



York
SENDIASS
Information, Advice and Support Service

York SENDIASS Annual Report 2024-2025



CONTENTS

Introduction

Introduction	1
Staffing structure	4
SENDIASS Duties	5
SENDIASS National Minimum Standards	5
Commissioning, governance and management arrangements	5
Strategic Functions	8
Operational Functions	9
Professional development/ training for staff	11
National Intervention levels	12
How intervention levels present in York	15

Referrals into this service

How referrals come to York SENDIASS	16
The top 5 referrals in percentages	17
Analysis of top 5 referrals	18

York SENDIASS

Changes within this service	24
-----------------------------------	----

CONTENTS

Data

Referrals by primary need	27
Referrals by Year group	29
Health pathways	30
SEN/Statutory referral overview	33
Top 3 referral reasons	34

Social Media

Facebook information	36
Service user feedback	37

Conclusions

Summing up the year	38
---------------------------	----

Introduction

Each Local Authority in England must have a SENDIAS Service. SENDIASS stands for Special Educational Needs and Disabilities Information, Advice and Support Service. It may be commissioned outside of the local authority or remain in-house. Within the Humber and Yorkshire region 12 services are in house and 2 are outsourced. York SENDIASS is an in-house service.

Information Advice and Support Services (IASS) must provide free impartial, confidential and information, advice and support about education, health and social care for children, young people and their parent carers on matters relating to special educational needs and disability (0-25). SENDIASS promote independence and self-advocacy for children, young people and parent carers. Chapter 2 of the SEND Code of Practice sets out the role and duties of an IASS service. York SENDIASS is jointly commissioned to provide the Information, Advice and Support Service which is a statutory requirement for the City of York Local Authority and the NHS Foundation Trust and Integrated Care Board as outlined in Chapter Two of the SEND Code of Practice 2015

Our vision

To provide a high quality, accessible, impartial and confidential SEND service. We aim to empower children, young people and their parents/carers to play an active and informed role in their child's education and in the preparation for adult life. Supporting good partnership working, we will encourage service users and professionals to work closely together, to keep the children and young people at the centre of all planning. Our overall aim is to be ambitious for all who refer to our service to empower them with the information needed to achieve the best possible outcomes.





About York SENDIASS

YORK SENDIASS has one full time manager and one full time and one part time (0.8) case officers. We provide information, advice and support on matters relating to Special Educational Needs and relevant law for children, young people and parents/carers. Information and advice is available for professionals with consent or as general referrals. All SENDIASS must have IPSEA Level 3 legal based training which includes appeals, mediations and Tribunals. The team have additional training through IPSEA, Council for Disabled Children and the Information. Advice, Support Service Network (IASSN). SENDIASS provide Information, Advice and Support through the Education, Health and Care plan, Annual Review, school exclusions and the SENDIST Tribunal process, and may include attendance at school appeals, mediations and Tribunal hearings. The manager participates in strategic meetings across the Local Authority and other appropriate services. All SENDIASS Officers provide Information, Advice and Support at IASN Level 1-4 as directed by the National IASS network.

IASS has 20 National Minimum Standards 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 (National IAS).

IASS National Minimum Standards (NMS)

1. Commissioning, governance and management arrangements

Under part 3 of the Children and Families Act 2014, Local Authorities are statutorily required to provide free impartial, confidential, and accurate information, advice and support about education, health and social for children, young people and their parents relating to special educational needs and disability.

Primary legislation is contained within Part 3 of the Children and Families Act 2014 - Sections 19(c), 26(3), 32 and 49. Relevant regulations are the SEND Regulations 2014 and the SEN (Personal Budgets) regulations 2014.

Chapter 2 of the SEND Code 0-25 focuses on the duty to provide information, advice and support to children, their parents, and young people with SEN or disabilities. The Code sets out most of the detail of what the law requires with regard to how services should be commissioned and describes the kind of service that should be provided.

SEND Code of Practice: 0 to 25 years - January 2015

I

In April 2022 the CCG (Clinical Commissioning Board) changed to become the ICB (Integrated Care Board), please see NHS England, Special educational needs and disability (SEND) which previously states. A CCG will want to consider with its LA how real-time advice can be accessed by young people and their families. A single point of access for information on 5 services, or on the EHC process, even if organised by the LA, must be supported by the CCG. Alternatively, the CCG should ensure that their own information, advice and support provision connects with that provided by the LA.

In line with other aspects of an ICB's role, it is useful to provide proactive information on SEND, via leaflets and outreach in key settings. This is essential in settings such as special schools, SEND central, and outpatient departments.

Monitoring the volume and content of requests for advice or of complaints is an important indication for a ICB of key issues or pressures, and the efficacy of the ICB role.

1.1 Jointly commissioned by education, health and social care with a formal agreement to ensure NMS are continued and the service is stable.

York SENDIASS is joint funded but to maintain these current staffing levels of 2.8 this would need to be continued with a written agreement and does not allow for increases in service demand.

National Minimum Standards are based on requirements relating to support that SENDIASS must provide, (SENDIASS National Network)

1.2 The IASS is designed and commissioned with children, young people and parents, and has the capacity and resources to meet these Minimum Standards and local need.

Parents, carers and young people have participated in developing York SENDIASS and continue to do so. Capacity and resources are currently under review in regards to joint funding, but currently the commissioning maintains the staffing level to ensure this service can offer the National Minimum Standards (NMS).

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.

York SENDIASS now has a helpline that connects a telephone answering service, email and website referrals forms was established in February 2025.

1.4 There is a dedicated and ring-fenced budget held and managed by an IAS service manager located within an IASS.

This is in place within York SENDIASS.

1.5 The IASS is, and is seen by service users to be, an arm's length, confidential, dedicated and easily identifiable service, separate from the LA, Clinical Commissioning Group and/or host organisation

Easily identifiable since January 2025 and separate from all other services. Feedback since October 2025 to current day shows both parents, carers, young people and professionals use this service as it is impartial.

