

# Annual Report

1<sup>st</sup> September 2018-31<sup>st</sup> August 2019

## **Introduction**

Welcome to the Annual Report for 2018-19 for Poole & Bournemouth's SENDias Services, and SENDiass 4 BCP.

From 1<sup>st</sup> April 2019, Bournemouth, Christchurch & Poole became a unitary authority known as BCP Council. Since 1<sup>st</sup> April 2019, we ceased to operate as separate Poole and Bournemouth SENDias services. We are now one service known as SENDiass 4 BCP, providing confidential and impartial information, advice and support about matters relating to special educational needs and disabilities to parents, carers, children & young people across the Bournemouth, Christchurch and Poole areas. As such, this report will cover both Poole and Bournemouth's separate SENDias services between 1<sup>st</sup> September 2018-31<sup>st</sup> March 2019, and the SENDiass 4 BCP information and activity from 1<sup>st</sup> April 2019-31<sup>st</sup> August 2019.

Whilst this report summarises the activities and evaluation of the service for the academic year 2018 – 2019, information will be provided regarding future plans for development. Throughout this report, unless otherwise specified, when we refer to "parents" we include all parents, step parents, adoptive parents, foster carers or adult carers who have legal responsibility for a child or young person with special educational needs or a disability and lives in Bournemouth, Christchurch or Poole. A 'young person' is someone who has reached school leaving age and up to age 25. A young person has reached school leaving age on the last Thursday in June in the academic year in which the individual turns 16.

With regards to young people, within legislation, their views and wishes will take precedence over their parents/carers, unless that young person is considered by professionals and parents to lack 'mental capacity' to make an informed decision.

BCP Council continues to provide an arm's length SENDIAS service to fulfil the legal duty to provide children, young people and parent/carers with confidential, impartial information, advice and support about matters relating to their special educational needs and disabilities, including where health and social care provide support related to SEND. This means that the service is able to act, and is seen to act, independently and impartially with no undue influence or control from the local authority or CCG.

## **Overview of the service**

Our service covers four main areas or work:

- Information, advice and support to children and young people with special educational needs or a disability
- Information, advice and support to parents and carers who have a child or young person with special educational needs or disability

- Independent support to children young people and parents undergoing the statutory processes towards an Education Health and Care Plan or during the Annual Review process
- Support for parents and carers of children who have been excluded or are at risk of exclusion from school

**Staffing levels for Poole SENDIASS, 1<sup>st</sup> September 2018-31<sup>st</sup> March 2019:**

- 1 full-time SENDIASS Manager: *Victoria H...* (case worker)
- 1 part-time (0.7 FTE) SENDIASS Officer: *Claire M...* (case worker)
- 1 part-time (0.6 FTE) SENDIASS Young Person's Development Officer: *Colin P...* (case worker)
- 1 part-time (0.5 FTE) temporary Business Support Officer: *Tracy B...* (BSO)

**Staffing levels for Bournemouth SENDIASS, 1<sup>st</sup> September 2018-31<sup>st</sup> March 2019:**

- 1 full-time SENDIASS Coordinator: *Kirsty F...* (case worker)
- 1 part-time (0.6 FTE) SENDIASS Officer: *Sharon F...* (case worker)
- 1 part-time (0.5 FTE) Business Support Officer: *Jonathan H...* (BSO)

**Staffing levels for SENDiass 4 BCP, 1<sup>st</sup> April 2019-31<sup>st</sup> August 2019:**

Colin P, who was the SENDIASS Young Person's Development Officer for Poole SENDIASS, left his post at the end of April 2019.

The SENDIASS manager for Poole SENDIASS, Victoria H, is on a period of extended leave and since April 1<sup>st</sup>, 2019, Kirsty F has been Acting Manager for SENDiass 4 BCP.

