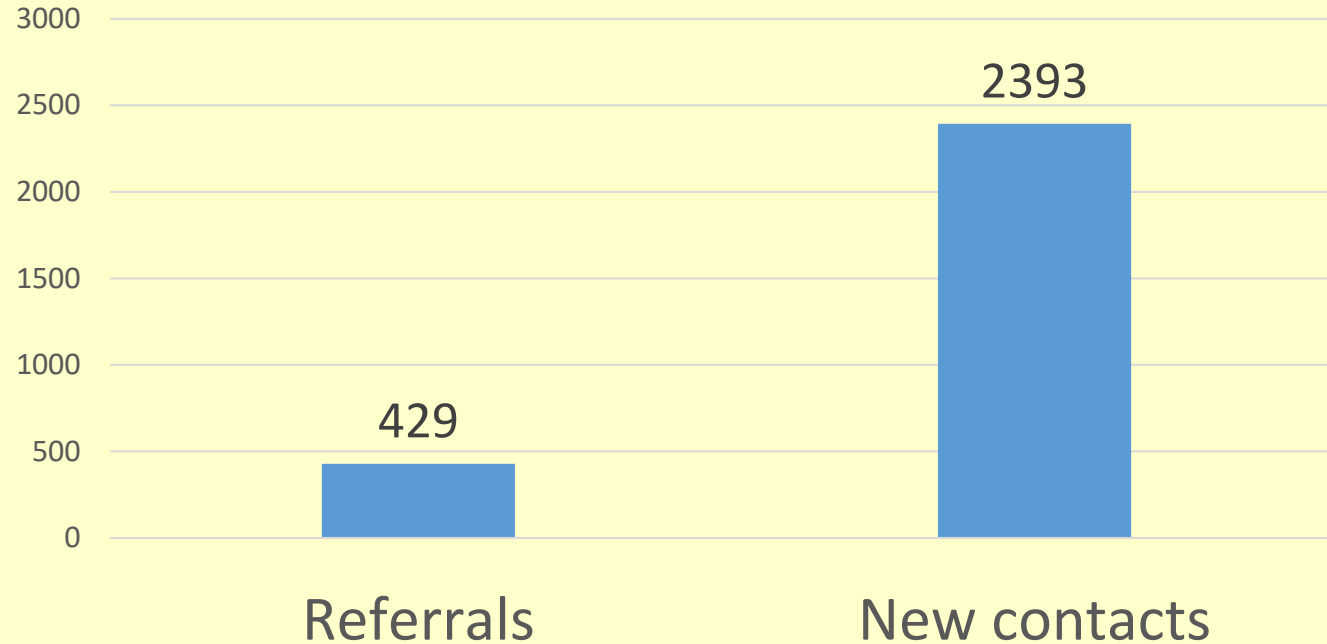


# SENDIASS Statistics

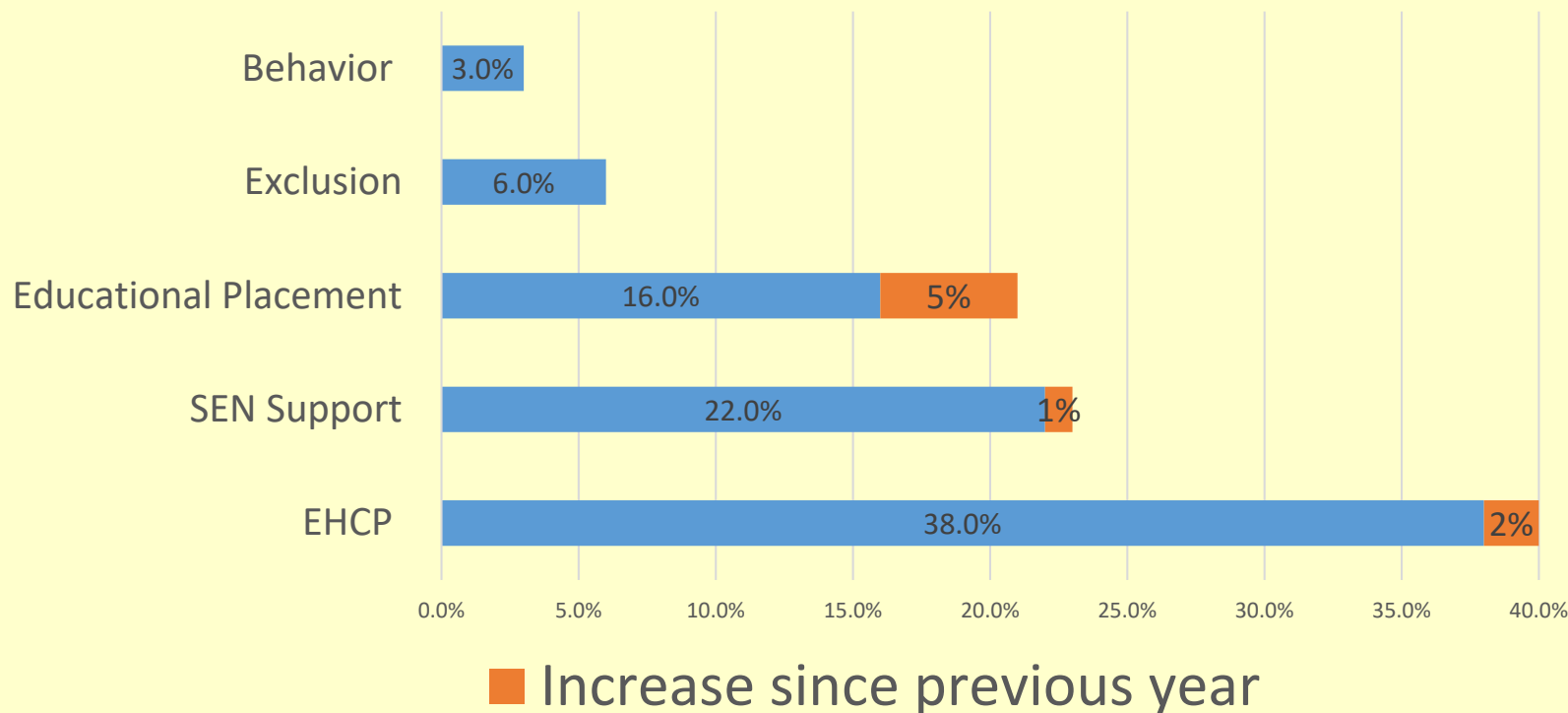
Quarterly report – 1<sup>st</sup> September 2018 – 21<sup>st</sup> January 2019



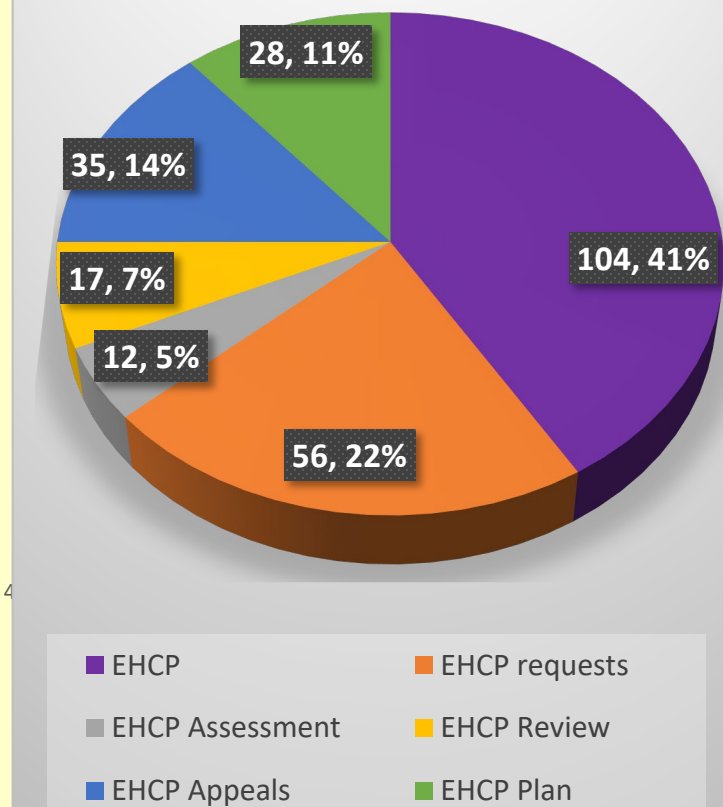
Referrals are new cases and contacts are each time a person calls for support.

There has been a **32.5% increase** in contacts against the same quarter in 2017 and **3% increase** in new referrals.

