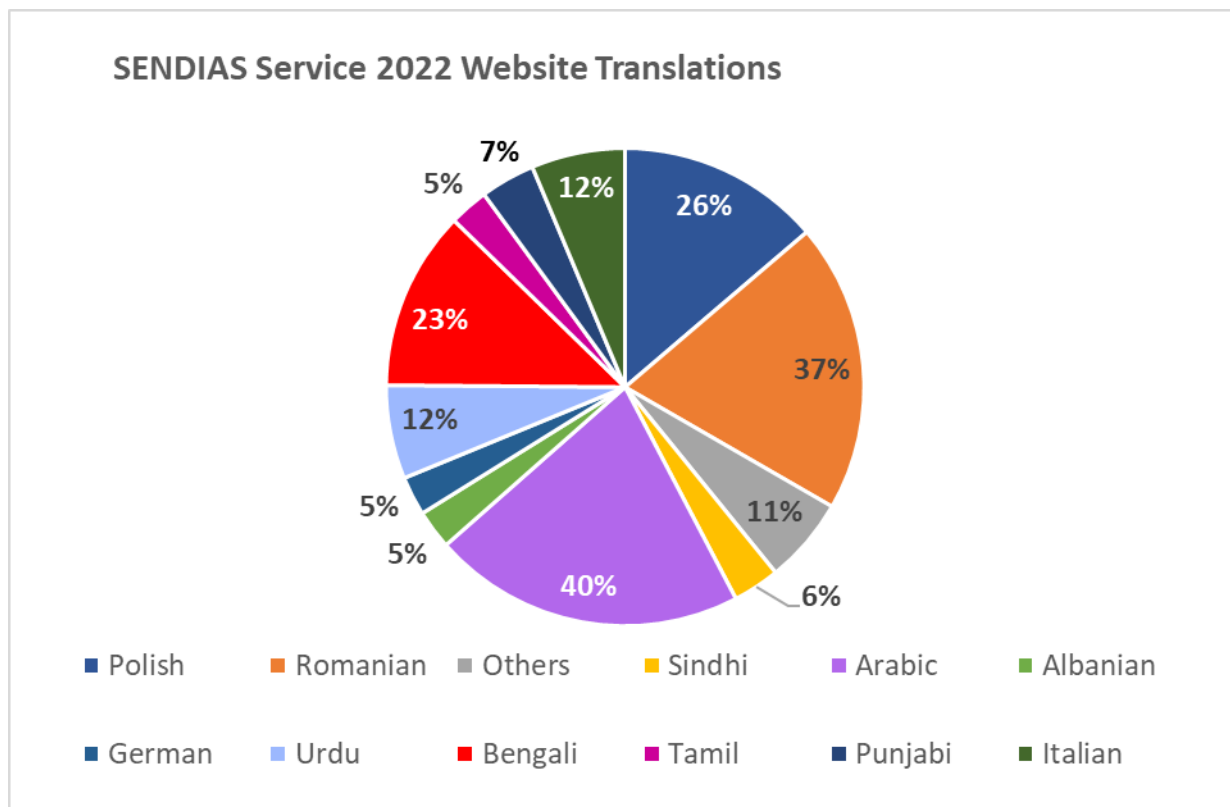
Additional accessibility software, Reach Deck, was added to the website in November 2020 which includes a translation service to help assist reaching the wider community of Luton. Analytic Data for all previous quarters this year indicated that the translation function was the most used function and this trend has continued throughout 2021, see table 8:0. The total number of users making use of this software has nearly doubled from the start of 2021.

Table 8:0 Summary of the functions used on the accessibility software during 2022.

Accessibility Analytics	Total Numbers
Toolbar	462
Translate	192
Speech	98
Simplify	13
Screen Mask	5
Picture dictate	3
Text Magnifier	2
TOTAL	775

During 2022 there were similar trends reported in relation to the functions used on the Reach Deck software with the use of the translate function being the most used function. Figure 8:0 provides a further breakdown of the translation function on the website and the languages accessed by service users during 2022.

Figure 8:0: Languages used on the translation function on the SENDIAS service website during 2022.



2022: Social Media.

Our service launched a Facebook page back in February 2021 with the initial focus of signposting to local services, support groups and local events for children, young people and families. In addition, local and national news stories will be shared.