- 1 full-time SENDIASS Acting Manager: *Kirsty F...* (case worker)
- 1 full-time SENDIASS Officer: *Sharon F...* (case worker)
- 1 part-time (0.7 FTE) SENDIASS Officer: *Claire M....* (case worker)
- 1 part-time (0.5 FTE) temporary Business Support Officer: *Tracy B...* (BSO)
- 1 part-time (0.5 FTE) Business Support Officer: *Jonathan H...* (BSO)

*At the time of writing this report, SENDiass 4 BCP currently have three vacancies:*

- 1 part-time (0.6 FTE) SENDIASS Children & Young Person's Development Officer
- 1 part-time (0.6 FTE) SENDIASS Officer
- 1 full time SENDIASS Officer

We are hoping to recruit to these posts by September 2019.

Currently all members of staff act as case officers offering a range of information, advice and support tailored to the needs of the people using the service.

## **What are the aims of SENDiass 4 BCP?**

Our aims are:

- to provide in an accessible and timely way free, impartial, accurate and confidential information advice and support to children and young people with special educational needs and their parents
- to support the participation of children and young people and their parents in decisions that affect them
- to support children, young people and parents to express their views, wishes and feelings to help them achieve the best possible educational and other outcomes
- to improve outcomes for vulnerable children and young people with SEND
- to positively influence BCP Council Children's Services SEND policy and practice

## **1. COMMISSIONING, GOVERNANCE AND MANAGEMENT ARRANGEMENTS**

### How is SENDiass 4 BCP monitored?

A fundamental way of driving improvements and monitoring the delivery of the SENDiass 4 BCP service is through seeking feedback from those who have asked for information, advice and support. Bournemouth SENDIASS, Poole SENDIASS, and SENDiass 4 BCP sought regular feedback from parents, carers and young people throughout the academic year. Feedback is requested at the end of involvement or at change of intervention level; usually, this is gathered on a half termly basis. Parent/carers are asked to indicate their satisfaction with the service they received based on standard questions developed by the national Information, Advice and Support Network and their views on the outcome for themselves and their child, the results of which are appended to this report.

*(Appendix 2 – Annual Survey 18/19)*

In line with General Data Protection Requirements, we ask parent/carers and young people at point of initial contact with SENDiass 4 BCP whether they would be willing in the future to provide feedback and by what means. This is then recorded directly onto the SENDiass 4 BCP database for future reference.

SENDiass 4 BCP have very recently introduced an online form for service users to complete as a method of collating feedback (launched July 2019). The link to this online form is included in the e-mail signatures of all SENDiass 4 BCP staff. The direct link has also been circulated to SENDiass 4 BCP mailing list of parents, carers and young people as part of our annual consultation. In addition to this, SENDiass 4 BCP have also sought feedback via telephone and postal surveys with parent/carers.

The Steering Group aims to meet on a six-monthly basis. It is currently chaired by BCP Council's SEND Lead and has a broad membership, including the Designated Clinical Officer and the voice of young people. Meetings provide an opportunity for reporting on SENDIASS activity to ensure the requirements within the Children and Families Act 2014 are met. It is also the forum whereby the Annual Report and Operational Plan is presented.

Service developments are also monitored and reviewed, including the delivery of any external contractual requirements, such as the IAS programme.

There is a clear CPD and training plan in place for each member of staff within SENDiass 4 BCP, and all staff are enabled to attend local and national training events and workshops, including access to legal training. This allows ongoing opportunities to build skills and knowledge, thereby ensuring the delivery of accurate information and advice and offers the opportunity to share and develop local practices.

## **2. STRATEGIC FUNCTIONS**

### Contributing to local policy and practice

Throughout the year 2018-19, Poole & Bournemouth SENDIASS and SENDiass 4 BCP have been involved in the following groups, projects and processes:

- Facilitating and further developing the young person's SENDiass participation group, in partnership with young people aged 16-24 years. Whilst this group is currently inactive due to no Children & Young People's Development Officer being in post, the group was being further developed prior to April 2019 and the new C&YP Development Officer will continue to lead, and improve, the participation group.
- Participation in the SEND Strategy Partnership Group and supporting young people's participation and feedback to the group.
- Workshops/drop ins to group of parents, supported by Poole & Bournemouth's Parent Carer Forums.
- Information and advice to young people through attendance at a Future Pathways Event at a local specialist setting.
- Feedback to LA on general themes regarding SEND, identified by parents' and carers' enquiries and casework. This is collective information where individuals identified broad areas of concern within schools or the LA. Individual people are not identified in this process.
- Attendance and input at the local College Student Experience Group.
- Attendance at Health Forums relating to SEND.
- Local Government Reorganisation meetings.
- Attendance and input at Regional Children & Young People Network meeting. Attendance and input at Regional Manager's Strategic Review.