## Top 5 new referrals by classification code



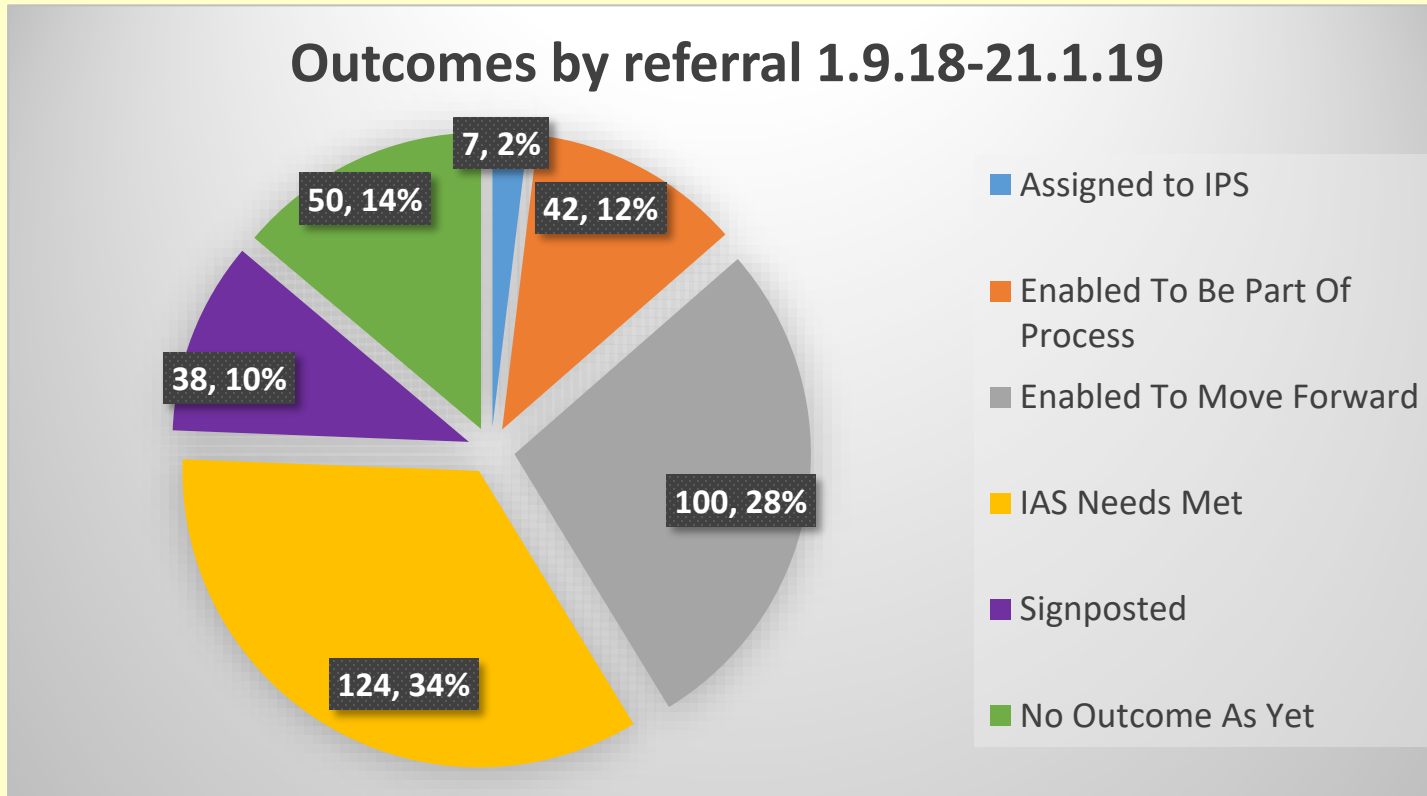
## EHCP Code breakdown



In comparing this quarter to last years first quarter there has been a 2% increase in EHCP referrals. SEN Support increased this year by 1% and educational Placement increased by 5%.

EHCP is the most common recorded code and has multiple levels. Some referrals are recorded as EHCP only meaning we have not established the reason for calling at first point of contact. You can have multiple codes recorded against each referral.

# OUTCOMES



*No outcomes as yet - cases that still are being worked on by either IPS or IS*

We only record simple outcomes. These are outcomes set by National SENDIASS.



