

## APPENDIX 1A

### SENDIST data from 13/14 to 20/21

“£253 million wasted by LAs defending SENDIST Appeals” widely reported in December 2021 by Special Needs Jungle (SNJ) et al.

£253,000,000 = £6206.91 approx  
40761

Official SENDIST appeals registered				Cost based on £6206.91 per appeal for B/ham
Date (academic year 1/9 to 31/8)	Official SENDIST appeals registered National	Per Calendar year	Birmingham	
14/15	3147	2015	144	£893,795.04
15/16	3712	2016	170	£1,055,174.70
16/17	4725	2017	237	£1,471,037.67
17/18	5679	2018	265	£1,644,831.15
18/19	7002	2019	295	£1,831,038.45
19/20	7917	2020	261	£1,620,003.51
20/21	8579	1.1.21-31.8.21	208	£1,291,037.28
<b>totals</b>	<b>40761</b>		<b>1580</b>	<b>£9,806,917.80</b>

\*Appeals registered taken from monthly data from 1.1.21 to 31.12.21

Potentially this figure is over £10,000,000 as there is no data including for Birmingham for 1.9.2014 to 31.12.14. Birmingham had 138 appeals in calendar year 2014 – proportionally speaking this could equate to another 46 appeals =£285,517.86 bringing a grand total to **£10,092,435.70**

#### Annual Report 2014/15 stated the following

The new SEND Code of Practice introduces some changes in relation to disagreement resolution and appeals.

There is a requirement for SENDIASS to support “*children, young people and parents in managing mediation, appeals to the First-tier Tribunal (Special Educational Needs and Disability), exclusions and complaints on matters related to SEN and disability*” (CoP 2.19).

SENDIASS has a long tradition in supporting parents and carers through the appeal process with an emphasis on resolving appeals without the need for SENDIST Hearings

LAs and CCGs have a responsibility to establish an independent Disagreement Resolution Service (DRS) (CoP 11.6); to date there has been no information made available about this function.

In addition, for all SENDIST appeals (except those only relating to the placement named in an EHCP) there is a requirement to seek advice from independent Mediations Services. **Given the success of SENDIASS in resolving appeals the need for the independent DRS and any external mediation service in Birmingham is questionable.\***

The number of appeals that SENDIASS has been involved with in the year covered by this Annual Report is 110.

\* The law requires it regardless of SENDIASS and LA performance!

#### Annual Report 2015/16 stated the following

SENDIST register appeals on a **January to December basis\***. In 2016 SENDIASS have been involved with **137 appeals\*\***.

\* SENDIST actually report appeals quarterly and then annually but for the academic year not calendar year

\*\*this equates to SENDIASS being involved with 95% of all appeals

#### Annual Report 2016/17 stated the following

SENDIST register appeals on a January to December basis. In 2016 SENDIASS has been involved with 171 appeals\* – a significant increase of 25% compared with the 137 received last year. SENAR estimate that SENDIASS is the named representative in around 80% of all registered appeals. It is worthy of note that co-working results in a majority of these appeals being resolved in advance of the Appeal Hearing.

\* 171 is one more than all those registered according to the document NH provided “*Appeal Rates Birmingham & Hampshire comparator*” which she presented as calendar years. Perhaps they are in fact academic years and this would explain the discrepancy here.

#### **Annual Report 2017/18 stated the following**

SENDIST register appeals on a January to December basis. From January to September 2018\* SENDIASS has been involved with 189 appeals; this shows an increase compared to the 2017 period (171). SENAR estimate that SENDIASS is the name representative in around 80% of all registered appeals. It is worthy of note that co-working results in a majority of these appeals being resolved in advance of the Appeal Hearing.

\* This isn't a full year, only 9 months!

#### **Annual Report 2018/19 stated the following**

For this year we have identified the appeals (243) that were lodged and resolved within the year September 2018 to August 2019. Care should be taken when comparing this year's data with the previous year, though proportions would be comparable.

SENAR estimate that SENDIASS is the name representative in around 80% of all registered appeals. It is worthy of note that co-working results in a majority of these appeals being resolved in advance of the Appeal Hearing.

#### **Annual Report 2019/20 stated the following**

SENDIST register appeals on a January to December basis. From January to September 2019\* SENDIASS was involved with 161(189) appeals.

SENAR estimate that SENDIASS is the named representative in around 80% of all registered appeals. It is worthy of note that co-working results in a majority of these appeals being resolved in advance of the Appeal Hearing.

\* 9 month period again

Local Authority	2014			2015			2016			2017			2018			2019			SENDIASS funding and staffing taken from IASSN "Funding, Casework and Staffing Data Report 2021"	Population 2021	total funding 2021	FTE staff 2021	volunteers 2021	£ per head 2021	
	Appeals registered <sup>5</sup>	Total Appealable Decisions <sup>1</sup>	SEND Tribunal Appeal Rate <sup>2</sup>	Appeals registered <sup>4</sup>	Total Appealable Decisions <sup>1</sup>	SEND Tribunal Appeal Rate <sup>2</sup>	Appeals registered <sup>4</sup>	Total Appealable Decisions <sup>1</sup>	SEND Tribunal Appeal Rate <sup>2</sup>	Appeals registered <sup>4</sup>	Total Appealable Decisions <sup>1</sup>	SEND Tribunal Appeal Rate <sup>2</sup>	Appeals registered <sup>4</sup>	Total Appealable Decisions <sup>1</sup>	SEND Tribunal Appeal Rate <sup>2</sup>	Appeals registered <sup>4</sup>	Total Appealable Decisions <sup>1</sup>	SEND Tribunal Appeal Rate <sup>2</sup>							
Birmingham	138	7,635	1.8%	144	7,771	1.9%	170	8,093	2.1%	237	9,470	2.5%	265	10,214	2.6%	295	9,793	3.0%		Birmingham	450047	£240,000	5	0	£0.53
The rows below (in yellow) represent 6 LAs with largest populations																									
Lancashire	90	5,088	1.8%	67	5,350	1.3%	43	6,056	0.7%	73	6,837	1.1%	95	7,486	1.3%	138	7,539	1.8%		Lancashire	369944	£303,281	7	0	£0.83
Essex	155	7,796	2.0%	85	7,737	1.1%	108	8,449	1.3%	178	9,079	2.0%	211	9,797	2.2%	315	10,356	3.0%		Essex	436955	£344,356	6.7	0	£0.79
Hertfordshire	87	3,880	2.2%	98	4,647	2.1%	91	5,364	1.7%	126	6,079	2.1%	159	6,910	2.3%	160	7,654	2.1%		Hertfordshire	371328	£412,509	14.51	0	£1.11
Hampshire	166	5,242	3.2%	113	5,917	1.9%	188	6,991	2.7%	188	7,879	2.4%	224	8,749	2.6%	163	9,309	1.8%		Hampshire	395904	£247,196	7	5	£0.62
Kent	325	6,924	4.7%	160	7,339	2.2%	166	8,685	1.9%	242	10,294	2.4%	369	13,131	2.8%	513	14,599	3.5%		Kent	481475	?	?	?	
Surrey	196	5,855	3.3%	142	5,985	2.4%	188	7,623	2.5%	220	8,210	2.7%	213	9,293	2.3%	293	10,429	2.8%		Surrey	364541	£230,000	7	0	£0.63
England Tota	4,108	251,096	1.6%	3,126	269,565	1.2%	3,863	305,983	1.3%	4,988	338,866	1.5%	6,023	376,254	1.6%	7,385	413,131	1.8%							