The initial launch of our social media was achieved through word of mouth promotion. In terms of reviewing the interaction of service users with the social media, we intend to also review, the top five posts for each quarter, in an attempt to establish any potential trends and evaluate how service users interact and engage with our newly established social media platform. Figure 6:0 below displays the top five posts for 2022. Initial analysis of all quarters this year continues to reveal that Facebook posts that raise awareness of support groups and services appear to attract the highest reach with service users.

As our social media presence was new to the service in 2021, we intend to continue to review the data and evaluate our service user's interaction with our social media accounts. This will help inform how we can evolve our use of social media, for the benefit of our service users' needs and interests.

The total reach of our Facebook was 6125 which was an increase of 76.3% compared to 2021 (3474 total reach. There was also an increase in the range of total reach per month, 2021 total reach ranged from 50-776 compared to 2022 where the range increased to 100-1229, see figure 10.

Figure 9:0: SENDIAS service Facebook 2022 - Top 5 Posts.

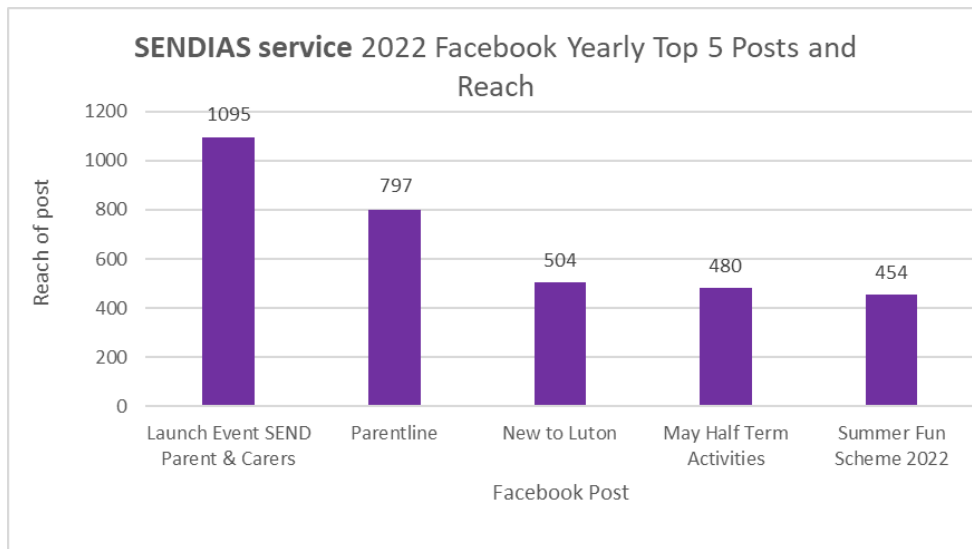
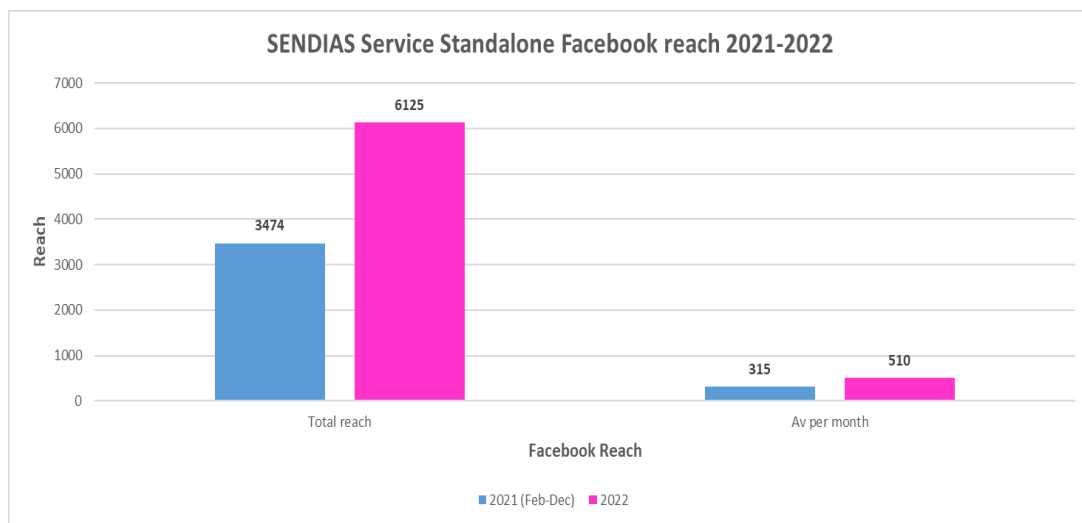
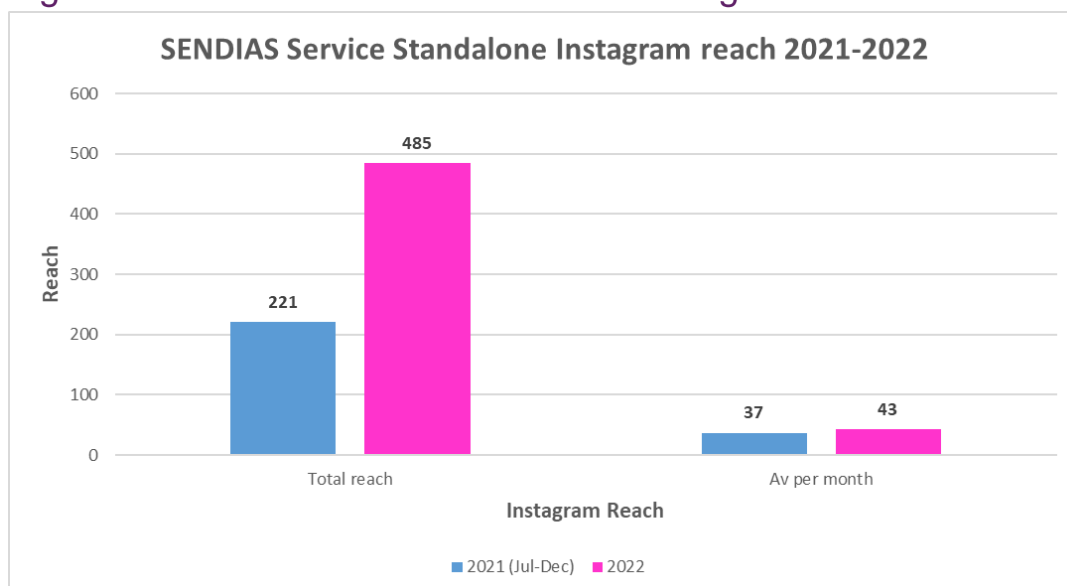


