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**Barnardo’s WESAIL Annual Report**

**2020-21**

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| Total number of duty calls dealt with | 923 (increase of 16% from 2019-20) |
| Of the above number of calls from professionals | 303 (135% increase from 2019-20) |
| Of the above number of calls from parents/carers | 620 (5% increase from 2019-20) |
| Total number of new referrals | 204 |
| Number of cases allocated | 184 |
| Total number of closed cases | 254 |
| Total number of cases opening at level 2 | 24 |
| Total number of cases opening at level 3 | 137 |
| Total Number of cases opening at level 4 | 23 |
| Total cases worked with via caseworker throughout year (including cases carried forward from 2020-21) | 368 |

**Duty Line (Level 1) –**

Service has continued to provide a duty line throughout the year and during Covid also promoted use of email inbox as another source for families to ask questions and gain advice and support. The total number of calls for advice and support (Level 1 cases) has increased by 16% from the previous year. We have seen the use of the email inbox increase and been successful for offering information, advice and guidance quickly as items can be attached etc.

Parents continue to be the highest caller, however a major increase of 135% from 2019-20 from professionals calling in has been significant.

ASD continues to be the highest disability issue for the child/young person. The highest issues have been around: covid related issues, behaviour challenges at home – seen more due to pandemic, feeling of lack of support/communication from schools, and emotional wellbeing (self-harm). Many concerns for families around transitioning back into settings, social distancing, will needs be met as they were before Covid, services not being able to deliver as before e.g. ASD pathways, portage, short breaks etc.

Many callers (both via phone and email) are dealt with there and then by providing early support which includes explaining local arrangements, services and provision along with signposting. For those requiring further support from us (i.e. are classed as level 2,3 or 4 cases) they are placed onto the allocation list to await a caseworker

**Caseworker (level 2, 3 or 4) –**

368 cases were worked with on a 1:1 basis at level 2, 3 or 4 during 2020-21 the below breaks down these cases –

Of the 204 new cases that came in during 2021-21 -

Q1 13% of total referrals

Q2 27% of total referrals

Q3 37% of total referrals

Q4 23% of total referrals

The below graphs are for all 368 cases worked with –

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| --- | --- |
| REASON FOR REFERRAL |  |
| ADHD pre & post diagnosis | 6.0% |
| ASD pre & post diagnosis | 23.1% |
| Benefits, grant or financial support | 9.5% |
| Child mental health (self-harm, suicidal feelings) | 0.3% |
| Concern over provision in EHCP | 0.8% |
| Concern over specificity of EHCP | 0.3% |
| Concern/queeries over SEN provision in school/setting | 0.3% |
| Early support ( signposting & general info such as LO in ) | 0.3% |
| EHCP Issues | 9.2% |
| Enquiry and advice re school support and practice | 0.3% |
| Enquiry re school meeting | 0.8% |
| General information advice & support | 12.2% |
| Health Issue (excluding key worker sessions) | 1.9% |
| Issues with education | 31.5% |
| Issues with LA/Social Care | 0.3% |
| LA refusal to carry out education, health & care assessment | 0.3% |
| Local education provision | 0.3% |
| Local health care provision | 0.3% |
| Mediation & dispute resolution | 0.3% |
| Other | 0.3% |
| School Exclusions | 0.5% |
| Signposted to other support services | 0.5% |
| Support through EHCP process | 0.3% |
| Support with appeal to SENDIST | 0.3% |
| Transition | 0.3% |

The parent was primarily the referrer, White British being the highest ethnicity, ASD highest disability, issues with education largest reason for referral, majority of referrals for male child and WF10 highest postcode area. This is consistent with figures from the previous year.

**Interventions –**

Below are some examples of type of interventions delivered -

* Taken part in Team around the School meetings
* Attendance at virtual annual reviews and variety of SEND meetings
* Supported completion of DLA’s and “My time” applications
* Face to face support for critical need e.g. families in crisis; permanent exclusion risks; hearing impaired families; parents with anxiety
* Attendance at a range of professionals meetings including delivery of service information to raise awareness

**Workshops**

The first part of the year impacted the workshops due to the restrictions put in place and the workshop coordinator being on long term sick. Restrictions continued to cause issues, but the major impact was due to the workshop coordinator leaving the service. Recruitment was tried and it is only on the third time we hope to have been successful in that an offer has been made but is subject to references and DBS.

The service has delivered 2 SIBLING virtual workshops successfully for CYP who have a brother or sister with ASD and/or ADHD some feedback from the CYP below-

I learnt how my brother sees the world.

It was good to see that other people are going through the same things and I am not alone.

I learnt about “sensitive senses” and that sometimes they can lead to my sister having a meltdown. It explained her actions a lot.

I learnt not to ignore my feelings but to deal with them and let them out.

