



**SEND PARTNERSHIP SERVICE (SPS)  
ANNUAL REPORT  
1 September 2014 to 31 August 2015**

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## EXECUTIVE SUMMARY

The SEND Partnership Service fulfils the Local Authority statutory duty to provide information, advice and support for children and young people aged 0 – 25 years with Special Educational Needs and Disabilities (SEND) and their parents across Bath and North East Somerset.

The service provides information about social care and health, as they relate to SEND, and is confidential and free. It is impartial, accessible and provided at arm's length from the local authority.

During the last academic year the service provided **4952** contacts (telephone, email and face to face) to families. This is an increase of **79%** over the past two years. The service supported on average 110 cases per month an increase of **66%** from 2012/3

These contacts enabled families to get the right provision and funding for their children, alleviated parental anxiety and gave families the confidence to work with schools and health to get the best outcomes for their children. All of these give families the resilience to live positive lives, to work and manage what can be challenging lifestyles.

The service also supported families whose children were permanently excluded from school: working early with the families enables them to negotiate the right educational provision for their children and means they can continue to work without disruption.

The Team works with the family from the moment a concern is identified with a child's education or development and continues to support even where children do not meet statutory thresholds for an Education Health and Care plan.

Families say that the support is invaluable; they say the support is impartial and informed. The Team are legally trained to interpret the legislation and Code of Practice.

From families .....

'I'm very grateful for the help you have provided us with. I felt the last Annual Review that my child had at school was very successful as many times I have gone to meetings and felt quite angry ....'

"It was very useful to talk about the situation to a 'third party' and someone who was knowledgeable about special needs provision in schools."

"Gave me knowledge I asked for and provided me with a contact for further information."

'Very good service, provides information and support in what can be a very daunting and stressful time. I found myself in a new situation with no idea how to deal with it and the service provided a lifeline.'

## 1. CONTEXT AND SERVICE ACHIEVEMENT

Local authorities must provide all parents (and carers), children and young people with clear and accurate information, advice and support in relation to SEND, including the statutory assessment processes and Education, Health and Care plans.

In the new legislation, the Childrens and Families Act 2014, local authorities must also provide information, advice and support that covers social care and health, as they relate to SEND, and is confidential and free for children and young people aged 0 – 25 and their parents. This **must** be impartial and provided at arm's length from the local authority and the Clinical Commissioning Group (CCG) and enable service users to shape policy and practice. The delivery of information, advice and support needs to be confidential, accurate and accessible.

Under the previous legislation, the Special Educational Needs & Disability Act 2001 and the SEN Code of Practice (2001), the Parent Partnership Service (PPS) successfully provided the equivalent service for parents of children with Special Education Needs (SEN) with information and advice. This included support for families where parents suspected their children may have additional needs, prior to any assessments being undertaken and for children who did not have a statement.

During the 2013 – 4 academic year PPS contributed to the design of a new set of Information, Advice and Support Service quality standards which were endorsed by the Department for Education. Armed with the draft standards PPS undertook a complete service review and redesigned its working practices to address the local authority's new statute alongside the quality standards.

In preparation for the new duties, the Operational Lead, Case Officers and volunteers (both in the service and SEND champions in other voluntary and statutory organisations) have embarked on an intense programme of legal and process training to be in an informed position to provide families with accurate, impartial information, advice and support.

With the increased remit PPS recognised the service would need a change of name and at a consultation meeting with service users SEND Partnership Service (SPS) was suggested and endorsed by the PPS Advisory Group (now SPS Advisory Group) in November 2014

The Service continues to assist schools, Children's, Transition and Adult Services staff to work in partnership with parents, children and young people with a view to improving educational outcomes and preparation for adulthood. Through the provision of quality information, advice and support, families become empowered in their interactions with a range of professionals involved with their children's or young

person's additional needs and are more able to make appropriate, informed decisions with respect to their education.

The Service endeavours to work with schools and governing bodies with a view to developing family friendly policies and aid effective partnership working with parents, children and young people through training.

The Service ensures that parents, children and young people can access impartial, accurate and accessible information and support via a range of channels including the telephone helpline, information leaflets, Council website (SPS section), contact with support groups (local and national), including our own Parents' Forum, and through support provided by the team of volunteers.

Additionally, through the Independent Support project, external funding has enabled SPS to provide training opportunities for 8 case workers in voluntary and statutory organisations eg Youth Connect, Black Families, Off the Record. These providers work with parents, children and young people in the community and now have a SEND Champion who can offer up to date information to their service users. They are a SEND point of contact in their organisation for other workers and also to provide some initial SEND awareness training for their colleagues

The Service aims to demonstrate independence, impartiality and neutrality in the information, advice and support provided. Whenever possible, the Service acts as a conduit through which consultation with children, parents and young people may take place, in collaboration with other services and agencies, enabling them to consider issues and concerns with respect to local and national policy, with the potential to effect change in policies and procedures. In addition, the Service works strategically with other agencies with a view to presenting the voice of children, parents and young people to inform the development and monitoring of services.