## Top 5 schools by contact

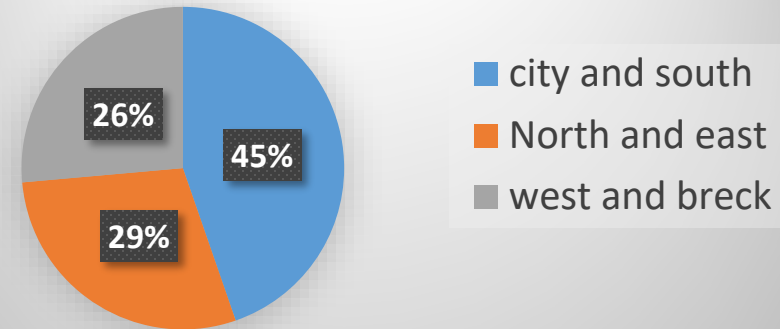
Out of school	5%
Flegg High School	4%
Bluebell Primary School	4%
Jane Austen College	4%
Sprowston Community High School	3%



## Contacts by district - Total 2398 recorded contacts

Norwich	28%
Breckland	13%
Great Yarmouth	13%
Broadland	12%
South Norfolk	11%
King's Lynn and West Norfolk	10%
Unknown	7%
North Norfolk	5%
Waveney	0%

