INFORMATION, ADVICE & SUPPORT SERVICES NETWORK

Information Advice and Support Service Network

Funding, Casework and Staffing Data Report

2025-26

For any queries regarding any of the data please contact us via email iassn@ncb.org.uk

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Foreword

Written by the members of the IASSN Children and Young People's steering group having read the data together. The group is made up of eight young people, 14-25, who previously accessed their SENDIAS service.

The IASSN Children and Young People's Group felt that it is positive that funding for SENDIAS services is rising, especially in these challenging financial times. They felt that this is an excellent relflection of the work of SENDIAS services.

However, they raised that the funding and staffing range for services remains a key concern. They felt it was unfair that some children and young people should have access to a service that was funded ten times more per child or young person then another. They were clear that children and young people and their families should have greater equality when it came to the level of funding and capacity from the SENDIAS service that they access. And they noted it was concerning that this inequality seemed to be growing.

They are clear that SENDIAS services are vital services that have a huge impact on children and young people and that there should be more consitency across the board. This includes between in-house and out-sourced services. They highlighted it was concerning that outsourced services were funded, on the whole, less then in-house services.

Overall the group wanted to highlight the importance of a SENDIAS service and while acknowledging it was positive that overall funding was rising, they felt consitency was the key issue, alongside the rising pressure on services highlighted by the increase in casework and tribunal statistics.

The group also appreciate the new set of infographics to make this data more easily presentanable. They can be found here

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Introduction

The IASSN team

As part of the Children and Families Act 2014 it is a legal requirement that all local authorities ensure children and young people with Special Educational Needs and/or Disabilities (SEND) and their parents have access to an impartial Information, Advice and Support (IAS) service.

The IASSN are funded by the Department for Education (DfE) to support this.

We do this by:

- Working with the SENDIAS services to ensure they have the resources and training to provide high quality information, advice and support to children, young people and parents in their area.
- Listening to, and working with, SENDIAS services to understand their challenges and successes in order to feedback to the DfE to implement positive and necessary change.
- Working with SENDIAS services and other stakeholders to develop and promote the Standards for SENDIAS services

This data report

This National IASS Data Report, required as part of our DfE contract, presents an overview of data regarding SENDIAS services.

This report is one of three key reports providing a national picture of SENDIAS services. The other two are our Service User Feedback Report and the Minium Standards Benchmarking report.

All reports can be found on our website.

Important note about data

In the current climate, evidence is more important than ever to understand the landscape of services in terms of challenges, successes, trends and funding. However, while the data in this report is vital to evidence the impact and challenges of SENDIAS services, it is important to remember where data cannot capture everything, i.e. staff sickness. A service may look well-staffed, but if they have five full time members of staff, but two or more of them are on long-term sick, they may still not have the capacity they need to meet the needs of their local population. There will be similar considerations in nearly every other part of the analysis.

We develop these reports to evidence the national picture, but all data in this report must be understood in context before any conclusion is drawn.

Participating in this report

We are very grateful for all 151 services who completed their returns this year which allows us to provide an accurate national picture.

If you are a service reading this and feel any of this data is inaccurate or that we have made a mistake, please get in touch.

A challenge- Service differences

The range between SENDIAS services is huge and this presents a challenge when considering data. For instance, we are providing comparable data on a service that covers 10,068 0–25-year-olds to one operating in an area with 466,515 0–25-year-olds. And a service that covers 12 km2 with a service that covers 8037 km2. To mitigate this we use averages, however we are aware that this is not perfect and that those reading this report may wish to consider data of a service with a service that is statistically similar.

A tool to find and compare services that are statistical neighbors and therefore similar in demographics can provide you with further insight in terms of comparison can be found here.

For easily sharable data please find the infographics here:

For individual services' data, please see appendix one.

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Regional overview

The national SENDIAS services children and young people's steering group were particularly keen that we consider differences between regions. The following table explores this.

Table A- Comparing the regions.

Region	Number of services	Mean geographical size (KM2)	Mean population (0-25)	Mean spend per head (0-25)	% of services joint funded
West Midlands	14	928	130,829	£1.93	64%
South-West	14	1688	112,298	£1.81	93%
South-East	19	1004	142,737	£1.63	74%
North-West	24	613	119,193	£1.67	54%
North-East	12	715	64,293	£1.70	42%
Yorkshire and Humber	15	1027	111,594	£2.22	80%
London	32	49	87,057	£1.80	60%
East Midlands	10	1736	159,962	£1.22	40%
East of England	11	1738	136,908	£1.70	73%
Mean across all services	**17**	**832**	**111,784**	**£1.77**	**70%**

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Funding per head

The level of funding that SENDIAS services receive from Local Authorities (LAs) and ICBs (integrated care boards) varies greatly.

The tables below show a snapshot of funding of all services. For individual service data please refer to appendix one.

