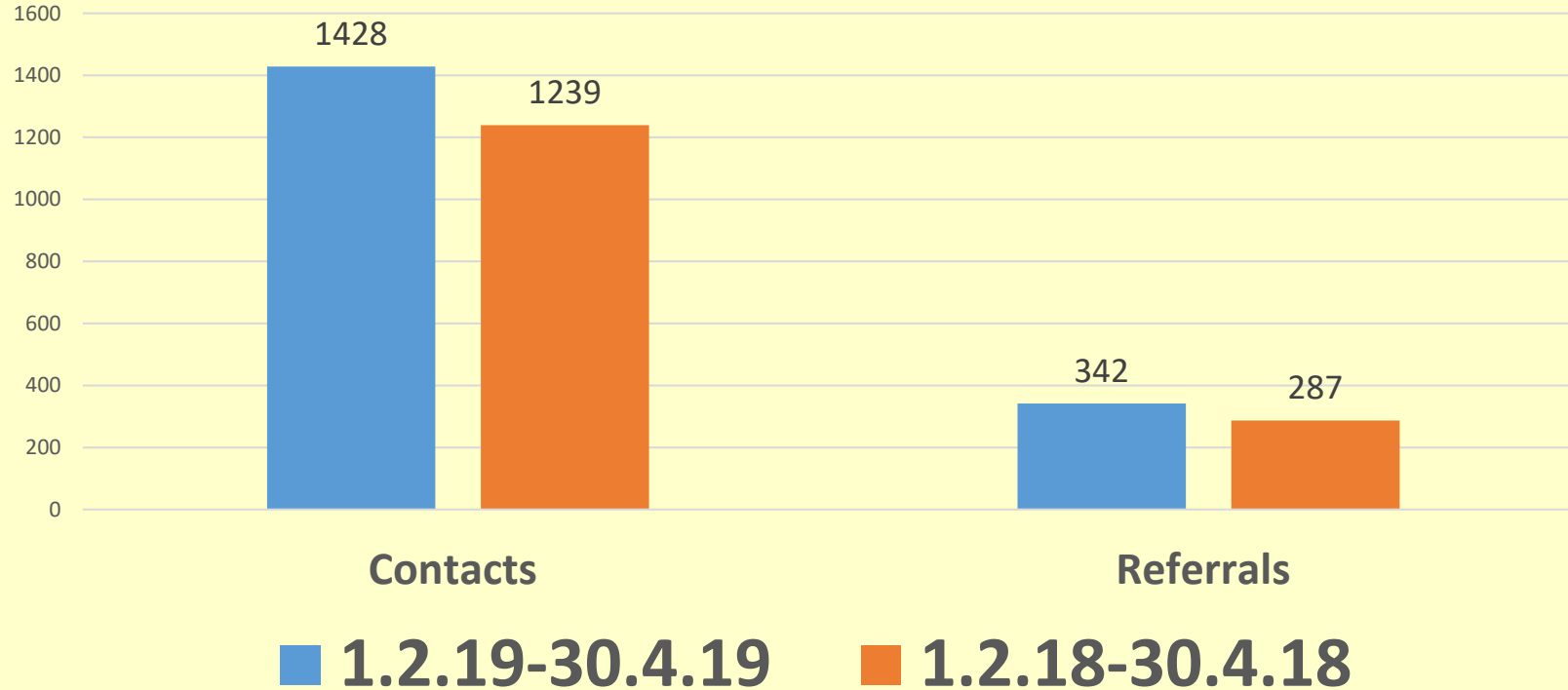


SENDIASS Statistics

Quarterly report – 1st February – 30th April 2019

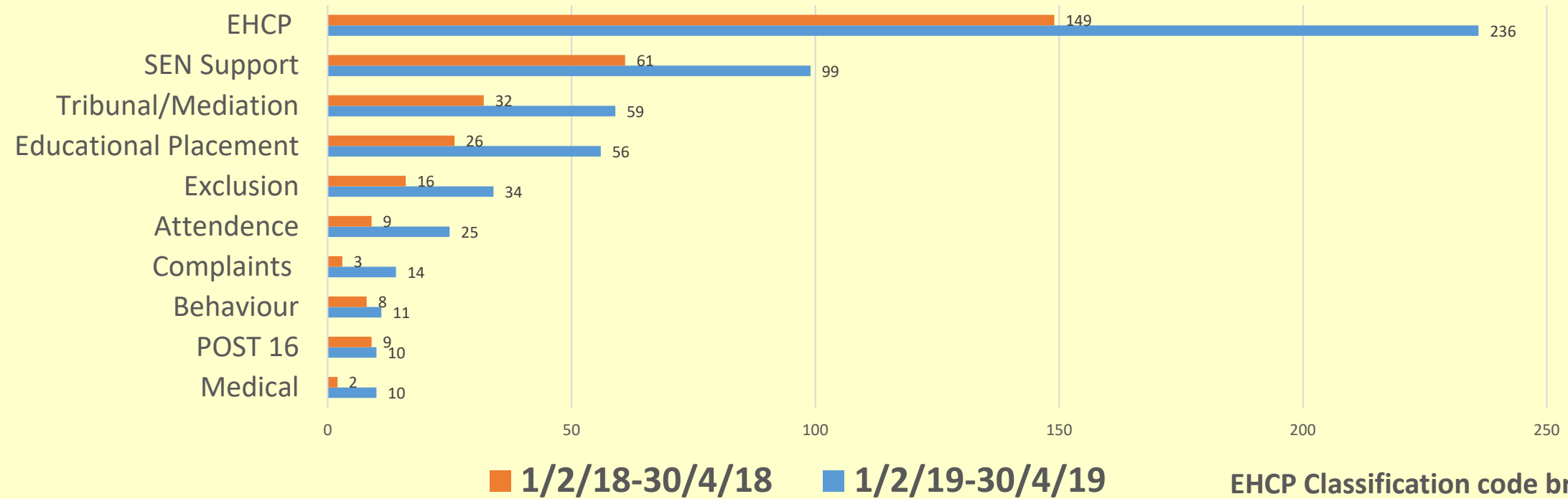


- 189 extra contacts
- 55 extra referrals

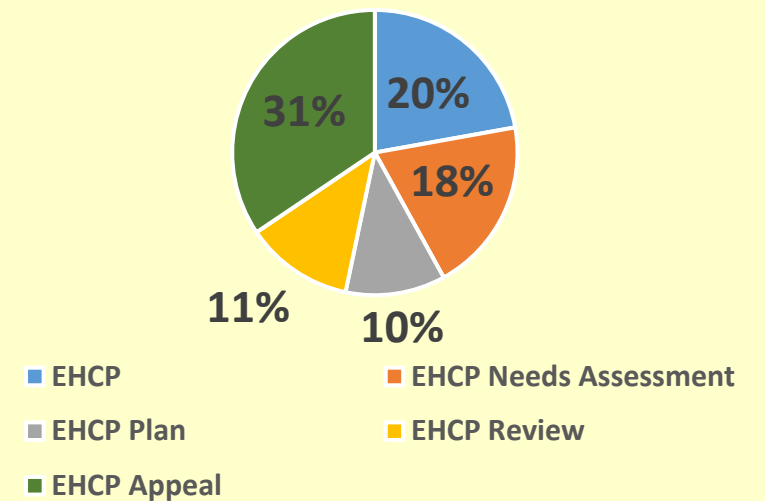
There has been a **15% increase** in contacts **20% increase** in new referrals against the same quarter in 2018

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

Top 10 Referrals by classification code



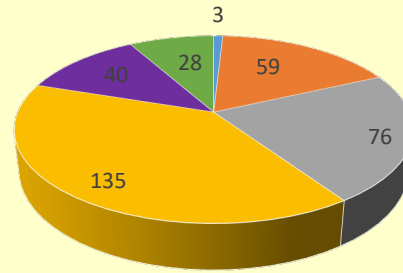
EHCP Classification code broken down



In comparing this quarter the same period last year there has been a 58% increase in EHCP referrals. SEN Support increased this year by 62%, Tribunal/mediation increased by 84% and exclusion referrals has more than doubled.

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 1.2.19 – 30.4.19



Assigned to IPS

Enabled To Be Part Of Process

Enabled To Move Forward

IAS Needs Met

Signposted

No Outcome As Yet

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.