Figure 10:0: SENDIAS service 2022 - Facebook total reach



The total reach of Instagram was 485 for 2022 which represented an increase of 119.5% (221) compared to 2021, see figure 11. There was also an increase of 91.9% in the average reach per month of Instagram, see figure 11.

Figure 11:0: SENDIAS service 2022 - Instagram total reach



SENDIAS Service: How do we know that it is working?

SENDIAS services nationally, use six core questions to evaluate the service. Luton SENDIAS service have adopted these six questions. Our Annual report from 2020 identified the completion of satisfaction feedback questionnaires as an area for further development. The response rate for 2020 was only 10%. This low response rate was comparable with rates presented by our Eastern region SENDIAS service teams in their annual reports for the same period.

During 2021 we adopted a new process for monitoring the completion of feedback questions. Previously service users are directed towards completing the questionnaire via an online form located on the website. The new process involves our service administrator directly contacting service users to request feedback. This new process has had a significant effect on improving our response rate which was 80.7% for 2021.

A summary of the key findings for 2022 is presented in table 9:0 below. For a more detailed overview of the feedback data please refer to data in the appendix A. When reviewing the data in table 9:0 it is worth considering that 0.4% represents one service user. 304 people were approached to request feedback following the closure of casework and the service received 245 responses. This equates to a response rate of 80.6%.

Overall satisfaction with the service remains significantly high with **86.96% (213)** of responses stating they were very satisfied, **11.83% (29)** of responses said they were satisfied with the service, see table 8. In addition, **93.46% (229)** of responses said they were very likely to recommend the service and **4.9%** said they were likely to, see table 8. These values are comparable to figures reported during 2021, see appendix C. In terms of the quality of advice provided **88% (216)** of responses said the advice and support received was very helpful and **10%** of responses said it was helpful. In terms of impact **73.88% (181)** of responses said the support provided had made a great deal of difference and **20.4% (50)** of responses said it had made a good difference. Scores in this category are sometimes based on the parent's view of whether a positive outcome has been achieved rather than the quality of service provided.