Table B- Funding per head of the 0-25 Population

	Mean	Median	Range
Spend per head in 2019	£0.99	£0.90	£0.23- £2.78
Spend per head in 2020.	£1.09	£0.97	£0.21- £3.13
Spend per head in 2021	£1.20	£1.10	£0.49- £3.31
Spend per head in 2022	£1.36	£1.22	£0.36- £3.60
Spend per head in 2023	£1.54	£1.36	£0.22- £4.05
Spend per head in 2024	£1.68	£1.53	£0.45- £4.81
Spend per head in 2025	**£1.77**	**£1.63**	**£0.31- £5.25**

Table C- Funding bands

	Spend per head
Lowest funded 10%	**£0.31- £0.93**
10%-20%	**£0.98 - £1.12**
20% - 30%	**£1.12 - £1.26**

Table D - Funding per head percentage change

	Mean
Percentage change from 2023- 2025	12% increase
Percentage change from 2019- 2025	92% increase

For funding to have gone up on average by 12% is positive and shows the recognition of the importance of the work services do alongside the rising national profile including Ofsted/CQC reporting.

However, the growing range shows us that not all services are benefiting from this average rise in funding. This information must also be considered in the context of the data regarding rising pressures on SENDIAS services and the rising cost of running a service, including needing to match staffing pay to inflation/ rising cost of living. For instance, while funding is up by 12%, staffing has gone down by 2.6%, reflecting the rising costs of running a service.

Joint commissioning

Please note we are using 'joint commissioning' in this report to mean 'where a service has formal joint commissioned arrangements with funding from health and/or social care as part of this.'

As referenced in the Minimum Standards SENDIAS services should be jointly commissioned by Health, Education and Social Care:

'1.1. The IASS is jointly commissioned by education, health and social care in accordance with the CFA 2014. A formal agreement is set out in writing which refers directly to these Minimum Standards, whilst also considering the need for continuity and stability of the service.

The table below shows that the percentage of services joint commissioned continues to rise- from 7% in 2019 to 70% this year.

The IASSN have developed resources to support commissioning conversations such as template SLA's and best practice guidance. To access these resources, you can find them on our website or please be in touch.

Table E- Percentage of services Joint funded

	2019	**2020**	**2021**	**2022**	**2023**	**2024**	**2025**
Joint funded with Health only	2.5%	10%	23%	30%	26%	26%	**25%**
Joint funded with Social Care only	0%	6%	7%	11%	9%	10%	**9%**
Joint funded with both Health and Social Care	4.5%	17%	9%	23%	26%	28%	**31%**
Other LA funding	/	/	/	/	4%	3%	**5%**
Total	**7%**	**33%**	**39%**	**64%**	**65%**	**67%**	**70%**

It is worth noting that the contribution to the total SENDIAS services' budget from Health and Social Care remains at ranges from **6% to 66%** of the total budget. 66% is a significant achievement and the benchmark for all joint commissioning with each of LA-Education, Health and Social Care contributing 33%.

SENDIAS services providing IAS across education, health and social care

Chapter 2.1 of the Code of practice makes it clear that local authorities must ensure that their SENDIAS service provide information, advice and support on matters relating to health and social care as well as education:

'Local authorities must arrange for children with SEN or disabilities for whom they are responsible, and their parents, and young people with SEN or disabilities for whom they are responsible, to be provided with information and advice about matters relating to their SEN or disabilities, including matters relating to health and social care.'

We ask SENDIAS services to share with us the percentage breakdown regarding this. The following table explores that data.

Table F- Percentage breakdown

	Education only	**Health only**	**Social Care only**	**A combination**
Reason for self-referral	51%	9%	7%	33%

Children, young people and their families seeking information advice and support on education only makes up around half of all reasons for self-referal. This suggests that services are meeting the requirements set out in chapter 2.1 of the Code of Practice.

The three main reasons for children, young people or their families seeking IAS were recorded by services as follows

- Seeking IAS regarding Education, Health and Care plans including EHC needs assesments, the content of a plan and in particualar, the named placement
- Seeking IAS with regards to appealing local authority decisions
- Seeking IAS with regards to SEN support

Staffing and volunteers

Staffing is key for services to be able to meet the Minimum Standards especially considering 1.3:

'1.3 The IASS provides an all-year-round flexible service which is open during normal office hours and includes a direct helpline with 24-hour answer machine, call back and signposting service, including linking to the national SEND helpline.'

The following tables explore the average number of staff across all SENDIAS services. For individual data please refer to appendix one

Table G- Full time Equivalent (FTE) Staffing

	Mean	Median	Range
Average FTE - 2019 report	2.86	2.23	0.4-17
Average FTE- 2020 report	2.93	2.20	0.4- 17
Average FTE- 2021 report	3.52	2.60	0.8 - 17
Average FTE- 2022 report	3.66	2.90	0.8-12.6
Average FTE- 2023 report	3.87	3	0.8- 13.32
Average FTE- 2024 report	3.92	3	0.8- 13.56
Average FTE – 2025 report	**3.82**	**3**	**0.4-13.59**

There are currently 555.36 FTE roles across SENDIAS services.