National minimum standards

1. Commissioning, governance and management arrangements

1.6 LA and IASS ensure that potential service users, Head teachers, FE principals, SENCos, SEND Teams, children's and adult social care, health commissioners and providers are made aware of the IASS, its remit and who the service is for.

This is being achieved by full attendance at the SENDCo networks, participating in strategic meetings across disciplines and in the Summer term the role of SENDIASS shall be offered to all professionals as a training session.

1.7 / 1.8 The Governance arrangements outline a clear management structure, encompassing a strategic manager within the IASS and a steering group or advisory body which includes representatives from service user groups and key stakeholders from education, social care and health. IASS has a development plan reviewed annually with a steering group .

The steering group is planned to meet in Summer 2026 with young people currently being consulted to how they might wish to participate. This steering group has been absent for appropriately 3 years and there are several major service developments within York SENDIASS that need a body to advise on specific targets and goals.

National Minimum Standards

2. Strategic functions

2.1 Each IASS has a manager based solely within the service, without additional LA/CCG or host body roles. They have responsibility for strategic planning, service management and delivery, and quality assurance.

York SENDIASS is compliant as City of York Local Authority ensures this is an armslength job, separated from other responsibilities except mandatory training, performance development and other relevant processes.

2.2 The IASS engages with regional and national strategic planning and training and demonstrates effective working with other IASSs to inform service development.

York SENDIASS is compliant, attending and participating in all National and regional IAS offer.

2.3 The IASS works with local partners, including local parent and young people forums to inform and influence policy and practice in the local area.

York SENDIASS is compliant- links are embedded with York PCF alongside regular meet ups to plan and develop service offers and shared training offers are regularly actioned. Currently SENDIASS is accessing York Youth Forum and the Humber and Yorkshire youth forum, linking since 2026 with other established young people's groups to consider IAS role with the aim of shaping the York SENDIASS offer.

National Minimum Standards

3. Operational functions

3.1 The IASS provides; Impartial information, advice and support (IAS) on the full range of education, health and social care as defined in the SEND Code of Practice to the following service users – a) children b) young people c) parents This support is offered in a range of ways which includes face to face, a telephone helpline, email, website and social media.

Facebook social media was established in January 2025. Resources were developed to promote easier reading and promote understanding in order to empower all referrers, face to face meetings were set up at SEND Central towards the end of September 2025.

3.2 The IASS provides branded information and promotional materials in a range of accessible formats

SENDIASS is continuing to develop alongside advice from young people and parent carers.

3.3 The IASS has a stand-alone service website that is accessible to all service users. The website includes; Contact details of the service, Opening hours. Response times Information on a range of SEND topics. Signposting to other useful groups including parent groups and youth forums and national helplines Signposting to the Local Offer. Key policies.

York SENDIASS is compliant but further development to embed in necessary for 2026

National Minimum Standards

3. Operational functions continued

3.4 The IASS provides advocacy support for individual children, young people, and parents that empowers them to express their views and wishes and helps them to understand and exercise their rights in matters including exclusion, complaints, SEND processes, and SEND appeals.

There are several definitions of advocacy, IASSN define as,

•“ getting support from another person to help you express your views and wishes and help you understand and exercise your rights.”

York SENDIASS uses a number of different mediums to increase the understanding of information in order to promote the views and wishes from sharing information on media, sending adapted resources to individuals and taking time to prepare for appeals or tribunals.

3.5 The IASS provides information, advice and support before, during and following a SEND Tribunal appeal in a range of different ways, dependent on the needs of the parent or young person. This will include representation during the hearing if the parent or young person is unable to do so.

York SENDIASS is compliant and over 2025 have developed resources to support. Which are getting good feedback but there is more needing to be offered to adapt to service users needs for 2026

3.6 The IASS offers training to local education, health and social care professionals, children, young people and parents to increase knowledge of SEND law, guidance, local policy, issues and participation.

York SENDIASS has offers for parent, carers and is currently establishing training for young people and professionals. to begin in 2026.

National Minimum Standards

4 . Professional development and training for staff

4.1 All advice and support providing staff successfully complete all online IPSEA legal training levels within 12 months of joining the service. Volunteers who provide advice and support should complete IPSEAs Level 1 online training within 12 months.

York SENDIASS is compliant. There is a plan to train a small group of volunteers and these must be successful in achieving Level 1 IPSEA training and other mandated courses like safeguarding before completing their induction.

4.2 The service routinely requests feedback from service users and others, and uses this to further develop the work and practices of the service.

York SENDIASS is compliant. Through quarterly feedback we have evaluations that are linked to emails and our website. We also have a QR code that is used and monitored. Feedback is also given when case studies are written up to learn and develop our service.

4.3 All IASS staff and volunteers have ongoing supervision and continuous professional development.

York SENDIASS is compliant with regular 1-1 supervision, ad hoc and peer supervision and professional development being focussed upon to ensure a standardised, well informed service.

Information, Advice, Support Service Network (IASSNN) Intervention Levels

What level 1- 4 mean and how referrals are recorded

Level	Service user need	Support
Level One	Information and advice about SEND matters, such as: • The legal framework • Local SEN processes and procedures • Support groups • Particular special educational needs or disabilities • Funding arrangements • Local services • Web based resources • National organisations	Phone or email support - tailored to the particular circumstance of the service user. Note that the provision of general information about the service - e.g. as part of training, distribution of service leaflets, visits to IASS website - are <u>not</u> included.

