Cornwall SENDIASS Annual Report

1st April – 31st March 2025

SENDIASS
Cornwall & Isles of Scilly
Special Educational Needs & Disability
Information, Advice & Support Service

Introduction

Welcome to the Cornwall Information, Advice and Support for SEND (SENDIASS) annual report April 2024– March 2025. This report highlights the work of the service and the difference we have made to children and young people with SEND and their families. It demonstrates the breadth of work the team undertakes and its commitment to continuously put children, young people with SEND and their families at the heart of all we do.

Cornwall SENDIASS is a statutory service which provides free, impartial, confidential, accurate information, advice and support about education, health and social care for children, young people with SEND and their families. This role is outlined in the Children and Family Act (2014) and the Special Educational Needs and Disability Code of Practice 0-25 (2015).

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 additional legal advice commissioned by the Information, Advice and Support Service Network.

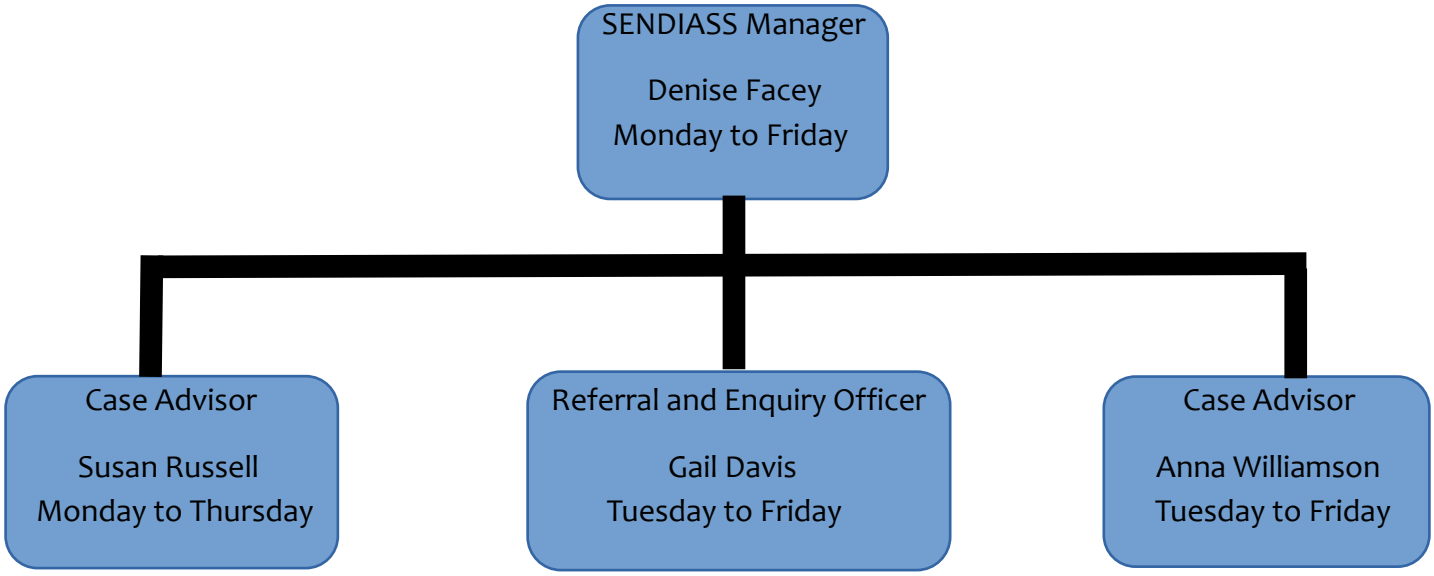
SENDIAS services also have a set of minimum standards which sets out the national expectations and good practice in the provision of impartial Information, Advice, and Support Services (IASS). These minimum standards are based on the requirements relating to support that Information, Advice and Support Services must provide, as set out in the Children and Families Act (CFA) 2014, the SEND Code of Practice and additional legal advice commissioned by the Information, Advice and Support Service Network.