We also received the following feedback from young people’s parents/carers via email, as follows:

*(Names child)* has found it really useful and enjoyed the session last night. Thanks again for the support. It has been really appreciated.

I would like to thank you for this course. *(Names child)* has really found it useful and could identify with what others were saying. Very much appreciated.

We also had an IPAD creative session workshop as part of a virtual coffee morning and a distance learning training package developed for professionals around ASD – this has been added to relevant training section on new service website where further packages will be added plans in place for Introduction to ASD for families and Play in the Early Years similar style packages. We are liaising with partners to have further guest speaks attached to coffee mornings, deliver training packages virtually or pre recorded on themes such as – sleep, top tips for; attending meetings and annual reviews, EHCP processes, preparation for adulthood, CAMHs/what is SPA, exclusions, gaining the voice of the child, emotional wellbeing/resilience etc.

**Local Offer (inc newsletter)**

Below gives an brief overview however for further details please see Local Offer Annual Report on link below –

[Local Offer Annual Report](https://wakefield.mylocaloffer.org/s4s/WhereILive/Council?pageId=5546)

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| **Number of:** | **Annual** |
| Number of LO likes on Facebook | 3807 |
| Number of visits to LO website | 36,821 |
| Number of new users accessing LO | 27,311 |
| Number of LO page views | 96,008 |
| % of users returning visitor | Average 36% |
| Newsletter produced in quarter? | 3 |

The local offer has continued to be utilised by staff, professionals, and families as a source of information and advice, the service welcomed a new Local Offer lead in the summer so for several months was unmanned but the team manager and CSM maintained the site during this time. The new Local Offer lead has made great progressed especially considering she started during the pandemic! A new dedicated Covid page was added to the site and regular updates and posts added.

The Facebook site has provided regular posts etc and throughout the year has had an increase in followers of 12%, had 3807 likes (63% increase from previous year). Some of the most popular posts on the Facebook site during the year have been; Barnardo’s Yr 6 transition booklet reaching 2800, updates on EHCP guidelines reaching 1400, complex care needs team updates reaching 929 and Help at the Hub post reaching 980.

The Local Offer Website has had over 90,000 page views and 1691 increase of new users.

Service users asked about the LO site at closure reported a 350% increase in accessing the WESAIL section on the LO site.

We have sent out 3 newsletters which have all had good feedback – we sent a lot more electronically over the year due to Covid and wanting to reduce risk of transmission via post.

The Local Offer Together (LOT) meetings have been held successfully in virtual form and now includes auditing of the website as a standard agenda item. The membership of the LOP has increased.

**Feedback and other events**

**Coffee mornings** – 3 delivered giving parents/carers the chance to meet each other, the team and other professionals. This has given them the opportunity to share experiences through lockdown and get advice and support.

**Young People’s work –**

Consultations –

Consulted with the SEND Youth Groups in regards to what they would like us to do in schools to raise awareness of, and access to, our service amongst young people. This consultation fed into the planning and delivering of schools work started later in the year.

As part of the Wakefield SEND Strategy consultation we consulted with 18 YP on the 7 key areas we ensured the wording was designed to be CYP friendly to gain their voice effectively. This was all fed back to Karen Walker.

Easy read factsheets – created on; Young Peoples Advisory Group; What is SENDIASS and an easy read closures leaflet is now in use. Also developed a leaflet around the voice of the child for professionals explaining the importance of ensuring that children and young people with SEND’s voices are heard in matters that affect them and gives them ideas on how to facilitate this.

Advisory Group – group set up due to Covid all sessions have been virtual however the YP involved have said they prefer this method so it may well continue to run like this. The group have named themselves ‘Kids Squad’. The group have now met four times and are working well together they have already worked on producing a template for wishes and feelings of the CYP to be used by the service and future plans include; working on the service website CYP section, writing an article for the next LO newsletter and working with the CCG on a leaflet they have developed for C&YP around the ASD pathway.

Schools work –

Work firstly piloted with a high school and primary school in the district – delivered assemblies virtually. Due to Covid no further work took place in the primary school but the high school took up further work for us to deliver sessions to a selected group of their pupils with SEND in each year group on; anger management, confidence and self esteem and anxiety and stress. 19 young people completed these sessions.

Feedback from the sessions from both young people and staff has been excellent. Key points from young people to note are as follows:

**88%** of young people said that they felt more confident at the end of the Confidence and Self-Esteem sessions

**88%** of young people said that they had ideas for how to let their anger out safely at the end of the Anger Management session.

**Coffee mornings –**

**75%** of young people said that they had ideas for how to feel better if they are anxious or stressed at the end of the Anxiety and Stress sessions.