Level	Service user need	Support
Level Two	Any or all of Level one plus: • Help to understand or complete documentation • Support in communicating with school, the LA, other services, etc. • Detailed and personalised guidance on following SEND or exclusion procedures • Assistance in accessing services	Any or all of Level one plus: • Phone or email support over a period of time • Research and provision of specialised advice and information • Home visit by IASS or office visit by service user • Provision of support at/for meeting • Liaison with other agencies

National Intervention Levels

Levels 3 and 4 mean offering support by SENDIASS

Level	Service user need	Support
Level Three	<i>Any or all of Level one and two plus:</i> - Detailed and continuing assistance and guidance with statutory processes - Complex, multi-agency needs - Assistance in overcoming serious breakdown in communications with school/LA/other services - Requires intensive support due to personal circumstance (e.g. low literacy levels, learning or sensory difficulties, English as a second language).	<i>Any or all of Level one and two plus:</i> - Provision of support at/for a series of meetings over a period of months - Ongoing support and guidance through statutory processes (EHC needs assessment, disagreement resolution, mediation etc.) - Assistance with preparation for an exclusion appeal and support at the appeal meeting - IASS undertakes key working role with other agencies

Training delivered from SENDIASS has been included as Level 3 and recorded since 2020.

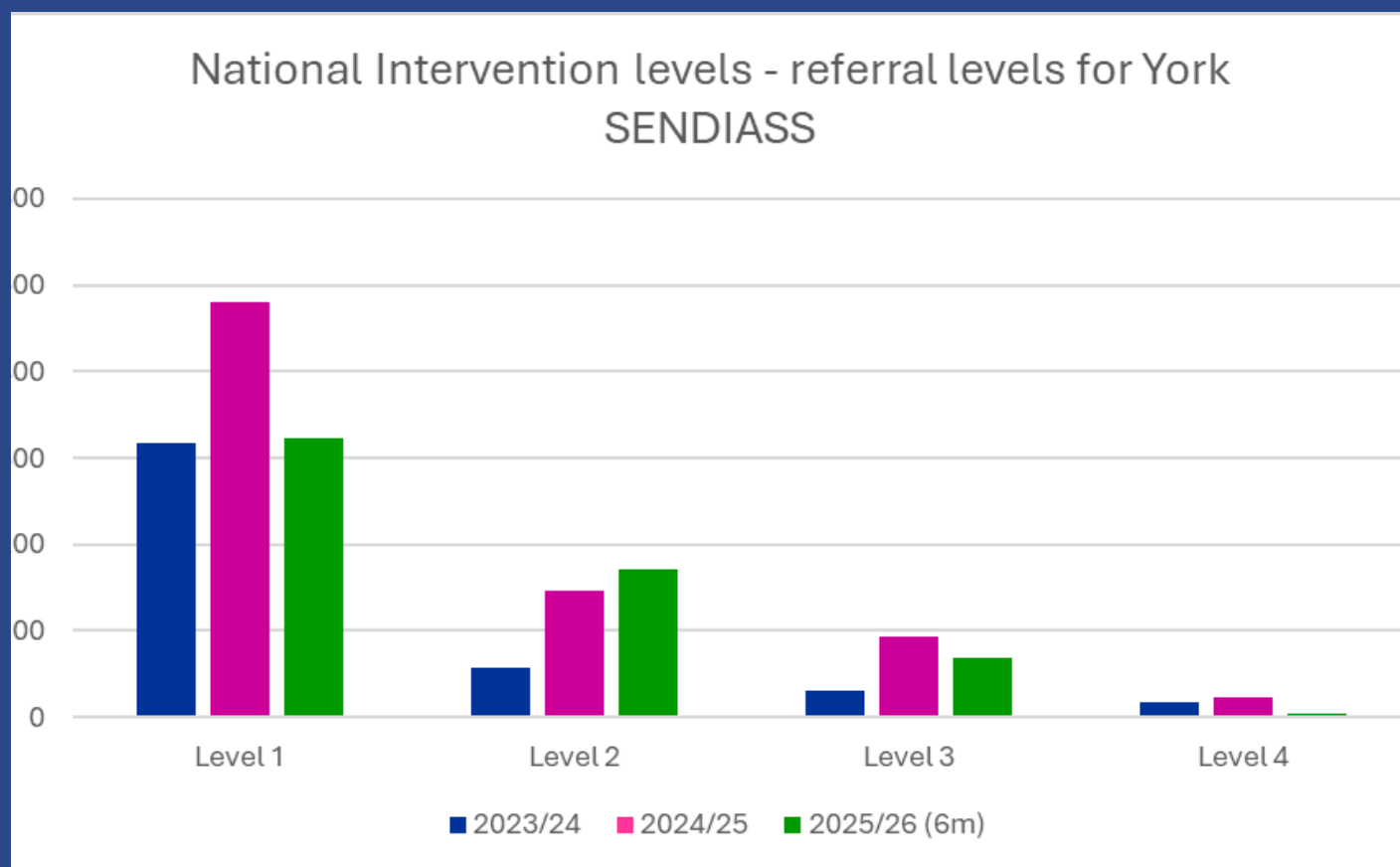
Parents, carers with significant additional needs are offered support at Level 3
Young people without an advocate are offered immediate support at Level 3

Level	Service user need	Support
Level Four	<i>Any or all of Level one, two and three plus:</i> Detailed and continuing assistance and guidance with preparation and support during: - First Tier Tribunal (SEND), including DDA complaints to Tribunal - Complaints to Ombudsman - Judicial Review - Disputes about Child Protection	<i>Any or all of Level one, two and three plus:</i> Provision of intensive support for the service user(s) during the legal processes. This may include assistance with preparation for the legal process and support at, for example, a Tribunal hearing

Levels 1- 4 are used by IAS Services to capture the extent of involvement and support provided through a range of interventions dependent upon the individual characteristics of the case. Support is offered at a level according to the individual need of the parent/ carer or young person and the level of disagreement that exists regardless of at what stage of the Code of Practice their child/young person is placed.