Table H- Average numbers of Volunteers across services

	Mean	Range
2020	1.9	0-50
2021	2.1	0-50
2022	2.3	0-41
2023	1.47	0-30
2024	1.50	0-28
2025	1.30	0-28

These figures need to be considered in context, with the number of 0–25-year-olds a service cover. The table below considers the number of staff per head of the 0-25 population in any area, across all services:

Table I- Staffing per head of 0-25 population

	Mean staff to Child or Young Person	Median staff to Child or Young Person	Range of staff to Child or Young Person
2020	One per 46,600	One per 42,700	One per 10,000- 128,000
2021	One per 37,600	One per 35,000	One per 11,000 -91,000
2022	One per 33,551	One per 32,500	One per 10,000 – 85,000
2023	One per 33,783	One per 29,410	One per 10,724- 135,230
2024	One per 32,461	One per 29,860	One per 7,710- 111,397
2025	**One per 33,140**	**One per 27,833**	**One per 11,216 – 91,387**

In-house and outsourced

It is important to consider the differences between services that are in-house and those that are outsourced to a local or national organisation. Both methods of commissioning a statutory service can work well and different areas will have distinct reasons for deciding how to commission their SENDIAS service including co-production with children, young people and parents. However, there is a concern that out-sourced services are not as well-resourced and therefore have less capacity than in-house services. The table below demonstrates this.

Table J- comparing in-house and out-sourced services 2025.

	In-House	**Outsourced**	**Total/ Average**
Percentage of services	71%	29%	100%
Mean spend per head	£2	£1.40	£1.77
Medians spend per head	£1.82	£1.30	£1.63
Range spends per head	76p- £5.20	31p- £3.38	£0.31- £5.25
Mean staff to population	One per 30,459	One per 37,928	One per 33,140

The first thing of note is that last year, 72% of services were in-house and 28% outsourced. This year there has been a slight increase in services moving from in-house to outsourced. This is the first time in four years that this has been the case.

There is a concern regarding the significant difference between the average funding of an in-house and an outsourced service, with in-house services funded on average 60p per child or young person more than an outsourced service (a 43% difference). We can also see that this translates into greater capacity for in-house services, with a 24% difference in the mean staff to population figure.

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Casework/ interventions and tribunal

Every service records casework/ intervention data slightly differently, making this data challenging to compare. However, what we can compare is the increase or decrease any service is recording with regards to helpline enquires, casework (using the intervention levels) and Tribunal.

Table K- Casework/ interventions and Tribunal per SENDIASs

	2021	2022	2023	2024	2025	% Increase 24-25	% Increase since collecting data (2019)
Average helpline enquires	1291	1610	1836	1959	2118	8%	64%
Average casework/ intervention data	724	1015	1212	1572	1770	13%	145%
Average number of Tribunal's inputted to	40	64	73	91	93	2%	133%
Average number of Tribunals supporting/representing at	4	11	11	12	14	17%	250%

Most services record and triage their casework based on the [IASSN Intervention levels]. These were revised in 2022 in co-production with services.

Broadly speaking, Level One is the least complex type of intervention and includes providing generic information taking up to an hour of time to complete. Level Four is the most complex and time-consuming level of intervention which includes intensive ongoing case work, such as supporting/advocacy at meetings, Tribunals or CETR's. Monitoring the level of complexity of the work is a way of monitoring pressure on services.

Table L- Intervention levels – what percentage of all casework/ interventions is being done on each level.

	2020	2021	2022	2023	2024	2025
Level one	67%	63%	48%	48%	39%	**40%**
Level two	23%	22%	25%	30%	40%	**39%**
Level three	7%	11%	16%	15%	15%	**15%**
Level four	3%	4%	11%	7%	6%	**6%**
Total	100%	100%	100%	100%	100%	**100%**

The table below puts the main pieces of comparable, trend-based data in one place. This helps us consider what impact the 12% funding increase on services will be having on their ability to meet their statutory responsibilities and the minimum standards

Table M- Funding increase compared with helpline, casework complexity of cases data and inflation.

	Helpline increase	Casework increase	Increase % of cases level three or four	Inflation	Mean funding increase	Mean FTE staffing increase
2024-2025	8%	13%	0%	3.6%	12%	-2.6%
2019-2025	64%	145%	10%	28%	92%	38%

This data highlights that although core funding is rising, it will only have an impact if it rises quicker than the rising costs facing all services across the sector. It is concerning to see that while funding is on average, up that average FTE is down.

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Tribunal avoidance

Services also report regarding the interventions that they can anecdotally report as reducing Tribunals. On average, services estimate that they've helped avoid 52 Tribunals in the previous twelve months. This is an increase from last year's figure of 48.