When reviewing, scores given by service users, are often attributed to the end result achieved, rather than the quality and level of service provided by the SENDIAS service directly. This is particularly apparent when service users provide a score for the question, 'What difference do you think our information, advice or support has made for you?' Due to the nature of some enquiries, a direct impact is not always achieved instantly, or the outcome is not what the service user had hoped for due to unrealistic expectations. In these instances some service users score the service potentially lower on this question, see table 9.

Should the SENDIAS service receive any feedback that indicates that any user wasn't satisfied with the service this is followed up with a further call from a service manager to enquire if the service can do anything to assist or resolve any concerns raised. Across 2022 only one parent scored the service 0 scores for some questions, see table 9. A follow up call was made to this service user and additional advice and support was provided. The zero scores related to enquires are included in the data.

Below are some of the statements that parents have provided as further comments when they have scored lower than average in relation to the question , 'What difference do you think our information, advice or support has made for you?'

Still a work in progress with the school, hence the 3 score.

Advice and support has not made any difference to mum at this stage.

No difference - XX doesn't meet the scoring criteria to get an EHCP. This will be reviewed in the Spring Term

Did a lot of research prior to contacting SENDIAS so didn't really learn anything different.

9:0: Summary of the SENDIAS Service evaluation questionnaire for 2022.

IASS Standard Question	Summary of results	Summary of results
How easy was it to get in touch with us?	92% (225) of responses said it was very easy, 5.2% said it was easy	2.4% neutral, 0.4% (1) said not easy
How helpful was the information, advice and support we gave you?	88% (216) of responses said it was very helpful, 10% of responses said it was helpful	1.6% of responses were neutral, 0.4% (1) not helpful
How neutral, fair, and unbiased do you think we were?	89.5% (219) of responses said we were very fair and unbiased, 8.5% of responses said we were fair and unbiased,	0.8% neutral response, 1.2% (3) not neutral at all
What difference do you think our information, advice or support has made for you?	73.88% (181) of responses said it had made a great deal of difference, 20.4% (50) of responses said it had made a good difference	4.5% of responses were neutral, 1.22%(3) no difference
Overall, how satisfied are you with the service we gave?	86.96% (213) of responses said they were very satisfied, 11.83% (29) of responses said they were satisfied,	0.82% of response neutral, 0.4%(1) not satisfied
How likely is it that you would recommend the service to others?	93.46% (229) of responses said they were very likely to recommend the service, 4.9% said they were likely to	1.22% of response neutral, 0.4%(1) not likely to recommend the service

In addition to the six core questions which are used in the evaluation of SENDIAS services nationally there are two additional questions that are asked and below are some direct comments made by service users during 2022 see Appendix B:

What are our plans?

This has been a challenging but successful period for Luton SENDIAS and we are looking forward to developing the service further and support more children, young people and parents to gather and understand information relating to special educational needs. We plan to do this by:

- Developing further our initial children and young people (CYP) engagement ideas through stronger networks with other agencies that are currently working with CYP
- Further coproduction on materials for CYP in particular to develop ideas around sharing their experiences of Annual Review, starting a new school/college and preparing for adulthood
- Continue to work with parent/carers support groups, local SEN groups, SEN youth forums,

disability groups and support training events

- Maintaining our improvements on feedback collection to guide service improvements
- Further development of a standalone YouTube channel
- Developing further our social media presence

Please get in contact

We are always pleased to receive feedback about the service and suggestions as to how we can improve. We are especially keen to hear from services that would like us to attend training sessions or are holding events where we can promote the service to Luton families.

If you would like to speak to someone from the team, please call:

Special Educational Needs Disabilities
Information Advice & Support



01582 548156

SENDIAS@luton.gov.uk

Appendices:

- A: Levels of Service
- B: SENDIAS Service 2022 Feedback Survey Results
- C: SENDIAS Service feedback summary table 2021

Appendix A

Levels of Service

Level 1

- information and advice about SEND matters, such as: the legal framework, local SEN processes and procedures, support groups, particular special educational needs or disabilities, funding arrangements, local services, web based resources, national organisations
- phone or email support – tailored to the particular circumstances of the service user

Outcome; Service user confirms that their information and advice needs have been Met and/or Service user is signposted elsewhere. The service user feels confident to access further information and advice and/or to pursue matters independently or with support from other agencies or services.