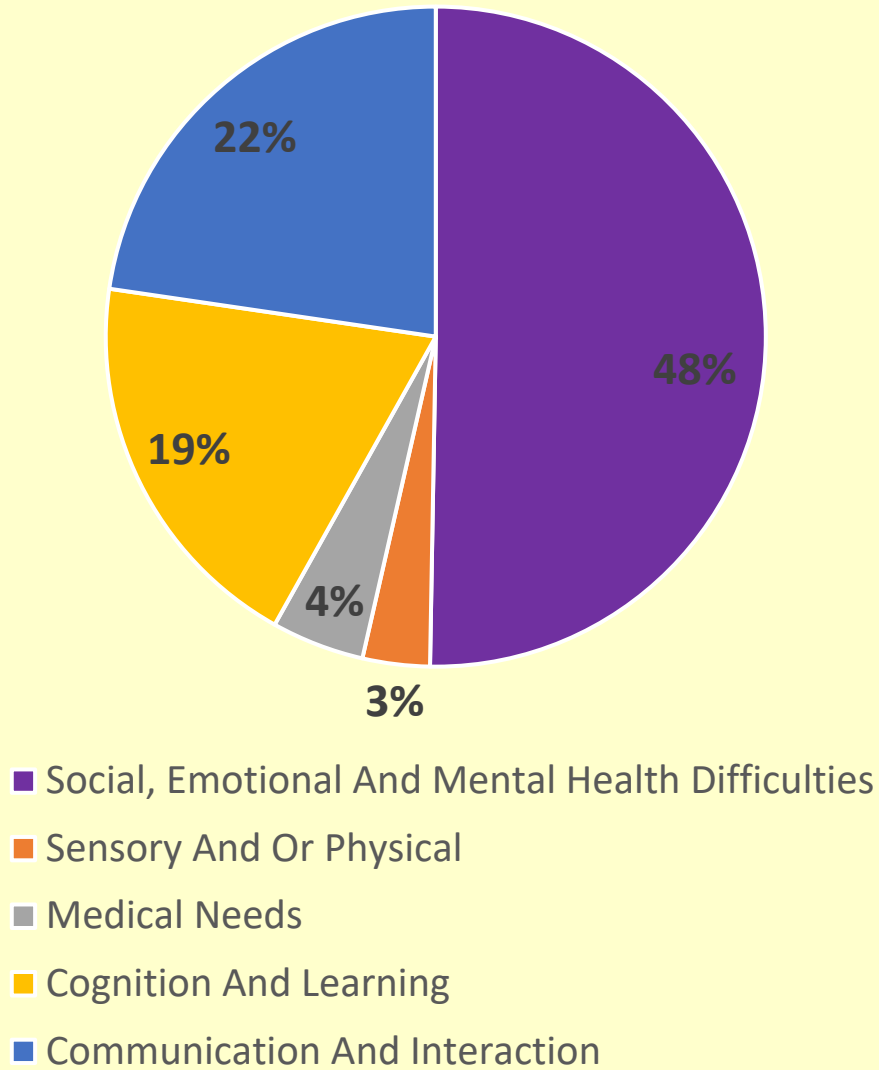
### District by contact



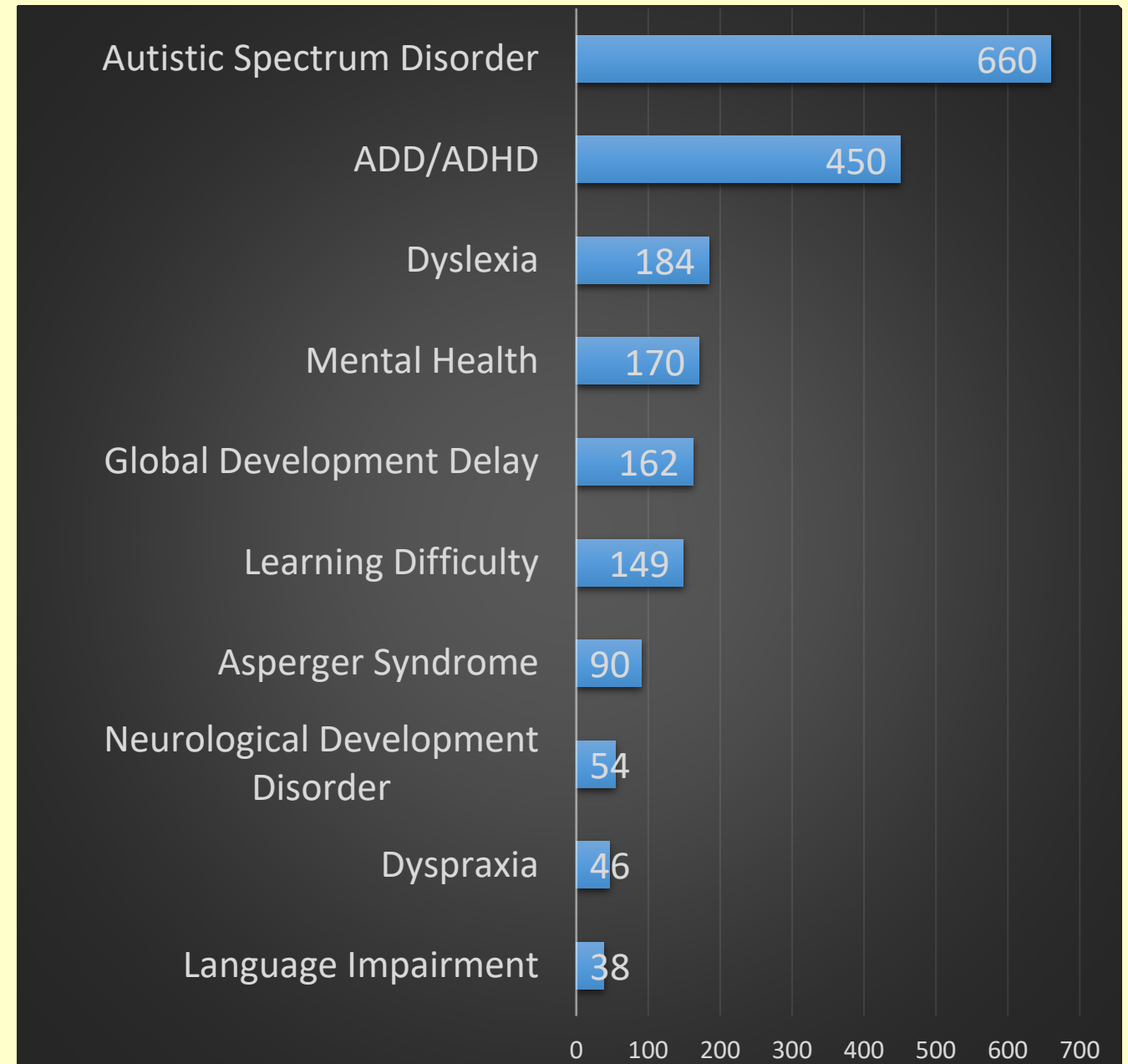
Contacts by district – District recorded against the student record.

Total referrals for the quarter is 2398. 177 Referrals have no district recorded as postcode is either incorrect or missing on record.