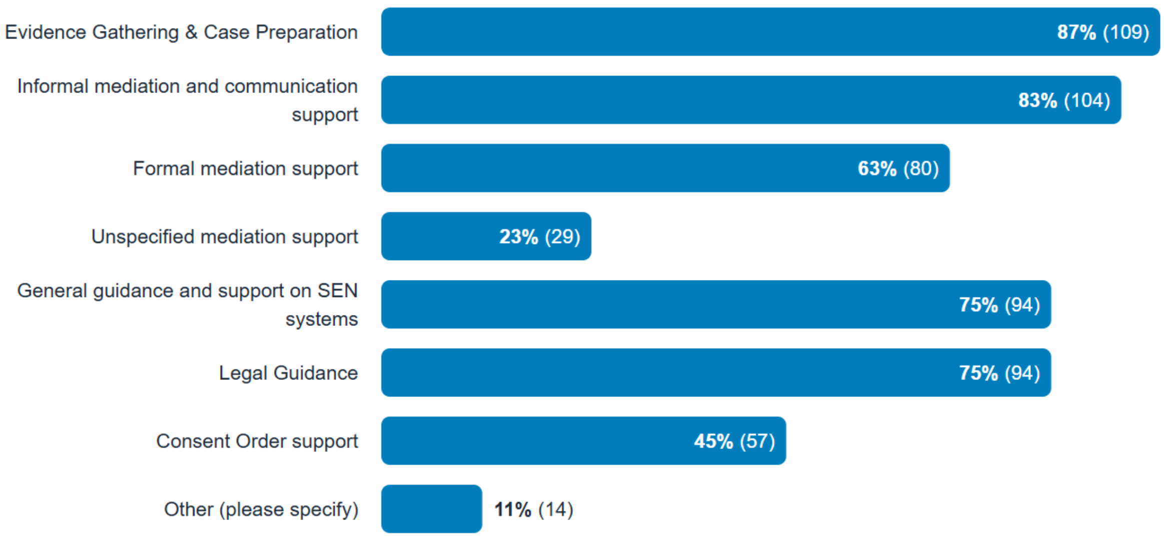
This suggests that services may have helped avoid 7852 Tribunals this year, saving children, young people, families and the SEND system, resource, capacity, time, stress and helping to foster more positive relationships. Thematically grouped reasons given for how services evidence this, can be seen in table N below.

In 2016, the Department for Education commissioned CEDAR to look into SEND dispute resolution agreements. CEDAR published their report in March 2017. They concluded that the average cost of a Tribunal back then was estimated to cost the LA between £3500- £11000 per case. The Guardian more recently did their own analysis within 2024 and concluded the average cost of a SEND Tribunal to the LA is £8500.

Using the CEDAR report, SENDIAS services have this year saved LAs between £27,482,000 - £86,372000 on Tribunal avoidance alone. Taking the Guardians' more recent analysis, SENDIAS services have saved LA's £66,500,000 a year.

The combined cost of all SENDIAS services in 25-26 is £26 million per annum.

Table N- Thematic bbreakdown of reasons given by services in their role in reducing the need for Tribunal.



Other included:

- Holding DR meetings between families and the LA
- Awareness of and signposting to sources of help. Maintaining a good relationship with other teams
- Telephone case management.
- Directing people to relevant sections of the website, assisting parents with compiling relevant evidence and completing paperwork, attending tribunal user group and posing questions to SEND tribunal office and sharing knowledge.
- Building good relationships
- Encouraging early resolution conversations with the LA.
- Communication with LA legal team

Social media and other reach

In addition to casework and helpline work, services also produce and share information to empower children, young people, their families, and professionals through an online presence.

Please note, this year we have omitted data from X due to many services choosing to no longer use it.

Table O- Online presence

	2022	2023	2024	2025
Average Facebook engagement	2800	1969	3200	3251
Average website hits	14,387	19,392	23,434	25,464
Average number of parents and/or professionals attending a training session over the last twelve months	197	256	244	280
Average number of resource downloads from websites	2325	3331	1875	2748

We track this data as it is incredibly important that, where possible, parents, children and young people who are able to advocate for themselves are able to access the information they need to do so as early as possible. The concern continues to be rising complex casework/ interventions and helpline work which impacts the capacity of services.

Using this data

This report is part of a wider data collection process which, along with service user feedback, forms a national snapshot picture of IAS services. This should not be used to make judgements about the quality of individual services and who will all have their own information and annual reports. Further information and tools can be found below:

- Ofsted Reports
- Statistical neighbor benchmarking tool
- IASSN Website

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Appendix one- Service Level Data

