



SENDiass4BCP

# SENDiass4BCP Annual Report 2024 - 2025



## SENDiass4BCP Annual Report 2024–2025

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## SENDiass4BCP Annual Report 2024–2025

### Introduction

SENDiass4BCP provide **free, impartial, and confidential** information, advice and support (iass) for children and young people (up to the age of 25) with special educational needs and disabilities (SEND), and their parents/carers, living in Bournemouth, Christchurch and Poole. The provision of information, advice and support should help to promote independence and self-advocacy for children, young people and parents. Chapter 2 of the SEND Code of Practice sets out the role and activities of an IASS, and should be read alongside the service minimum standards.

We provide information, advice and support with relation to education, social, and healthcare matters, through our online resources, at events and workshops, via our advice line service and through individual casework.

### Overview of roles within SENDiass4BCP

All SENDiass4BCP staff are qualified in SEND Law, to meet minimum standards.

SENDiass Advisors give parent carers and young people information and advice at initial enquiry both Level 1 and 2, managing and triaging the inbox and helpline on a day-to-day basis, including web, telephone and email enquiries and organise the social media accounts and posts, they escalate up cases when required to the SENDiass Officers.

SENDiass Officers work with parent carers and young people with complex enquiries giving ongoing support to parent carers holding casework at Levels 3 and 4. They manage the duty call list at Level 3. SENDiass Officers run parent carer workshops both online and in person, attend drop ins; giving information and guidance and manage the content of the website, ensuring the information is up to date.

The Parent Champion Coordinator project manages the delivery and evaluation of the Parent Carer (PC) Champion volunteer project and volunteers, including recruitment, training and support of all volunteers, recruitment of pre-schools/nurseries schools, colleges and non-profit organisations.

PC Champions are volunteers who offer a listening ear and sign posting service to parent carers at locations organised by the PC Coordinator.

Our Children and Young People's Development Officer leads on the engagement and participation of children and young people with Special Educational Needs and Disabilities across BCP in developing the Information, Advice and Support Service as per the SEND Code of Practice 2015 and the IASS National Minimum Standards. This enables the views of children and young people, to contribute to wider SENDIAS service development and delivery across BCP. They deliver Post 16 support information and advice

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and manage a caseload of young people offering ongoing support.

The SENDiass4BCP Manager leads, develops and manages a high quality Special Educational Needs and Disability Information Advice and Support Service (SENDIASS) to children and young people with SEND (0 – 25) and their parents and carers which meet the National Minimum Standards and reflects the statutory duties for the service detailed in the Children and Family Act 2014 as outlined in the SEND Code of Practice.

SENDiass4BCP Manager 1FTE	SENDiass Officers 3.09 FTE	SENDiass Advisors 2.1FTE
Children and Young People's Development Officer 0.6 FTE	Parent Champion Coordinator 0.59FTE	PC Champions 16 volunteers

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### Intervention levels SENDiass4BCP

Level	What is provided	How it is provided
<b>Level 1</b>	Information about education, health and social care SEND system and processes Inclusive of initial concern up to appeals.	Provision of information and signposting via email, website, social media, helpline, workshops and training, events
<b>Level 2</b> Low Need/Low Complexity	Information and <b>specific</b> advice about education, health and social care SEND system and processes inclusive of initial concern up to appeals.	Provision of information and advice includes phone calls or virtual meetings, email exchanges, tailored information
<b>Level 3</b> High Need/Low Complexity or Low Need/High Complexity	Information, specific advice and <b>support</b> about education, health and social care SEND system and processes Inclusive of initial concern up to appeals.	Provision of information and advice includes duty calls, allocation of a SENDiass Officer, virtual and or face to face meetings, support with writing letters, Summary of assessments and draft plans, giving views and preparing appeals.
<b>Level 4</b> High Need/ High Complexity	Information, specific advice and <b>on-going support</b> about education, health and social care SEND system and processes Inclusive of initial concern up to appeals.	Can include level 3, also representation of young person or parent carer; appeals, mediations, CETR or ongoing and intense casework.

### Minimum Standards for SEND Information, Advice and Support Services

These minimum standards are based on the requirements relating to support that Information, Advice and Support Services must provide, as set out in the Children and Families Act (CFA) 2014, the SEND Code of Practice and on additional legal advice commissioned by the Information, Advice and Support Service Network.

You can explore the details of the national minimum standards here, alongside an easy read version [Our Service - SENDiass4BCP](#)

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### SENDiass & PCT Parent Champions – Alexia Tough, PC Champion Coordinator

*“Really helpful to speak to such an experienced parent. Came away with a lot of useful information and help. Thank you.”*

For this reporting period Parent Champions have had 78 contacts/appts with parent/carers either in a primary or secondary school setting and in community venues across Bournemouth, Christchurch and Poole.

23% of those contacts have completed an online voluntary feedback forms of which 100% shared they would recommend a Parent Champion to others. They value both the listening and signposting elements.