The whole SPS Team has worked diligently, and extremely successfully, throughout the year to become conversant with the new ways of working.

In July 2014 SPS successfully bid for funding from the Council for Disabled Children (CDC) to provide Independent Support in Bath and North East Somerset alongside KIDS, a voluntary provider, until March 2015 in the first instance, later extended to 31 March 2016.

Independent Support is available for those applying for an Education, Health and Care Plan (EHC), those transferring from a Statement of SEN to an EHC or transferring from a Learning Disability Assessment to an EHC. When cases become complex, fall outside of the above, or children or young people do not meet EHC Plan thresholds, the case is referred to the SPS. Where SPS is providing IS this is a SPS Team 2015

seamless process but it becomes more complicated for families when a case is initially being supported by KIDS and then has to transfer to a new case worker in SPS.

SPS has been reporting on progress regularly to CDC and the number of Independent Supporters trained and available to support families in Bath and North East Somerset is 14. This includes the paid staff of SPS, some of the volunteers and the SEND Champions in voluntary organisations. Since the beginning of the project, 1 September 2014, Independent Support has been accessed by 42 families and 14 young people.

Whilst all these changes have been happening SPS has continued to support more families than the previous year (see Performance Monitoring – Table 1), rewrite and publish updated web information and a range of ‘fact sheets’ detailing the new agenda eg What is an Education, Health and Care Plan?. Case Officers note that cases continue to be more and more complex and due to the emphasis on family centred planning a great deal more time consuming for both professionals and families.

The service has also been able to recruit and train 2 more volunteer supporters using Council for Disabled Children funding to employ a part-time Volunteer Coordinator who has been able to manage and support the process and the volunteer resource.

SPS continues to support the families of children and young people who have been long fixed term excluded and permanently excluded whether they have an identified SEND or not. This work was originally part of a pilot project and has continued as a permanent part of the SPS service offer.

The Service aims to demonstrate independence, impartiality and neutrality in the information, advice and support provided to families and professionals. In addition, the Service works strategically with other agencies with a view to presenting the voice of parents, children and young people to inform the development and monitoring of services.

## **2. ACCOUNTABILITY**

The Service is governed by an Advisory Group. The Advisory Group has responsibility for ensuring that a high quality, ‘arm’s length’ service is maintained for the Local Authority and that the Service is responsive to local need, whilst taking into consideration best practice on a regional and national level. An Independent Chair has been identified for the Advisory Group; there is increased parental attendance and more varied voluntary, school and third sector representation.

### 3. PERFORMANCE MONITORING

The following tables describe the activity undertaken by the staff and volunteers working for the SPS during the last academic year.

Tables 1 and 2 detail the numbers of cases undertaken by the Team, the hours of casework activity and the numbers of new, on-going and closed cases. The tables demonstrate the increase in demand for support by parents and young people compared with previous years as evidenced by the number of individual contacts and time spent on casework by the paid Case Officers and Volunteer Supporters.

There are occasions when a case is deemed closed simply because contact cannot be made with a parent or young person; in all cases three months is allowed to lapse before closure. Should a parent or young person contact the service again after this period, the case is re-opened and reported as such in Performance Monitoring.

**Table 1:** This details the performance monitoring over a three year period. Note the overall increased activity:

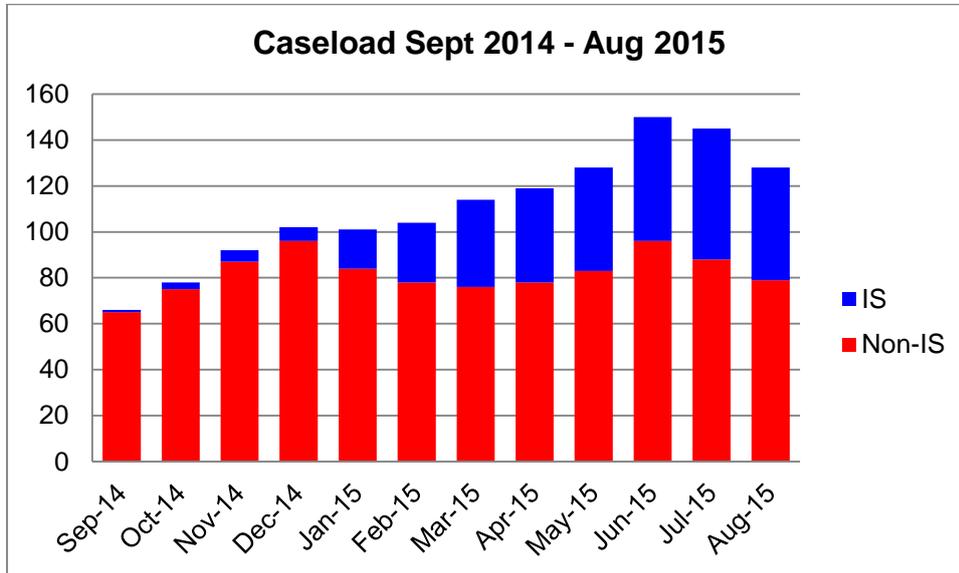
1. Average number of active cases per month have increased from 66.25 - 2012/13 to 110.5 in this academic year which is a 66% increase
2. Contacts to the service, and with the service, have increased from 2764 in 2012/13 to 4952 in this academic year, which is a 79% increase.