Waiting times

We are currently unable to provide accurate statistics around wait times. A new process is in place to enable us to pull statistics around each stage of a referral. We inform service users at first point of contact that an advisor will aim to reply within 3 working days. This is only possible when we are at full capacity and currently this will limit the amount of other services we can offer. During peak times our wait time can considerably increase.



Top 8 Referrals recorded against school

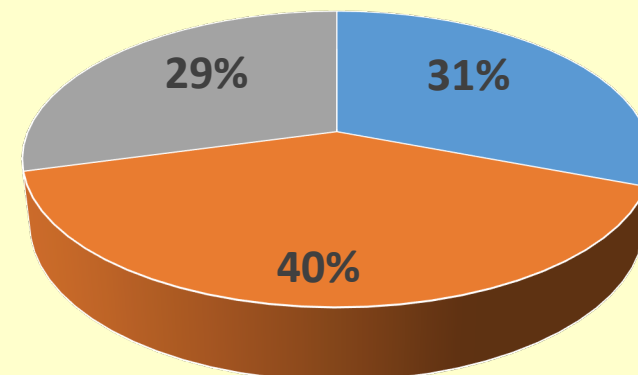
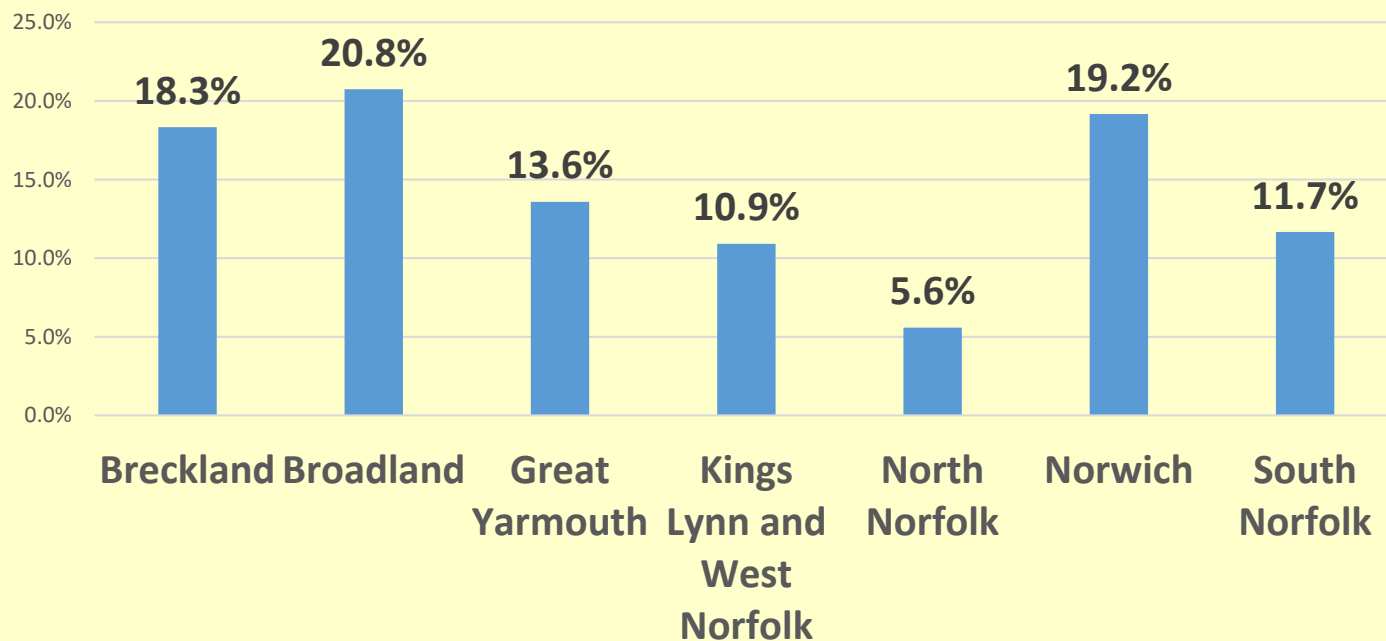


Bishop's Primary School	2.29%
Home Education	1.91%
none	1.91%
nursery	1.91%
Out of school	1.91%
Costessey Junior School	1.53%
Hellesdon High School	1.53%
North Walsham High School	1.53%

We had 79 recorded with unknown school. These are anonymous referrals.