? = data not submitted by service

average £0.75 per head

Statistical neighbour rating	Local Authority	2014				2015				2016				2017				2018				2019				SENDIASS funding and staffing taken from IASSN "Funding, Casework and Staffing Data Report 2021"	Population 2021	total funding 2021	FTE staff 2021	volunteers 2021	£ per head 2021
		Appeals registered <sup>5</sup>	Total Appealable Decisions <sup>1</sup>	SEND Tribunal Appeal Rate <sup>2</sup>		Appeals registered <sup>4</sup>	Total Appealable Decisions <sup>1</sup>	SEND Tribunal Appeal Rate <sup>2</sup>		Appeals registered <sup>4</sup>	Total Appealable Decisions <sup>1</sup>	SEND Tribunal Appeal Rate <sup>2</sup>		Appeals registered <sup>4</sup>	Total Appealable Decisions <sup>1</sup>	SEND Tribunal Appeal Rate <sup>2</sup>		Appeals registered <sup>4</sup>	Total Appealable Decisions <sup>1</sup>	SEND Tribunal Appeal Rate <sup>2</sup>											
	Birmingham	138	7,635	1.8%	144	7,771	1.9%		170	8,093	2.1%	237	9,470	2.5%	265	10,214	2.6%	295	9,793	3.0%		Birmingham	450047	£240,000	5	0	£0.53				
Very close	Luton	4	1,046	0.4%	7	1,284	0.5%		9	1,374	0.7%	11	1,485	0.7%	14	1,536	0.9%	9	1,764	0.5%	Very close	Luton	78711	?	?	?	?				
Close	Sandwell	31	1,438	2.2%	12	1,485	0.8%		15	1,698	0.9%	8	1,990	0.4%	12	2,190	0.5%	20	2,308	0.9%	Close	Sandwell	112830	£125,000	4	0	£1.11				
Close	Nottingham	18	671	2.7%	10	814	1.2%		18	941	1.9%	40	1,072	3.7%	20	1,122	1.8%	19	1,205	1.6%	Close	Nottingham	141372	?	?	?	?				
Close	Wolverhampton	5	1,358	0.4%	10	1,348	0.7%		3	1,405	0.2%	7	1,575	0.4%	6	1,789	0.3%	4	1,985	0.2%	Close	Wolverhampton	86806	?	?	?	?				
Close	Enfield	13	1,467	0.9%	8	1,494	0.5%		8	2,097	0.4%	5	2,313	0.2%	9	2,579	0.3%	14	3,201	0.4%	Close	Enfield	115631	?	?	?	?				
Somewhat close	Waltham Forest	18	1,506	1.2%	7	1,442	0.5%		8	1,479	0.5%	14	1,894	0.7%	14	1,911	0.7%	12	2,162	0.6%	Somewhat close	Waltham Forest	92544	£97,000	2.6	0	£1.05				
Somewhat close	Slough	2	882	0.2%	7	977	0.7%		4	1,425	0.3%	6	1,341	0.4%	10	1,387	0.7%	6	1,514	0.4%	Somewhat close	Slough	54928	£146,000	1.5	2	£2.66				
Somewhat close	Manchester	44	2,460	1.8%	44	2,753	1.6%		33	3,349	1.0%	42	3,807	1.1%	36	4,268	0.8%	49	4,800	1.0%	Somewhat close	Manchester	221584	?	?	?	?				
Somewhat close	Walsall	25	1,325	1.9%	12	1,616	0.7%		18	1,571	1.1%	17	1,816	0.9%	22	2,204	1.0%	26	2,205	1.2%	Somewhat close	Walsall	94282	£130,000	2.8	0	£1.38				
Somewhat close	Derby	46	1,133	4.1%	18	1,356	1.3%		23	1,604	1.4%	63	1,810	3.5%	60	2,013	3.0%	71	2,396	3.0%	Somewhat close	Derby	89259	£98,000	2.3	0	£1.10				
	England Total <sup>4</sup>	4,108	251,096	1.6%	3,126	269,565	1.2%		3,863	305,983	1.3%	4,988	338,866	1.5%	6,023	376,254	1.6%	7,385	413,131	1.8%											

? = data not submitted by service

not enough data provided to provide an accurate average

Local Authority	2014			2015			2016			2017			2018			2019			SEND/IAS funding and staffing taken from IASSN "Funding, Casework and Staffing Data Report 2021"	Population 2021 aged 0-25	total funding 2021	FTE staff 2021	volunteers 2021	£ per head 2021	
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Surrey	196	5,855	3.3%	142	5,985	2.4%	188	7,623	2.5%	220	8,210	2.7%	213	9,293	2.3%	293	10,429	2.8%		Surrey	364541	£230,000	7	0	£0.63
The rows below (in grey) represent LAs with appealable decisions over 5000 in 2019 although the yellow rows above are over 7500																									
Lincolnshire	29	3,520	0.8%	35	3,532	1.0%	59	4,133	1.4%	50	4,761	1.1%	52	4,829	1.1%	49	5,268	0.9%		Lincolnshire	213294	£178,798	6.4	0	£0.84
Staffordshire	56	3,621	1.5%	63	3,936	1.6%	83	4,303	1.9%	97	4,838	2.0%	95	5,252	1.8%	78	5,564	1.4%		Staffordshire	247960	?	?	?	£1.05
Suffolk	54	3,265	1.7%	63	3,092	2.0%	58	3,558	1.6%	58	4,437	1.3%	73	5,153	1.4%	104	5,998	1.7%		Suffolk	215262	£259,478	6	0	£1.21
West Sussex	41	3,415	1.2%	22	4,015	0.5%	83	4,822	1.7%	85	5,279	1.6%	90	5,681	1.6%	114	6,059	1.9%		West Sussex	238340	£284,100	7.36	7	£1.19
Devon	26	3,699	0.7%	17	3,624	0.5%	37	3,902	0.9%	55	4,360	1.3%	54	5,437	1.0%	63	6,759	0.9%		Devon	216113	£298,000	6.3	15	£1.38
England Total	4,108	251,096	1.6%	3,126	269,565	1.2%	3,863	305,983	1.3%	4,988	338,866	1.5%	6,023	376,254	1.6%	7,385	413,131	1.8%	? = data not submitted by service						

average £0.75 per head

not relevant in any menaingful respect to prov

## APPENDIX 2

### IASS additional funding via IASP (NCB) provided to Birmingham SENDIASS

Some of the things that have been funded should be clearly provable e.g. the existence of a website (minimum standards require it to be a standalone website so IASP funding would have been for that), training materials and evidence that training sessions were held etc.

<b>2018-19</b>	<b>£32,000</b>	<ol style="list-style-type: none"><li>1. Conduct a detailed self-review of the IASS to establish its delivering on its responsibilities as required by the C&amp;FA 2014 and SEN C of P</li><li>2. Develop a 2 year service-led IASS operational plan to seek compliance and service improvements benchmarked against the new minimum standards</li><li>3. Demonstrate a willingness to work closely with CDC and respect the disciplines of working close to Government policy on the IASP (this required the following:  Submit a statement to say:<ul style="list-style-type: none"><li>• Your attendance and learning at IASS regional meetings during the year</li><li>• Submission of 3 case studies to inform and help other services (ongoing)</li><li>• Submission of data onto the IASSN national reporting hub (Nov 2018)</li><li>• Engagement with IASSN annual customer survey (Jan 2019)</li></ul></li></ol>
<b>2019-20</b>	<b>£45,900</b>	<ol style="list-style-type: none"><li>1a. Support with staff costs / retention</li><li>1b. Appointment of CYP Lead</li><li>1c. Support work required to implement plans from 1 April 2019</li><li>1d. Capacity built into current Head of Service role to define project plan for implementation including specific Project Lead</li><li>2a. Joint commissioning arrangements with health and social care (this included:<ul style="list-style-type: none"><li>• Links made at DMO level (SENDIASS is directly managed by the DCSO)</li><li>• An SLA and funding model established with Health &amp; Social Car</li></ul></li><li>2b. Strengthening governance arrangements and management reporting (this included:<ul style="list-style-type: none"><li>• Representation of Education, Health and Social Care on the SENDIASS Board (former Chair of Schools' Forum has expressed an interest in Chairing the SENDIASS Board and this will bring a high level of strategic expertise)</li></ul></li><li>3a. Strengthening tribunal support - Protocols established with the SEND Department to resolve disputes</li><li>3b. <b>Website</b> development and promotional materials designed to link to the Local Offer - Website integral part of IASS offer &amp; online helpline available</li><li>4a. Setting up and implementing a <b>volunteer development programme</b> (including a training programme) to support CYP and parents (aim was 10 CYP Support Volunteers trained &amp; 10 Parent/Carer Volunteers trained)</li><li>4b. Creating better processes to receive regular feedback from service users which help refine and develop the service and the staff within it including:<ul style="list-style-type: none"><li>• Accessible CYP feedback mechanism defined</li><li>• Accessible parental feedback mechanism defined</li><li>• Service User feedback on Website</li></ul></li><li>5a. Strategic work with disadvantaged groups this included:<ul style="list-style-type: none"><li>• Locality Based Groups set up to cover North/South/Central areas of city</li><li>• Local communities needs defined including language and cultural issues</li></ul></li><li>5b. Supporting strategic participation of parents, CYP - Links with the Strategy for SEND made</li></ol>