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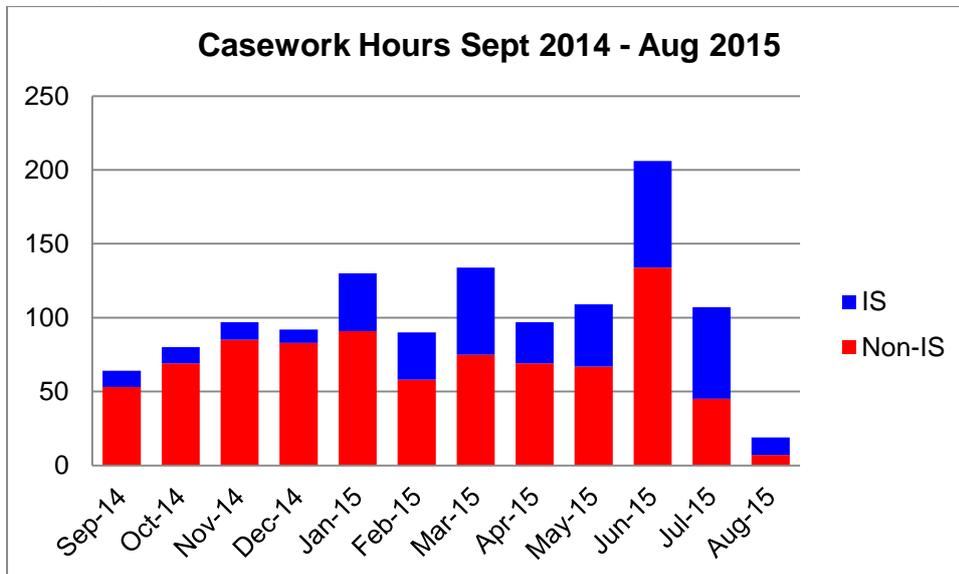
Performance Monitoring September 2012 - August 2015					
Academic Year 2014-15	Office Hours	Contacts	Number of Cases	VS	
				Active	Hours
September	64	236	66	0	0
October	80	335	78	1	5
November	97	314	92	1	2
December	92	378	102	2	5
January	130	528	101	2	14
February	90	413	104	2	8
March	134	553	114	1	7
April	97	446	119	2	6
May	109	432	128	2	7
June	206	795	150	3	26
July	107	447	145	0	0
August	19	75	128	0	0
<b>Total:</b>	<b>1225</b>	<b>4952</b>	<b>Average per month: 110.5</b>		<b>80</b>
Academic Year 2013-14	Office Hours	Contacts	Number of Cases	IPS	
				Active	Hours
September	75	293	77	1	8
October	82	309	79	1	2
November	78	296	68	1	3
December	67	262	84	1	4
January	91	308	88	1	4
February	62	277	90	2	2
March	86	330	95	2	8
April	52	216	88	2	5
May	56	241	94	1	7
June	112	431	93	1	1
July	82	317	76	2	4
August	0	0	64	0	0
<b>Total:</b>	<b>843</b>	<b>3280</b>	<b>Average per month: 83</b>		<b>48</b>
Academic Year 2012-13	Office Hours	Contacts	Number of Cases	IPS	
				Active	Hours
September	37	125	36	1	5
October	43	178	43	1	11
November	48	203	45	1	9
December	32	133	52	1	4
January	49	208	68	1	6
February	51	250	68	1	11
March	47	207	67	1	7
April	59	317	75	1	14
May	58	275	81	2	12
June	92	406	90	4	24
July	99	448	93	1	7
August	2	14	77	0	0
<b>Total:</b>	<b>617</b>	<b>2764</b>	<b>Average per month: 66.25</b>		<b>110</b>
<b>Key:</b>					
<b>Contact:</b> Includes SEND, Non-SEND, Exclusions case work and Enquiries from families that involve substantial time.					
<b>Number of Cases:</b> Includes SEND, Non-SEND and Exclusions case work.					
<b>VS (formerly known as IPS):</b> Indicates the number of active volunteers; not necessarily the number that support the service. Hours indicate time spent on case work and do not include time spent on Continuing Professional Development and Supervision.					

