

Cornwall and Isles of Scilly

Annual Report 2025-2026

Welcome

Reflecting on Another Year of Supporting Families

Every year brings new challenges for children and young people with Special Educational Needs and Disabilities (SEND), their families and the professionals who support them. During 2025-2026, Cornwall and Isles of Scilly SENDIASS continued to provide impartial, confidential and free information, advice and support, helping families navigate the SEND system with confidence.

Our small team has continued to work across Cornwall and the Isles of Scilly, supporting families through telephone and email advice, attending meetings, delivering training, visiting Family Hubs, participating in community events and working alongside partner organisations. Whether supporting parents through Education, Health and Care Plan (EHCP) processes, explaining SEN Support, or advising on school attendance, exclusions and tribunals, our aim has remained the same—to empower children, young people and their families to make informed decisions.

This year also marked a new chapter for Cornwall and Isles of Scilly SENDIASS. From April 2025, the service has been proudly hosted by Whitehead Ross Social Work. Working with our new host organisation, we have continued to provide independent, impartial, confidential and free information, advice and support to children, young people and their families across Cornwall and the Isles of Scilly.

Throughout the year we have continued to strengthen our partnerships with schools, health services, Family Hubs and voluntary organisations, ensuring that families can access support closer to where they live. We have also expanded our community outreach, helping to raise awareness of SENDIASS and ensuring that independent advice is available across Cornwall and the Isles of Scilly.

As always, I would like to thank every parent, young person and professional who has contacted us during the year. Your feedback helps us continually improve our service and ensures that SENDIASS remains responsive to the needs of the communities we serve.

Finally, I would like to thank our dedicated team for their professionalism, compassion and commitment. I am incredibly proud of everything they have achieved this year and the difference they continue to make to children, young people and families across Cornwall and the Isles of Scilly.

Denise Facey

Cornwall & Isles of Scilly SENDIASS Manager

Proudly hosted by



Proud hosts of Cornwall & Isles of Scilly SENDIASS since April 2025



Special Educational Needs & Disability
Information, Advice & Support Service

Meet the Team



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.



Cornwall and IOS SENDIASS Manager

Denise Facey

Monday to Friday



Case Advisor

Susan Russell

Monday to Thursday



Referral and Enquiry Officer

Gail Davis

Monday to Friday
(10.00am – 3.00pm Helpline)



Case Advisor

Anna Williamson

Tuesday to Friday



All advisors are accredited IASS legally trained to Level 3.
Our Enquiry and Triage Officer is accredited to Level 1 and
provides the first point of contact for families accessing the service.





SENDIASS

Cornwall & Isles of Scilly

Special Educational Needs & Disability
Information, Advice & Support Service

Our Year at a Glance

Supporting children, young people and families
across Cornwall and the Isles of Scilly

KEY ACHIEVEMENTS



2,012

Families Supported

Children, young people
and families supported
this year.



854

New Families

Families contacted
SENDIASS for the
first time.



1,158

Returning Families

Families came back to
us for further advice
and support.



95%

Would Recommend SENDIASS

Parents said they would
recommend our service
to others.



94

Parent Meetings

Meetings attended
alongside parents
and carers.



60

Professional Meetings

Meetings attended with
professionals across
Cornwall.



29

Community Events

Coffee mornings, Family
Hub sessions and
networking events.



93%

Enquiries Responded Within 5 Working Days

Despite demand, we
responded to the vast
majority of enquiries
within 5 working days.

WHAT FAMILIES CONTACTED US ABOUT

Percentage of all enquiries received

EHCP	14%
SEN Support	14%
Health	13%
Social Care	11.2%
EHCP Requests	10.2%
Children Out of School / EBSA	9.2%
Exclusions and Suspensions	8.1%
Tribunals	6.1%
Choosing a School	5.1%
Complaints	3.1%
Annual Reviews	2.0%
Permanent Exclusion	2.0%
Electively Home Educated	1.0%
Reduced Timetables	1.0%



We take the time to listen, understand and provide
independent, impartial information, advice and support
so families can make informed decisions.