## UNFORSEEN COVID RESTRICTIONS IMPACTED ON DELIVERY FROM THIS POINT FORWARD

2020-21	£27,882	<ol style="list-style-type: none"><li>1. To have an SLA and joint commissioning arrangement for IASS signed and agreed with health and social care as per minimum standards. (Purpose – for process to be embedded and improve services locally)</li><li>2. To increase IASS reach and engagement with minority ethnic communities and hard to reach families across Birmingham to include: A communication and engagement action plan devised with ambitious targets and developed in partnership with YP and VCOs.</li><li>3. To develop an IASS easy read guide to improve inclusive Practice in Mainstream Secondary settings this included: Establishing an Operational Board (with terms of reference in place) in partnership with ACAMHS and other relevant organisations that can contribute to the aim.</li><li>4. Produce a service continuity and sustainability plan for the period April 2021 onwards</li></ol>
2021-22	£10,000	<ol style="list-style-type: none"><li>1. Ensure CYP and families receive ongoing impartial IAS within the wider service offer in line with the duties outlined in the Minimum Standards for SENDIASS. This included: A YP's Participation Group (YPG) is established with a defined work programme and creation of a YP participation charter</li><li>2. Ensure the IASS manager based solely within the IAS Service, continues to lead on strategic planning, delivery to ensure it has the capacity and resources to meet these Minimum Standards and local need - including a joint commissioning arrangement no later than March 2022, where such an arrangement is not yet in place. This included developing a training package and to provide training to Health and SC re role and work of SENDIASS</li><li>3a. Due to the changing environment, to develop new IASS digital resources on matters relating to the service and SEND – which increases current service uptake and engagement with CYP and families This included: Compiling Zoom ready training materials that are specific to parents and for CYP. (4 sessions to be delivered on all aspects of IASS work and SEND processes.)</li><li>3b. Due to the changing environment, to develop new IASS digital training resources aimed at external local education, health and social care professionals, CYP, families and volunteers - which increases knowledge of SEND law, guidance, local policy, issues and participation. This included: Compiling Zoom ready training materials that are specific to professionals across the disciplines and schools (4 sessions to be delivered).</li></ol>
Total	£115,792	





## Take from Annual Reports – green highlighted text is my calculation and is not in the ARs

Note the initial reason for contacting the service across all reporting areas never changes.

“School meeting” says nothing about what the casework was about e.g. SEN Support, exclusion, behaviour etc

“Placement” sounds like it may mean naming school in EHCP but unlikely that starting or changing school hasn’t arisen outside of naming in an EHCP.

“Other “ should be broken down a bit more e.g. like 15/16 school transport was highlighted

### 14/15

There are presently over **7100 families and children known to SENDIASS\***. Typically, at any one time around 400 families, children and young people will be receiving an in depth casework service\*\*.

**509** new referrals

At the initial point of referral a Case Objective type is given to each new case; these objectives include:

- EHC Needs Assessment
- Progress of EHCP
- Content of EHCP
- Placement
- School Meeting
- Annual Review Meeting
- Exclusion
- Attendance
- Other

However, it should be noted that many referrals are multi-faceted. Equally, it is not always clear at the point of referral what the case objectives are and these may only become apparent following a first more in depth assessment. Furthermore, objectives can change or be added throughout the progress of a case.

\*Assume this is families on the database since the service began on 1.1.2000

\*\* When SENDIASS were asked on 25.4.22 “How many for each of the national intervention levels (1-4) or certainly a split between helpline one-off calls and casework”. The response was “**All these are LEVEL 4 as the requirement was to only report on these.**” Therefore, the figures relating to in depth casework are all Level 4 intervention.

**The box below is taken from the IASSN Funding, Casework and Staffing Data Report 2021. As you can see national average is 14% of all casework is Level 3 or 4 not just Level 4. (14% of 724 = 101).**

To explore this, we asked services to submit their own helpline and casework numbers from three consecutive years. We found that on average:

- Helpline enquiries: up 48% since 2019- an average of 1291 enquiries being received per year per service
- Casework (non-helpline) up 52% since 2019- average 724 cases per year across the levels
- Tribunal numbers continue to rise. Services are supporting an average of 40 tribunal cases a year in some form, including attending and supporting a parent or young person directly with 4.

### Complexity:

- 14% of cases reported to be level three or above by those that record levels, compared to 10% in 2019



**15/16**

There are presently over **7700** families and children known to SENDIASS. **(600 new families added)**

**565** new cases. Same categories as bullet points for 2014/15.

[In the Summer of 2016 SENDIASS were contacted by over 50 parents – **and other professionals** – regarding decisions that had been made affecting children and young people's school transport. These are included in the 'Other' category]

**16/17**

There are presently over **8240** families and children known to SENDIASS. The range of support provided covers telephone advice, in depth case work support and **workshop sessions\***. **(540 new families added)**

**During the year commencing 1 September 2016 SENDIASS delivered in depth casework\*\* intervention to 637 new cases.** Same categories as bullet points for 2014/15.

\* These should not be added to database unless they receive individual support and numbers should be presented and reported separately including details of themes for the workshop

\*\* This is clearer than in previous reports when just stated referrals but should also include separately number of one-off enquiries and their nature.

**17/18**

There are presently over **8745** families and children known to SENDIASS. The range of support provided covers telephone advice, in depth case work support and workshop sessions. **(505 new families added)**

During the year commencing 1 September 2017 SENDIASS delivered in depth casework intervention to 570 new cases. This is in addition to the continuing casework that is undertaken. Same categories as bullet points for 2014/15.

**18/19**

There are presently over **9500** families and children known to SENDIASS. The range of support provided covers telephone advice, in depth case work support and workshop sessions. **(755 new families added)**

During the year commencing 1 September 2018 SENDIASS delivered in depth casework intervention to **618** new cases. This is in addition to the continuing casework that is undertaken with the families that the service supports.

**A particular feature of this year's work has been providing information, advice and support to CYP directly.\*** Same categories as bullet points for 2014/15.

\* There is no reference in the stats to CYP vs parents re casework numbers or issues raised. According to table below there are 48 cases relating to YP = approx 23 16 & 17 yrs olds & 25 >18. unclear if this is parents of 16+ or YP directly contacting service and if parental consent was acquired. **On another occasion it was reported that direct work with CYP didn't commence to 1.9.21 i.e. more than 2 years later!**

**19/20 (lockdown from March 2020)**

There are presently over **10,200** families and children known to SENDIASS. The range of support provided covers telephone advice, in depth case work support and workshop sessions. **(700 new families added)**

During the year commencing 1 September 2019 SENDIASS delivered in depth casework intervention to **679** new cases. The six monthly split was **371/308**. As the March - August period covers the summer holiday, this may explain the difference, but there would be some effect from the lockdown. Same categories as bullet points for 2014/15.



## Birmingham SEND Information, Advice & Support Service

### Quality Assurance Form - Parent/Carer

We try to provide the information, advice and support that you need.

Please take a few minutes to answer some questions for us.

We really do value your feedback.

### Getting in touch with us

1 How easy was it to get in touch with us?	<b>Not at all easy</b>				<b>Very easy</b>
	0	1	2	3	4
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1b How quickly did we respond?	<b>Very Slowly</b>				<b>Very quickly</b>
	0	1	2	3	4
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1c How well do you think we understood your questions or concerns?	<b>Not at all well</b>				<b>Very well</b>
	0	1	2	3	4
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1d How did you hear about us? (Tick all that apply)

Leaflet about the service	<input type="checkbox"/>	Another parent or friend	<input type="checkbox"/>	The internet	<input type="checkbox"/>
The school, early years setting or college	<input type="checkbox"/>	The Local Offer	<input type="checkbox"/>	The Local Authority's SEND team	<input type="checkbox"/>
An educational psychologist or Advisory Teacher	<input type="checkbox"/>	A health professional	<input type="checkbox"/>	Social Services	<input type="checkbox"/>
None of these	<input type="checkbox"/>	(if so, please tell us how you found out about the service)			



## The support we offered you

2	How helpful was the information, advice and support we gave you?	Not at all helpful					Very helpful
		0	1	2	3	4	
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

2b Did we:

	YES	N/A
support you with the SEND statutory processes including EHC needs assessment/EHC Plan? (this may have included Appeal/Tribunal)	<input type="checkbox"/>	<input type="checkbox"/>
help/advice with concerns you have relating to educational placement or provision? (this may be related to nursery, school or college)	<input type="checkbox"/>	<input type="checkbox"/>
help/advice with any concerns you may have with the SEND delivery from the LA? (this may have included Home to School Transport)	<input type="checkbox"/>	<input type="checkbox"/>
help/advice with any aspect of Health or Social Care?	<input type="checkbox"/>	<input type="checkbox"/>
provide any other support (please detail)	<input type="checkbox"/>	<input type="checkbox"/>

3	How neutral, fair and unbiased do you think we were?	Not at all					Very
		0	1	2	3	4	
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

4a	What difference do you think our information, advice or support has made for you?	No difference at all					A great deal of difference
		0	1	2	3	4	
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	



4b

Can you tell us more about the difference(s) we made for you?

(Please tick any that apply)

*I feel that my child's needs are better understood than they were*

☐

*I now have a better relationship with my child's school or setting*

☐

*I now have a better relationship with the Local Authority*

☐

*I feel more confident*

☐

*I have a greater understanding of the SEND Code of Practice and the arrangements that should be made for children and young people with SEN*

☐

*I feel more involved in decisions about my child's education*

☐

*I am happier/less worried about my child's future*

☐

*I feel my child has benefitted as a result of the service being involved*

☐

Please tell us of any other differences that your contact with our service has made.