**Tables 2 – 5** detail Case Load and Case Work for 2014 – 15 more specifically into the categories of Independent Support and other Statutory and non-Statutory support

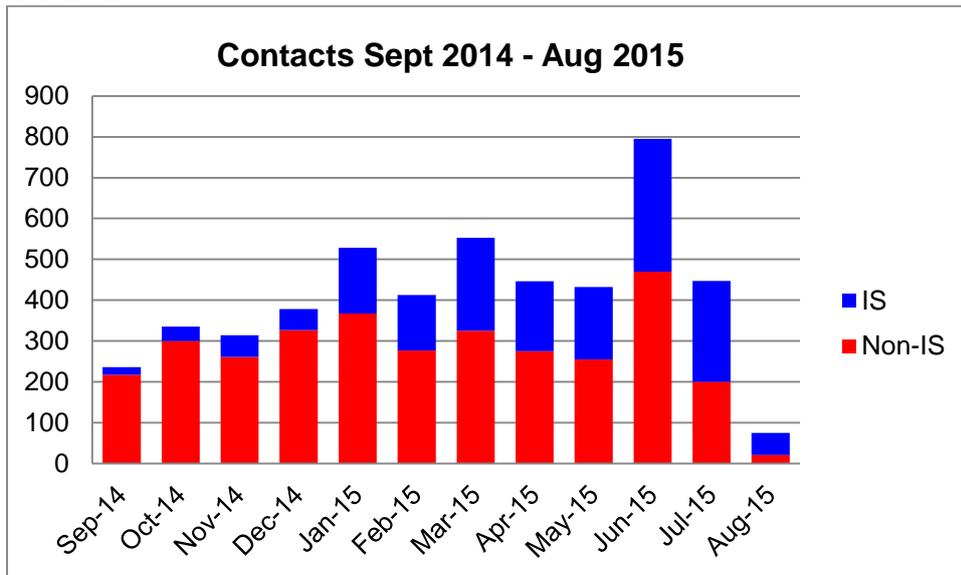
**Table 2**



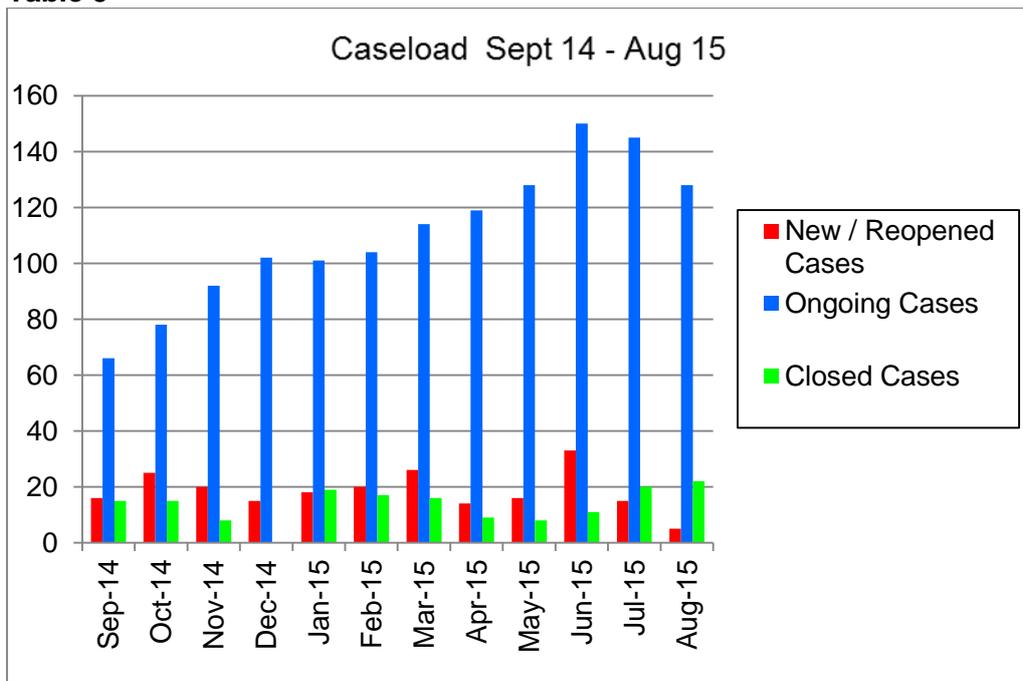
**Table 3**



**Table 4**



**Table 5**



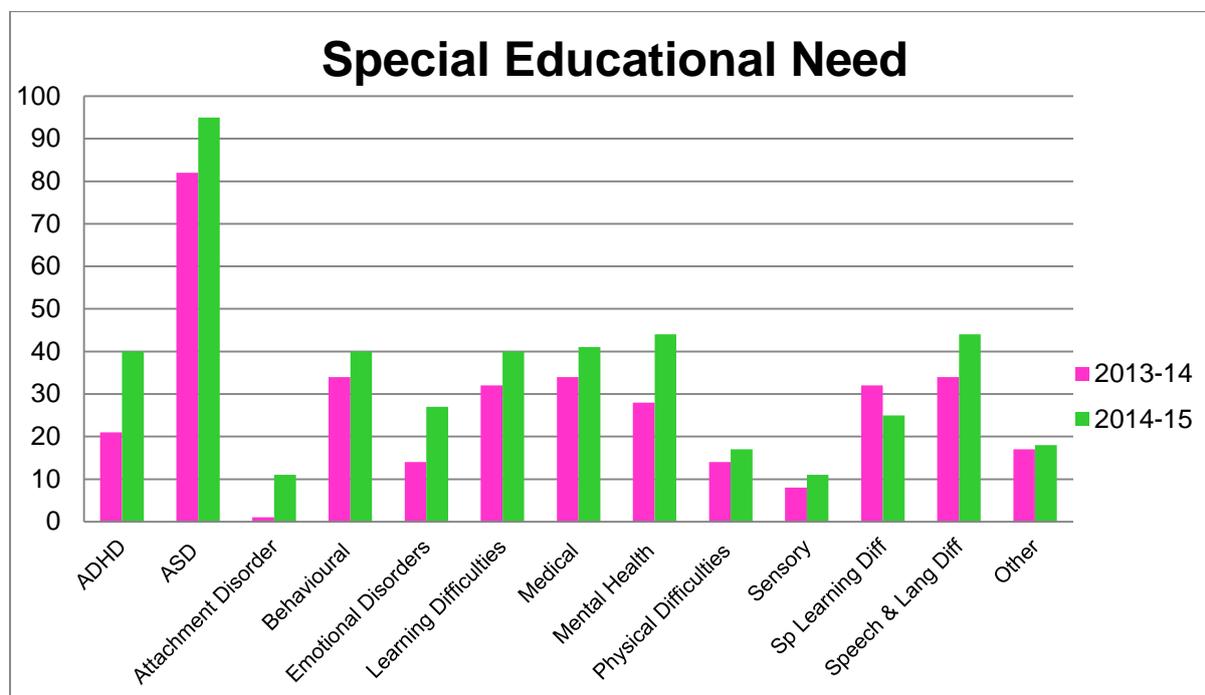
**Table 6** identifies the cases worked on by the Team by type including age and gender of the children and young people and which cases were SEND/Non SEND and/ or Exclusions.

**Table 6**

<b>Number of Cases by Type</b>						
	<b>Sep 09 – Aug 10</b>	<b>Sep 10 – Aug 11</b>	<b>Sep 11- Aug 12</b>	<b>Sep 12 – Aug 13</b>	<b>Sep 13 – Aug 14</b>	<b>Sep 14 – Aug 15</b>
<b>No of Boys</b>	91	98	97	118	144	173
<b>No of Girls</b>	54	49	52	69	62	88
<b>Not Known</b>	3	2	1	2	1	2
<b>Pre-School</b>	6	5	8	12	13	19
<b>Infant</b>	29	24	26	30	34	44
<b>Junior</b>	55	58	43	58	61	79
<b>Secondary</b>	51	50	63	79	89	104
<b>Post-16</b>	1	4	6	6	7	9
<b>Not Known</b>	6	8	4	4	3	8
<b>SEND</b>	129	138	135	166	191	255
<b>Non-SEND</b>	17	9	13	15	12	8
<b>Other</b>	2	2	2	6	4	0
<b>Fixed Term Exclusions</b>	13	9	16	17	16	14
<b>Permanent Exclusions</b>			14	9	10	10
<b>Non-Exclusions</b>	135	140	120	163	181	239
<b>Casework Total</b>	<b>148</b>	<b>149</b>	<b>150</b>	<b>189</b>	<b>207</b>	<b>263</b>