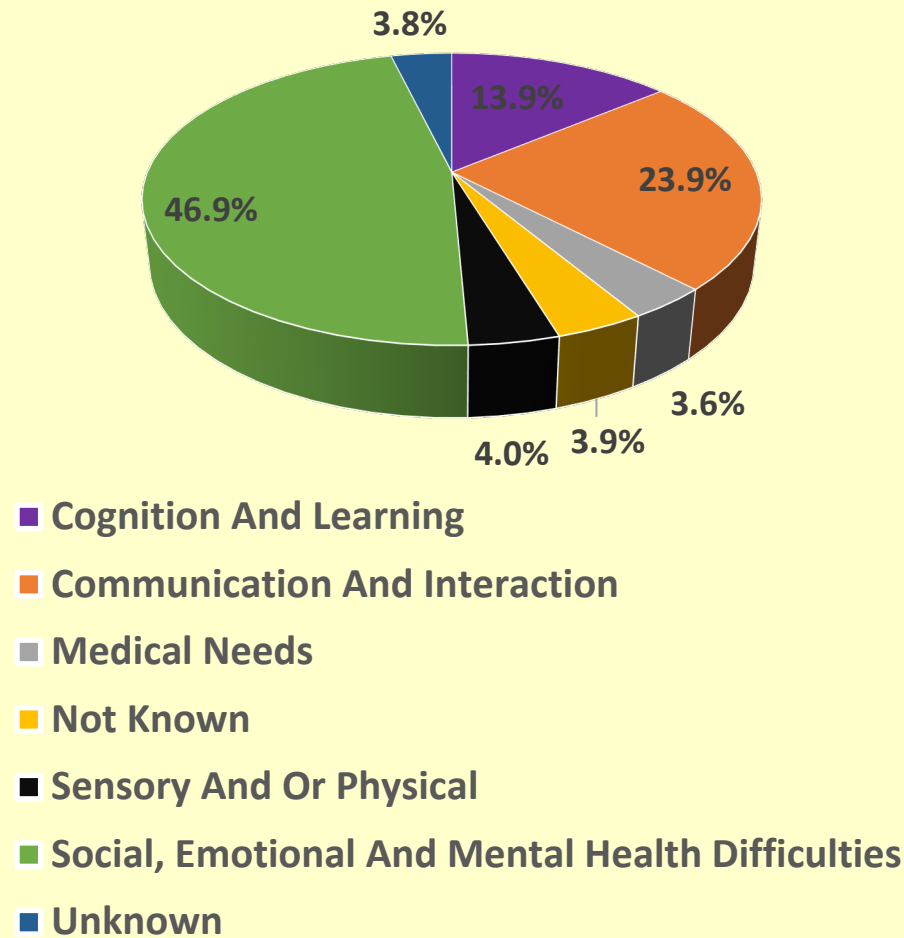
Contacts by district – District recorded against the student record. Total contacts for the quarter is 1428. 228 contacts had no district recorded as postcode is either incorrect or missing on record.

Contacts by district - not including those recorded as unknown



■ city and south ■ North and east ■ west and breck

General category of need by contacts during quarter



Top 10 main disabilities recorded against contacts during period

Autistic Spectrum Disorder	29.1%
ADD/ADHD	15.7%
Mental Health	8.6%
Unknown	6.2%
Learning Difficulty	6.0%
Dyslexia	5.7%
Pathological Demand Avoidance	5.0%
Not Known	4.0%
Asperger Syndrome	3.2%
Neurological Development Disorder	2.7%

WEBSITE/FACEBOOK

1st February to 30th April 2019

facebook

- 59 extra likes during period total of 1135 likes

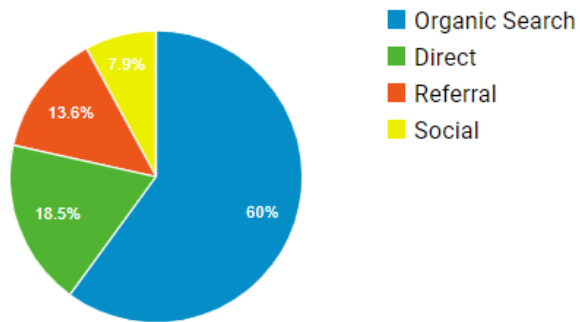
- **3043 total users accessed website**
- 61 Helpdesk forms submitted
- 15 users signed up for newsletter
- 910 people downloaded documents or accessed an external link
- 46% of traffic to the website comes from mobile or tablet users
- 78.3% of all website users are new visitors
- 33% of sessions are users between the age of 25-34
- Top 3 booklets downloaded
 1. EHCP Writing your views
 2. SEN Support
 3. EHCP Needs assessment