5 Overall how satisfied are you with the service we gave?

Very  
Unsatisfied

Very  
satisfied

0

1

2

3

4

☐☐☐☐☐

5b

Was there anything we could have done better?



## The future

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

Not at all  
likely

Extremely  
likely

0

1

2

3

4

☐☐☐☐☐

6b Do you have any other comments about our service?

**Thank you for your help.**

**Service User Contact Details:**

**Name:**

**Tel:**

**Email:**

**Child/YP name:**

**Date of Birth:**

**Date Form Completed:**

Office use only

Caseworker Name:

Role: .

## Comments re “User Satisfaction” taken from each Annual report

### 2014/15

It is worthy of note however, that the ‘customer orientated’ nature of our service frequently results in high levels of satisfaction being expressed by service users to their support officer in the natural course of an intervention.

At the time when cases are ‘closed’, Service users are invited to both rank their experience of the service and to raise any concerns. A large majority of our users rank the service as very good or excellent and during the year there have been no ranking below satisfactory. There have also been no issues of concern raised or any formal complaints from users regarding the service.

### 2015/16

At the time when cases are ‘closed’, Service users are invited to both rank their experience of the service and to raise any concerns.

There has been **no ranking below satisfactory** and there have been no issues of concern raised or any formal complaints from users regarding the service. This is in line with the ‘customer-orientated’ nature of the service, whereby in-depth casework intervention and support is provided in the most complex cases.

### 2016/17

At the time when cases are ‘closed’, Service users are invited to both rank their experience of the service and to raise any concerns.

It is worthy of note, over the 3 years since the changes in legislation, the service has received **no ranking below satisfactory**; service users have raised no issues of concern; and there have no formal complaints from users regarding the service. This reflects the ‘customer-orientated’ approach and nature of the service, whereby in-depth casework intervention and support is provided in the most complex cases based on and in discussion and agreement with families, children and young people.

### 2017/18

At the time when cases are 'closed' service users are invited to both rank their experience of the service and to raise any concerns.

It is worthy of note, over the 4 years since the changes in legislation, the service has received no ranking below satisfactory; service users have raised no issues of concern; and there have no formal complaints from users regarding the service. This reflects the 'customer-orientated' approach and nature of the service, whereby in-depth casework intervention and support is provided in the most complex cases based on and in discussion and agreement with families, children and young people.

### 2018/19

At the time when cases are 'closed' service users are invited to both rank their experience of the service and to raise any concerns.

It is worthy of note, over the **4 years\*** since the changes in legislation, the service has received no ranking below satisfactory; service users have raised no issues of concern; and there have no formal complaints from users regarding the service. This reflects the 'customer-orientated' approach and nature of the service, whereby in-depth casework intervention and support is provided in the most complex cases based on and in discussion and agreement with families, children and young people.



Feedback is sought from each case based on the good practice Quality Assurance form that the CDC have produced. \*\* This seeks the experience of the service user from the outset of accessing the service through to the information, advice and support provided and the outcome achieved. This feedback is collated to ensure that the service remains accessible and responsive to the CYP and parents within the city. A significant issue that was identified by the service users had been that the 'telephone line is always busy'. The Duty system was changed to alleviate this by having two Duty Officers operating the helpline, one for the initial 'triage' of the incoming calls and the other to then undertake an initial assessment and complete the referral form.

\* This should say 5 years but it has simply been cut and pasted from the previous year

\*\* except it doesn't. It has changed Q2b completely( see below). The national one is carried out anonymously, Only if they wish are contact details added. and sent out at the end of all enquiries. The Birmingham one requests contact detail – doesn't indicate as optional. The forms are then added to case files. They are only sent out to Level 4 enquiries (according to NH 11.5.22). According to feedback from PCF no one currently involved with SENDIASS knew anything about a feedback form.

### Nationally agreed and widely used evaluation form

2b Did the IASS:

	YES	NO
Return your calls/emails promptly?	<input type="checkbox"/>	<input type="checkbox"/>
Keep in touch?	<input type="checkbox"/>	<input type="checkbox"/>
Explain why decisions were made and what was happening?	<input type="checkbox"/>	<input type="checkbox"/>
Listen to your views?	<input type="checkbox"/>	<input type="checkbox"/>
Treat you with respect?	<input type="checkbox"/>	<input type="checkbox"/>
Explain who they were and what their role was?	<input type="checkbox"/>	<input type="checkbox"/>
Provide a confidential service?	<input type="checkbox"/>	<input type="checkbox"/>
Give you information and advice that met your needs?	<input type="checkbox"/>	<input type="checkbox"/>

### Birmingham's

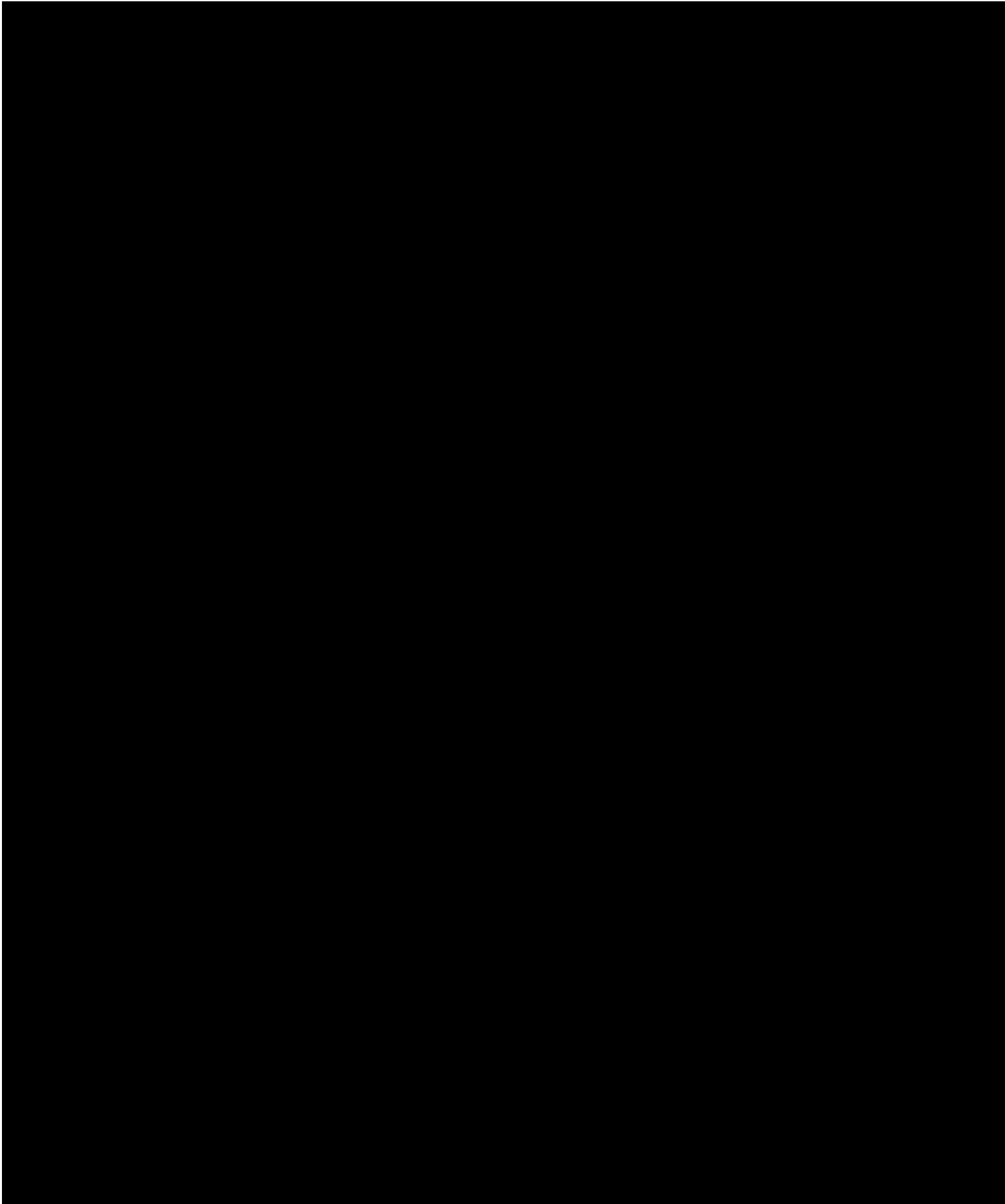
2b Did we:

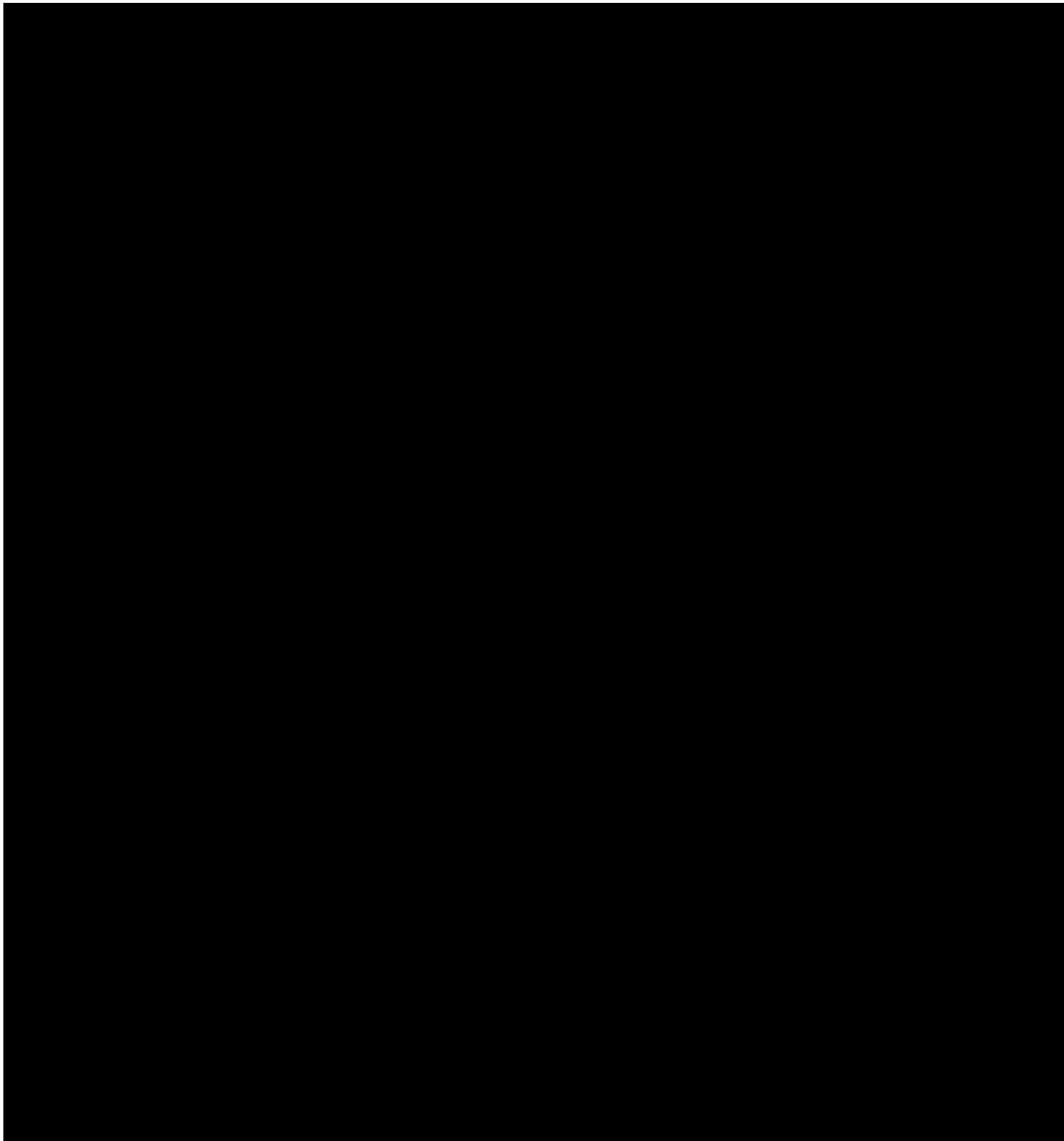
	YES	N/A
support you with the SEND statutory processes including EHC needs assessment/EHC Plan? (this may have included Appeal/Tribunal)	<input type="checkbox"/>	<input type="checkbox"/>
help/advise with concerns you have relating to educational placement or provision? (this may be related to nursery, school or college)	<input type="checkbox"/>	<input type="checkbox"/>
help/advise with any concerns you may have with the SEND delivery from the LA? (this may have included Home to School Transport)	<input type="checkbox"/>	<input type="checkbox"/>
help/advise with any aspect of Health or Social Care?	<input type="checkbox"/>	<input type="checkbox"/>
provide any other support (please detail)	<input type="checkbox"/>	<input type="checkbox"/>