**Table 7:** This is a more detailed breakdown of the child's or young person's additional need where identified by the family

**Table 7**



### Additional Information from Service Users

#### Ethnicity

Of those who told us, 95.5% of callers to the Service stated their ethnicity as White. Of the remaining callers 1.3 % stated their ethnicity as Dual Heritage, Chinese or other Ethnic Group or Black or Black British and 0.6% as Asian or Asian British.

#### Top reasons for contacting the SEND Partnership Service:

The five top reasons callers initially contacted the SEND Partnership Service were regarding:

- Provision
- Relationship with education provider
- EHC Statutory Assessment - Process
- Educational Placement
- Exclusion - Fixed term

#### Referral route to SPS

Of those who told us, 36.2% said they had used SEND Partnership Service before. Other recommendations to make contact with SPS came from:

- School/Pre-school (11.4%)
- Other Parent / Friend (10.9%)

- Local Authority Education Service (10%)
- Other Bath and North East Somerset Council Service (7.4%)
- Family Information Service (4.8%)
- Health (4.8%)
- Voluntary Sector (4.8%)
- Website (3.5%)
- PSA (2.6%)
- Other (2.6%)
- SPS Leaflet or Bookmark (0.5%)
- SPS advert (0.5%)

**Table 8:** details the average number of telephone calls received by SPS throughout the year and the visits to the SPS pages on the Bath and North East Somerset website. The increase in telephone and digital contact with the Service is being kept under review.