We continue to receive a high number of calls for statutory work for EHC Plan needs assessments and requests for support for dispute resolution through mediation & tribunals. We also support with permanent exclusions. Statutory work and cases that have been known to the service for an extended period and have continual casework have been recorded as levels 3 & 4 depending on whether it has moved to an appeal. York SENDIASS in 2024/25 given 160 parent, carers a skill session on topics such as SEN support and choosing a suitable school. 125 professionals and parent carers received direct training on the role of SENDIASS with case studies and a further 55 professionals recieved a specific skill session during this year. Training is logged as Level 3 nationally.





These intervention levels show a clear and sustained rise for York SENDIASS support over the three-year period. Level 1 enquiries remain the largest category, the same nationally. Although there is a substantial increase from 317 in 2023/24 to 480 in 2024/25, with a strong half-year figure of 322 already recorded for 2025/26, which suggests another significant higher end figure. Level 2 support has grown the fastest, more than doubling between 2023/24 at 58 and 2024/25 being 147 and continuing to rise in this current year to 172, reflecting a growing number of families requiring additional bespoke advice and more time to ensure they understand the process and are able to contribute feeling empowered. Levels 3 and 4, while smaller in volume, as would be expected it does show a steady upward trend, indicating increasing case complexity and a greater need for intensive often sustained involvement. Level 3 has risen from 30 to 94 in 2024/25 and is likely to increase by the end of this reporting year.

Level 4 has risen from 18 cases to 32 for the first half of 2026. Together, these patterns highlight both the expanding reach of the service and the rising intensity of support required by referrers across the city and surrounding villages.

How referrals come to York SENDIASS

The following tables below show how the referrer has heard about York SENDIASS and gives the highest 6 reasons for referrals. The highest two reasons are parents, carers referring to seek information, advice or support for concerns they have for their child or young person and deciding to make contact. The other 4 main reasons are parents, carers stating they had been signposted or encouraged by a particular service to make contact. This may have come from a professional within one of the services or from literature given or sent to the parent carer. In 2024/25 SENDIASS took 449 referrals and in 2024/25 took 813 in total.

Reason	2023/24	2024/25	2025/26
Previous contact	219	543	291
Parent/ carer	67	116	124
CAMHS	68	58	33
LA	36	55	37
Education setting	29	29	35
Social Care	13	13	13

Percentage % of referrals by source to York SENDIASS

Reason	2023/24	2024/25	2025/26
Previous contact	48.8	66.8	52.6
Parent/ Carer	14.7	12.9	22.4
LA	3.1	5.7	6.7
Education setting	6.5	3.6	6.3
CAMHS	15.1	7.1	6

Across all listed years, Previous Contact remains top of the category for referring into York SENDIASS and whilst 2025/26 is only 6 months into this reporting year, it evidences a snapshot that it is on trend to remain highest again.

Top 5 sources of referrals

Previous contact

1.Previous contact. This is likely highest for several reasons.

- A. The SENDIASS team were well established until 2024 and had a good reputation with local parents and carers being formally Parent Partnership Service previously.
 - B. It is also likely referrers returned to the service if their situation was not resolved and moved across the National IAS levels (1-4) as an initial request for information (L1) to needing bespoke advice (L2) and then into more complex issues resulting in a SENDIASS case officer being allocated (L3/L4).
 - C. Transitions. Some parent carer's return as they need additional information or advice as their child/ young person progresses year groups / transitions or if there is delay from services or a service closes to them/ discharges them and they have additional questions regarding their child, young person or there are processes they want to understand in more depth, then prepare and plan.
 - D. Parents are likely to contact York SENDIASS if they have additional children with SEND.
 - E. Parents and carer's re-referring into York SENDIASS feedback that it is a service that is giving the information and advice to support their needs, and they would recommend. This is regularly evidenced with good evaluations from parents, carers that use this service.
- 

Top 5 sources of referrals continued

2. **Parents, carers** that had used this service for the first time are the second reason for referring in 2024/25 and this appears to be continuing into 2026 and is steadily rising. This is likely to be for the following reasons:

A. A helpline was established in December 2024 to offer different ways to refer into this service as stated within SENDIASS national minimum standards 1:3 - using a website referral form, telephone answer machine or email. There is also a monthly drop in at SEND central for new referrals or referrers that particularly struggle to access technology and are unable to gain support from family or friends.

B. The rise may also reflect the gaps or stress on resources within other services; therefore, parent carers seek information and advice from this confidential, impartial service about alternative options and choices.

C. York SENDIASS capacity increased from 1 full time manager and 1.1 case work officers to 1 full time manager and 1.8 case work officers. Therefore, there may be more availability to access this service from October 2024. Although it should be noted that now having a helpline and using a media platform, offering training plus a drop-in clinic is unlikely to have given additional capacity within the service, in fact it had decreased capacity as the manager is working in a strategic role and taking a small number of case work compared to the previous manager that due to capacity, focussed on a full case load alongside the case officers.

Awareness of York SENDIASS continues to gradually increase for new parent, carer's – especially as a media platform (Facebook) was started new in December 2024 after a period of 2 years of this site being closed. Additionally SEND Central opened in September 2025 and monthly SENDIASS drop-in sessions are almost always fully booked.

Top 5 sources of referrals

continued

D. Establishing relationships within services, charities and organisations within the City of York has supported SENDIASS and gained good understanding of our role which has helped signpost appropriate referrals.

E. This rise may reflect increasing demand on universal or bespoke services, especially Occupational Health, Mental Health Services, and Educational Psychologists. So parent carers seek information and advice from an impartial service to discuss their options and rights within relevant law or policies.