Minimum%20Standards.pdf (councilfordisabledchildren.org.uk)

We are funded by the Local authority and our host company is CSW group, but we are moving over to Whitehead Ross from 1st April 2025.

Staff

We are a small team with 3.2 full time equivalent (FTE) to cover Cornwall and the Isles of Scilly. The SENDIASS manager full time, 2 case advisors 4 days a week and a referral and enquiry officer 22 hours a week.



All advisors are accredited IASS legally trained up to level three and the referral and enquiry officer to level one.

Support and statistics

This year we have provided support for 1,752 parents, children and young people and this is in the form of casework over 4 levels. The referrals are triaged when they come into the service so that service users are given the appropriate level of support the levels of support are explained below:

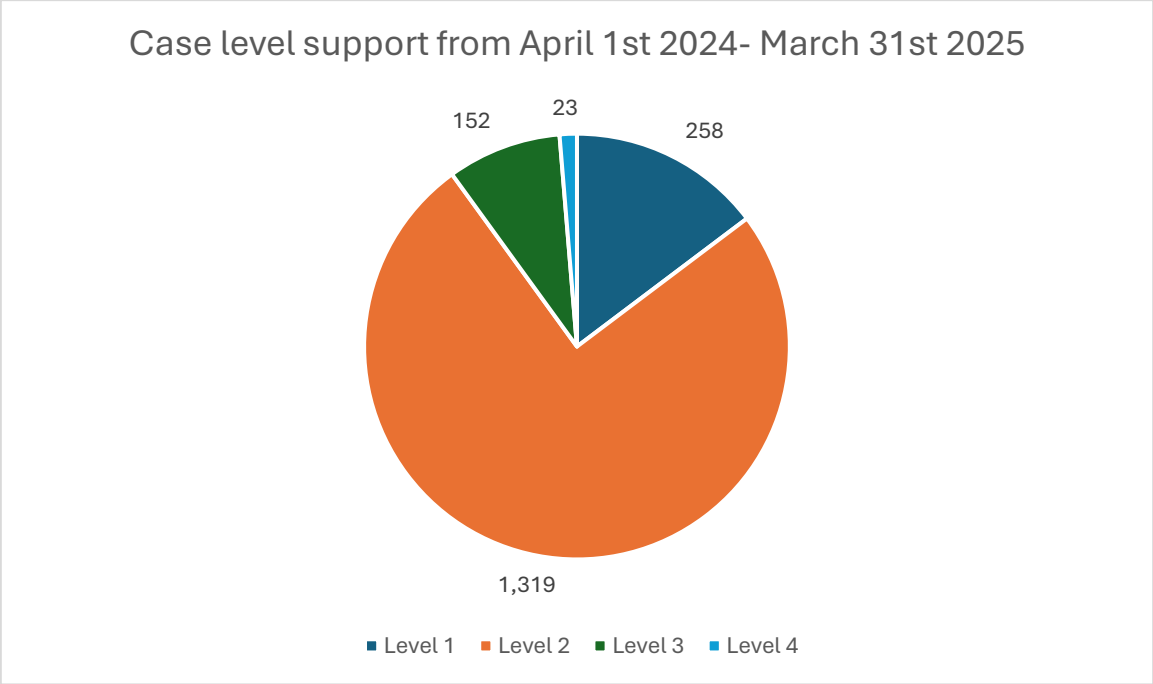
Level	Criteria used:
1	Information & Signposting via website etc up to 1 hour including research
2	Multiple interventions, including booked phone call/virtual meeting, exchange of emails more complex/high level information shared up to 2 hours.
3	Agreement completed, case worker allocated, liaison with other agencies, face to face meetings / home visits, support with forms, giving views, preparing appeals over 2 hours support
4	Any or all the Level 3, plus representation for parent, child or young person at meetings and appeals (including exclusions). Ongoing and intensive casework / advocacy that includes representation over 2 hours support.