**Table 8**

<b>Telephone and Web Activity: September 2014- July 2015</b>		
<b>Incoming Calls</b>		
Average number of calls each month: 164 ( <b>an increase of 37.8% from last year</b> )	Lowest number received in a month: 105	Highest number received in a month: 252
<b>Outgoing Calls</b>		
Average number of calls each month: 410 ( <b>an increase of 42.9% from last year</b> )	Lowest number made in a month: 312	Highest number made in a month: 563
<b>Outgoing Texts (facility introduced this year)</b>		
Average number of calls each month: 82	Lowest number received in a month: 15	Highest number received in a month: 132
<b>Note:</b> August is not included due to little activity over the holiday period and to prevent distortion of figures over the academic year.		
<b>Website Hits</b>		
Total number of hits: 1464 ( <b>an increase of 82.1% from last year</b> ) Average number of hits each month: 122		

#### 4 SERVICE ACTIVITIES

SPS Team 2015

## **Parents Training, Information and Forum Group Meetings**

A Conference for Families was run in October 2014. This Conference reviewed the progress made during the year of SEND Reform and reported the feedback from families who have been through the new process

## **Promotion, Networking, Marketing and Training**

SENCO SEND Training  
Connecting Families Briefing  
SEND Presentation to Parents (St Keyna)  
SENCO Briefings – Radstock, Bath, Keynsham, Chew Valley  
Secondary Schools Admissions Evening  
Early Years Transition SENCO Briefings  
BOP Parents' Meeting  
Transitions Event – Fosseway  
Youth Offending Service Stakeholder Event  
CDC Conference

SPS has been promoted by visiting Strengthening Families Strengthening Communities Groups, ADHD Support Group, FACES (Bath ASD Support Group), Bath Opportunity Pre-school Parent Group, Incredible Years Group, Parenting Programme for Pre-School Children, Helping Hands Support Group at Cameley Primary, SENCO Cluster meetings, B&NES Behaviour and Attendance Area Panels.

Universal promotion has been carried out by the Family Information Service SPS has been promoted at Primary Intake events and Secondary School Open Evenings. Connect Magazine published an article advertising SPS in September and November. An advert appears throughout the year on the public television monitors in Council Community venues.

The Team has also attended training and these are all opportunities to promote the SPS

- Children in Care Champions training
- Child Protection Training
- EHC Planning workshop
- Engaging with Children and Young People (NIASSN)
- Expert Parent Training
- Exploring Race, Diversity and Culture Outcomes
- Fabricated and Induced Illness Training
- Global Mediation
- Independent Support- online training Role of the IS

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- Independent Support- online Legal Training
- Independent Support- Legal Training
- Independent Support- Role of the IS
- IPSEA face to face legal training
- IPSEA one day masterclass
- IPSEA tribunal training
- IPSEA online legal training
- LSCB Interagency training-'To refer or not to refer?'
- Mindfulness
- Personal Budgets and Preparing for Adulthood
- SEND Reform
- SENCO Conference
- Speech and Language transitions workshop
- Managing from a Distance
- Volunteer Management Creative Masterclass
- Tribunal Training

#### Volunteers

- Interagency Safeguarding Training
- Equalities Act Briefing
- Independent Support – online training
- Independent Support – face-to-face training

## 5. SERVICE EVALUATIONS

### Summary of Parent Evaluations

Evaluation forms are sent to Parents/Carers who have been supported by the Service one month after the last contact is made. Support is given to parents in a number of ways, by telephone or email, by meeting, either one-to-one or with other agencies or through letter.

**21.8%** of evaluations sent to parents were completed and returned.

Parents are asked how helpful they found the support they received from SPS

**80%** of Parent/Carers rated this support as Excellent and **20%** as Very Good.

**90%** reported that they felt more confident to deal with issues following the support from SPS and **100%** were satisfied with the service the SPS gave.

After receiving advice/support **44.4%** of those who answered stated the situation was now resolved, **55.6%** stated there was some improvement.

**100%** of those who answered the question considered the Service to be Impartial.

**100%** felt they were fairly treated

**100%** of those asked would call the SEND Partnership Service for help again and **100%** would recommend the Service to others.

Comments from parents included:

- I sometimes wanted the Case Officer to be more of an advocate but in practice her guidance and advice empowered me to make the right challenges and comments at the right moment in the meetings. SPS is an excellent service, with excellent people both leading it and on the team.
- Absolutely fabulous service, very informative and helpful, genuine caring supportive professionals
- The SEND Partnership is so important in our situation, having to deal with a system that is broken and which makes parents fight so desperately hard for the basic rights of their child to an education. I did have some concerns about the impartiality of the service in more complicated situations, eg, if we had ended up at Tribunal – as you share office with the LA. However in our experience the service was extremely helpful and offered impartial support and advice.

## **6. CONCLUSIONS AND CHALLENGES**

Both the new legislation and a revised way of working have been implemented in Bath and North East Somerset and the SEND process reviewed in light of feedback from families and professionals. As a service SPS will be supporting families using two sets of legislative framework until 2018.