Level 2

Any or all of Level 1 plus:

- help to understand or complete documentation, support in communicating with school, the LA, other services, etc. detailed and personalised guidance on following SEND or exclusion procedures, assistance in accessing services
- phone or email support over a period of time, research and provision of specialised advice and information, home visit by SENDIAS or office visit by service user, provision of support at/for meeting, liaison with other agencies

Outcome; Service user confirms that their information and advice and support needs have been met. Service user feels confident to continue without further support from SENDIAS or with support from other agencies or services.

Level 3

Any or all of Levels 1 and 2 plus:

- detailed and continuing assistance and guidance with statutory processes, complex multi-agency needs, assistance in overcoming serious breakdown in communications with school/LA/other services, requires intensive support due to personal circumstances (e.g. low literacy levels, learning or sensory difficulties, English as an additional language)
- provision of support at/for a series of meetings over a period of months, ongoing support and guidance through statutory processes (EHC needs assessment, disagreement resolution, mediation etc.), assistance with preparation for an exclusion appeal and support at the appeal meeting, SENDIAS undertakes key working role with other agencies

Outcome; Service user confirms that support has enabled them to participate in processes.

Level 4

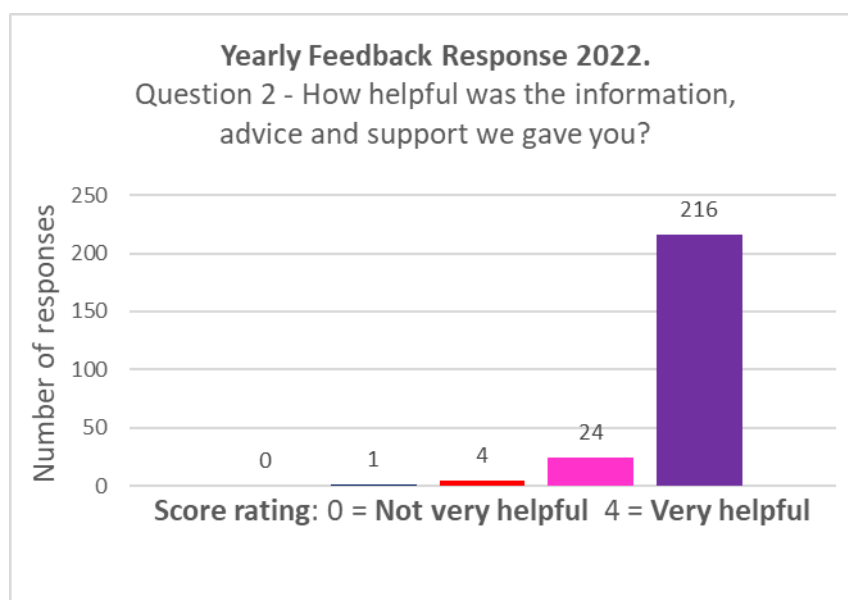
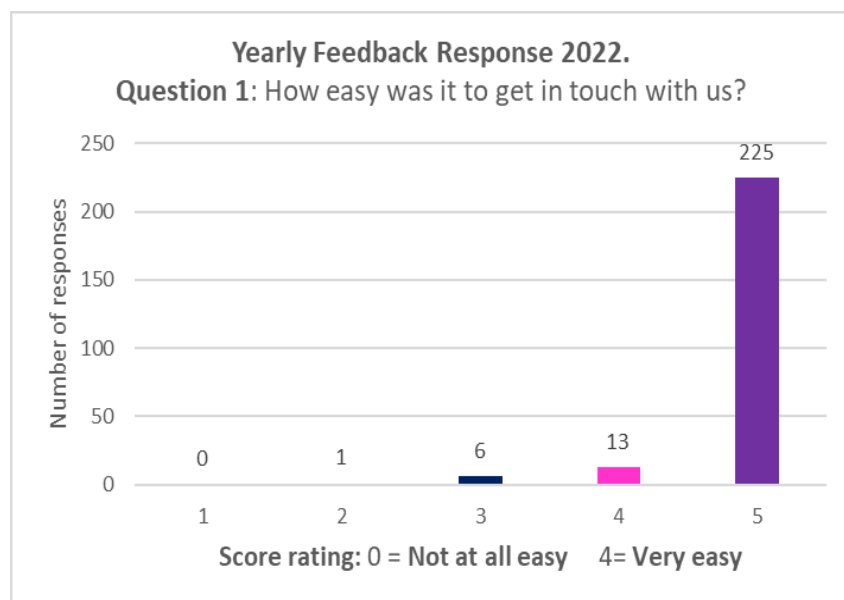
Any or all of Levels 1, 2 and 3 plus:

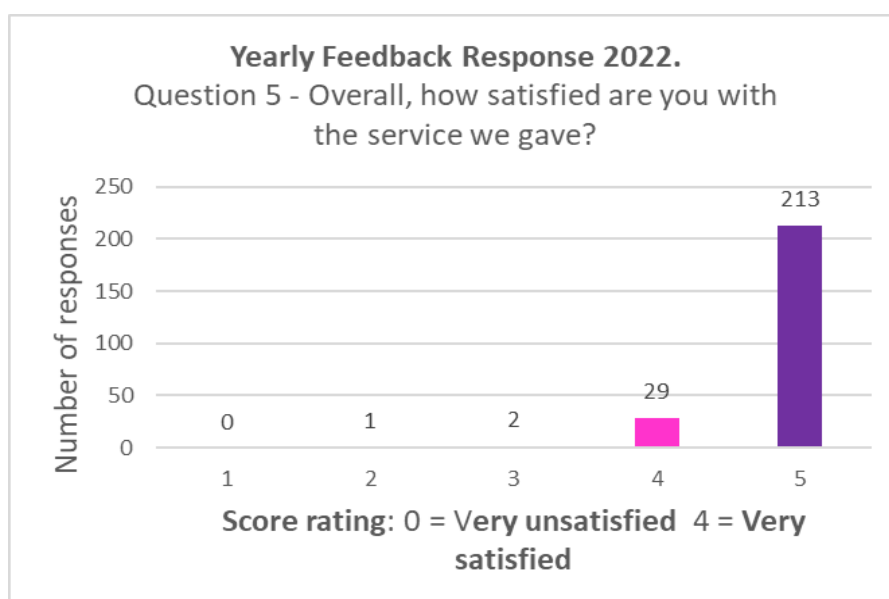
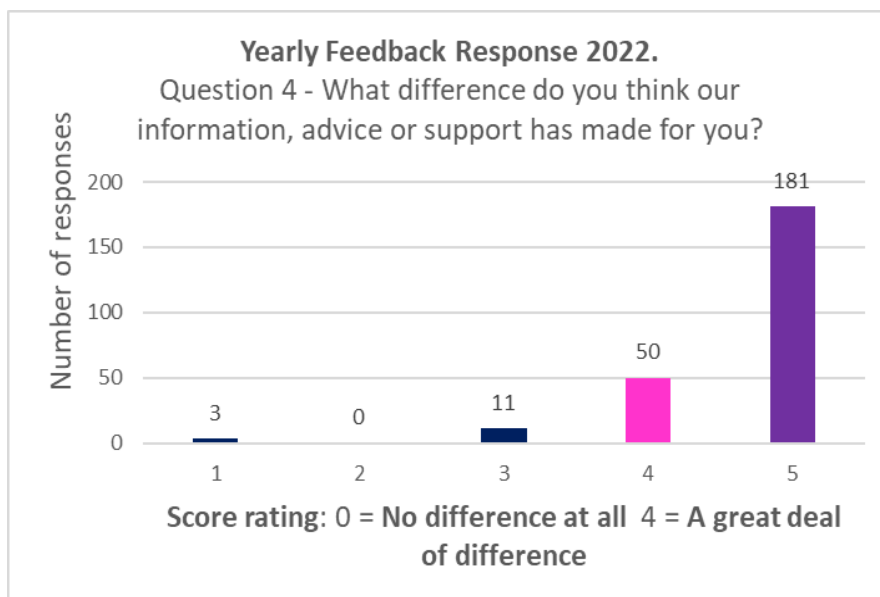
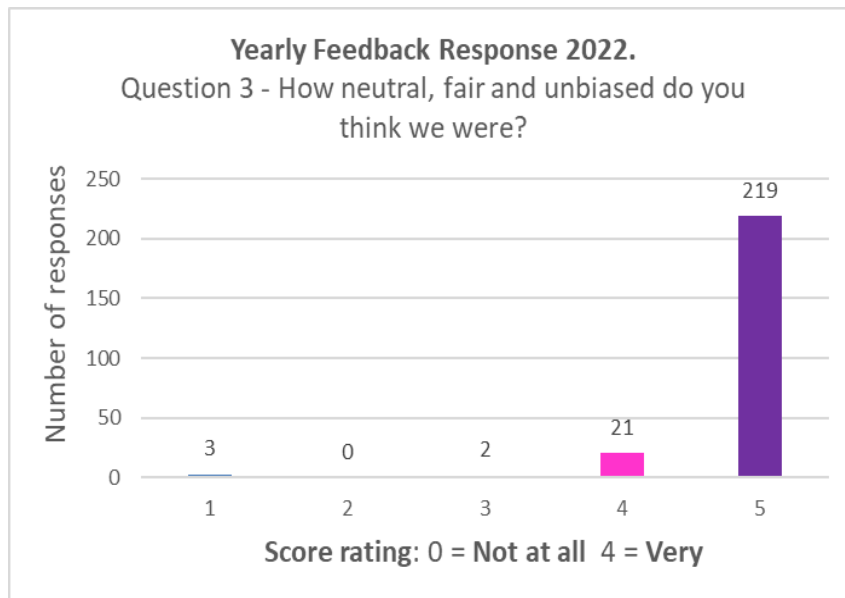
- detailed and continuing assistance and guidance with preparation and support during: First Tier Tribunal (SEND), including Disability Discrimination Act complaints to Tribunal, Complaints to Ombudsman, Judicial Review and Disputes about Child Protection
- provision of intensive support for the service user(s) during the legal processes. This may include assistance with preparation for the legal process and support at, for example, a Tribunal hearing