CAMHS

3. **CAMHS** referrals shows a decrease in numbers of parent carers referring about this service from 15.1% in 2023/24 to 7% in 2024/25. This appears to stabilise for the first half of 2025/26. Although the way CAMHS now refers to SENDIASS has changed in the last 5 years. This may explain at least part of the reason for this decrease although not the sudden decrease in one year to the other. Previously an increasing number of parent carers reported CAMHS would direct them to refer to SENDIASS, but parent carers were not always clear in what SENDIASS role was or what they needed from their referral. This then changed.

A. Most parents and carers now report receiving information that includes local services that may be useful and parent carers have a better understanding of SENDIASS when approaching this service. So many may believe SENDIASS is not the correct service to refer into.



Top 5 sources of referrals

continued

CAMHS continued

B. For those who refer, they often ask about what is available to support whilst on the Autism or ADHD waiting list pathways or what can be offered post diagnosis. Especially as when their child, young person has the diagnosis there may be additional needs such as an increase in their anxiety and showing this by being unable to access a full time education or for some, unable to leave their home. Having a diagnosis does not appear to decrease the level of need and if fact, it appears to become complex if a child or young person has been waiting for some time and experiencing difficulties. Parent, carers describe these difficulties being exacerbated over time. It should be noted that the reason to referring to SENDIASS indicates referrals have concerns and seeking advice so this statement in the context of this service.

York SENDIASS understanding from referrals coming through the helpline, is there are issues in their child, young person engaging with CAMHS, mainly due to the child, young person not meeting their threshold, but we hear more children, young people that struggle to engage with any services and refuse to attend the centre itself. Parent carers refer in about chronic anxiety that impacts their child, young person's part time or lack of attendance within educational settings (EBSA). Concerns about a decline in emotional wellbeing are reported and being unable to leave the family home to attend clinical or educational settings.



Top 5 sources of referrals continued

CAMHS continued

C. Referrers will share they believe their child or young person is neurodivergent regardless of a formal assessment and waiting on the list. It is unclear if CAMHS pathways have changed and parents, carers are therefore contacting YORK SENDIASS less because they are aware of these changes and the wait time.

D. There is an increase in referrals coming to SENDIASS post diagnosis, as parent carers almost always have the conformation of diagnosis when referring in for the first time but still report feeling overwhelmed, exhausted and concerned for their child or young person's wellbeing. The general theme appears to be their child, young person has additional concerns or entrenchments over time, usually naming being unable to engage with services to gain support or educational or being unable to attend full time education.



Top 5 sources of referrals continued

Local Authority

4. Local Authority (LA) referrals fluctuate but remain mid-range although the rise in 2024/25 and ongoing rise for 2025/26.

A. This is possibly due to this service having new managers and new service developments. Often during these times of change parents and carers may be referring to York SENDIASS to discuss their understanding of services when they impact on their child or young person. (An example is referrers asking about panel decisions and how these are made).

B. Given there is a national increase year on year for requests to assess for an Education, Health and Care plan and nationally less placements within special educational settings, these are reasons for parents, carer's referring to SENDIASS as they want to consider all options available.

Education settings

5. Referrals from Educational settings were stable but show a marked increase for this academic year. This could be for several reasons, such as:

A. More confidence in identifying SENDIASS is impartial, confidential as stipulated in IAS National Minimum Standards 1:5.

- Concerns regarding attendance or behaviour or SEND becoming more complex as seeking information or advice.
- An increase in suspensions and exclusions.

This may correspond with York SENDIASS having an increase in two referrals type.

A. Barriers for children and young people attending educational settings (nationally referred to as Emotionally Based School Avoidance) or part time timetables.

B. An increase in suspensions and exclusions, with a noticeable increase in primary aged children.



Considerations about YORK SENDIAS Service

It is important to note that York SENDIASS had a new manager and one full time case officer towards the end of 2024. Significant service changes were introduced in 2025 to conform to the IAS National Minimum Standards and part of these changes resulted in data being captured differently. To ensure it is captured in a secure, confidential database. This information gathers relevant statistics to help shape our service offers, to correspond with the highest needs being evidenced within our data collection to ensure information and advice is made available in a timely and targeted manner to enable referrers to gain understanding and therefore become empowered. These changes in 2025 resulted in having updated training from Cross Data, (the business operators of the database), however, there are still additional ways in which data needs to be recorded into this data base to ensure data being gathered is robust and consistent and evidences a clear understanding of local parent carer's concerns and requests.