HOW FAMILIES FOUND SENDIASS

Percentage of all referrals

Previous Client	45.84%
Word of Mouth	15.33%
School/College	8.24%
Family Worker	6.10%
Google	4.86%
CAMHS	4.12%
Early Help Hub (EHH)	3.22%
Event	2.64%
SEN Team	2.14%
Social Worker	1.48%
School Nurse	0.99%
Education Welfare Office (EWO)	0.91%
GP	0.91%
Parent Carer Cornwall (PCC)	0.91%
Leaflet	0.74%
Social Prescribers	0.58%
PCF	0.33%
Educational Psychologist (EP)	0.33%
SEN Navigator	0.33%

Percentages may not add to 100% due to rounding.



Throughout 2025–2026 our small team continued to provide
impartial, confidential and free information, advice and support
for children, young people and families across Cornwall and the Isles of Scilly.



Where Our Enquiries Came From

Cornwall & Isles of Scilly • April 2025 – April 2026

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During 2025–2026, Cornwall and Isles of Scilly SENDIASS received **1,564 enquiries** from families across Cornwall, the Isles of Scilly and neighbouring authorities. The information below demonstrates the geographical reach of our service and the percentage of enquiries received from each postcode area.



EAST CORNWALL

Postcode	Area covered	% of enquiries
PL11	Torpoint & Rame Peninsula	1.0%
PL12	Saltash	7.0%
PL13	Looe	1.3%
PL14	Liskeard	4.7%
PL17	Callington	2.4%
PL18	Calstock & Gunnislake	1.0%



NORTH CORNWALL

Postcode	Area covered	% of enquiries
EX22	Bude (Fringe)	0.4%
EX23	Bude	2.4%
PL15	Launceston	3.2%
PL27	Wadebridge	1.9%
PL28	Padstow	0.4%
PL29	Port Isaac	0.1%
PL30	Bodmin Rural	0.7%
PL31	Bodmin	4.0%
PL32	Camelford	0.9%
PL33	Delabole	0.6%
PL34	Tintagel	0.1%
PL35	Boscastle	0.4%



MID CORNWALL

Postcode	Area covered	% of enquiries
PL22	Lostwithiel	0.4%
PL23	Fowey	0.5%
PL24	Par	1.3%
PL25	St Austell	4.5%
PL26	Roche, St Stephen & Mevagissey	5.0%



CENTRAL CORNWALL

Postcode	Area covered	% of enquiries
TR1	Truro	4.0%
TR2	Roseland & Probus	1.5%
TR3	Feock, Playing Place & Chacewater	2.4%
TR4	Chacewater, Blackwater & St Agnes	2.7%
TR5	St Agnes	0.7%
TR6	Perranporth	0.5%
TR7	Newquay	3.9%
TR8	Newquay Rural & Airport	2.5%
TR9	St Columb Major	1.9%



WEST CORNWALL & ISLES OF SCILLY

Postcode	Area covered	% of enquiries
TR10	Penryn	2.0%
TR11	Falmouth	3.5%
TR12	Lizard Peninsula	1.7%
TR13	Helston	4.9%
TR14	Camborne	5.6%
TR15	Redruth	4.4%
TR16	Pool, Illogan & Redruth Rural	2.9%
TR17	Marazion	0.6%
TR18	Penzance	2.9%
TR21	Isles of Scilly	0.6%
TR19	St Just & Land's End	0.3%
TR20	Ludgvan & West Penwith	1.1%
TR26	St Ives	2.1%
TR27	Hayle	2.9%



OUTSIDE CORNWALL

Postcode	Area covered	% of enquiries
PL1	Plymouth	0.2%
PL5	Plymouth North	0.1%
BL12	Greater Manchester	0.1%
GL16	Forest of Dean	0.1%
SA10	Neath Port Talbot	0.1%
TT26	Unknown postcode	0.1%



Percentages are rounded to one decimal place and therefore may not total exactly 100%.