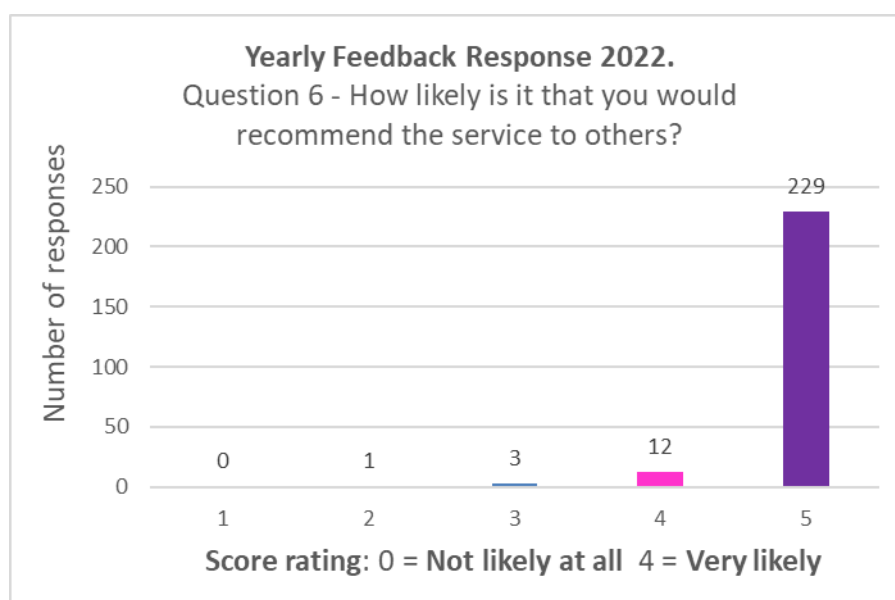
Outcome; Service user confirms that support has enabled them to participate in processes.

Appendix B:

SENDIAS Service evaluation results 2022







Appendix C:

Table 8:0: Summary of the SENDIAS Service evaluation questionnaire for 2021.

IASS Standard Question	Summary of results	Summary of results
How easy was it to get in touch with us?	89% of responses said it was very easy, 3 % said it was easy	3% neutral
How helpful was the information, advice and support we gave you?	85.5% of responses said it was very helpful, 12% of responses said it was helpful	2% of responses were neutral, 0.5% not very helpful
How neutral, fair, and unbiased do you think we were?	87.5% of responses said we were very fair and unbiased	10% of responses said we were fair and unbiased, 7.5 neutral response, 0.5% not neutral at all
What difference do you think our information, advice or support has made for you?	75% of responses said it had made a great deal of difference, 15.5% of responses said it had made a good difference	7.5% of responses were neutral, 1% no difference
Overall, how satisfied are you with the service we gave?	88% of responses said they were very satisfied, 8% of responses said they were satisfied,	3% of response neutral, 0.5% not satisfied
How likely is it that you would recommend the service to others?	94% of responses said they were very likely to recommend the service, 5% said they were likely to	0.5% of response neutral, 0.5% not likely to recommend the service