

Highlight Report for Strategic Management Group

Report of	SENDIASS	Date of Report	11/4/24
Author	Sarah Wike	Date of SMG	18/4/24

Key to RAG	At risk: 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.		Vulnerable: 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		On track: The priority area is on track for improvements and there are no issues raised.	
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Highlights	Challenges	RAG Rating																		
<p>Case Work – Quarter 4 Total Number of cases = 470 this is an increase from quarter 3 which was recorded as 370 with 653 interventions within those case numbers, of the 470 cases there are 719 interventions recorded within those case numbers.</p> <p>Comparison Data between the 4 quarters 2023 – 2024</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Q</th> <th>EY</th> <th>KS1</th> <th>KS2</th> <th>KS3</th> <th>KS4</th> <th>Post 16</th> <th>Post 18</th> <th>Unknown</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Q	EY	KS1	KS2	KS3	KS4	Post 16	Post 18	Unknown										<p>Unable to close cases timely.</p> <p>Rise in request for appeal work as it is a key phase transfer phase and these are level 4 case work</p>	
Q	EY	KS1	KS2	KS3	KS4	Post 16	Post 18	Unknown												

Q1	41	73	100	171	88	24	9	79
Q2	48	55	90	133	64	34	13	76
Q3	56	69	118	174	92	24	8	112
Q4	60	72	151	219	74	36	8	99

Consistencies noted across the financial year data story indicates:

Highest primary SEND need requiring IAS continues to be ASD and SEMH (ADHD/Unmet or under assessment/awaiting assessment), with SEN as status but no diagnosis being second highest area of need.

Intervention Subcategories requiring IAS shows around a similar percentage profile between those children and young people in EHCP phases and those at SEN support phases.

Referral Source requiring IAS illustrates a gradual increase in referrals/signposting from partners across health, education, and care.

Mediation and tribunal requiring IAS illustrates a similar pattern throughout 75 percent of the financial year (Q1 -Q3) of around 20 tribunal appeals and approximately 60 mediations with an increase at Q4 by 10 for tribunal appeals.

interventions and require higher level of capacity from within the service offer.

Staff have required more support from manager due to some of the complexities of cases.

Parental expectation of what the service can do and does not do has been challenged and challenging.

Starting to see the impact of safety valve in operation around placements (section I of the EHCP).

Still have a high number of children and young people not receiving a full-time education.

Quarter 4 Data Reporting 1/1/24 – 31/3/24

Total number of referrals/requests for IAS = 470 (Interventions = 719)

Staff Case Work Activity

Assistant Case Officer (37 hours pw)	171
Case Officers (100 hours pw)	264
Manager (37 hours pw)	35

Referral Sources – per Interventions 719

Word of Mouth	111
Used Service Before	503
<u>Websearch</u>	12
Social Media	5
Social Care Partners	30
Health Partners	13
Education Partners	13
Unknown	32

The service saw an increase of 100 referrals in this last quarter. However, we are still holding cases longer than we would like due to being unresolved. Staff feel the pressure of the rise in demand for IAS, however during the last half term of this quarter we also had higher than average annual leave taken due to unused leave and this has meant the capacity to meet demand was redirected where needed to staff as additional to their current work load to meet needs of the service. This was successful on the whole with only a couple of low level

concerns raised about waiting times for IAS by case officers and this was addressed swiftly.

Triage – 1 month snapshot of profile of referrals.

February (1/2/24 – 29/2/24)

Snapshot of profile of referrals/enquiries into the service through Triage

Referral Source	Figures	Growth/Reduction to last snapshot report
Facebook	42	New Capture
Calls to Helpline	43	Increase + 28
Email	97	Decrease - 71
<u>Requesty Online</u>	60	Increase + 14
Other Services/organisations	21	Increase + 1

Previous snapshot data total = 249

Current snapshot data total = 263

What we are achieving

TRIAGE – waiting time, referral turnover – 1-3 days on average 48 hours turn around (increase from last quarter of 24 hour turn around).

Assistant case officer managing high number of cases at level 1/2 of intervention levels. SENDIASS officers report the benefit of this when they then pick a case up as they feel the parents have already achieved a base level of information and advice.

Joint working – partnerships with others continues to be developed – focus has been around promotional material, sharing knowledge and information and developing our links with the family hubs agenda.

Strategic Networking and partnership working is going well, we report into the SEND Partnership Board.

CRM – data story boarding and the annual collection for the SEND data dashboard is completed.

Service development plan is completed.

Service work together and have had some focussed sessions together as a team to look at collective responsibilities for SENDIASSs offer – focus has been on the data story and supporting each other through peer mentoring coaching with complex case work.

SEND Appeal session was held and this enabled the staff to cover more work for this area of IAS in a shorter time frame.

Refreshed publicity leaflets and materials has been completed and we are in process of video development about what the service is and what it is not for the local area understanding.

The outline for joint commissioning arrangements written and agreed, awaiting sign off and will then be published.

Maintaining the response time and time of demand for IAS.

<p>SMG parent members have been offered IPSEA legal training relevant to their role within SMG.</p>		
<p>Work Underway Developing working arrangements with the Family Hubs – SENDIASS staff will work one day a week from a Hub and be effective partners with the family hub developments locally.</p> <p>Reflective practitioner layer to staff development has been implemented and this gives staff opportunity to provide critical analysis of the service offer’s strengths, weaknesses, opportunities, and threats, to identify key issues for families and offer solutions to how the service can improve and develop.</p> <p>Keep under review the Cross Data system the service has in place to illustrate accurate data story telling for the quarterly reporting strategically and within the SEND Data Dashboard.</p> <p>Develop proactive links with the Consortium to achieve the relevant standards required for an IASS (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).</p> <p>Production of a publicity video that will show case what IASS is in the local area and what it cannot offer.</p>		

<p>Work with SMG members and create a publicity resource about its role, who are members and what it can achieve in the local area.</p> <p>Develop and support SMG parent representatives.</p>		
<p>Service Development</p> <p>SENDIASS staff continue to work through the IPSEA legal training, and two case officers are now working through level 3.</p> <p>PDRs are complete for all staff in readiness for the new financial year and service development plan.</p> <p>Supervisions take place monthly with staff.</p> <p>The team hold weekly touch down meetings for staff to drop in and out of dependant on commitments. This is where the team can raise issues as a team and also, we can problem solve or deep dive into a case to support individual staff members where a case is more complex.</p>	<p>Maintain staff value and resilience as case work demand increases.</p> <p>Retain case officers as they develop more experience and skills.</p>	