West Midlands

Local Authority	Pop 0-25	Area by KM2	FTE staff to Pop-	Core budget	FTE 2025	Vols 2025	Joint commissioned	In house/out sourced	£ per head	Budget % Diff 23-24	Budget % Diff 19-24
Birmingham	426,375	268	58,408	£767,014	7.30	0	No	In-House	£1.80	105%	284%
Coventry	135,091	99	27,570	£225,484	4.90	0	No	In-House	£1.67	89%	145%
Dudley	93,385	98	35,240	£152,470	2.65	0	Yes	In-House	£1.63	118%	139%
Herefordshire	48,018	2,180	20,877	£118,735	2.30	0	Yes	In-House	£2.47	110%	198%
Sandwell	109,324	86	40,490	£125,000	2.70	3	No	Out-sourced	£1.14	102%	102%
Shropshire	80,675	3,197	26,892	£142,000	3.00	0	No	Out-sourced	£1.76	108%	118%
Solihull	63,262	178	23,430	£124,451	2.70	0	No	Out-sourced	£1.97	100%	156%
Staffordshire	236,258	2,620	28,126	£447,850	8.40	1	Yes	In-House	£1.90	100%	166%
Stoke-on-Trent	81,537	93	23,296	£266,680	3.50	1	Yes	In-House	£3.27	110%	188%
Telford & Wrekin	56,383	290	24,514	£74,000	2.30	1	Yes	Out-sourced	£1.31	100%	115%
Walsall	92,237	104	24,273	£130,000	3.80	0	No	Out-sourced	£1.41	100%	515%
Warwickshire	164,976	1,975	41,039	£183,000	4.02	0	Yes	Out-sourced	£1.11	100%	133%
Wolverhampton	83,810	69	15,128	£273,410	5.54	0	Yes	In-House	£3.26	103%	128%
Worcestershire	160,277	1,741	20,951	£365,719	7.65	0	Yes	In-House	£2.28	504%	302%

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South West

Local Authority	Pop 0-25	Area by KM2	FTE staff to Pop-	Core budget	FTE 2025	Vols 2025	Joint commissioned	In-house - out-sourced	£ per head 2025	Budget % difference 24-25	Budget % difference 19-25
Bath & N.E Somerset	65,273	346	12,088	£185,370	5.40	12	Yes	In-House	£2.84	102%	203%
Bournemouth, Christchurch + Poole	112,925	162	15,260	£294,000	7.40	21	Yes	In-House	£2.60	96%	183%
Bristol	159,374	110	51,411	£143,439	3.10	12	Yes	Outsourced	£0.90	100%	262%
Cornwall (& Isle of Scilly)	151,088	3,361	47,215	£141,000	3.20	0	Yes	Outsourced	£0.93	130%	165%
Devon	210,741	6,564	23,948	£407,000	8.80	0	Yes	In-House	£1.93	106%	139%
Dorset	88,942	2,491	23,406	£170,741	3.80	0	Yes	Outsourced	£1.92	100%	254%
Gloucestershire	176,125	2,653	29,701	£328,536	5.93	0	Yes	In-House	£1.86	128%	339%
North Somerset	57,150	374	27,214	£108,378	2.10	9	Yes	Outsourced	£1.90	112%	224%
Plymouth	82,793	80	12,544	£339,734	6.60	0	Yes	In-House	£4.10	100%	138%
Somerset	146,188	3,450	13,290	£389,513	11.00	1	Yes	In-House	£2.66	87%	361%
South Gloucestershire	83,821	497	39,915	£96,894	2.10	10	Yes	Outsourced	£1.16	103%	179%
Swindon	66,131	230	18,895	£120,600	3.50	0	Yes	In-House	£1.82	106%	191%
Torbay	33,649	63	11,216	£121,900	3.00	0	Yes		£3.62	75%	271%
Wiltshire	137,974	3,255	39,421	£170,850	3.50	0	Yes	Outsourced	£1.24	111%	289%

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South East

Local Authority	Pop 0-25	Area by KM2	FTE staff to Pop-	Core budget	FTE 2025	Vols 2025	Joint commissioned	In-house - out-sourced	£ per head 2025	Budget % difference 24-25	Budget % difference 19-25
Bracknell Forest	37,633	109	18,911	£111,790	1.99	0	Yes	In-House	£2.97	107%	409%
Brighton & Hove	94,108	83	39,212	£143,494	2.40	5	Yes	Out-sourced	£1.52	97%	137%
Buckinghamshire	161,820	1,565	59,933	£140,829	2.70	4	No	In-House	£0.87	112%	142%
East Sussex	142,422	1,709	52,749	£165,409	2.70	5	Yes	Out-sourced	£1.16	97%	150%
Hampshire	380,442	3,678	54,349	£304,376	7.00	4	Yes	Out-sourced	£0.80	82%	
Isle of Wight	33,638	380	16,018	£78,261	2.10	0	Yes	Out-sourced	£2.33	141%	83%
Kent	466,515	3,544	52,300	£380,400	8.92	2	Yes	In-House	£0.82	105%	114%
Medway	87,411	194	43,706	£102,913	2.00	0	No	Out-sourced	£1.18	100%	145%
Milton Keynes	86,533	309	40,436	£136,986	2.14	0	No	In-House	£1.58	91%	124%
Oxfordshire	215,053	2,605	26,915	£385,000	7.99	28	Yes	In-House	£1.79	141%	329%
Portsmouth	75,526	40	43,158	£80,000	1.75	0	No	Out-sourced	£1.06	100%	128%
Reading	54,568	40	21,827	£126,900	2.50	5	Yes	In-House	£2.33	80%	200%
Slough	54,319	33	18,106	£151,900	3.00	2	Yes	In-House	£2.80	100%	177%
Southampton	91,610	50	26,174	£113,000	3.50	0	No	In-House	£1.23	104%	213%
Surrey	356,755	1,663	53,406	£322,888	6.68	0	Yes	In-House	£0.91	103%	148%
West Berkshire	45,794	704	30,529	£64,000	1.50	0	No	In-House	£1.40	116%	117%
West Sussex	231,071	1,991	33,440	£248,000	6.91	6	Yes	In-House	£1.07	101%	96%
Windsor & Maidenhead	44,163	197	20,074	£88,030	2.20	0	Yes	In-House	£1.99	90%	147%
Wokingham	52,615	179	16,650	£168,950	3.16	1	Yes	In-House	£3.21	133%	338%