The impact on SPS has been significant and continues to be so –

### **From self-serve:**

Total number of SPS council site web page hits: 1464 for the year 2014 -15. This is an increase of 82.1% from the last academic year

### **To bespoke support:**

Average number of active cases per month have increased from 66.25 - 2012/13 to 110.5 in this academic year which is a 66% increase

Contacts to the service, and with the service, have increased from 2764 in 2012/13 to 4952 in this academic year, which is a 79% increase

Whilst the resources allocated to the service have increased incrementally over the past 4 years, the preparation and implementation of the change in legislation has had an extreme impact. In April 2015 a paper was submitted to the Local Authority requesting further resources:

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- 1 new Case Officer post – 20 hours per week, term time only to meet the increased demand for case work
- Continuation of the externally funded Volunteer Coordinator post 16 hours per week, all year, this post supports the volunteer resource and promotes the service to the public and professionals, releasing the Operational Lead to undertake additional case work. External funding runs until 31 March 2016 and is unlikely to be extended beyond that date.
- Additional administrative support 7 hours per week, term time only, to support the Team

This request has been forwarded to the Directorate and is being considered in light of the recent Service Development Plan, budgetary demands and service reviews. If the request is not forthcoming SPS will have to redefine its offer to the families of Bath and North East Somerset.

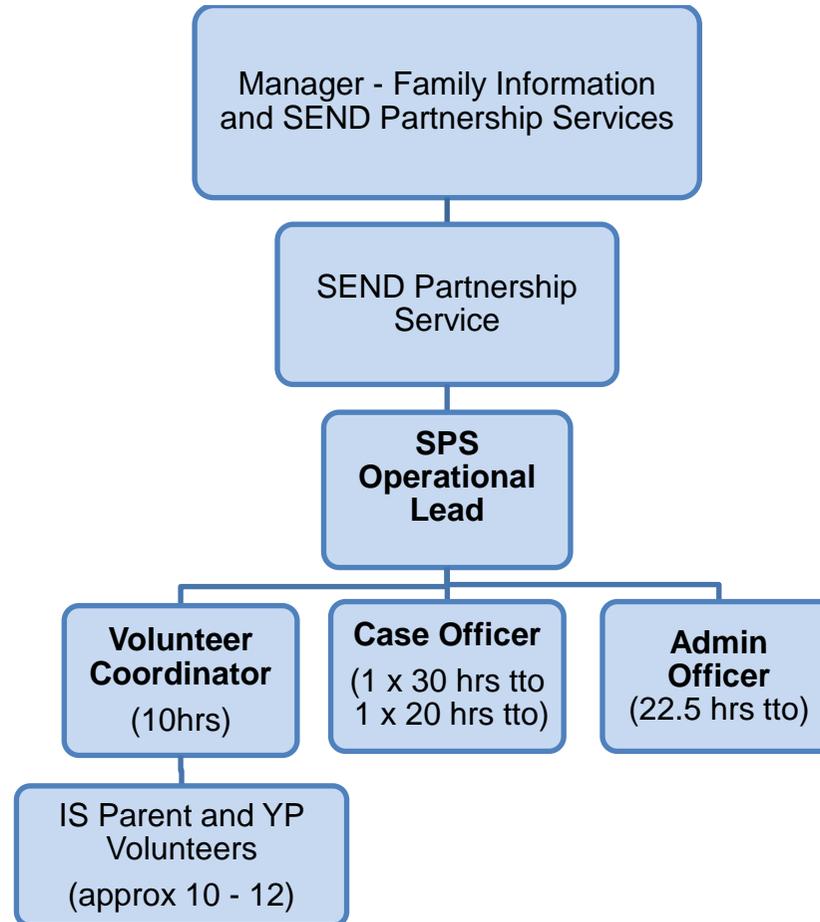
The role of the SPS has been redesigned and expanded and delivery, publicity and performance monitoring is now evidenced against a whole new set of service delivery standards. Self-assessment against the new quality standards identifies strong compliance (see Appendix 2)

There is an ongoing responsibility for SPS to keep families informed of the revised processes and resources as a result of the new legislation and local authority practice.

Through the Parent's Forum, and integrated working with young people's advocacy services, SPS continues to ensure that parents, carers, children and young people have a voice in local authority service design and commissioning intentions.

**Jackie Fielder**  
**Manager, Family Information and SEND Partnership Services**  
**November 2015**

**Appendix 1 ORGANISATION CHART**  
**SEND Partnership Service 1 September 2015**



**Appendix 2: Self-assessment against the new Service Delivery Standards – endorsed by the Department for Education**

<b>Quality Standards for providing impartial information, advice and support</b>			
<b>Standard 1</b>		<b>Evidence</b>	<b>Compliance or action</b>
1.1	<p>The Information, Advice and Support Service (IASS) is commissioned in accordance with the SEND Code of Practice, through the joint arrangements LAs and CCGs must have to consider and agree the information and advice to be provided. The commission should secure the provision of impartial, confidential and relevant information, advice and support to:</p> <ul style="list-style-type: none"> <li>• the parents of children and young people between 0 and 25 years who have, or may have, SEN or a disability</li> <li>• children and young people who have, or may have, SEN or a disability.</li> <li>•</li> </ul>	Service description and joint working with commissioned providers	Compliant
1.2	The IASS has its own identity and branding and is a dedicated and easily identifiable service. It is, and is seen to be, separate from other LA services and functions.	<p>Own brand, independent marketing and impartiality policy</p> <p>Service is based in LA building</p>	Partially compliant
1.3	The governance arrangements for the IASS are based on clear lines of accountability and promote service user involvement.	Advisory Group and independent Parent's Forum	Compliant
1.4	The IASS is planned, monitored, reviewed and evaluated, and prompt actions are taken to improve	Annual Report, monthly monitoring with activity statistics	Compliant