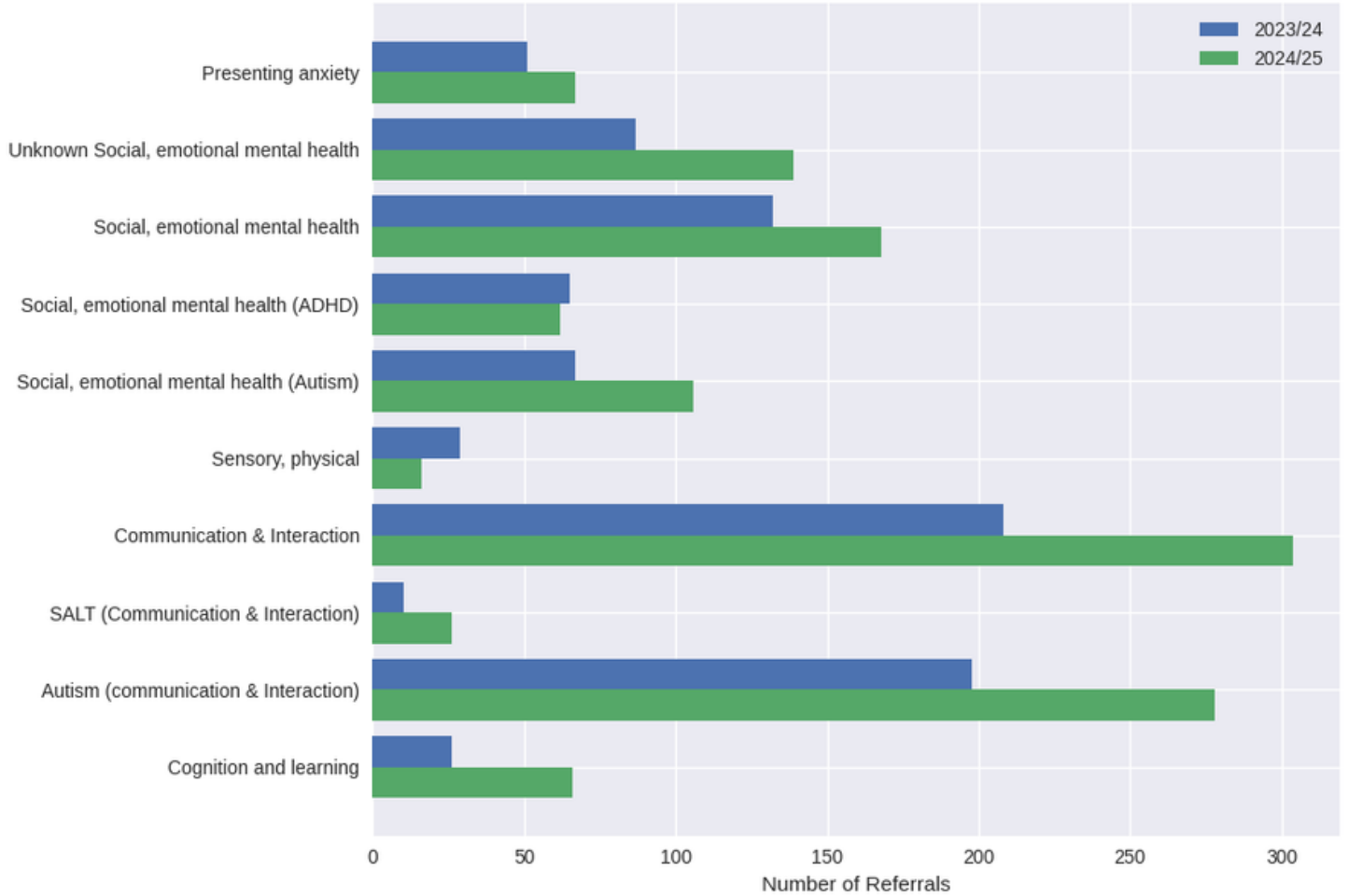
Considerations about this Service continued

Data was gathered in a different way previously. We are aware for example, regarding Health pathways, the SENDIASS team have recorded ways in which the database gathers information and records whether a child or young person is waiting for an assessment for autism or ADHD, waiting for an appointment for anxiety or whether they are post diagnosis and accessing CAMHS due to their anxiety. If this information is not given within the first contact, it is missed. Since database training in 2025, this is still being evaluated as some gaps continue to be identified. These gaps are narrowing and will continue to narrow, so the data will evidence what York SENDIASS experience day to day across the year within their helpline and caseloads.

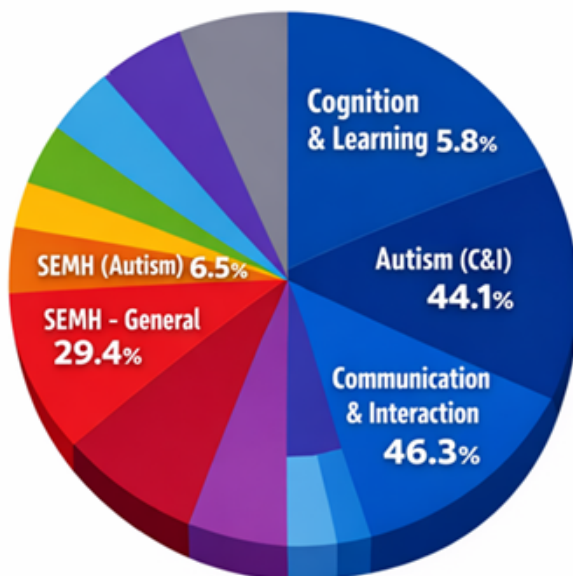
It is apparent that there are gaps in gathering data from health pathways but to show these in recent years will show what we can evidence. Once SENDIASS can bring some of the data channels together to help gather the information there should be less likelihood of statistics fluctuating without clear reasons.



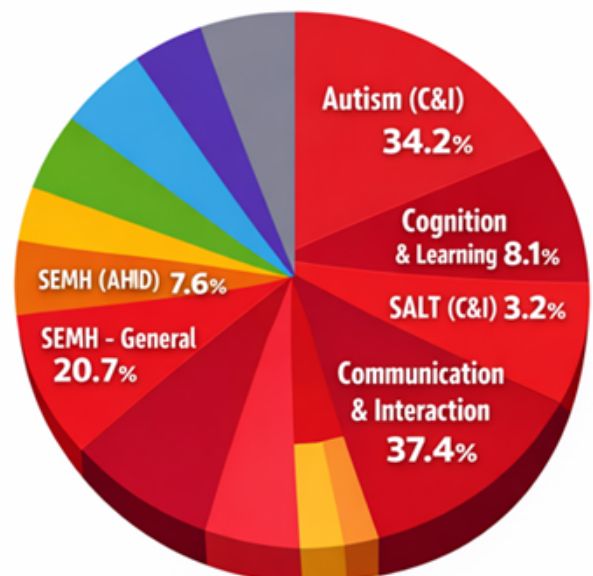
Referrals by Primary Need (York SENDIASS)



2023/24



2024/25



Findings from these graphs

In both years Communication & Interaction is highest for referring as the SEND broad area of area of need for a child, young person, alongside autism (communication & Interaction) presenting as second highest. Cognition and learning more than doubled across a year and this factors in 2023/24 had 449 referrals and there were 813 referrals in 2024/25. Although both categories appear to decrease across the years this is likely to be due to the overall Service increase in referrals in 2024/25 and not due to less need.