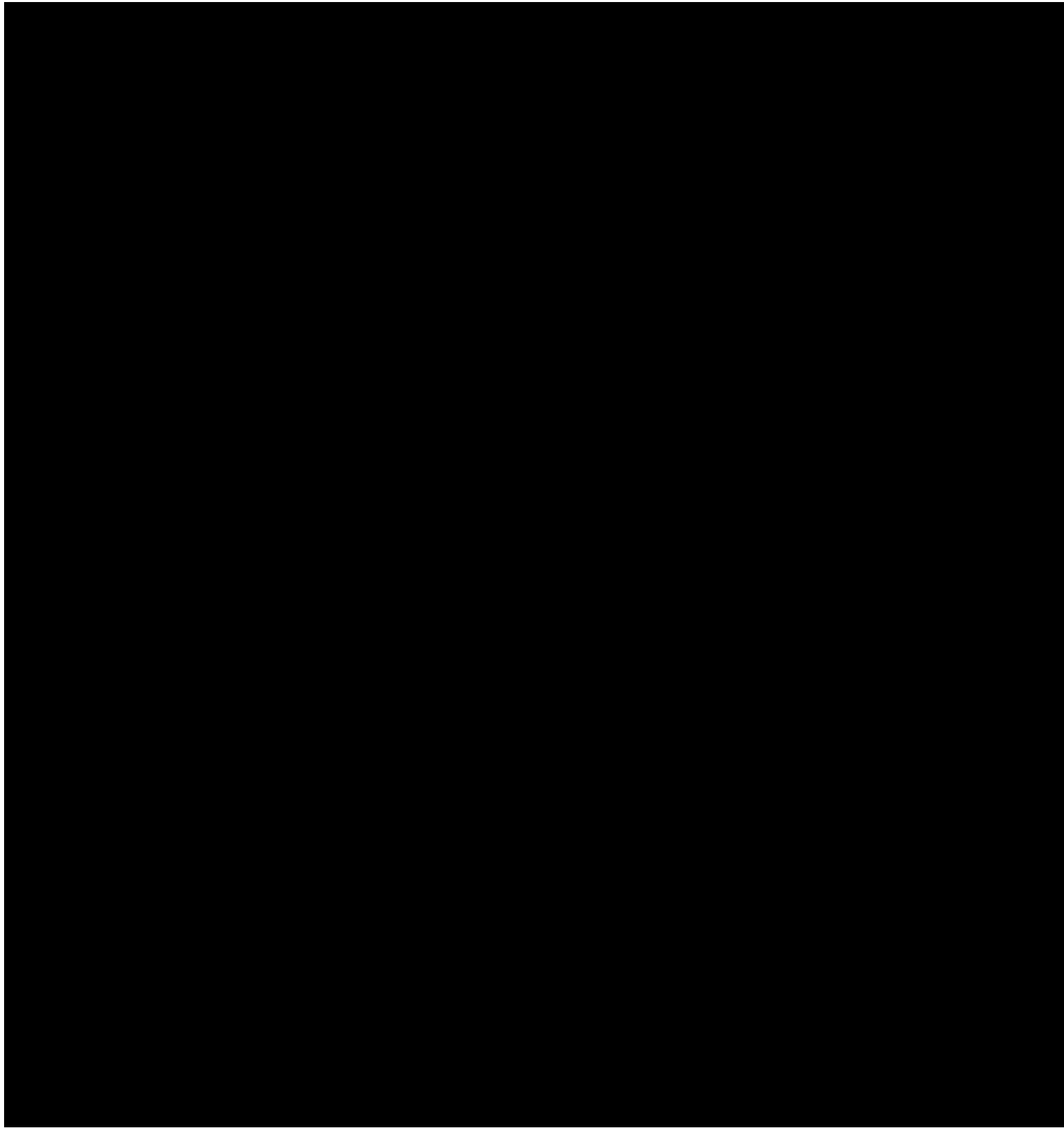
**2019/20**

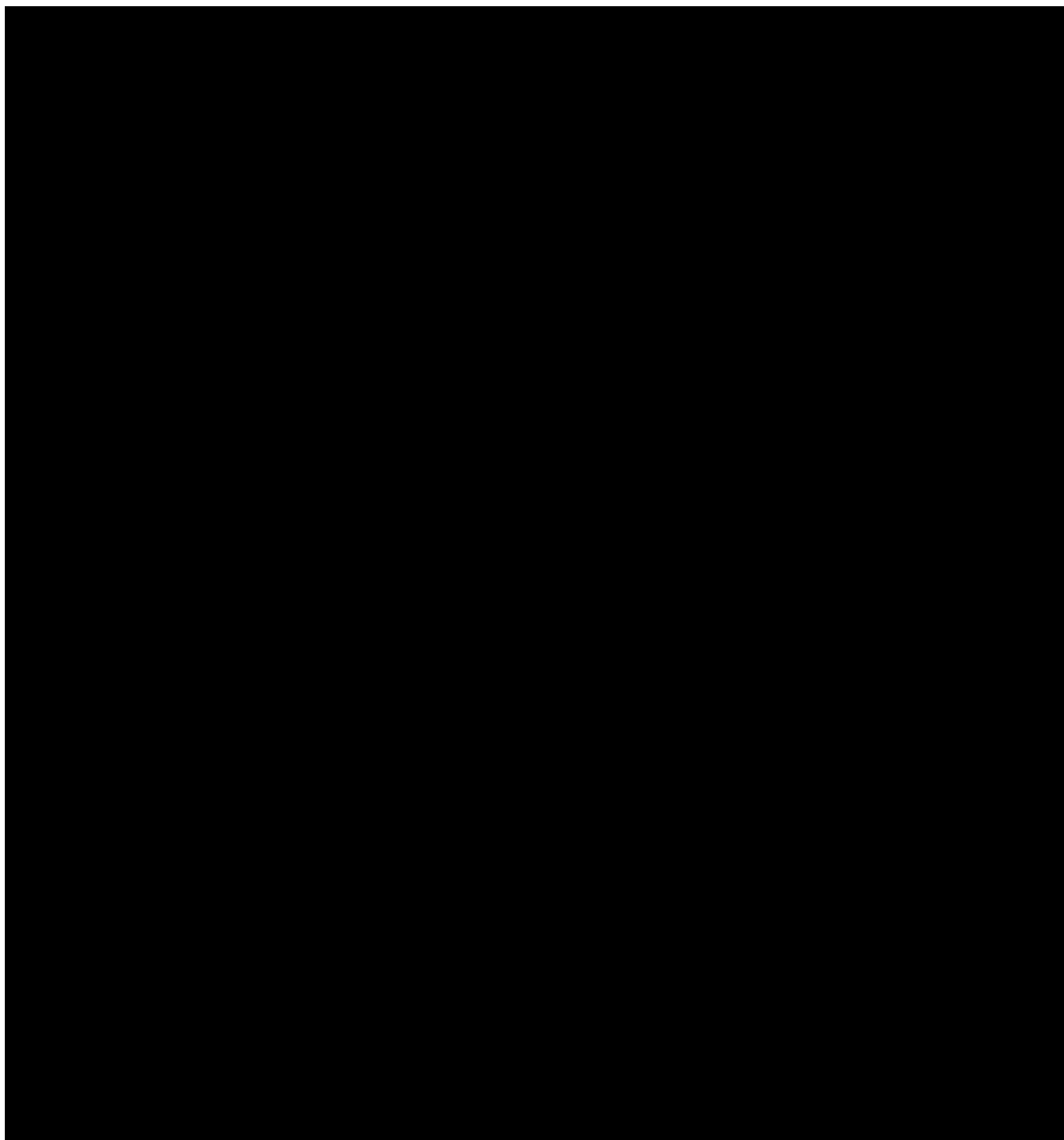
Identical to previous year



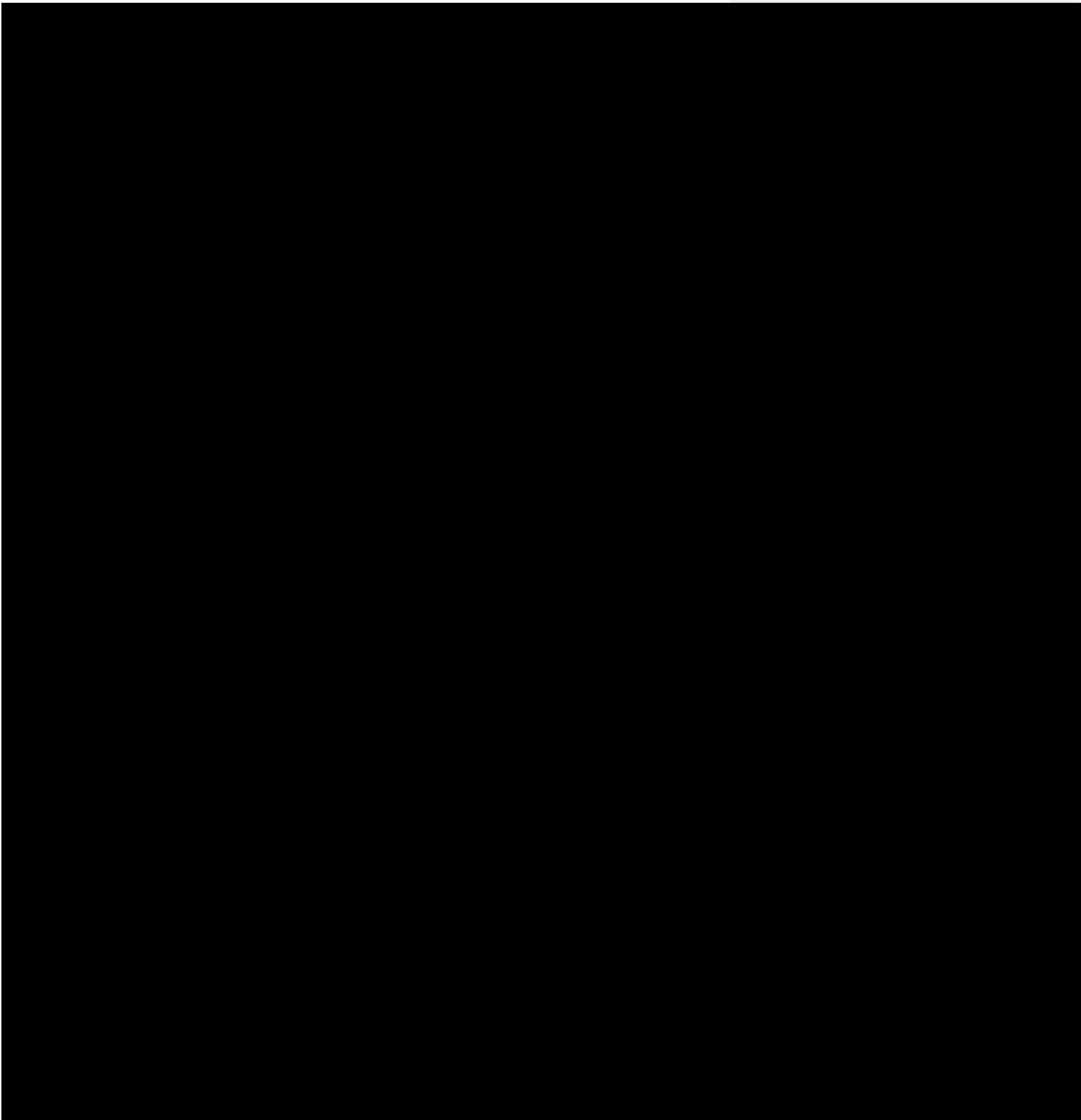


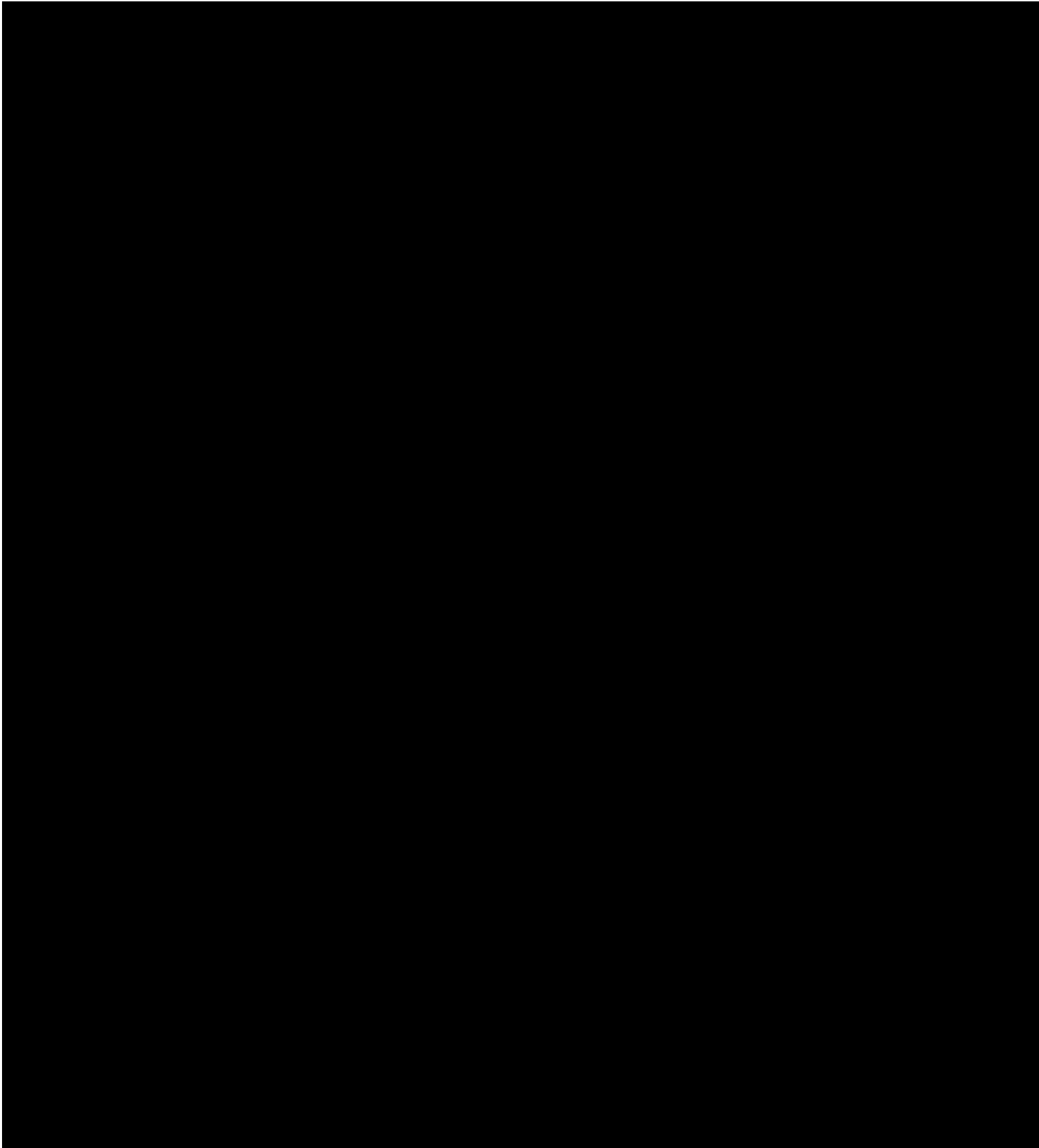


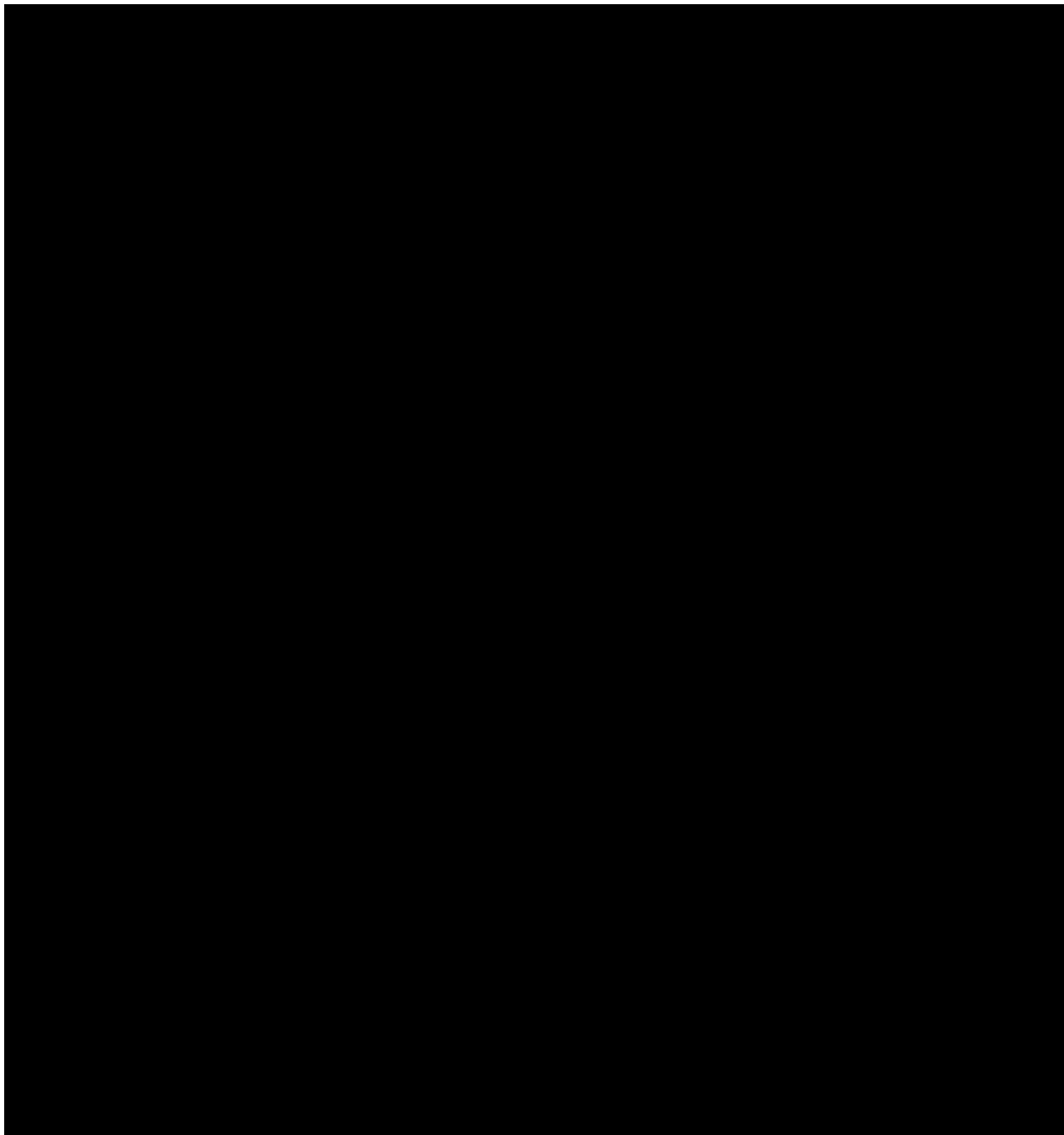












### Summary of minimum standards according to evidence found or provided

[illegible]

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,			
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.			
1.8 The IASS has a development plan reviewed annually with the steering group/advisory body which includes specific actions and improvement targets.			

		RK	
2. Strategic functions Standard		Based on evidence provided	
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.			
2.2 The IASS engages with regional and national strategic planning and training and demonstrates effective working with other IASSs – to inform service development.			
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.			



		RK
3. Operational Functions Standard	Based on evidence provided	
<p>3.1 The IASS provides; 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> <ul style="list-style-type: none"> <li>(a) children</li> <li>(b) young people, and</li> <li>! parents</li> </ul> <p>This support is offered in a range of ways which includes face to face, a telephone helpline, email, website and social media.</p>		
3.2 IASS provides branded information and promotional materials in a range of accessible formats.		
<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"> <li>a. Contact details of the service</li> <li>b. Opening hours</li> <li>c. Response times</li> </ul>		

<p>d. Information on a range of SEND topics</p> <p>e. Signposting to other useful groups including parent groups and youth forums and national helplines</p> <p>f. Signpost to the Local Offer</p> <p>Key policies including a complaints procedure</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>			
<p>3.5 The IASS provides information, advice and support before, during and following a SEND Tribunal appeal <u>in a range of different ways, dependent on the needs of the parent or young person</u>. This will include representation during the hearing <u>if the parent or YP is unable to do so</u>.</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.					
	NH	NH comments provided	RK		
4. Professional development and training Standard			Based on evidence provided		
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.			
4.2 The service routinely requests feedback from service users and others, and <u>uses this to further develop the work and practices of the service.</u>			
4.3 All IASS staff and volunteers have ongoing supervision and continuous professional development.			
NB THE FOLLOWING ARE SUPPLEMENTARY QUESTIONS AND ARE NOT PART OF THE NATIONAL MINIMUM STANDARDS			
5. Additional information for review purposes		RK Based on evidence provided	
5.1 What formalised Quality Assurance measures are in place re all external communication and information sharing e.g. training being delivered, service delivery processes, website, factsheets etc.			