### Contribution to regional and national policy and practice

The SENDiass 4 BCP service continue to be members of the National Information, Advice and Support Network, which provides peer support on issues affecting the delivery of the Information, Advice and Support Services throughout England. SENDiass 4 BCP also belongs to the regional south west IAS group. SENDiass 4 BCP provide data reports and case studies (in line with IASP requirements) to the IASS Network, which contributes to and informs the IASS networks practices and developments.

Representatives from SENDiass 4 BCP have attended termly regional group meetings and national training events, as follows:

- South West Regional Children & Young People Networking Group
- Preparing for adulthood training
- South West IASS Regional Manager's Strategic review
- South West IAS Programme group
- South West Regional IASS Network meetings and Manager Workshops

### 3. PROVISION OF INFORMATION AND ADVICE

#### What services does SENDiass 4 BCP provide?

SENDiass 4 BCP continues to provide a range of flexible support and case work to children, young people, and parents; we aim to offer support that meets individual needs and may include, but is not limited to, any combination of the following:

Telephone/email support and our helpline

Face to face support

Help to prepare for meetings, or support at meetings if requested

Help to write letters or request support or assessment

Support to prepare for an appeal e.g. an exclusion, tribunal, admission or transport appeal, plus continuous support through processes if requested

Support through the statutory processes in relation to Education, Health and Care Plans including help to contribute views, feelings and wishes to the statutory assessment process or annual review

Representing parent/carers, children or young people's views within meetings or appeal hearings, if they are unable to do so

Exploring with individuals the range of options open to them and supporting them in their decision

Help to understand professionals' reports

SENDiass 4 BCP also provides signposting to other services and sources of information. We are currently developing our training offer for parent, carers and professionals, and aim for our training sessions to be embedded throughout BCP by November 2020.

SENDiass 4 BCP officers do not attend a meeting about a child or young person unless either the young person or the parent has given us permission to attend and is present at the meeting. Where children, young people or parents find it difficult to express themselves confidently at a meeting, we will raise their concerns or speak for them if they requested us to do so.

We do not share information about a specific case with anyone outside of SENDiass 4 BCP unless a child, young person or their parents give us their explicit permission to do so. The only exception to this situation is when there are clear safeguarding issues and it would be negligent and unlawful for us not to share the information we hold pertaining to a specific child or vulnerable adult.

### Developing the Service

#### **The Information, Advice and Support Programme**

The Information Advice and Support Programme is a national government initiative which commenced in June 2018 and will initially run until March 2020.

The programme seeks to ensure that in every local authority area, children and young people with SEND and their parents have access to impartial and free information, advice and support covering SEND issues – including the offer of a Helpline and online advice which is provided by Contact.

The programme is led by the Council for Disabled Children and funded by the Department for Education. The programme is being delivered through a partnership arrangement between the Information, Advice and Support Network and Contact and IPSEA as a legal training provider.

In preparation for the service uniting in April 2019, Bournemouth and Poole SENDiass services jointly requested the funding to participate in the IAS Programme. SENDiass 4 BCP have been successful in obtaining an IAS Programme Contract and an agreement for £64000 grant funding. SENDiass 4 BCP have been allocated an initial amount of this funding to allow the service to work towards achieving our outcomes and goals, specified in our Operational Delivery Plan 2019-2020.

The remainder of the funding we receive is reliant on how successfully we demonstrate that we have achieved, or, are effectively working towards achieving the outcomes. This will be demonstrated through several evidence-based reports and case studies. SENDiass 4 BCP and BCP Council are committed to the IASP and ensuring that SENDiass 4 BCP will continue to deliver high standard, accurate and accessible information, advice and support in line with new IASP baseline minimum standards.

*(Appendix 1 - National Minimum Standards for IAS Services)*

## What are SENDiass 4 BCP's key goals for the IAS Programme?

To develop our service reach to vulnerable parent/carers, children and young people.