**37% MORE WEBSITE
USERS THAN
PREVIOUS QUARTER**

Top 10 page views

Homepage	30.96%
Booklets	9.50%
Information for parents	5.91%
Helpdesk	4.19%
newsletters	3.76%
Spring newsletter	3.19%
Training sessions	2.61%
Meet the team	2.45%
FAQ	2.25%
Useful Contacts	2.20%

Top Channels



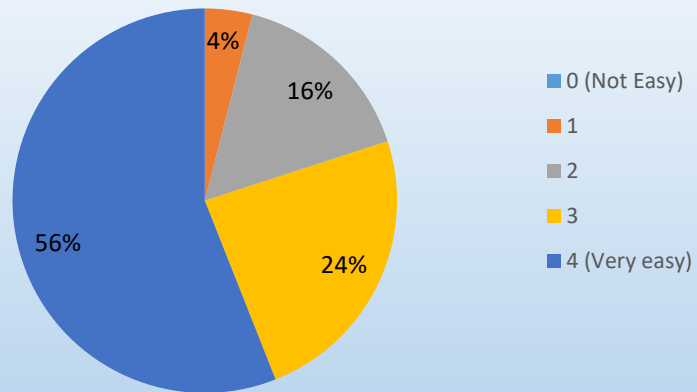
Helpline and IPS Evaluations



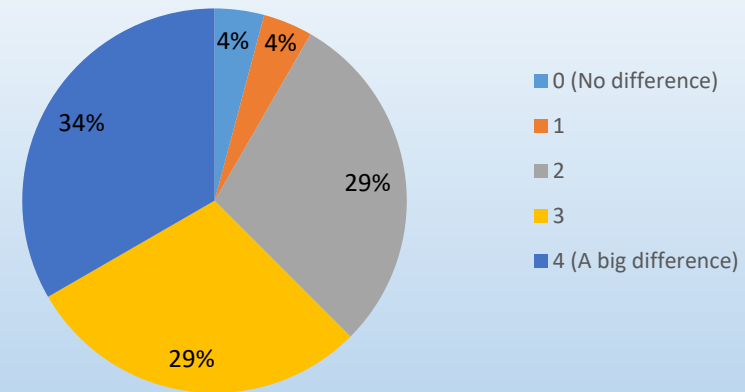
Evaluation sent period	Return rate
July - September	3%
Oct - December	21%
January – April	13%

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

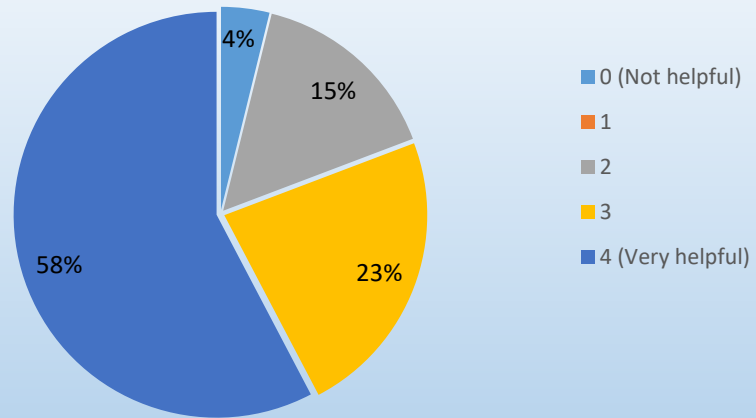
How easy was it to get in touch with us?