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North West

Local Authority	Pop 0-25	Area by KM2	FTE staff to Pop-	Core budget	FTE 2025	Vols 2025	Joint commissioned	In-house - out-sourced	£ per head 2025	Budget % difference 24-25	Budget % difference 19-25
Blackburn with Darwen	51,612	137	43,010	£56,000	1.20	0	No	Out-sourced	£1.09	100%	200%
Blackpool	39,481	35	13,160		3.00	1	No	Out-sourced			
Bolton	91,278	140		£93,192		0	No		£1.02	84%	155%
Bury	56,727	99	39,949	£79,272	1.42	0	No	Out-sourced	£1.40	100%	176%
Cheshire East	101,244	1,166	46,020	£113,000	2.20	0	No	In-House	£1.12		221%
Cheshire West & Chester	94,580	920	14,551	£258,000	6.50	0	Yes	In-House	£2.73	136%	170%
Cumberland	70,644	3,012	26,458	£123,500	2.67	0	Yes	In-House	£1.75	103%	
Halton	38,366	79	22,306	£100,000	1.72	0	No	In-House	£2.61	100%	250%
Knowsley	46,468	87	20,203	£117,000	2.30	0	Yes	Out-sourced	£2.52	100%	150%
Lancashire	357,290	2,894	27,484	£661,766	13.00	0	Yes	In-House	£1.85	220%	152%
Liverpool	166,219	112	72,269	£127,570	2.30	0	Yes	Out-Sourced	£0.77	100%	133%
Manchester	209,588	116	52,397	£279,000	4.00	0	No	in-House	£1.33	111%	140%
Oldham	79,282	142	24,776	£115,000	3.20	0	Yes	Out-sourced	£1.45	100%	242%
Rochdale	71,316	158	54,858	£69,597	1.30	0	No	Out-sourced	£0.98	132%	136%
Salford	85,426	97	19,867	£245,000	4.30	0	Yes	In-House	£2.87	175%	299%
Sefton	72,470	157	32,941	£129,996	2.20	0	No				
St.Helens	49,797	136	24,899	£89,946	2.00	0	No	In-House	£1.81	98%	210%
Stockport	82,655	126	33,062	£130,374	2.50	0	Yes	Out-sourced	£1.58	126%	261%
Tameside	67,682	103	45,121	£89,141	1.50	0	Yes	Out-sourced	£1.32	124%	138%
Trafford	71,682	106	23,894	£130,000	3.00	0	Yes	In-House	£1.81	98%	174%
Warrington	58,488	181	19,496	£114,579	3.00	0	Yes	In-House	£1.96	88%	314%
Westmorland & Furness	54,438		45,365	£96,416	1.20	0	No	In-House	£1.77	149%	
Wigan	93,051	188	28,197		3.30	0	No	Out-sourced			
Wirral	89,657	161	25,616	£155,301	3.50	0	Yes	Out-sourced	£1.73	106%	179%

INFORMATION, ADVICE & SUPPORT SERVICES NETWORK

North East

Local Authority	Pop 0-25	Area by KM2	FTE staff to Pop-	Core budget	FTE 2025	Vols 2025	Joint commissioned	In-house - out-sourced	£ per head 2025	Budget % difference 24-25	Budget % difference 19-25
Darlington	29,926	197		£88,465		0	No				
Durham	152,045	2,226	25,341	£286,173	6.00	0	Yes	In-House	£1.88	123%	200%
Gateshead	55,665	142	27,833	£100,000	2.00	4	Yes	Outsourced	£1.80	100%	200%
Hartlepool	27,191	94	27,191	£78,263	1.00	0	Yes	In-House	£2.88	107%	305%
Middlesborough	47,310	54	72,785	£32,979	0.65	1	No	Outsourced	£0.70	132%	238%
Newcastle-upon-Tyne	112,448	113	29,207	£183,461	3.85	10	Yes	In-House	£1.63	110%	295%
North Tyneside	55,747	82	26,546	£118,708	2.10	0	No	In-House	£2.13	114%	140%
Northumberland	78,865	5,020	39,433	£99,768	2.00	0	No	In-House	£1.27	103%	124%
Redcar and Cleveland	37,186	245	57,209	£32,979	0.65	1	No	Outsourced	£0.89	132%	132%
South Tyneside	41,132	64	15,580	£114,500	2.64	0	Yes	In-House	£2.78	158%	
Stockton-on-Tees	56,958	205	28,479	£70,000	2.00	0	No	In-House	£1.23	85%	155%
Sunderland	77,045	137	25,682	£120,000	3.00	0	Yes	Outsourced	£1.56	100%	211%

