

## Highlight Report for Strategic Management Group (4)

<b>Report of</b>	SENDIASS	<b>Date of Report</b>	19/05/25
<b>Author</b>	Sarah Wike	<b>Date of SMG</b>	22/05/25

<b>Key to RAG</b>	<b>At risk:</b> There is a risk that this priority is not progressing as expected and this requires escalation from SMG to SEND OB. A mitigation plan may be required.		<b>Vulnerable:</b> The priority area is vulnerable due to lack of progress in some areas and may have implications for improvements. This may require escalation to SMG		<b>On track:</b> The priority area is on track for improvements and there are no issues raised.	
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Highlights	Challenges	RAG Rating
<p><b>Key pieces of work have taken place, these include:</b></p> <ul style="list-style-type: none"> <li>• The Annual Report has gone through checks and is published.</li> <li>• The Data dashboard is up to date and sent to the SEND department.</li> <li>• SENDIASS is cited in the Local Area SEF report.</li> <li>• Joint commissioning report completed and sent through commissioning channels.</li> <li>• Continued attendance at SEND Partnership Board is prioritised and reports produced as part of our statutory partnerships.</li> </ul>	<p>Case officer absence due to sickness continued to increase case work demand for staff however, agency staff recruited, and this has eased some pressures.</p>	

<ul style="list-style-type: none"> <li>• Facebook live discussion sessions held in the evenings as requested by service users.</li> <li>• Agency worker in place to relieve some pressures.</li> <li>• Case work held is highest in any quarter over last two years, staff rose to this challenge.</li> <li>• Monthly news updates piloted for families.</li> <li>• Monthly drop-in sessions for families arranged for next 12 months at family hubs.</li> <li>• PDRs completed for majority of staff.</li> <li>• Annual report successful through internal governance structures and published on webpages.</li> <li>• Minutes of last SMG published on webpages.</li> </ul>		
<p><b>What we are achieving – using data comparison</b></p> <p>Quarter 3 (October 1 – 31 December 2024) - 344 cases – Quarter 4 (January 1 to 31 March 2025) saw an increase in + 204 to 548 cases (816 interventions)</p> <p>38 cases currently live in tribunal – 4 requesting EOTAS, 2 RTI, 15 B,F,I, 16 I alone; 1 JR,</p> <p>Data highlights</p> <ul style="list-style-type: none"> <li>• A high number of the interventions are calls into the service when other areas of SEND are not responding to parents’ carers enquiries.</li> <li>• A significant number of enquiries are where parents/carers are being signposted to SENDIASS for information that should be on the local offer</li> </ul>	<p>Meeting demand timely. Time taken up with enquiries that is not appropriate and which could have been signposted appropriately in the first place.</p>	

and the signposted go to place. This is placing demand on the service and extended waiting times for families for specific information.

- A rise in requests that are not appropriate for the service and so turning those away.

Reporting Area	Outcome
SEND area for IAS need	Of 548: 353 EHCP processes IAS 195 SEN support processes
SEND highest area of need by key stage	Of 816 interventions: 272 KS 3 and 116 KS4 = 388 and 102 KS1 And 130 KS 2 = 232
SEND primary area of need	Of 816 interventions: 288 SEND and 248 ASD
Mediations	Of 548: 89 formal mediations with 29 of those bringing section I forward before lodging to tribunal
Staff cover for cases	Of 548: ACO 157, CO's 234 and M 157

**Themes emerging from the data suggests:**

- Parents/carers are waiting for information that could be provided by the first responder they approach.
- Parents/carers are being wrongly signposted by professionals and therefore creating further tensions for families.
- Parents /carers are becoming increasingly frustrated within SEND systems and processes to move things quickly for their child/young person.

<ul style="list-style-type: none"> <li>• Children and young people in phase transfer processes created an increase in demand for IAS with section I placements and appeal support.</li> <li>• A rise in requests for IAS were received for parents facing fines for nonattendance.</li> <li>• A rise in requests for IAS came in for advice around EHE processes.</li> <li>• A high rise in requests came in for parents wanting the schools list of specialist placements.</li> <li>• School exclusions continue to be an area of high need for IAS.</li> <li>• A rise in requests about information and advice about right to choose for health-based assessments.</li> <li>• An increase in requests for support for help completing other paperwork such as ASDAT forms, EHA applications, right to choose processes.</li> <li>• Parents/carers are showing signs of frustration and annoyance about other areas of SEND at point of approaching or during case work interventions.</li> </ul>		
<p><b>Work Underway</b></p> <ul style="list-style-type: none"> <li>• Continue with face book live discussion sessions.</li> <li>• Continue to prepare data timely and report into SEND partnership Board and SEND Data Dashboard.</li> <li>• Manage case work demands.</li> <li>• Continue to work collaboratively with all partners in the local area, support families and work together to achieve outcomes for children and young people. New project with family Hubs has started where the service will be available once a month at local family hubs across the borough.</li> <li>• Undertake service user feedback for annual reporting 2024 – 2025.</li> </ul>	<p>Case work demand can impact on production of other key areas of service activity as high demand reduces capacity to undertake other work streams.</p>	

<ul style="list-style-type: none"> <li>• Complete Annual report.</li> <li>• Complete business case for staff capacity increased demand.</li> <li>• Advertise a short-term contract for a case officer.</li> <li>• Review SMG and membership as the two-year period is almost complete.</li> </ul>		
<p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>• Supervisions take place monthly with staff.</li> <li>• Staff are using annual leave well and so do have rest periods.</li> <li>• Staff work through the online internal training sessions held on POD – currently covering topics such as, Information Governance, Safeguarding, Managing Attendance at Work.</li> <li>• Ellie (Assistant Case Officer) is working 1 day a week as a Case Officer and this is going well.</li> <li>• Jackie (Case Officer – agency) has joined the team for three months to help with demand due to staff absence and this is going well.</li> <li>• One case officer has taken a voluntary reduction in hours for 12 months.</li> <li>• Staff are working hard and above their capacity to support the service, they are diligent, caring and provide a professional service. We can confidently say this due to the feedback we regularly receive from service users.</li> <li>• Service users are kind, caring and understanding of the high demand for the service and show a level of support to other parents, often sharing posts on face book and commenting on posts to advise other parents.</li> <li>• Service social media platform (Facebook) is successful feels co owned with service users.</li> </ul>	<p>Staff resilience to meet demand is tested to the limits at times.</p>	

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| <ul style="list-style-type: none"><li>• SMG has been successful, and this has been due to the commitments of members.</li></ul> |  |  |
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## **Glossary**

**SMG - Strategic Management Group**

**KS - Key Stage**

**SEND – Special Educational Needs Disability**

**CO – Case Officer**

**M – Manager**

**ACO – Assistant Case Officer**