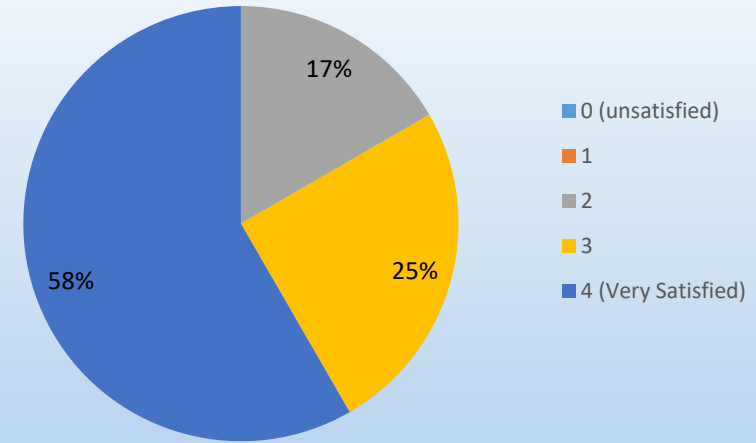
What difference have we made for you?



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



How satisfied are you with our service?



SENDIASS made a real effort to get hold of me, leaving a message when I couldn't answer the phone and by arranging a mutually convenient time. The woman really listened and was sympathetic which I really appreciated

I believe that it is only through your advice that we've been able to get an EHCP which truly reflects our daughter's needs

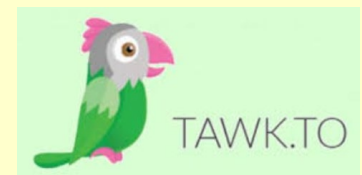
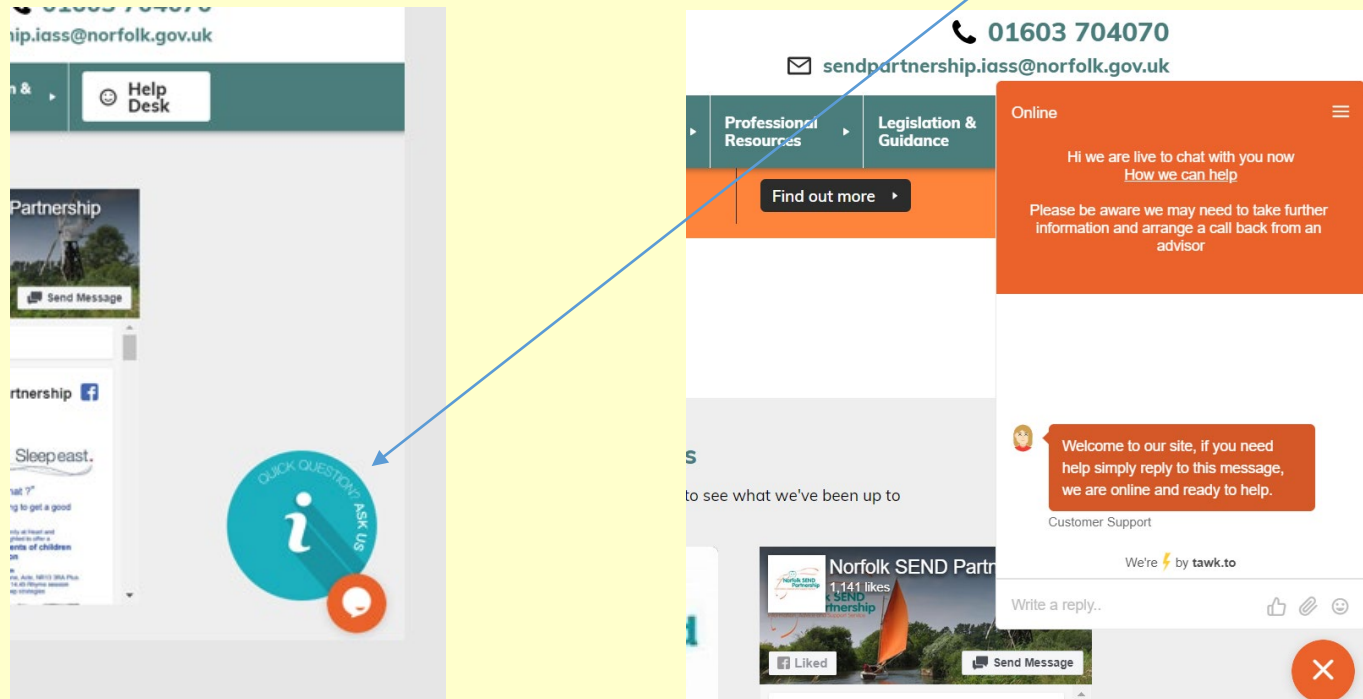
The advice and help we got helped our daughter get reinstated in her school after a permanent expulsion .