*“The session felt like a glimmer of hope”.*

*“Good discussion and understanding from Parent Champion”.*

This year the Parent Champion offer has been delivered by 16 volunteers. 3 volunteers moving on to exciting ventures at work and at home. In March of this year, we have welcomed 8 new recruits to our induction programme who will be ready to start supporting families from September 2025.

In terms of group support we have continued with our termly network meetings & coffee mornings. Through discussion Parent Champions voiced the value of having a termly newsletter which went live in the summer term of 2024 and has been very well received. The Parent/Carer Co-Ordinator delivers 1:1 supervision of all volunteers. We continue to provide support through network meetings, coffee mornings and summer/Christmas celebrations.

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### Data Summary April 2024-March 2025

SENDiass4BCP has given level 1-2 information and advice to 2521 individuals on 3147 new referrals.

743 new enquiries were escalated from information and advice to support with a SENDiass Officer, as level 3 and 4 casework. 1012 total enquiries at levels 3 and 4 open during the same period.

49% of parent carers who are supported at level 3 and 4 have disclosed that they have their own SEND.

### Breakdown of enquires data April 2024-March 2025

Month	*Social Media	*Website	**Level 1	**Level 2	***Level 3	****Level 4
April	319	1690	109	91	64	15
May	250	1730	178	106	72	16
June	306	1812	132	100	55	11
July	202	1301	126	79	51	10
August	149	717	104	39	49	10
September	289	1608	143	137	57	6
October	294	2146	179	146	76	9
November	278	2309	170	110	46	4
December	208	1338	162	109	32	3
January	207	2666	160	125	54	1
February	391	2115	141	114	50	4
March	335	2711	244	143	40	8
<b>Totals</b>	<b>3228</b>	<b>22143</b>	<b>1848</b>	<b>1299</b>	<b>646</b>	<b>97</b>

\*Social media and Website figures are unique visitors

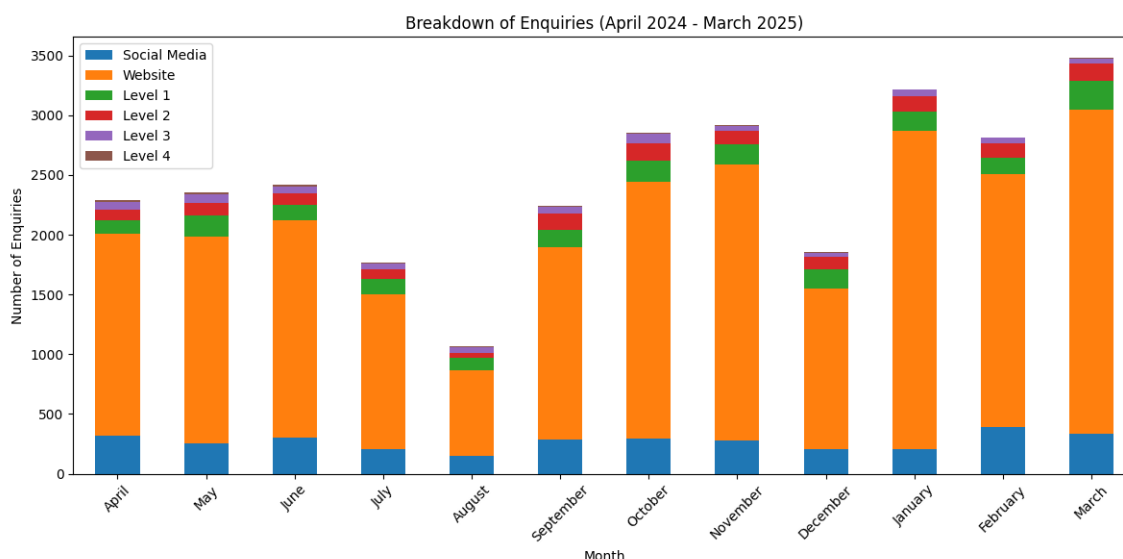
\*\*Level 1 and Level 2 intervention levels are direct contact, new enquiries.

\*\*\*Level 3 is an escalation from level 2

\*\*\*\* Level 4 is an escalation from level 3



## Breakdown of Enquiries (April 2024 - March 2025)



## Commentary

The graph illustrates the monthly breakdown of enquiries received from April 2024 to March 2025. Website enquiries consistently outnumbered those from Social Media, with notable peaks in January and March. March recorded the highest number of Website enquiries (2711), while August had the lowest (717). Social Media enquiries peaked in February (391), likely due to the phase transfer deadline and the increased finalizing of EHC Plans.

In terms of enquiry levels, Level 1 consistently had the highest volume, with a significant spike in March (244). Level 2 enquiries remained relatively stable, with a peak in October (146). Level 3 and Level 4 enquiries were the least frequent, with Level 4 showing minimal activity throughout the year, suggesting fewer complex or escalated issues.

Overall, the data indicates a strong reliance on the Website for enquiries and a steady distribution of enquiry levels, with occasional spikes likely tied to specific events or seasonal trends.