To continue to have an accessible and responsive service, providing accurate, confidential and impartial IAS across Bournemouth, Christchurch and Poole.

To ensure a seamless transition for families living in the Christchurch area and for Bournemouth and Poole families to continue to receive continuity of support, with no decrease in provision.

Greater strategic influence on local policy and practice.

Recognised as a fully joint commissioned service across education, health and social care.

Increasing the participation and engagement of children and young people across BCP, through individual case work and development opportunities.

## Children and Young People

One of our key goals for the IAS Programme is to develop our service reach to children and young people across BCP. We are committed to increasing the participation and engagement of children and young people with SEND to ensure they understand the importance of their voice being heard and the difference they can make to local policy and practice.

The development work for children and young people focuses on the following aspects:

- Gaining the views of children and young people and supporting meetings
- Involving children and young people with recognising and understanding the service
- Sharing children and young people's views on local practices and processes with wider strategic groups across the LA and CCG

During this academic year, SENDiass 4 BCP have received a total of 96 new referrals regarding young people aged 16-25. This represents a 53% increase when comparing with academic year 2017-18 for Poole SENDiass, where there were 52 referrals regarding young people 16-25.

Of these 96 referrals, 28 young people have taken up the offer of, or requested, support independently of their parent/carer from SENDiass 4 BCP (or Bournemouth/Poole SENDiass prior to 1<sup>st</sup> April 2019).

Poole SENDiass service young person's participation group remained consistently active from September 2018-April 2019. Due to the Children and Young People's Development Officer role being vacant, the participation group is currently inactive. However, upon appointing to the role the group will be restored, and we endeavour for membership to the group to increase. The youth participation group will be involved in the following activities:

- Developing promotional materials and resources for the new SENDiass 4 BCP
- Developing resources and information that are children and young people friendly
- Learning and understanding the importance of their voice and the value of their contributions in decisions that affect their lives
- Learning about giving consent and their rights around this
- Learning about the structures of various meetings and how to chair their own meeting
- Sharing views and feedback with wider LA and CCG services to influence policy and practice
- Preparing for adulthood and identifying their individual goal and pathways
- Championing children and young people's rights and responsibilities in matters relating to SEND and their education, health or social care

There are also future plans for SENDiass 4 BCP to organise and host a 'design our logo' event for children and young people with SEND across BCP.

#### 4. SUPPORTING INDIVIDUALS

##### All SENDiass Casework *(inc. Bournemouth and Poole SENDias services and SENDiass 4 BCP)*

Prior to becoming SENDiass 4 BCP, Bournemouth and Poole SENDias services used the same database systems respectively. The data from Bournemouth SENDiass has since been migrated onto the Poole server following our services merging on 1<sup>st</sup> April 2019. SENDiass 4 BCP now access the same system and we record information and data pertaining to the families we support across BCP.

As such, the data presented in this report reflects the statistics for Bournemouth and Poole SENDias services (1<sup>st</sup> Sept 2018-31<sup>st</sup> March 2019) and SENDiass 4 BCP (1<sup>st</sup> April-31<sup>st</sup> August) combined. Due to the differences in recording methods between Bournemouth and Poole SENDias services, it was impracticable to break down the specific data from the separate services prior to 1<sup>st</sup> April.

Since 1st September 2018, SENDiass 4 BCP have received 921 referrals for support. Sometimes children and young people will have two support projects running in tandem, such as Independent Support and Exclusion, so this doesn't mean we have worked with 921 families.

During the period of 1<sup>st</sup> September 2018-31<sup>st</sup> March 2019, Bournemouth and Poole SENDias services combined received 532 new referrals. Since 1<sup>st</sup> April 2019, SENDiass 4 BCP have received 389 new referrals. Of these 389 referrals, 193 are from the Bournemouth area, 152 are from the Poole area, and 44 are from the Christchurch area.

