

# Attendance spotlight

Niamh Keane – Norfolk SENDIASS





**What is a  
SENDIASS?**



## **Children and Families Act 2014:**

### **32. Advice and information**

- (1) A local authority in England must arrange for children and young people for whom it is responsible, and the parents of children for whom it is responsible, to be provided with advice and information about matters relating to the special educational needs of the children or young people concerned.
- (2) A local authority in England must arrange for children and young people in its area with a disability, and the parents of children in its area with a disability, to be provided with advice and information about matters relating to the disabilities of the children or young people concerned.
- (3) The authority must take such steps as it thinks appropriate for making the services provided under subsections (1) and (2) known to—
  - (a) the parents of children in its area;
  - (b) children in its area;
  - (c) young people in its area;
  - (d) the head teachers, proprietors and principals of schools and post-16 institutions in its area.
- (4) The authority may also take such steps as it thinks appropriate for making the services provided under subsections (1) and (2) known to such other persons as it thinks appropriate

## SEND Code of Practice 2015 (2.19):

To meet local needs, local authorities should provide the following forms of support through their Information, Advice and Support Service(s):

- Signposting children, young people and parents to alternative and additional sources of advice, information and support that may be available locally or nationally

Individual casework and representation for those who need it, which should include:

- Support in attending meetings, contributing to assessments and reviews and participating in decisions about outcomes for the child or young person
- Directing children, young people, parents and those who support and work with them to additional support services where needed, including services provided by the voluntary sector. These services should include support relating to preparing for adulthood, including housing support, careers advice and employment support

Help when things go wrong, which should include:

- supporting children, young people and parents in arranging or attending early disagreement resolution meetings
- supporting children, young people and parents in managing mediation, appeals to the First-tier Tribunal (Special Educational Needs and Disability), exclusions and complaints on matters related to SEN and disability
- making children, young people and parents aware of the local authority's services for resolving disagreements and for mediation, and on the routes of appeal and complaint on matters related to SEN and disability (see Chapter 11, Resolving disagreements)

Provision of advice through individual casework and through work with parent carer support groups, local SEN youth forums or disability groups, or training events



# SENDIASS Minimum Standards

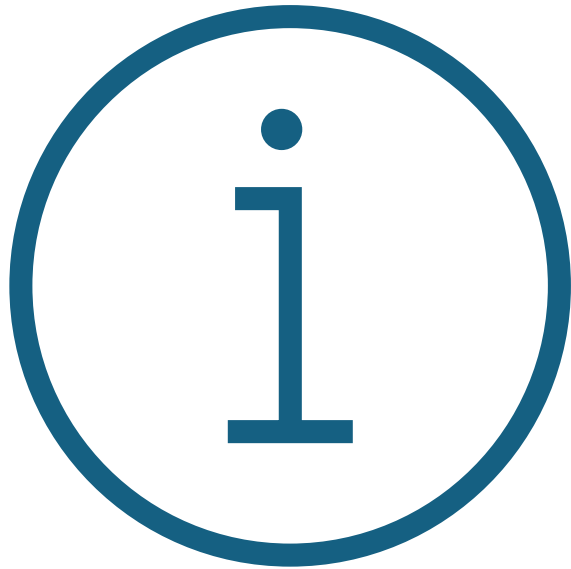
Minimum standards were written by a range of different stakeholders including members of the DfE, parent/carers, SENDIASS Managers, LA reps etc.

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

Every SENDIASS must RAG rate themselves against the Minimum Standards and they must be mostly green to be a compliant service.



**What does Norfolk  
SENDIASS do?**



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- We are a free, confidential, impartial and arms-length service that provides information, advice and support across all of Norfolk.
  - All advisers are independently trained in SEND law and complete all 3 levels of IPSEA legal training.
  - We offer information, advice and support to children, young people and parents/carers about SEND. This includes health and social care where it is linked to education.
  - We offer generic information and advise to professionals regarding SEND and health and social care where it impacts on education e.g., EHCPs, Tribunal, SEN Support.

# **We can give Information, Advice and Support on:**

- The law on SEND, Health and Social Care where they impact education
- Local policy and practice
- Personal budgets
- Working together
- Exclusions
- SEN support in school
- The Local Offer
- Education Health & Care Plans (EHCP)
- Transition arrangements
- Mediation & dispute resolution
- SEND tribunals
- Complaints
- Gathering, understanding and interpreting information and reports
- Signposting to other services for information, advice and support
- What to do if things go wrong
- How to get the best from a meeting
- Preparing for and attending meetings
- Writing letters
- EHCP Annual reviews
- Admissions and exclusions
- Working in partnership with schools and the LA to develop positive relationships
- Filling in forms

# What we don't do ...

- Make promises.
- Give advice or support with matters relating to benefits such as DLA.
- Give our opinion e.g., telling a parent/carer which school is suitable for their child or young person.
- Favor either side.
- Have influence over the outcome of any decision

# How we work



Telephone helpline open 9am-5pm  
Monday to Friday for 51 weeks,  
ability to book own appointment  
via our website – booked slots for  
an adviser to call parent/carers  
and young people



Casework and One-off support



Self-service resources and  
booklets on our website for any  
service user



Work closely with LA and Health to  
inform and influence policy and  
practice



Attend outreach events, drop ins at  
Libraries and training for children  
and young people around their  
rights



Professionals can contact us and  
request a call back from an adviser  
to discuss any questions/queries  
they have.