The following pie chart gives a breakdown in the type of support we have provided with most cases being level 2 of up to 2 hours support, information and advice.

Our helpline is open and manned by Gail between 10-3 and there is an answerphone outside of these hours. Gail will take your details and offer you level 1 advice if required then your details will be added to the database and your case will be triaged with the appropriate level and to an advisor which will be responded to within two working days. We have responded to triaged calls within two working days for 97% of our cases.

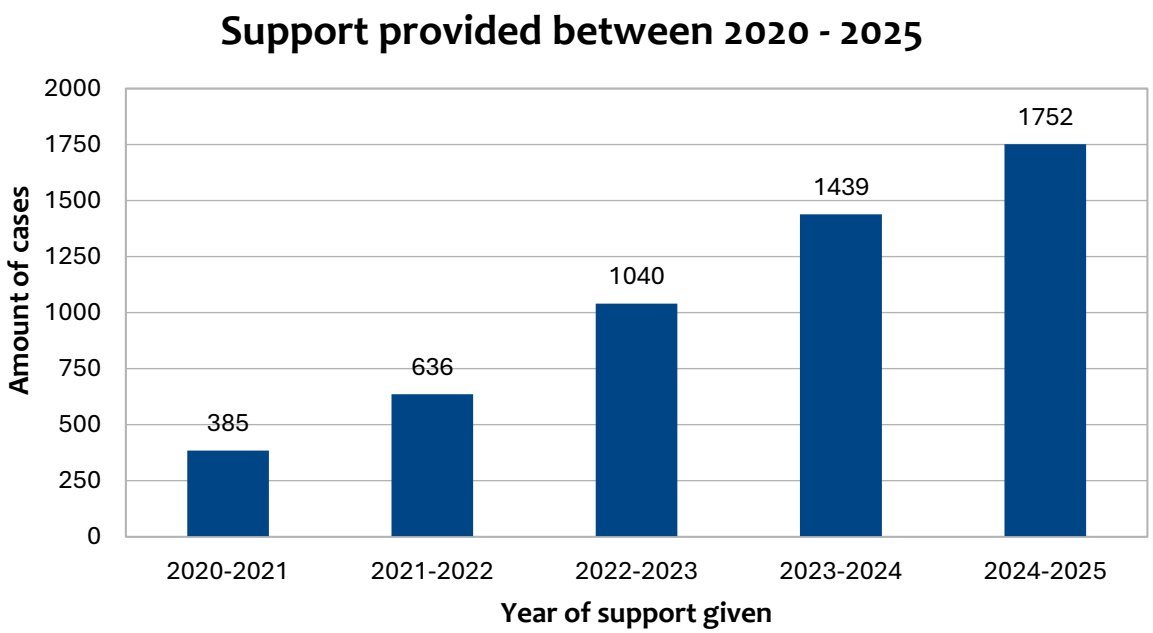
Most of our advice and support is provided on the phone but some of our support has been provided on a teams or face to face meetings whichever is more accessible for parents and young people.

Level 4 cases account for the lowest amount of case support, this may be because we work with parents and young people to find a solution other than tribunal. We have represented two parents at tribunal this year and this is something we do in accordance with our minimum standards if a parent does not have capacity to advocate for themselves.



Children and young people (CYP) can access information, advice and support through the same route as parent carers. Often CYP are referred by schools or other professionals, or by their parents. We can support CYP either alongside their parent carers, or on their own. Support is tailored to their needs and preferences. Most CYP support is at level 3 or higher. Staff will often meet with a child or young person several times, to develop trust and enable them to share their views in a way that works well for the young person and hopefully develop a good relationship with the advisor and receive the best support and advice for their case.

Benchmarking Data against previous academic years



As you can see from the graph above the number of parents and young people who have received support from Sendiass has risen considerably over the years from 385 cases in 2020 to 1,752 cases in 2025 which is an increase of 355% in five years and staffing levels have increased from full time equivalent of 1.5 to 3.2 in the same period, which is the reason we sometimes find it difficult to attend meetings with parents and young people and our response times may occasionally be extended, we hope you understand that we are working as hard as possible to support everyone who needs support from Sendiass.