Academic year	Number of new referrals	% increase or decrease (yr on yr)	Total number of referrals open during time period	% increase or decrease (yr on yr)	Number of contacts	% increase or decrease (yr on yr)
<b>2017-2018 (Bournemouth and Poole combined)</b>	873		-		-	
<b>2018-2019</b>	921	5.49% ↑	1079		4625	

Fig 1

The data below demonstrates that a much higher percentage of enquiries are resolved at a level one or two intervention, rather than level three or four. This indicates that the service is effective at delivering accurate information, advice and support upon initial contact with a parent/carer or young person, as well as effective at providing a higher level of support. However, in line with past trends, cases continue to often be complex, requiring multiple interventions and prolonged involvement when concerns have been difficult to resolve.

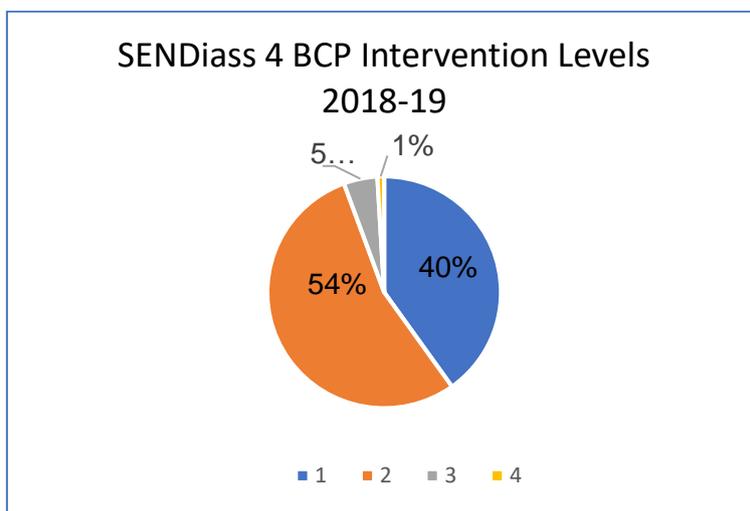


Fig 2

Due to the amalgamation of the Bournemouth and Poole SENDias services database systems and the differences in how the respective services recorded data prior to April 1<sup>st</sup>, it has not been possible to extract previous statistics that accurately reflects both services' data. As such, fig 3 below does not present any comparative data from previous years but does demonstrate that the majority of our referrals are for children in the 5-10 years old age range, followed by 11-15-year olds. We received slightly more referrals for children in the 0-4 age range than we did for 16-18-year olds. We received the least number of referrals for 18-26-year olds, which underpins our objective to extend our service reach to young people 16+ across BCP.

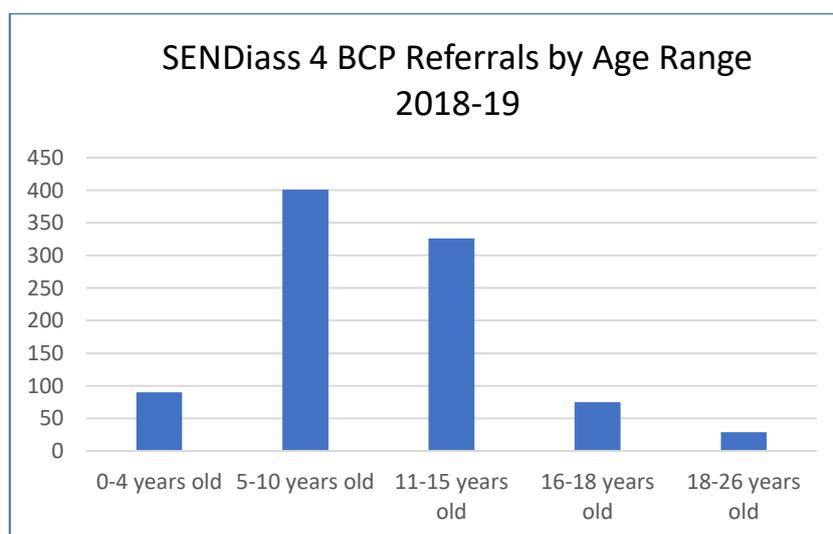


Fig 3

Fig 4 (below) presents referrals categorised by type of need, which are reported on by parent/carers/young people upon referral. SEMH is the highest reported primary special educational need by over 70%; followed by communication and interaction, cognition and learning, and physical/sensory.