## Themes for contact

The three main themes for contact during year

- 1) General Information and Advice (including concerns, complaints and general signposting)
- 2) Appeals to the SEND Tribunal (including early disagreement resolution and formal mediation)
- 3) SEN Support in Schools



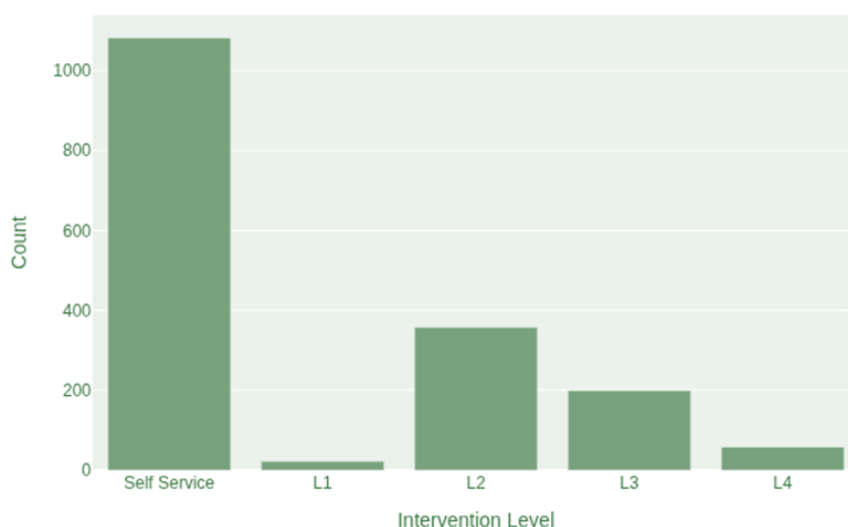
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### Data – Resolutions and Appeals to the SEND Tribunal

Total number of individual parent carers/young people accessing SENDiass4BCP for Appeals and Resolutions information, advice and support at intervention level.

Intervention Level	Description	2024-25
Self Service	Website hits A&R pages	1082
L1	Information	22
L2	Information and Advice	358
L3	Information, Advice and Support	199
L4	Ongoing Complex Support	58

Intervention Levels for 2024–25



### Commentary

The majority of users (nearly two-thirds) accessed support through self-service, indicating a strong reliance on digital resources, as such new webinars were added throughout the year. L2 and L3 levels together account for over 32%, showing a significant need for more personalised advice and support. L4, while the smallest group, still represents a critical segment requiring ongoing high level of complex support.

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Total number of individual parent carers/young people accessing SENDiass4BCP for appeals and resolutions information, advice and support by type of appeal.

Type of Appeal	2024-25
Refusal to Assess	87
Refusal to Issue	137
Section B and F (inc B,F,I)	211
Section I only	202

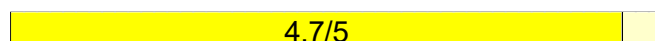
Total number of closures for appeal allocations recorded by outcome (as informed by parent carer/young person)

Outcome	Description	2024-25
No Right to Appeal	Parent carers or young person wished to appeal but no legal right	4
Prevented Tribunal	LA overturned at EDR or Mediation	76
Tribunal conceded LA	Paperwork submitted to tribunal LA overturn	22
Tribunal P/C won	Tribunal hearing Parent Carer/Young Person won	3
Tribunal LA won	Tribunal Hearing LA won	1
No Further Contact	Parent carer/young person didn't make further contact with us to share outcome	42

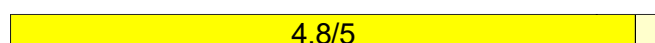
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### Service Feedback

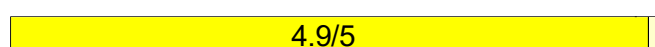
How easy was it to get in touch with SENDiass



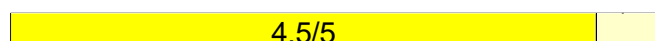
How helpful was the information, advice and support we gave you?



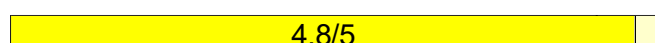
How neutral, fair and unbiased do you think we were? 4.9/5



How much of a difference do you think SENDiass made for you?



Overall, how satisfied were you with the service you received?



### Examples of Comments from Service Users

*‘SENDiass4BCP is an outstanding free service. Without their support I do not think I would have been able to navigate the EHCNA/EHCP system. With SENDiass by my side, helping me one step at a time, in an otherwise overwhelming process, I was able to secure an EHCP for my pre-school child. I also attended the excellent workshops that they provided for free. I feel more confident as a parent in understanding the "SEND arena" and that my son will have a chance now of reaching his best potential.’*

*‘I would personally like to thank our SENDiass Officer for her calm, professional, timely and supportive approach throughout. She is clearly a great asset to SENDiass4BCP alongside her colleagues in the wider team. Once again my sincere thanks.’*

*‘The service was amazing and speaking with the advisor helped us so much to clarify the issues we are having and why plus next steps.’*