



SCHEDULE FOUR – KEY PERFORMANCE INDICATORS

SENDIASS

Indicator	Annual Target (April – March)	Q1 Apr – Jun 962 hours	Q2 Jul – Sept 962 hours	Q3 Oct – Dec 962 hours	Q4 Jan – Mar 962 hours	Annual Total	Comments
Service Delivery							
1.1 Number of Direct Delivery Hours of service provision to young people, children and their parents/carers.	3,848 per year	962	962	962		1,924	
1.2 Total number of unique children and young people accessing the Service	300 per year	146	200	218		346	
1.3 Percentage of service requests responded to within five days	100%	100%	100%	100%		100%	

1.4 Profile of interventions broken down by the percentage of individuals receiving the following; <ul style="list-style-type: none"> • Provision of information only • Provision of information and advice, including support in applying this to their circumstances • Support with preparation for and/or attendance at meetings • Advocacy 	Distribution across intervention type	See narrative below	See narrative below	See narrative below			
1.5 Number of parent support groups, forums and professional network meetings i.e.) SENCO meetings, attended to provide information and training around SEND procedures, information on the service etc.	7 per year	2 SEND Conference and Post 16 transition event	4 PCF meeting, Shilton Soccer Event, LA feedback meeting, Carers Staff Network	8 As detailed below in 1.5			
1.6 Percentage of feedback about service provision which is positive (<i>satisfied with the service we gave</i>)	90% of those providing feedback	95%	95%	92%			
1.7 Number of complaints received with details of complaints and response	Monitor only	0	0	0			
Outcomes							
2.1 Number of Service users engaged in providing feedback about the impact of the service on their outcomes	40 parent carers per quarter	50	20	61			

2.2 Percentage of Service users reporting positive outcomes, as a result of using the Service in line with the outcomes identified at 4.1 of the specification (via use of agreed impact measurement tool) broken down by outcome type. <i>(we made a lot of difference to them)</i>	80% of those engaged	81%	95%	83%			
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Narrative Report October – December 2018

To include an overview of service activity during the quarter, an analysis of performance against the KPI's and comments on areas which are above or under target

1.1

No long-term sickness or other absences occurred during Q3; the advice line was operational Monday to Friday from 10am – 3pm with an answer-machine available outside of these hours; all calls were answered within 2 working days. The service was delivered by the following staff:

Title	Contracted hrs. PW
SENDIASS Team Leader	26 TTO
SENDIASS Adviser	18
SENDIASS Adviser	30
SENDIASS Adviser	22.5
Advice Services Manager	Variable

1.2

We completed 603 actions for 218 parent carers and young people who contacted the service during Q3. Between October – December 2018.

1.3

All requests for support were responded to within 5 working days.

1.4

We can report during Q3 we received 218 enquiries / unique cases; 107 of which were new parent carers and young people.

186 cases have been closed during this quarter with the following outcomes and 44 cases are still open for Q4.

Level	No: of Cases	Criteria used
1	98	Information & Advice, single intervention
2	71	Multiple interventions, including attendance at meetings; liaison with other agencies
3	17	Support at several meetings over a period of months, complex multi-agency work with adviser in a key working role

1.5

SENDIASS advisers attended 36 school meetings & 1-2-1's for in-depth support and 11 external events / meetings.

1.6; 2.1; 2.2

This quarter, 61 parents, 1 professional and 1 young person took part in the survey with our parent volunteer or through the link emailed by an adviser:

- 98% found it easy to get in touch with us
- 92% found the information advice and support helpful
- 99% felt that we were neutral, fair and unbiased
- 83% said we made a lot of difference to them
- 95% would recommend the service to others
- 92% of survey participants were very satisfied with the service we gave.

Very few participants answered the more specific questions regarding the impact our service made, but those that did said the following:

- 100% of parents said they had a better understanding of the SEND Code of Practice and the arrangements that should be made for children and young people with SEND
- 77% felt that they can make more informed decisions about SEND matters
- 58% said they feel more confident about being involved in statutory SEND processes
- 48% felt they were able to represent themselves better at meetings
- 53% felt they have a better relationship with the school, academy or college

1.7

Complaints:

No formal complaints have been received this quarter.

Comments and compliments:

- I can't express our gratitude to you for your help in getting us extra hours in the plan, we couldn't have done it without you.
- Thank you for all your support and help during 2018, we have really appreciated it.
- Thanks for coming to the meeting with me, we really felt supported unlike the other school meetings we had attended.

AOB:

- **Parental engagement:**

We posted the following message on our social networks;

If there are there any general issues or questions about Special Educational Needs and Disability that our service users would like us to take to the Local Authority at our next meeting at the end of July 2018 please telephone 01736 751921 or email us at SENDIASS@disabilitycornwall.org.uk ,

Similarly if there is anything you would like to discuss with a member of our team about your experience of using our service please complete our survey monkey and request a response back at the end of the questionnaire:

<https://www.surveymonkey.co.uk/r/SENDIASSfeedback2016>

We received the following message via facebook which has already been forwarded onto you:

Morning, I would like to ask the LA why children with SEND and an EHCP and who are EHE due to health issues caused by lack of support and inclusion at school are refused professional input into EHCP reviews. If we were to find the right school place for our child and they expressed a wish to return to a school environment the current EHCP is totally lacking in professional reports and suggestions. Hence the school would have no idea if they would even be capable of offering the child a suitable place with the right amount of required support. There are no goals, outcomes nor provision listed on my child's EHCP. Plus we had the review in mid May 2018 and I was promised I would hear back promptly, yet it is now January and I have heard nothing. It is bad enough that EHE children receive no resources, funding or guidance and yet we are expected to prove that we are providing an education. I know that the EHCP is a major problem with many of my friends whether in mainstream, ARB or EHE. My child's is not worth the paper it is written on, and never has been even when they were at school

Two case studies were also submitted for the Contract Review.