The high reporting of needs associated with social, emotional and mental health and communication and interaction, reflects that ASD remains as the primary reported disability, with 30% of SENDiass4BCP referrals during this academic year relating to a child or young person with this diagnosis.

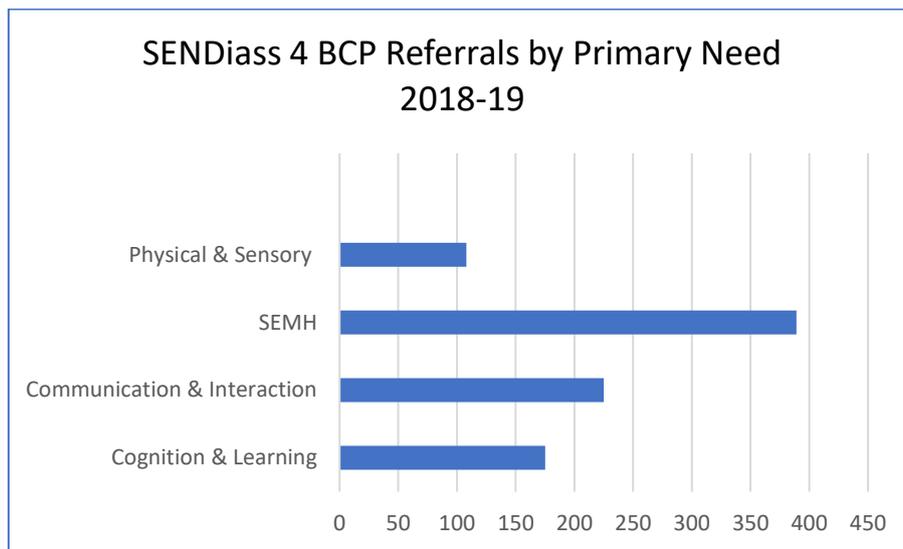


Fig 4

### Why do individuals contact the service?

We continue to record referrals against four projects:

- General SEND information and advice
- Independent Support
- Exclusions
- Appeal and Tribunal

### General SEND Information and Advice

General IAS remains the primary contact reason at SENDiass 4 BCP. During this academic year, we received 2520 contacts, accounting for 971 hours of support provided to parent/carers, children and young people.

The highest proportion of contacts has remained as concerns related to the child or young person's progress in their educational or training setting. 44% of the total contacts for general information, advice and support account for queries regarding progress or settings' SEN duties.

Other areas of General IAS that we supported with most include general information/support (14.5%), attendance (3.5%), complaints (3.5%) and information about education/training opportunities (3.7%).

## **Independent Support**

The majority of Independent Support referrals have remained as advice and support regarding the draft or final EHCPs, accounting for 39% of the total number of contacts for Independent Support.

In respect of Annual Reviews, 19.5% of contacts have related to this area of Independent Support. 4% of contacts related to the preparation of parent views for an EHCNA or Annual Review. SENDiass 4 BCP have also supported 8 young people (0.5%) in preparing their views for an EHCA or Annual Review. We have also supported 3 young people (0.2%) to make a request for an EHC Needs Assessment, and 46 parent/carers (3%).

## **Exclusions**

SENDiass 4 BCP have received 30 referrals regarding exclusions in 2018-19. Of these, 9 referrals were cases of permanent exclusion and 21 were fixed-term exclusions. SENDiass 4 BCP have supported through 4 GDC's this year. We received 16 referrals of children and young people who have been or are on reduced timetables.

## **Appeal and Tribunal**

SENDiass 4 BCP have received 45 referrals regarding appeals and tribunals, accounting for 148 hours of support. The primary reason for appeal has been regarding placement (38%), however we have also supported parent/carers and young people to appeal refusal to assess decisions (25%) and content of the EHCP (4%).

95% of appeals that SENDiass 4 BCP have supported with, have been concluded before reaching a final hearing, either through formal mediation or through ongoing discussions with the Local Authority.

## **5. MEETING THE TASK OBJECTIVES FROM OPERATIONAL DELIVERY PLAN 2019-20**

- A service level agreement with new BCP LA and Dorset CCG based on minimum standards. Clear structure for jointly commissioned BCP SENDIASS, which has been developed in collaboration with parents, carers, children & young people. There is a dedicated strategic manager located within the IASS and without additional LA/CCG or host body responsibilities who is responsible for day to day service management, strategic planning and service delivery. There will be a dedicated, ring-fenced budget for BCP SENDIASS which is held and managed by BCP SENDIASS Service Manager. 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.