General category of need by contacts during quarter



Top 10 recorded SEND against student record during quarter



# WEBSITE/FACEBOOK

1<sup>st</sup> September 2018 – 21<sup>st</sup> January 2019 (quarter)



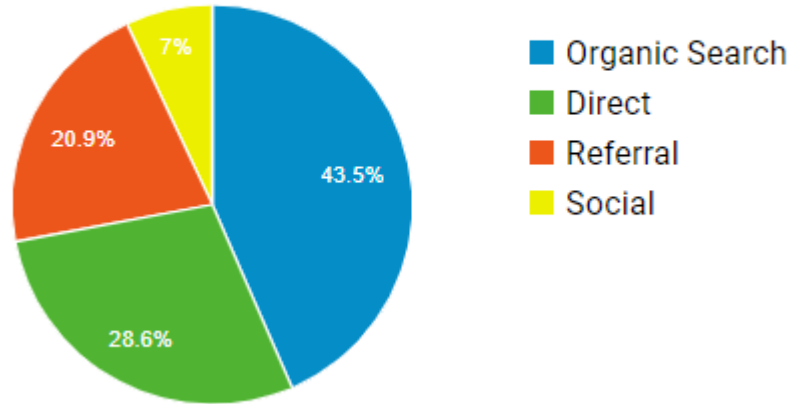
- 1065 likes (119 new likes from 21.1.18)
- 1181 people engaged with our FB page during this quarter

- **3072 total users accessed website**
- 75 Helpdesk forms submitted, 64% completed via mobile/tablet
- 60 users signed up for newsletter
- 46% of traffic to the website comes from mobile or tablet users
- 20% of all website users are returning visitors
- 33% of sessions are users between the age of 25-34

**70% MORE  
USERS THAN  
PREVIOUS  
QUARTER**

## Top Channels

All Users



## Top 10 page views

Homepage	31.54%
Booklets	11.07%
Information for parents	6.01%
Helpdesk	4.50%
newsletters	3.85%
About IPS	3.29%
Autumn Newsletter	2.90%
IPS training	2.62%
Advice Clinic	2.35%
Useful contacts	2.26%

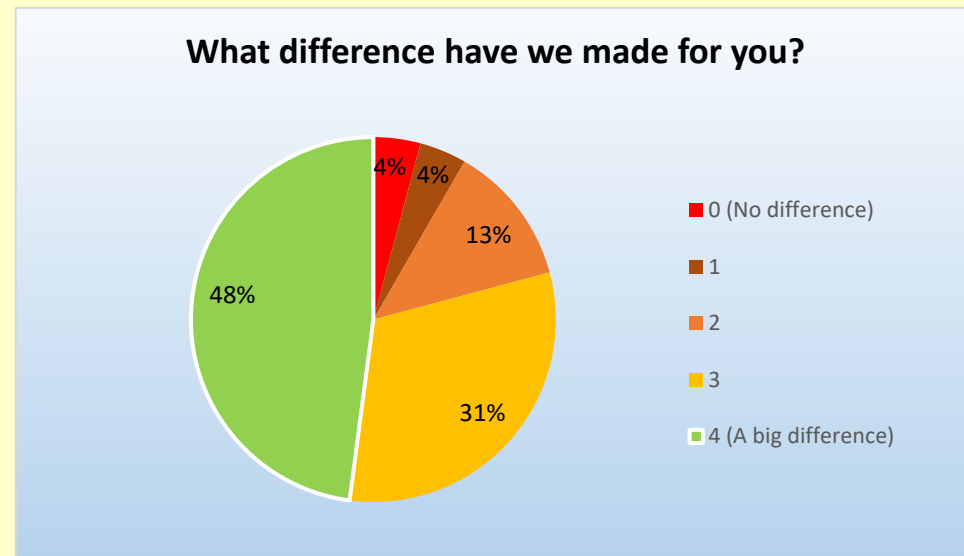
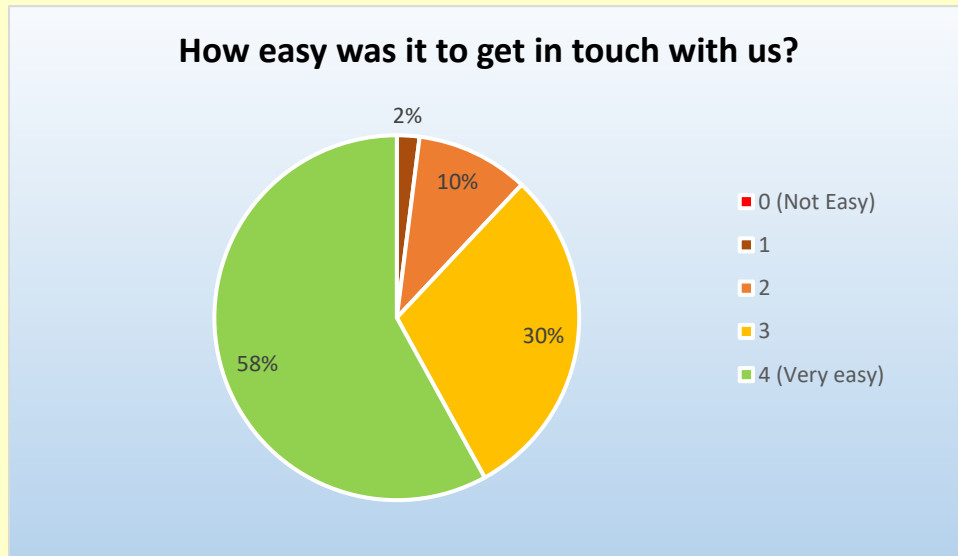
# Evaluations