5.2 Is there evidence on the service website and in the service delivery model that an engagement and participation approach is being promoted with service users?			
5.3 Service Deficit is recorded and reported to Steering Group and used to inform service development and funding bids			
5.4. Relationship/interface with PCF. Is there a formalised agreement? Is there information for parents and professionals to help make it clear the difference in the PCF and IASS roles?			
5.5. Use of Social Media Use of virtual platforms			

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## Document downloads

### Related information

[News](#)

## SENDIASS downloads

### Review of education health and care plan >

<a href="#">Health advice and information form -Review of EHC plan</a>	DOCX	49.6 KB	
<a href="#">Social care advice and information form - Review of EHC plan</a>	DOCX	49.13 KB	
<a href="#">Agenda for EHC Plan Review Meeting EHC Plan Review Meeting Guidance for Schools and Institutions</a>	PDF	173.09 KB	
<a href="#">Checklist for the ehc plan review meeting - aug 15 1.0</a>	PDF	209.74 KB	
<a href="#">Checklist for the EHC Plan Review Process</a>	DOCX	49.02 KB	
<a href="#">Education advice and information - Review of EHC plan</a>	DOCX	49.02 KB	
<a href="#">Review of ehc plan - v11 version 2 issued jan 2016</a>	DOCX	373.14 KB	
<a href="#">Guidance for completing advice and information for review of ehc plan</a>	DOC	143.5 KB	
<a href="#">Review process for ehc plan (pathway) 23072015 v1.0</a>	PDF	335.78 KB	
<a href="#">Timeline on the Review Process for an Education, Health and Care Plan</a>	PDF	240.15 KB	
<a href="#">Guidance notes on completing review of education health and plan form - feb 2016</a>	DOC	107.5 KB	
<a href="#">Parentcarers views - Review of EHC plan</a>	DOC	144 KB	
<a href="#">Child and young persons views - Review of EHC plan</a>	DOC	146.5 KB	
<a href="#">Guidance on the Review Process for an Education, Health and Care Plan</a>	PDF	190.62 KB	

Only sent out for level 4 interventions.

Nationally agreed and widely used evaluation form

2b Did the IASS:

	YES	NO
Return your calls/emails promptly?	<input type="checkbox"/>	<input type="checkbox"/>
Keep in touch?	<input type="checkbox"/>	<input type="checkbox"/>
Explain why decisions were made and what was happening?	<input type="checkbox"/>	<input type="checkbox"/>



Listen to your views?	<input type="checkbox"/>	<input type="checkbox"/>
Treat you with respect?	<input type="checkbox"/>	<input type="checkbox"/>
Explain who they were and what their role was?	<input type="checkbox"/>	<input type="checkbox"/>
Provide a confidential service?	<input type="checkbox"/>	<input type="checkbox"/>
Give you information and advice that met your needs?	<input type="checkbox"/>	<input type="checkbox"/>

Birmingham's

2b Did we:

	YES	N/A
support you with the SEND statutory processes including EHC needs assessment/EHC Plan? (this may have included Appeal/Tribunal)	<input type="checkbox"/>	<input type="checkbox"/>
help/advice with concerns you have relating to educational placement or provision? (this may be related to nursery, school or college)	<input type="checkbox"/>	<input type="checkbox"/>
help/advice with any concerns you may have with the SEND delivery from the LA? (this may have included Home to School Transport)	<input type="checkbox"/>	<input type="checkbox"/>
help/advice with any aspect of Health or Social Care?	<input type="checkbox"/>	<input type="checkbox"/>
provide any other support (please detail)	<input type="checkbox"/>	<input type="checkbox"/>

**1.7 SENDIASS – Overview** (meetings with

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



## 1.5 Documents reviewed to inform this report

Document title & date	
<b>IASP docs from NCB</b>	
A	2018 Birmingham Task Order IASP.11072018
B	2018 Case Study - Assessment and provision of Need
C	2018 Case Study - Innovative Practice October 2018
D	2018 IASP self-review
E	2019 Birmingham IASP service operational plan docx
F	2019-20 Birmingham Task Order IASP TO SIGN
G	2019-21 operational plan
H	2020-21 Birmingham IASP contract variation SIGNED
I	2020-21 Birmingham IASP service operational plan
J	2021 B'ham Oct reporting
K	2021 Birmingham IASP service operational plan updated
L	2021 March report
M	2021-22 Birmingham IASP Task Order
N	2022 Bham contract check-in report form
<b>From Parent Carer Forum</b>	
O	bpcf-sendiass-partnership-agreement (1) (1)
<b>From SENDIASS</b>	
1	Appeal Rates Birmingham & Hampshire comparator <b>Data included 2014-19</b>
2	myth busters <b>created 18.2.21</b>
3	Staffing - SENDIASS Birmingham <b>April 2022</b>
4	1. Birmingham SENDIASS Board Remit <b>Undated</b>
5	4. SEND Statutory Process Training - PfA Team <b>16th Sept 2021</b>
6	5. SEND Statutory Process Training - CAMHS ST <b>4.10.21</b>
7	Agenda - Parents SENDIASS meeting <b>dated 20.9.21</b>
8	Birmingham SEND Multi-Agency Front Door <b>dated 3.1.22</b>
9	Birmingham SENDIASS Conference <b>30 Nov 2021</b>
10	Flyer SENDIASS Professionals Meeting Nov <b>19.11.21</b>
11	JD - SENDIASS Head of Service <b>Created 3.3.19 last updated 29.9.21</b>
12	Minimum Standards Self-assessment template with notes - SENDIASS Birmingham <b>23.4.22</b>
13	Parent Partnership Group <b>2022</b>
14	pg3(A) Allocation Sheet (EHC Needs Assessment)
15	pg3(B) Allocation Sheet (EHCP Progress)
16	pg3(C) Allocation Sheet (EHCP Content)
17	pg3(D) Allocation Sheet (Placement)
18	pg3(E) Allocation Sheet (School or Setting Meeting)
19	pg3(F) Allocation Sheet (Annual Review)
20	pg3(G) Allocation Sheet (Exclusion)
21	pg3(H) Allocation Sheet (Other)
22	pg4 Professionals involved
23	pg5 Family Targeted Assessment
24	pg6 Genogram
25	pg7 CYP Views & Details of Direct Work
26	pg8 Signs of Safety Form

27	pg9(i) Working with Parents & Carers
28	pg9(ii) Working with CYP
29	pg14(i) Quality Assurance Form Parent Carer
30	pg14(ii) Quality Assurance Form - Young Person
31	SEND Statutory Process Training - BCT Disabled Social Care Team <b>8.10.21</b>
32	SENDIASS Board Agenda - Monday <b>17th January 2022</b>
33	SENDIASS Board Minutes <b>17th January 2022</b>
34	Young People's Participation Charter <b>Undated</b> see line 35
35	Young Peoples Participation Charter <b>Created 2.12.21</b>
<b>xSENDIASS - Information Pack (not dated for creation, review or update)</b>	
36	1. SENDIASS Information Pack Contents Page
37	Leaflet SENDIASS
38	SENDIASS - Annual Review Process
39	SENDIASS - Annual Review Timescale Chart
40	SENDIASS - Appeals
41	SENDIASS - Areas of SEND
42	SENDIASS - Assessment Process
43	SENDIASS - Assessment Timescale
44	SENDIASS - Confidentiality Policy
45	SENDIASS - Definition of Advocacy
46	SENDIASS - Disability Discrimination
47	SENDIASS - EHCP 'Cease to Maintain'
48	SENDIASS - Exclusions
49	SENDIASS - Home to School Transport
50	SENDIASS - Impartiality Policy
51	SENDIASS - Information for Young People
52	SENDIASS - Issuing an EHCP
53	SENDIASS - Mediation
54	SENDIASS - Naming a Placement
55	SENDIASS - Personal Budget
56	SENDIASS - SEND Support & School Funding
57	SENDIASS - Tribunal Hearings
58	SENDIASS - What are Special Needs
59	SENDIASS - What is an EHCP
60	SENDIASS - Young People with SEND
<b>SENDIASS Annual Report (6) (from SENDIASS)</b>	
61	SENDIASS Annual Report (1) 1.9.14-31.8.15
62	SENDIASS Annual Report (2) 1.9.15-31.8.16
63	SENDIASS Annual Report (3) 1.9.16-31.8.17
64	SENDIASS Annual Report (4) 1.9.17-31.8.18
65	SENDIASS Annual Report (5) 1.9.18-31.8.19
66	SENDIASS Annual Report (6) 1.9.19-31.8.20
<b>Joint Commissioning – 2021 (from SENDIASS)</b>	

67	Item 1 - Covering Note <b>12th January 2021</b>
68	Item 2 - SENDIASS Joint Commissioning Paper <b>30th June 2020</b>
69	Item 3 - Schedule A SLA Joint Commissioning <b>Created 28.12.19</b>
70	Item 4 - Schedule B Joint funding SENDIASS <b>Created 27.6.20</b>
71	Item 5 - Schedule C Financial Overview SENDIASS <b>created 26.12.19</b>
72	Item 6 - Schedule D data processing <b>created 26.12.19</b>
73	Item 7 - Schedule E Joint Funding SLA SENDIASS <b>created 26.12.19</b>
74	Item 8 - Minimum Standards with DfE DH sign off
75	Item 9 - Birmingham IASP contract variation 20-21 SIGNED <b>31.3.20</b>
76	Item 10 - Cat 2 Restrictions. Action Plan <b>Created 9.6.20</b>
77	Item 11 - SENDIASS Operational Plan <b>Created 27.6.20</b>
78	<i>Item 12 - SENDIASS Leaflet</i>
79	Item 13 - The Role of SENDIASS in the Community Family Educational Recovery Programme (2020) <b>Created 27.6.20</b>
80	<i>Item 14 - Quality Assurance Form</i>