**Progress towards: Discussions concerning joint commissioning with CCG and developing an SLA are taking place. SENDiass service manager sits on Health Forums and has provided up to date health data to the SEND DCO. SENDiass Service Manager is located within the service and does not hold any additional LA/CCG or Host Body responsibilities. Budget is now ring-fenced and managed by SENDiass 4 BCP Service Manager. Pre-LGR Steering Group held January 2019. SENDiass 4 BCP Steering Group arranged for October 2019. Membership list updated, and appropriate representatives included.**

- There will be a new BCP SENDIAS service that is seen to be arms-length, confidential, accessible and easily identifiable, providing impartial IAS to parents, carers, children & young people. The service routinely requests feedback from service users and others and uses this to further develop the service and the staff within it. The IASS engages with regional and national strategic planning and training and demonstrates working with other IASSs - this informs service development. The IASS works with local partners, including local parent and young people forums to inform and influence policy and practice in the local area.

**Progress towards: SENDIass 4 BCP established since April 1<sup>st</sup>. Annual consultation (see appendix 4) demonstrates service user satisfaction with the accessibility and impartiality of the service. Representative from SENDIass 4 BCP continues to engage with regional and national functions and consistently adheres to the IASSN reporting requirements. SENDIass 4 BCP has linked in with the new BCP Parent Carer Forum and identified how we can work together in the future. SENDIass 4 BCP to link in with PCT for parent/carers consultations regarding new website, promotional materials, information resources, and training programmes. Young people forums to be explored further.**

- IASS branded information and promotional materials in a range of accessible formats. A stand-alone service website that is accessible to all service users. The website will have;
  - Contact details of the service
  - Opening hours
  - Response times
  - Information on a range of SEND topics
  - Signposting to other useful groups including parent groups and youth forums and national helplines
  - Signpost to the Local Offer
  - Key policies including Complaints procedure

**Progress towards: Interim information and promotional materials circulated, advertising SENDIass 4 BCP. Easy-read information resources developed – to be rectified by Children and Young People forum(s). Website in process of being designed by Digital Services. Content for website developed e.g. fact sheets, resources, key policies, signposting links, etc.**

- To develop the wider involvement of children & young people across BCP. Develop activities for children & young people to support them in understanding the importance of their views and voice being heard, and how they can participate in ways appropriate to their level of need. 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, SEN processes, and SEND appeals.

**Progress towards: Interviews for C&YP Development Officer held September 2019. Appointment and start date to be arranged for as soon as possible. C&YP Development Officer to reinstate the CYP Participation Group and facilitate**

**engagement of CYP across BCP. SENDiass 4 BCP continues to provide advocacy support to CYP and their parent/carers.**

- LA and Service to ensure that Head teachers, FE principals, SENCOs, SEND Teams, children's and adult social care, health commissioners and providers are made aware of the IASS, understand who the service is for, its remit and signpost appropriately. The IASS offers training to local education, health and social care professionals, parents, young people and children to increase knowledge of SEND law, guidance, local policy, issues and participation.

**Progress towards: SENDiass 4 BCP Information Flyer developed and circulated to Stakeholders. This explains the remit of our service, what we do, and how we accept referrals. Training programmes concerning SEN Support and EHCP's being developed by IASS staff. To be rolled out to parent/carers Oct 2019 and professionals following this.**

- All advice and support providing staff successfully complete all online IPSEA legal training levels within a year of joining the service. Volunteers who provide advice and support should complete IPSEAs Level 1 online training. All IASS staff and volunteers have ongoing supervision and CPD.