INFORMATION, ADVICE & SUPPORT SERVICES NETWORK

Yorkshire and Humber

Local Authority	Pop 0-25	Area by KM2	FTE staff to Pop-	Core budget	FTE 2025	Vols 2025	Joint commissioned	In-house - out-sourced	£ per head 2025	Budget % difference 24-25	Budget % difference 19-25
Barnsley	69,006	329	15,335	£256,093	4.50	9	Yes	In-House	£3.71	125%	205%
Bradford	188,900	366	34,345	£218,307	5.50	0	Yes	outsourced	£1.16	100%	126%
Calderdale	60,839	364	20,280	£144,397	3.00	0	Yes	In-House	£2.37	102%	301%
Doncaster	89,205	568	24,779	£127,000	3.60	0	Yes	In-House	£1.42	104%	137%
East Riding of Yorkshire	83,392	2,404	16,351	£241,972	5.10	0	Yes	In-House	£2.90	147%	234%
Kingston upon Hull	83,972	72	26,406	£143,775	3.18	0	No	outsourced	£1.71	100%	103%
Kirklees	136,607	409	54,643	£121,637	2.50	0	No	In-House	£0.89	100%	162%
Leeds	274,160	552	91,387	£353,168	3.00	0	Yes	In-House	£1.29	201%	233%
N.Yorkshire	154,053	8,037	33,490	£243,300	4.60	3	Yes	In-House	£1.58	108%	130%
North East Lincolnshire	45,404	193	17,330	£107,000	2.62	0	Yes	In-House	£2.36	100%	91%
North Lincolnshire	46,916	847	15,639	£158,000	3.00	1	No	In-House	£3.37	103%	216%
Rotherham	76,605	287	12,160	£265,136	6.30	0	Yes	in-house	£3.46	136%	138%
Sheffield	197,468	368	24,684	£346,408	8.00	0	Yes	In-House	£1.75	100%	183%
Wakefield	98,945	339	22,488	£218,454	4.40	0	Yes	outsourced	£2.21	99%	81%
York	68,438	272	24,442	£148,700	2.80	0	Yes	in-house	£2.17	103%	220%

INFORMATION, ADVICE & SUPPORT SERVICES NETWORK

London

Local Authority	Pop 0-25	Area by KM2	FTE staff to Pop-	Core budget	FTE 2025	Vols 2025	Joint commissioned	In-house - out-sourced	£ per head 2025	Budget % difference 24-25	Budget % difference 19-25
Barking & Dagenham	81,811	36	27,270	£80,000	3.00	0	Yes	out-sourced	£0.98	133%	
Barnet	123,523	87	40,633	£220,000	3.04	0	No	In-House	£1.78	106%	149%
Bexley	75,932	61	47,458	£68,000	1.60	0	Yes	In-House	£0.90	100%	
Brent	106,718	43	82,091	£120,000	1.30	0	Yes	In-House	£1.12	143%	231%
Bromley	95,511	150	25,134		3.80	3	Yes	In-House			
Camden	85,364	22	17,073	£208,000	5.00	0	Yes	out-sourced	£2.44	72%	
Croydon	122,665	86	68,147	£38,000	1.80	2	No	out-sourced	£0.31	41%	50%
Ealing	107,589	56	26,897	£153,000	4.00	1	Yes	out-sourced	£1.42	105%	112%
Enfield	109,569	81	63,335	£91,375	1.73	0	No	out-sourced	£0.83	83%	79%
Greenwich	92,588	47	30,863		3.00	0	Yes	In-House			
Hackney	85,339	19	42,670	£247,816	2.00	0	Yes	In-House	£2.90	106%	124%
Hammersmith & Fulham	55,184	16	78,834	£72,000	0.70	0	Yes	out-sourced	£1.30	107%	212%
Haringey	81,168	30	30,062	£119,000	2.70	2	No	out-sourced	£1.47	100%	125%
Harrow	77,653	50	55,466	£87,250	1.40	0	No	out-sourced	£1.12	100%	175%
Havering	78,359	112	35,618	£109,210	2.20	0	No	In-House	£1.39	112%	150%

INFORMATION, ADVICE & SUPPORT SERVICES NETWORK

London cont.