	services and meet service users' needs.		
1.5	Service managers provide training, supervision and support for staff offering information, advice and support, including (where relevant) independent supporters and volunteers.	Induction programme, legal and specific SEND training, supervision policy and case supervision for all paid and volunteer staff	Compliant
1.6	The IASS complies with current safeguarding children legislation and guidance. All staff, independent supporters and volunteers who may have contact with children and young people are trained in, and have accurate and up to date knowledge of, safeguarding children.	All staff and volunteers are recruited in line with Safer Recruitment Guidelines and attend appropriate safeguarding training on a regular basis	Compliant
<b>Standard 2</b>			
2.1	The IASS informs policy and practice at the LA and CCG level by working with parents, children and young people, the Parent Carer Forum and local voluntary groups and organisations.	Recent work with SEND Reforms, continuing involvement in work streams, channels for reporting through monthly performance and informal meetings with SEN Manager and Service Improvement Lead for Schools	Compliant
2.2	The IASS contributes to policy and practice at the regional and national level by working with other providers and relevant stakeholders to share, promote and develop best practice.	Manager and Operational Lead attend and contribute to Regional and National events	Compliant
<b>Standard 3</b>			
3.1	Potential service users are aware of the IASS and what it can offer them.	Service delivery leaflets, fact sheets, web pages, planned marketing and outreach promotion	Compliant
3.2	The IASS is accessible to all potential service users.	Delivery through face to face, telephone, email, text and digital channels and via stakeholders and	Compliant

		partners	
3.3	The IASS provides impartial, accurate and up to date information and high quality advice relevant to the service users' needs	Policies to reflect impartiality, staff trained by impartial, legal trainers and membership and active use of national support networks and up dates	Compliant
3.4	Service users have the information and advice they need to make informed decisions about provision made by education, health and social care	Service user feedback and satisfaction rates at 99%	Compliant
<b>Standard 4</b>			
4.1	The IASS offers confidential support to service users.	Confidentiality Policy and effective staff and volunteer training	Compliant
4.2	The IASS offers impartial support tailored to the individual (up to and including SEND Tribunal), which may include: <ul style="list-style-type: none"> <li>• Casework support</li> <li>• Representation</li> <li>• An independent supporter</li> <li>• Key working</li> </ul>		Partial compliance –no provision of key working or advocacy
4.3	The IASS builds upon service users' skills, knowledge and confidence to promote independence and self-advocacy.	Service user confidence per evaluation. Case Officer and IS training	Compliant
<b>Standard 5</b>			
.1	Staff, independent supporters, and volunteers are trained (including independent training) and have accurate and up to date knowledge of: education, social care and health law related to SEN and disability national and local policy and practice in meeting SEN and disability	National and local training attended by all case officers and IS	Compliant
5.2	All staff, independent supporters, and volunteers are trained and competent in providing impartial information and advice	National and local training attended by all case officers and IS	Compliant

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	for all service users.		
5.3	Some staff, independent supporters, and volunteers have completed accredited legal training and are competent in supporting all potential service users in meetings, through statutory processes and at SEND Tribunal.	All paid staff have completed appropriate legal training as provided by IPSEA and IS. Majority of volunteers have completed IS training	Compliant
5.4	The IASS offers to early years settings, schools, colleges, statutory and voluntary agencies training on: working with parents, children and young people the law relating to SEN and disability, as it applies to education, health and social care	Per service delivery statement	Compliant
5.5	The IASS offers training to parents on: <ul style="list-style-type: none"> <li>• working with professionals</li> <li>• involvement in decision making</li> <li>• the law relating to SEN and disability, as it applies to education, health and social care</li> <li>• in collaboration with parent carer forums, contributing to strategic developments</li> </ul>	3 sessions of parent training per year covering a variety of topics, close collaboration with Parents Forum – both consultation exercises and training	Compliant Compliant
<b>Additionally</b>			
Exclusion Support for Families	Support for <b>all</b> families whose child or young person has been fixed term (long) or permanently excluded – not just those with SEND		
IASS offers training to schools and governors	The IASS offers training to <ul style="list-style-type: none"> <li>• SENCOs</li> <li>• Governors</li> <li>• Workshops/presentations and family conferences etc provided by stakeholders</li> </ul>		