**Progress towards: Member of staff who joined the team in December 2018 successfully completed all IPSEA legal training levels within 7 months. New staff will be supported to do the same. All IASS staff participate in monthly supervisions with the service manager, whereby CPD is always discussed. All IASS staff encouraged to engage in CPD opportunities that will benefit them, and staff regularly update their CPD plans.**

## **5. DEVELOPMENT OF SENDIASS 4 BCP**

Our aims for the academic year 2019-20 are:

- To develop our service reach to Christchurch families by providing frequent drop-in sessions at Somerford Children's Centre and regularly attending parent support groups.
- To increase the participation of children and young people with SEND across BCP. Ongoing development work will be delivered to ensure the service effectively engages with children and young people, and provides them with the appropriate information, guidance and skills to understand the importance of their participation and having their voice heard. The young people's participation group will be reinstated and further opportunities for engagement and participation will be developed.
- To roll out our training workshops to parent/carers, young people and professionals across BCP. The training workshops will initially be about SEN Support and EHCPs, with further programmes to be developed based on ongoing consultation and feedback from existing attendees and other parent/carers.
- To ensure that we are jointly commissioned with the LA and CCG, with a confirmed Service Level Agreement in place.

- To launch our stand-alone website. >85% users will report that information has been very easy/easy to find and that their knowledge/understanding has increased.

**Report written by:**

*Kirsty Fisher, Acting SENDiass4BCP Manager*

*September 2019*

## Appendix 2

### Annual survey 2018/19

Prior to April 1<sup>st</sup> Bournemouth and Poole SENDias services carried out the annual survey via postal evaluations, which often saw a weaker return rate (~20-30%) than we would have liked. Therefore, for our 2018/19 annual consultation, we have introduced a new method for requesting feedback from parent, carers children and young people. We developed an online Microsoft Office form which we circulated to parent, carers, children and young people we had worked with since 1<sup>st</sup> April 2019. All staff members of SENDiass 4 BCP also have the link to the online form at the bottom of their email signatures.

The introduction of the online form has provided responses from 42 individuals who have all identified themselves as a parent, carer or young person. Of these responders, 22 live in the Poole area, 13 in the Bournemouth area, and 7 in the Christchurch area.

In line with the 0-4 scoring points on previous consultations, SENDiass 4 BCP have received the following feedback rates:

- How easy was it to get in touch with us? We received a **3.55/4 average rating**
- How helpful was the information, advice and support we gave you? We received a **3.60/4 average rating**
- How neutral, fair and unbiased do you think we were? We received a **3.67/4 average rating**
- How much of a difference do you think SENDiass made for you? We received a **3.21/4 average rating**
- Overall, how satisfied were you with the service you received? We received a **3.46/4 average rating**
- How likely is it you would recommend us to others? We received a **3.52/4 average rating**

Responders were invited to make additional comments, examples of which are below:

- *“No further comments absolutely fabulous advice, very caring and extremely helpful team we would have been totally lost without \*\*\*\*\*’s advice and Direction, a truly professional and special person”*
- *“Being a parent of a child with SEN is quite lonely and isolating, and more often than not I feel that I have to fight for my child. The SENDIASS support I received today was not only extremely helpful, but reassuring, and I don’t feel quite so alone.”*
- *“The lady That has been helping me has been fantastic and even though I said i felt it was still stressful she had kind words to help me through it and she helped me get the results I wanted.”*
- *“The advice and support SENDiass gave me and my family was amazing!! We managed to get the result we needed with my sons EHCP, I wouldn’t of been able to do it without their guidance and help. \*\*\*\*\* is one of nicest people ever, and her support was just incredible. Thank you very much!”*

- *“Just a great service, was really helpful to us. Actually recommended a friend to use them.”*
- *“I'm grateful you're coming to support me for the EHCP meeting for our child in September. It's so reassuring to have your support and guidance. We appreciate the time given and that we had someone who understood the challenges and stress the whole family faces. We strongly feel you provide an essential service and it is really important that you are allowed to continue to do so.”*
- *“The support and help went above and beyond. Amazing, have got so much help from SENDIASS”*
- *“Excellent service, absolutely invaluable.”*

One parent/carer made the comment of:

*“Parents desperately need more SENDIASS staff to be made available for advice and to attend meetings with us please”*

Whilst this comment was anonymised and therefore we were unable to follow it up personally, SENDiass 4 BCP are in the process of recruiting 3 additional members of staff to increase our capacity and service reach to parents, carers, children and young people across BCP.