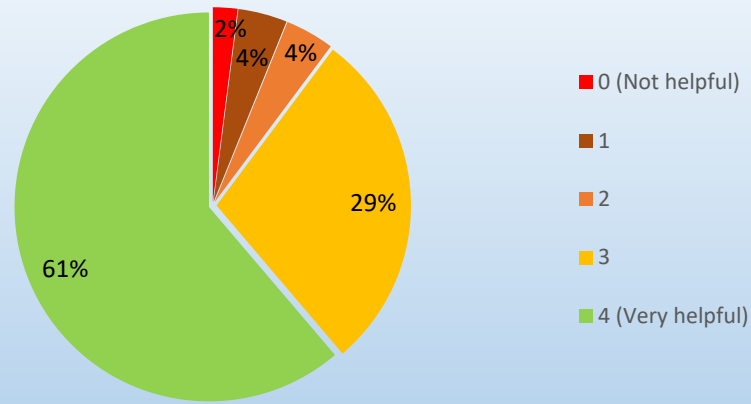
Evaluation sent period	Return rate
July - September	3%
Oct - December	21%

New evaluation process started **1<sup>st</sup> October** – Combined 6 evaluations into 2 smart surveys. Follow up process in place.

Since the new process has taken effect there has been a **18% increase in returns**

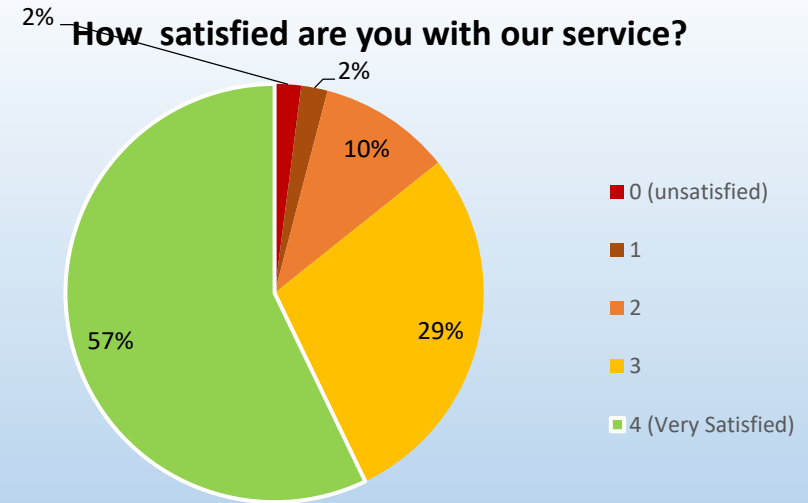


### How helpful was the information, advice and support we gave you?



I don't know where I would be without the advice of your team - there are so many unknowns trying to navigate the EHCP application process and SEN provision in general, so having an expert to check in with at each stage has made such a huge difference to me. I am extremely grateful for all the help I have received - thank you!

### How satisfied are you with our service?



I received great service, from calling first and speaking to the receptionist who was very friendly and understood my query which was great. Whilst waiting for my call back, I called and spoke to her again as I thought I had answered my query through websites and talking to other Mums but I still received a call confirming what I thought was correct and found it very reassuring. An advisor called me a couple of times to confirm this but unfortunately I was working when she called but her message she left was very clear leaving me very satisfied and reassured. The service I received was excellent and I wouldn't hesitate to use it again.