In 2024/25 the number of communication & Interaction (Autism) referrals was 278, but this was a decrease of 198 in 2023/24. Therefore, an additional 80 referrals came to the helpline during this year.

Unknown Social Emotional Mental Health (SEMH) and Presenting anxiety and Speech and language therapy (SALT within Communication & Interaction) also show noticeable increases, by an additional 52 referrals in 2024/25 for unknown SEMH and an increase of 16 referrals for anxiety and 16 additional referrals for SALT. Although SALT were only smaller numbers of 10 in 2023/24 and this rose to 26 in 2024/25 it is still a big increase within this small number and will be observed for the coming year to gain clearer understanding.

Referrals identified by year groups

Year group	2023/24	2024/25	2025/26
Pre school	2.7%	4.6%	2.8%
Reception	2.4%	2.1%	5.2%
Year 1	3.3%	7.1%	4.7%
Year 2	3.8%	2.8%	8.3%
Year 3	2.2%	4.5%	6.6%
Year 4	9.0%	4.9%	0%
Year 5	7.3%	10.4%	0%
Year 6	10.6%	6.7%	19.6%
Year 7	11.4%	12.3%	0%
Year 8	17.4%	11.6%	12.7%
Year 9	16.8%	12.5%	18.5%
Year 10	0%	7.9%	13.8%
Year 11	0%	0%	0%
Post 16	13.0%	8.2%	7.7%

Year 2 has escalated in this 6 month snap shot and potentially may be due to a move toward a new key stage or school or parents thinking the child has had enough time to settle and there are concerns or being unable to access the curriculum as their peers. Year 8 and Year 9 consistently generate the highest proportion of referrals across these years.

Year 6 jumps dramatically in 2025/26 (19.6%) but there is no Year 7 referral as yet, so this may be earlier recognition of need or that the pupils are experiencing issues around transition to secondary school and needing support.

Year 10 goes from 0% to 7.9% with an increase of 13.8%, showing a sharp rise of students as they move towards exams and transitions to their last year potentially before leaving compulsory schooling.

HEALTH PATHWAYS DATA

The tables below show the numbers of children and young people either waiting for an assessment for Autism, ADHD, both or anxiety or having a post diagnosis.

2023/24	Percentage %
Autism (On waiting list)	8.24
ADHD (On waiting list)	5.79
Autism and ADHD (On waiting list)	4.23
Post diagnosis Autism	2.67
Post diagnosis ADHD	1.34
Anxiety (waiting for appointment)	0.22
Anxiety (post treatment)	0.22

2024/25	Percentage %
Post diagnosis Autism	10.21
Autism (On waiting list)	9.1
Autism and ADHD (On waiting list)	3.81
ADHD	3.69
Post diagnosis ADHD	0.74
Anxiety (waiting for appointment)	0.74
Anxiety (post treatment)	0.74

2025/26 (6 monthly report)	Percentage %
Post diagnosis Autism	9.76
Autism (On waiting list)	7.59
Post diagnosis ADHD	6.33
ADHD	3.44
Autism and ADHD (On waiting list)	2.53
Anxiety (waiting for appointment)	0.36
Anxiety (post treatment)	0

Understanding the health pathway data

Neurodivergence or waiting for a diagnosis is the highest reasons for disability York SENDIASS record. From these percentages, it shows that referrals were approaching SENDIASS helpline with their child, young person primarily waiting for an assessment for Autism. This has now changed to post diagnosis autism and appears to remain the highest category within the 6 months of this new reporting year too although waiting for an autism assessment is second.

Analysis of helpline referral data shows a clear and sustained gradual increase in neurodivergent support, with autism and ADHD related enquiries consistently representing the largest proportion of contacts. Autism referrals remain one of the highest categories each year, rising from 8.24% in 2023/24 to 9.10% in 2024/25, and this is likely to show as high for 7.59% as this is the first half of 2025/26. This is possibly due to ongoing pressure on autism identification and assessment pathways, with many referrers seeking information and advice before or during the diagnostic process and once given a diagnosis, being uncertain what to do next.



Understanding these health pathway statistics continued

Referrers requesting SENDIASS information and advice often dovetails to additional reasons, mainly emotionally based school avoidance (EBSA), experiencing increased anxiety or accessing longer episodes of part time timetables or suspensions. Our SENDIASS helpline is increasingly responding to post diagnostic concerns from parent, carers stating their child, young person is experiencing additional complexities that have may have become chronic over time and parent, carers feel overwhelmed as they are uncertain of the next steps, including finding a service that their child, young person can access.

ADHD related referrals show a similar pattern. ADHD referrals have significantly risen from 5.79% to 9.10% and it appears this will remain consistent for 2025/26. Post-diagnosis ADHD referrals have also risen significantly, from 1.34% in 2023/24 to 6.33% in 2025/26. This may reflect growing recognition of ADHD, alongside the possibility that there is limited services to support post diagnosis. Autism and ADHD referrals remain a consistent feature, highlighting the number of individuals presenting with overlapping neurodiversity and going through both assessment pathways. Anxiety-related referrals, including those already attending CAMHS or having finished their treatment, remain low in their percentages but are consistent across the years. These statistics suggest that whilst waiting for a CAMHS appointment and then after CAMHS treatments, these children and young people continue to require additional information or advice both before and after their CAMHS offer. It is also likely from SENDIASS checking the way in which statistics are recorded on the database, that Autism or ADHD are regularly identified during the initial referral but later there may be additional information such as anxiety, OCD, eating disorders that are not recorded or have no mechanism in which to record yet. This is being amended where possible in 2026 to give a more accurate picture.