Local Authority	Pop 0-25	Area by KM2	FTE staff to Pop-	Core budget	FTE 2025	Vols 2025	Joint commissioned	In-house - out-sourced	£ per head 2025	Budget % difference 24-25	Budget % difference 19-25
Hillingdon	101,149	116	47,712	£122,700	2.12	0	Yes	In-House	£1.21	112%	104%
Hounslow	86,071	56	43,036	£207,473	2.00	3	No	In-House	£2.41	138%	440%
Islington	76,166	15	28,210	£174,000	2.70	0	No	out-sourced	£2.28	100%	94%
Kensington & Chelsea	42,021	12	23,345	£63,255	1.80	0	Yes	out-sourced	£1.51	96%	264%
Kingston-upon-Thames	55,296	37	36,864	£82,500	1.50	0	Yes	out-sourced	£1.49	100%	179%
Richmond-upon-Thames	57,232	57	38,155	£82,500	1.50	0	Yes	out-sourced	£1.44	100%	179%
Lambeth	88,952	27	44,476	£89,000	2.00	0	No	In-House	£1.00	103%	83%
Lewisham	91,635	35	37,866	£110,500	2.42	1	No	out-sourced	£1.21	100%	117%
Merton	61,228	38	23,549	£92,000	2.60	0	Yes	In-House	£1.50	63%	109%
Newham	120,822	36	23,235	£312,000.00	5.20	0	No	In-House	£2.58	164%	
Redbridge	101,073	56	30,081	£185,080	3.36	0	Yes	In-House	£1.83	119%	168%
Southwark	94,012	29	18,802	£311,000	5.00	1	No	In-House	£3.31	116%	
Sutton	62,231	44	18,303	£181,036	3.40	0	Yes	in-House	£2.91	101%	240%
Tower Hamlets (& City)	109,896	20	16,161	£576,679	6.80	14	Yes	In-House	£5.25	206%	255%
Waltham Forest	92,237	39	56,587	£81,331	1.63	3	No	out-sourced	£0.88	76%	390%
Wandsworth	90,994	34	20,728	£235,000	4.39	0	Yes	In-House	£2.58	101%	232%
Westminster	75,851	21	36,120	£118,117	2.10	0	Yes	In-House	£1.56	122%	281%

INFORMATION, ADVICE & SUPPORT SERVICES NETWORK

East Midlands

Local Authority	Pop 0-25	Area by KM2	FTE staff to Pop-	Core budget	FTE 2025	Vols 2025	Joint commissioned	In-house - out-sourced	£ per head 2025	Budget % difference 24-25	Budget % difference 19-25
Derby	84,762	78	24,498	£97,000	3.46	0	No	In-House	£1.14	100%	104%
Derbyshire	208,634	2,547	49,675	£263,544	4.20	0	No	In-House	£1.26	133%	143%
Nottingham	137,687	75	55,075	£158,177	2.50	0	Yes	Outsourced	£1.15	142%	244%
Nottinghamshire	227,360	2,085	51,673	£243,337	4.40	0	Yes	Outsourced	£1.07	105%	197%
Leicester City	135,230	73	43,623	£144,000	3.10	0	Yes	Outsourced	£1.06	107%	125%
Leicestershire	203,647	2,083	45,763	£224,000	4.45	0	Yes	In-House	£1.10	145%	215%
Lincolnshire	207,082	5,937	30,453	£263,707	6.80	0	No	In-House	£1.27	104%	140%
West Northamptonshire				£292,942	5.98	0	No	in-house		113%	
North Northamptonshire	111,391	987	18,565	£315,000	6.00	0	No	In-House	£2.92	110%	
Rutland	10,068	382	25,170	£17,427	0.40	0	No	Outsourced	£1.73	58%	65%

INFORMATION, ADVICE & SUPPORT SERVICES NETWORK

East of England

Local Authority	Pop 0-25	Area by KM2	FTE staff to Pop-	Core budget	FTE 2025	Vols 2025	Joint commissioned	In-house - out-sourced	£ per head 2025	Budget % difference 24-25	Budget % difference 19-25
Bedford	53,551	476	26,776	£109,960	2.00	0	Yes	In-House	£2.05	117%	273%
Cambridgeshire	196,593	3,046	35,744	£198,001	5.50	1	Yes	In-House	£1.01	97%	185%
Central Bedfordshire	84,197	716	16,317	£183,167	5.16	0	No	In-House	£2.18	104%	279%
Essex	425,639	3,458	38,346	£614,923	11.10	0	No	In-House	£1.44	106%	256%
Hertfordshire	359,579	1,643	26,459	£585,410	13.59	0	Yes	In-House	£1.63	107%	294%
Luton	75,203	43	30,081	No data	2.50	0	Yes	In-House			
Norfolk	243,755	5,384	23,438	£414,090	10.40	0	Yes	In-House	£1.70	104%	283%
Peterborough	66,191	343	33,096	£96,173	2.00	0	Yes	outsourced	£1.45	107%	191%
Southend-on-Sea	52,242	42	26,121	£117,250	2.00	1	Yes	In-House	£2.24	105%	192%
Suffolk	202,688	3,800	23,987	£375,756	8.45	0	Yes	In-House	£1.85	115%	185%
Thurrock	57,910	164	38,607	£63,000	1.50	1	No	outsourced	£1.09	140%	184%