

Information Advice and Support Service's Network

2022-2023 Year End Report

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Introduction

For the year 2022-2023, since the ending of the Information, Advice and Support Programme, the IASSN have been working under a new contract.

Although this meant a significant reduction in our funding, we have been able to offer services high quality and responsive training, resources, support and tools as detailed below. Our strategic work, including supporting with commissioning conversations, intensive support through challenging circumstances and advice on policy and practice, has continued. We have written and published guidance on Intervention Levels and are currently developing some resources on detained children and young people.

This year's work has been done with the backdrop of the SEND Green Paper and the subsequent improvement plan, in which we were pleased to note the intention to include our Minimum Standards in a revised Code of Practice. We will continue to support services and develop our work in the face of shifting national policies and agendas, as well as deliver on the core of our work-supporting services to continue to deliver the quality support that they do.

This report considers the work of the IASSN in our role of facilitating communication and ensuring services have the skills, support and expertise to meet their statutory responsibilities. For reports on services themselves and the quality work they do, please see the following IASSN reports:

[First phase data report](#)

[Service User feedback report](#)

For any questions about this report, please contact us through: IASSN@ncb.org.uk.

E-Forum

The IASSN continues to support services through the E-Forum. The current stats look as follows.

	Users
Managers	174
General	533
CYP	364
Total	1071

When asked in the IASSN yearly survey, **98.2%** of respondents said they would actively encourage new staff members to sign up to the e-forum.

It is worth noting that we are planning on closing the CYP forum from the 1st June. This decision was taken after 91.8% of those that answered our survey agreed that nothing is posted or added to the CYP E-Forum that couldn't be done on the general forum. Closing the CYP forum will help ensure information is kept in one place.

Social Media/ The Newsletter

This year we made the decision to close Facebook and focus on Twitter. This decision was made as we have much less engagement on Facebook and felt it would be a better use of time and capacity to focus on one. We currently have 10,109 followers on Twitter.

We have also sent twelve [newsletters](#), once a month, since the start of the new contract. Currently we have 657 subscribers to our newsletter, with an average of 412 of these reading each month.

Regional meetings

As always, we have continued to attend regional managers meetings and CYP meetings when we can. This year the majority of these have been virtual, but an increasing number has been Face to Face. The breakdown of the meetings we've attended are:

Region	Regional meetings	Children and Young People's regional meetings
East Midlands	3	
East of England	2	
London	2	1
Northeast	2	
Northwest	3	
Southeast	2	1
Southwest	3	1
West Midlands	1	
Yorkshire and Humber	3	
Staff association	2	N/A
Total	23	3

We are very much looking forward to seeing more people next year, especially as there seems to be a much greater number of Face-to-Face sessions coming in the pipeline.

Annual survey and response

Every year we put on a survey to ask SENDIASs Managers for feedback on the year and information on which to base our forward planning on for next year.

Feedback from the year included:

- 93.4% are happy with the level of information shared by the IASSN.
- 97% understood why we asked for information from services.

- 94.5% were happy with the level of feedback we asked for, with 2.5% wanting to feed in more and 3% wanting to feed in less.

Feedback for next year includes:

- 91.8% happy to close the CYP E-Forum.
- 76.8% feel practice resources to be extremely valuable, such as on School Refusal.
- Training priorities includes: EOTAS, Social Care, Tribunal and Exclusions.

Resources

This year we have set up an information working group to work together to explore what information we, IASSN, can develop centrally to save services time and money doing it individually. This will be rolled out next year, using information from the group and the survey.

We have also met with CYP workers and members of our CYP steering group to explore our format for collecting feedback from children and young people.

A major piece of work this year with regards to resources, was the Intervention Levels. These were redeveloped over two days with SENDIASS managers and the IASSN. They can be found here:

[Intervention Levels](#)

The previous years data reports can be found here: [First phase data report](#) [Service User feedback report](#)

We have also continued to promote the exclusions resources, developed for us by the Equality and Human Rights commission. These can be found [here](#):

Training: IPSEA

We have continued our partnership with IPSEA, commissioning them to run all three levels of legal training for SENDIASS staff as well as refresher training and Webinars. 100% of managers who completed the annual survey reported that they had at least one member of the team trained to IPSEA level two. 98.4% of managers reported they had a member of staff trained up to level three. In terms of the Levels the sessions look as follows:

Level	Number of sessions	Number attended
Level one	5	141
Level two	4	101
Level three	4	111
Total	13	353

Engagement with the Webinars was as follows:

IPSEA Webinars	Number of times viewed
Annual Reviews	341
Cease to Maintain	65
EHC Plans	217
Exclusions	204
Home to School College Transport	208
Non implementation of Special Education Provision	165
Tribunal Hints & Tips	179
Total	1379

Training: Other

Alongside the IPSEA Training we have continued to run ‘other’ training. These sessions are chosen and commissioned based on feedback from SENDIASs services, through the survey, e-forum or through managers meetings.