Feedback from staff included:

“This is all AWESOME and incredible – what a way to start”

*(Jane Ball after hearing feedback from young people at the Confidence and Self Esteem session on 26-01-21)*

“Just been in with the WESAIL lot – oh my goodness it is brilliant Jane. The kids are so engaged! Talking about anger management and they are FULL of ideas. So proud”

*(Email from Head of Year 9 to Jane after the Anger Management session on 04-02-21)*

Delivered 3 virtually and included one where got a speaker in to do session on using IPADs creatively with CYP with SEND

Planning meetings/discussions with Wakefield College and Outwood Academies Trust for further schools work for 2021-22 taken place.

**Closure questions** –

For all cases worked with they are contacted after closure and asked 6 questions for all of these the majority score is always the highest option. We received 100 responses to these questions over the year.

**Q1. How easy was it to get in touch with us?**

Percentage response

Score

**Q2. How helpful was the information, advice and support we gave you?**

Percentage response

Score

**Q3. How neutral, fair and unbiased do you think we were?**

Percentage response

Score

**Q4. What difference do you think our information, advice or support has made for you?**

Percentage response

Score

**Q5. Overall, how satisfied are you with the service we gave?**

Percentage response

Score

**Q6. How likely is it that you would recommend the service to others?**

Percentage response

Score

**Staffing**

Due to the pandemic we didn’t take on any students this year and we put a hold on volunteer recruitment.

The service has been impacted on due to staff changes –

The workshop coordinator leaving late summer and having tried 2 times we were unsuccessful we have recently tried again and an offer has been made subject to references and DBS.

We also lost a full time SENDIASS caseworker in October which obviously had a big impact on capacity we were successful in replacing but the new worker didn’t start until Feb and is still in her induction period.

Despite the above the waiting list actually is similar to the previous year when we did have the full staffing cohort for SENDIASS.

We were also successful in gaining additional money via the CCG and involved working alongside KIDs on the WASP project we received money to increase our duty capacity and a worker started late summer.

**Strengths of the service & successes**

* Successful social media usage
* Very positive feedback received via IASSN
* Successful application for the continued IASP money from CDC
* Use of Barnardo’s Young People’s Grant to fund various items
* New SENDIASS website created
* Young People’s Advisory Group set up
* Schools work
* Training package created for professionals around ASD
* Continued to deliver events such as coffee mornings, attend meetings and engage with parents/carers and professionals despite the restriction we face by doing things differently such as using virtual methods
* Increase in casework and calls handled despite reduction in staffing

Strengths of the service

* Large volume of repeat service users due to successes
* Well established team who are committed, hard-working and united through passion with a wealth of diverse experience including health & education backgrounds
* Ability to manage change and overcome staffing challenges
* Open 51 weeks of the year with no pause in service
* Visual strong online presence
* Service is well known across the district with a good reputation
* Holding both the Local offer contract and SENDIASSS allows for better promotion of both services
* Linking in with the Barnardo’s CAPS service who support C&YP with advocacy – we have seen cases over this last year that have been successful joint worked ensuring the needs for both the parent/carer and the CYP are met effectively.

**Challenges/concerns/what can we improve**

* Capacity - the demand is ever increasing yet the capacity within the team remains the same and at times has been reduced due to gaps in staffing.
* Key issues for families remain fairly similar in terms of communication issues, provision capacity, reasonable adjustments, emotional wellbeing.
* Continued concerns on the impact Covid will have for the families – raised anxieties, delays to assessment procedures etc. Plus what we the next 12 months look like – is winter going to bring issues again?
* The LD nurse element of the contract – still no real clarity on how this fits as part of our contract and issues around the capacity of the clinics due to staffing issues.
* A lack of behaviour support for families in the district and many families and professionals coming to us when this is not in our remit.
* A lack of returned evaluations from distance learning packages available. Once the new worker is in post, we will have a new system for this (see below).

**Development opportunities & Future plans –**

What have we learnt from the pandemic year is being incorporated into our future plans.

* Applying for the Tender
* Workshops –to be created into a 3 element system –face to face; distance learning packages (DLP) and virtual. This will provide a better scope for families to attend. Introduce a “peek” version of DLP workshops so only some content can be seen online and families need to contact new coordinator for the full pack. They will need to complete a pre-evaluation to receive pack and will be chased after if post-evaluation not returned
* Coffee mornings will continue to have guest speakers involved and will develop into SENDIASS clinic element
* Blended meetings will become common practice such as for the LOT; steering board; team meetings and can be offered to service users/professionals. This will increase capacity and reduce costs
* Working from home as well as onsite will continue as this has increased staff wellbeing and flexibility for those with caring responsibilities
* To increase the offer for Early Years specific workshops to support early intervention and identification of needs
* Deliver a law and local policy event
* Increase accessibility via the use of online videos
* Continue conversion to & use of “Easy Read” format