Website Live Chat – 1 month pilot

We have added a Tawk2 live chat function to our website. We need to consider how this could work and review our options. We have been using this infrequently over the past month, currently this has been business support delivering the same level 1 advice that would be given at first point of contact on the helpdesk.

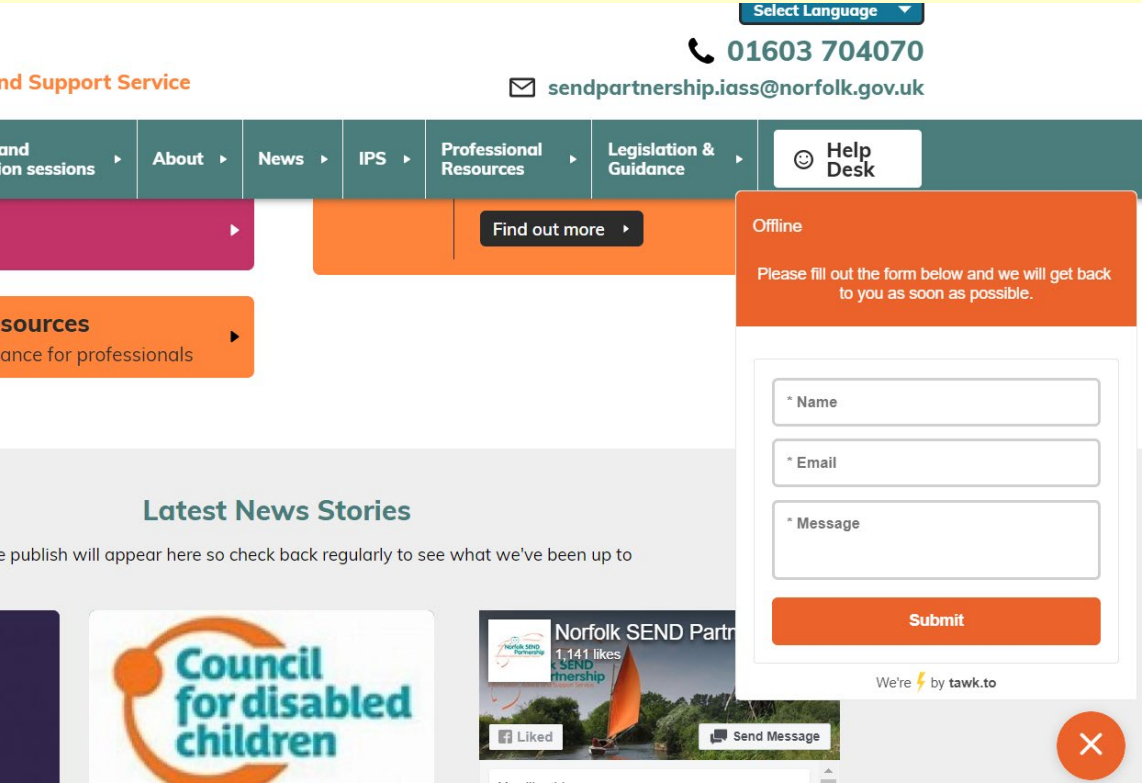
How does it work?

When a member of staff is logged in to the account (online) it allows people to select the 'i' box and ask a direct question. This will then alert the person logged in with a ring tone and they can have an online conversation.



What happens if no member of staff is logged in (offline)?

If no staff member has logged in then front the website the chat button will be seen as a messaging function, allowing the person to send a direct message which we will respond to the same way as a website request form.



Options –

1. Business support log in every day and delivery basic advice and signpost as necessary
2. Advisors log in and deliver the advice, directing on to the helpdesk where appropriate (more complex information)

Things to consider -

- Impact on wait times and the helpdesk (short and long term) –

Those that request support on the helpdesk will have a standard 3 day wait against an instant response from the live chat. What is the impact long term?

- Work load for staff/training and capabilities

Staff being capable to deliver this fast response method in a timely and accurate manor.

- Additional statistics/recording of information and Crossdata

How will we record this information? additional stats can be exported from Tawk2. We can monitor the traffic through the website and direct and signpost individual users more specifically.

- Types of users

More user friendly for young people and those that find a telephone conversation difficult