Training

From 2024 – 2025 we attended 78 professional meetings and 117 parent and young people meetings.

SENDIASS were invited to various coffee morning for parents of children with SEND at local Hubs by family workers/youth workers/social workers to discuss what support SENDIASS can provide and give information advice and support to parents who attended the coffee mornings. We were also asked to deliver training session to professionals and parents on SEN support, exclusions and children out of school due to health issues. The training and information sessions were well received by professionals and parents/carers who were keen to invite SENDIASS to future meetings.

Staff completed the following training to support our work

- Anti bullying training IASSN

- IASSN information and resource refresher
- Equality training IASSN Exeter
- Vicarious Trauma informed helpline training
- Equality and diversity training
- Safeguarding children and adults
- GDPR
- Prevent

We have attended the following events

- Parent coffee morning family hub – Hayle x 2
- Parent coffee morning family hub - Liskeard
- SEND information event with PCC Eden project
- Parent coffee morning family hub - Helston
- Parent coffee morning family hub – Redruth x 4
- Isles of Scilly virtual coffee morning x 2 online
- Parent coffee morning family hub - Penzance x 3
- Parents coffee morning family hub - Perranporth
- Parents drop in - Truro Health Park
- Parents drop in family hub - Truro
- Professional and parent coffee morning family hub - Troon
- Parent coffee morning family hub - Saltash
- Parent coffee morning family hub - St Blazey
- Talk to Young people Furry café Helston
- 2 visits to Isles of Scillies to offer drop ins for parents, young people and children

Training provided for parents and professionals

- Training on Exclusions and information on Sendiass for Family workers and youth workers - Falmouth
- Training on SEN support and information on Sendiass for FW and YW team - Launceston
- Training on SEN support and exclusions for Family workers - Hayle
- Training on Exclusions to family workers Family hub - Falmouth
- CAMHS professional talk and training on children out of school with health issues - Teams online
- Training on Exclusions and information on Sendiass for parents at family hub – St Dennis
- Training on exclusions for parent drop in - Callington
- Training on SEN support and information on Sendiass for parents at family hub – Bude
- Training on exclusions for parent drop in – Newquay

Sendiass Facebook and Website

Cornwall Sendiass has a specific and stand-alone website for children, young people, parents and carers which provides useful resources, signposting to other SEND information, and information about how to contact the team. The website is a rich source of information for all users, including schools and other partners. It has individual tabs for parents, young people and practitioners and a page specifically dedicated to letting you know how our service can support you and can be found at: www.cornwallsendiass.org.uk

The service also has a strong reach across social media which enables the service to provide information to a wider range of users. It connects with parents through the Facebook page, with approximately 1,493 followers with 6.70% men and 93.30% women. Our Facebook page can be found here: www.facebook.com/cornwallsendiass/

How is Cornwall Sendiass monitored

Case checks are carried out on cases monthly by the Sendiass manager and we hold a steering group annually with Parents CYPs and professionals from the following services:

Social care

Health services

Education including colleges

IOS Representative

Parent carer forum

Parents

Young people under 25

At these meetings we discuss the development plan and look at ways of shaping Sendiass into the service to best support parents and CYP and to provide help that always puts the child/young person at the centre of all decisions which is what we are all passionate about.

We also carry out feedback throughout the year and have consistently achieved a high level of satisfaction from the parents and young people. The following is a snapshot of the feedback we have received from the last year.

- 98% found it easy to get in touch with us.
- 94% found the information, advice, and support helpful with most of these quoting as ‘very helpful.’
- 95% felt that we were neutral, fair, and unbiased.
- 95% said they were very satisfied with the service.
- 85% said we made a lot of difference to them, and the vast majority reported as ‘a big difference.’
- 93% would recommend the service to others.