Training title	Number of sessions	Number attended
SEND Review Green Paper	2	90
Admissions Avoidance	2	57
SEND Tribunal	4	107
Exclusions and Suspensions	4	109
Case Law Refresher	4	111
EY-SEND	3	74
Total	19	548

From the survey this year, 81% reported they were happy with the level of training offered. Those that weren’t wanted more training and more places on training/ a better system to make sure bookings are fairer across all services.

With regards to a fairer system for booking onto places, we are happy to explore any options. It is worth noting, however, that we are a small team of three and that we don’t have the capacity to monitor this closely. We do rely on services to take responsibility for not booking too many staff on each session and to think of other services when they sign up. Equally, if anyone has an idea as to how we can structure this without it impacting on our capacity, we are happy to explore.

E-Training

We continue to offer training on top of the face to face and IPSEA sessions, through E-Training. Engagement in SENDIASs focused E-Training this year is as follows:

Title	Number completed
Mental Health in Schools for SENDIAS Services	359
Introduction to mental health	818
Introduction to social care	362
CETRs and DRSs	367
Working with children and young people with VI	31
Total	1937

When asked in the survey, 71% of those that responded have accessed e-training through the CDC portal. We feel this number could be higher and will ensure we work on promoting the E-Training going forward.

Training Feedback

We continue to send Feedback Questionnaires post every training session we run. This year the feedback across all our training sessions, including from IPSEA and 'Other' Training was as follows:

Question	% Strongly Disagree	% Disagree	% Neutral	% Agree/ Strongly agree
This activity was relevant to my job	3.9	0	2.3	93.8
I'd recommend this to my colleagues	2.8	0	6.3	90.9
This activity improved my knowledge	1.6	0.4	4.7	93.4
This activity improved my confidence	1.6	2	11.6	84.8
This activity improved my skills	1.2	2.4	13.1	83.2
Average	2.22	0.96	7.6	89.22

We feel an average of 3% rating any session negatively is very positive and a testament to the quality training provided through our partners at IPSEA and beyond.

Workshops and other sessions

We have also run additional other sessions and workshops over the year, to support the work of SENDIASs. These are as follows:

Title	Number of sessions
SENDIASs New Staff National Induction sessions	5
Intervention Levels	2
Information and resources	1
SENDIOG	5
Children and Young People's Steering Group	8
Total	21

The Children and Young People's Steering Group

It is worth finishing off this report with the work of the Children and Young People's Steering Group that has come into its own this year.

The group was set up to ensure the IASSN kept the voice of children and young people in the center of what we do, and to use the knowledge, skills and expertise of the CYP attending the sessions to support SENDIASs to do the same.

The group have their steering group meeting every three months. At this meeting they go through an agenda set by them and provide expert by experience advice to support us as the IASSN and SENDIASs. Then they meet in-between the steering group meetings to complete any work set at the meetings. They've met a total of 8 times this year.

The work they have engaged in so far includes:

- Messages to the sector/ SENDIASs to help them stay CYP focused.
- A response to the SEND Green Paper as a CYP group.
- Analyzing and writing a response to the IASSN Data report and Service User feedback report

Future work/ work in progress includes:

- Writing and delivering training for SENDIASs on how to recruit and support young people to be part of a local steering group.
- Taking part in a coproduction workshop with SENDIASs staff on how to develop feedback forms that will enable/ encourage more young people to feedback about their service.

Conclusion

Working under a new contract with new monitoring requirements, less funding for the network and no additional funding for services has been, and continues to be, challenging. However, we have ensured that SENDIASs around the country have continued to be very well supported and

trained by the Network and this is evident in the high esteem that they are held by those that access their services, and by Ofsted/CQC as seen in our [Service User feedback report](#)

To finish some of the additional comments in this years IASSN survey from SENDIASs include:

Very supportive and helpful as a new manager.

You are amazing! thank you for your ongoing support and training offers :-)

Thank you so much for your continuous support, you keep us current and confident. You keep us joined up to share best practice.

Really appreciate having the support of the team, and a strong way of linking up all the services across the country.

Just to say thank you - you have always been very helpful when your information or support has been needed:)