# Professional Referral

As a confidential service we can't take referrals from professionals without the parent's or young person's knowledge and permission.

A professional can support a parent or young person to contact our service and book an appointment with an adviser.

If a professional can get written permission from a parent or young person, then we can take their referral and contact them.

We are unable to tell a professional whether a parent or young person has contacted our service without their permission.

If a parent or young person gives us permission, we will be able to speak with the professional to pass on any information.



# We update and use our social media regularly:

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We provide a monthly e-newsletter for parent, carers and professionals. This includes useful articles, signposting to other services and upcoming training.

Please subscribe here:

[https://www.norfolksendpartnershipia  
ss.org.uk/news/newsletters/](https://www.norfolksendpartnershipia<br/>ss.org.uk/news/newsletters/)



# Contact us

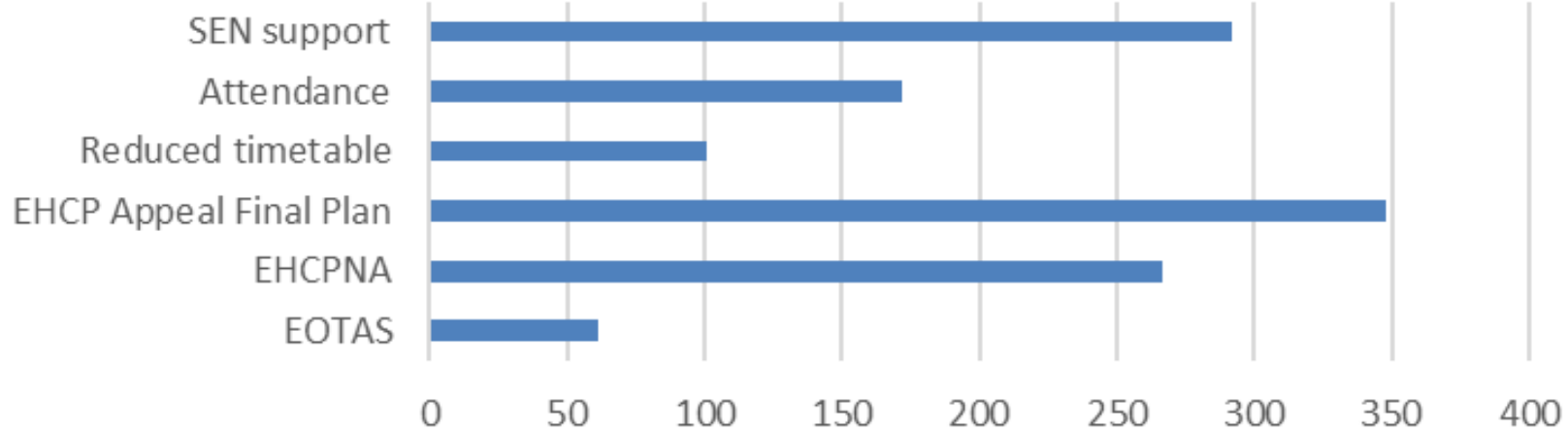
- Phone us – 01603 704070 (24hour answerphone if we are not available)
- Text us – 07860033614
- Email us – [norfolksendiass@norfolk.gov.uk](mailto:norfolksendiass@norfolk.gov.uk)
- Website – [www.norfolksendpartnershiassiass.org.uk](http://www.norfolksendpartnershiassiass.org.uk)





# Spotlight on attendance

## Classification codes 23/9/24 - 21/3/25



|                 | EOTAS | EHCPNA | EHCP Appeal Final Plan | Reduced timetable | Attendance | SEN support |
|-----------------|-------|--------|------------------------|-------------------|------------|-------------|
| No of referrals | 61    | 267    | 348                    | 101               | 172        | 292         |



**We speak with around 35 parent/carers  
a week via our helpline this means that  
on average:**

28% of our call's weekly are to do  
with applying for an EHCNA

8.5% of our call's weekly  
are to do with reduced  
timetables

37% of our call's weekly  
are to do with appealing  
a final EHCP

31% of our call's weekly  
are to do with SEN  
support

5.7% of our call's weekly  
are to do with EOTAS

17% of our call's weekly are to  
do with attendance

# What are we seeing in regards to attendance?

- CYP not attending due to medical needs e.g. mental health
- Parent's wanting specialist placement and not sending CYP into mainstream school whilst waiting for tribunal hearing
- Schools not putting appropriate support in place so parents not sending their child to school
- Schools saying they can't meet needs and parents keeping children off school with schools 'okay'



Discussions and  
questions