Supporting Families Across Cornwall and the Isles of Scilly



 Gail and Anna during our outreach visit to the Isles of Scilly, July 2025

Reaching Every Community

At Cornwall SENDIASS, we are committed to ensuring that children, young people and their families can access impartial information, advice and support wherever they live.

Throughout the year, our advisers travelled across Cornwall and the Isles of Scilly, delivering outreach sessions, attending coffee mornings, supporting transition events, providing professional training and meeting families in their local communities.

A highlight of the year was our two-day outreach visit to the Isles of Scilly, where Gail and Anna worked alongside the Local Authority and Five Islands School to provide drop-in sessions for parents and carers. The visit helped ensure that families living on the islands had the same opportunity to access impartial SEND advice and information as those living on the mainland.

Whether supporting families in Cornwall or travelling across to the Isles of Scilly, our aim is always the same, to make impartial information, advice and support accessible to every family who needs us. We also offer teams meetings, online support or phone calls all year round to the parents and young people on the Isles of Scilly.

How we connect with families

-  Outreach visits and local drop-in sessions
-  Coffee mornings and community events
-  Professional training and workshops
-  Telephone and email advice
-  Online resources and information



The Isles of Scilly



During 2025–2026, Cornwall SENDIASS continued its commitment to ensuring that families living on the Isles of Scilly have equal access to impartial SEND information, advice and support.

Our advisers visited the islands to deliver face-to-face drop-in sessions, meet with professionals and strengthen relationships with local services.

In addition to these visits, we provide ongoing support throughout the year through Teams meetings, online support or telephone advice, ensuring parents and young people on the Isles of Scilly can access our service whenever they need it.

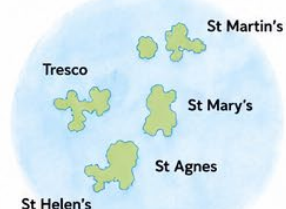


The Isles of Scilly

A unique and special community – and we're proud to be here for them.

ISLES OF SCILLY

Supporting families wherever they live, including our wonderful islands.



Every family matters, wherever they live. By offering face-to-face outreach alongside online and telephone support, Cornwall SENDIASS is committed to making impartial SEND information, advice and support accessible across Cornwall and the Isles of Scilly.



Working in Our Communities

Outreach, training and partnership working across Cornwall

Throughout the year, our team attended Family Hubs, community events and training sessions, providing impartial, confidential and free information, advice and support.



Helston Family Hub Transition Event

Preparing for Primary School

Supporting parents of nursery-aged children preparing for primary school, alongside CAMHS, the Early Help Hub and other local professionals.



Redruth Family Hub Coffee Morning

One-to-one SEN Support

Sue Russell provided information, advice and support to parents and young people about Special Educational Needs.



Hayle Family Hub Training

SEN Support and Exclusions

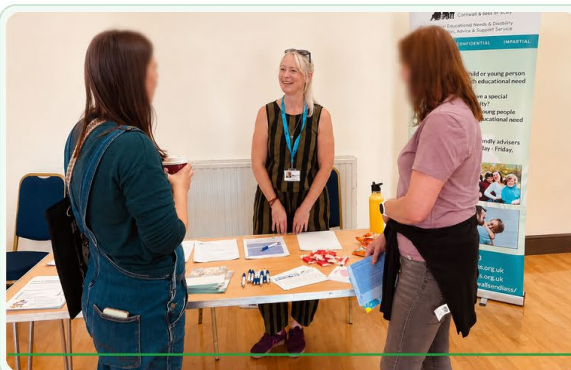
Sue delivered training on SEN Support, suspensions and exclusions to family workers and youth workers.



Blisland Village Hall

Training for North Cornwall Professionals

Anna introduced SENDIASS and delivered training on exclusions and suspensions to North Cornwall family and youth workers.



Parkhouse Centre, Bude

Community-led SEND Marketplace

Anna shared information with parents and young people about the free, impartial and confidential support available from SENDIASS.

Bringing SENDIASS closer to families and professionals throughout Cornwall.