Despite only six months of data for 2025/26 it already shows referral patterns that match or exceed previous years, particularly in post-diagnosis categories. This strongly indicates that demand is continuing to rise and that the SENDIASS helpline is supporting both pre and post-diagnosis. Overall, the data demonstrates a clear escalation in need across autism and ADHD pathways, with the most significant pressure falling on post-diagnostic support. The helpline is functioning as a resource for individuals who are unable to access support elsewhere.

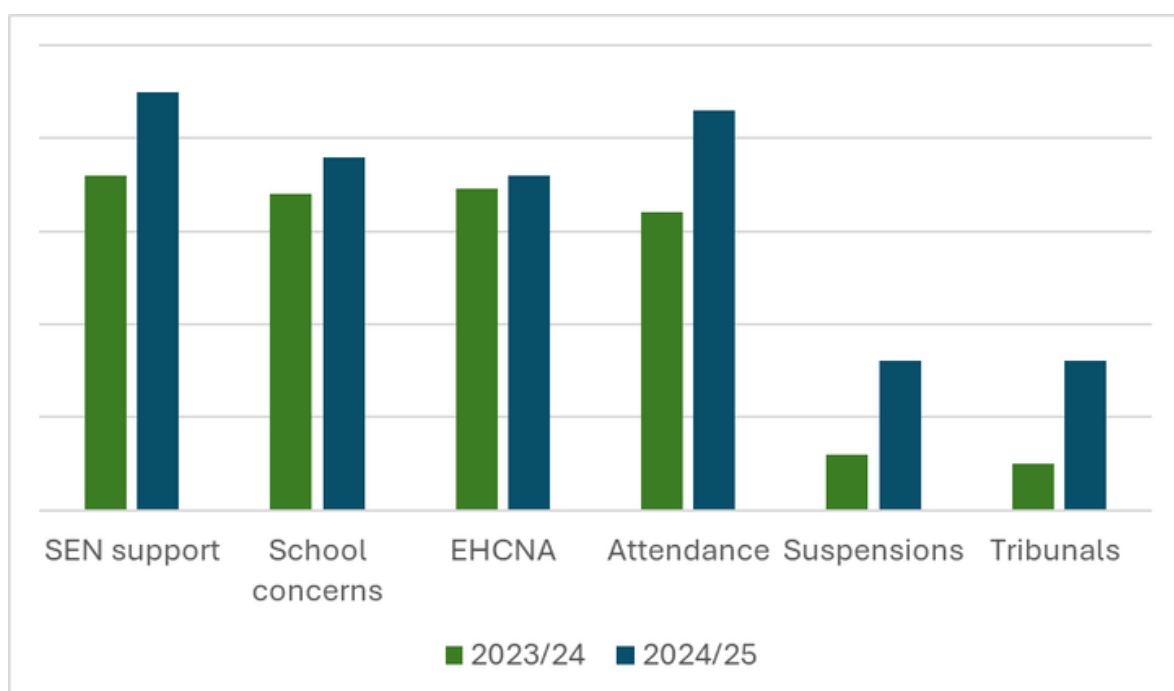
A parent/ carer or young person may contact this service for one reason and this may change over the time we are supporting.

SEN Support related enquiries remain a common reason why parents contact the service. Concerns raised include matters relating to a child/young person's SEND, provision and/or the lack of progress in attainment, attendance or part time timetable. There is also more parent, carers approaching SENDIASS about suspensions/ exclusions and not having their preference mainstream and asking for help with appeals. . Where parents felt their child's SEN was not recognised by school, unsure if their child was registered as having SEN or were unsure of the support in place. Service users contact the service for support in meetings or for pre-meeting advice to identify options or how they may best approach difficult conversations in a structured way. Often this gives the service user more confidence in their self-advocacy skills and promotes their involvement in decision making.



Statutory work such as how to request a needs assessment for an EHC Plan, looking at a draft EHC Plan, placement named in plans, discussions about types of schools, where to look for information, annual reviews, mediation and tribunal support remains consistent reasons for referral. These type of referrals have been increasing over the past few years and have become a large part of referrals to York SENDIASS.

Top reasons for referrals



Top 3 reasons for referrals

2023/24

1. SEN Support.
2. Request for statutory needs assessment (EHCNA)
3. School concerns (policies, procedures)

2024/25

1. SEN Support
2. Attendance
3. EHCNA

Top 3 reasons for referrals

2023/24

1. SEN Support.
2. Request for statutory needs assessment (EHCNA)
3. School concerns (policies, procedures)

2024/25

1. SEN Support
2. Attendance
3. EHCNA

Whilst the top reasons for referring into York SENDIASS look similar there has been a sharp rise in attendance concerns which is why it is now second place within referral reasons for 2024/25. This was fourth place in 2023/24. Whereas school concerns (with the focus on policies and procedures remains high but is now fifth place in 2024/25. There has been a marked rise in two particular categories leading to over 65% rise in suspensions and nearly 70% in tribunals over the year 2024/25.

Our social media began in Spring 2025 as the previous Facebook page was locked for over 2 years with no available password. We set up York SEND information, advice support service- York SENDIASS in hope this would not cause confusion with the old SENDIASS site remaining. It has increased gradually to 544 followers and 703 posts have been sent within one year. These posts range from presenting SEND central events, local charities and services like PCF York and YIKS, all about autism, York Carers centre, the Occupational health, portage and other drop in clinics plus many more. It ensures SENDIASS can present Family Information Service offers, SEND Local offer information and health and social care information too as well as important themes around SEND processes and national updates. It allows York SENDIASS to engage with some of the followers and offer skill sessions and other events such as our drop in centre visits. This media is growing steadily and being shared regularly by parent carers and to date has given positive feedback from users.

Both the media and website usage is to help offer self-service information for parents/ carers and young people. Our aim is to connect with as many parents, carers and young people in York as possible and to offer alternative methods of seeking support and advice with regards to SEND matters. Our website is accessible and fully compliant but needs more resources using different mediums which is something we have put as service development every few months to ensure it can be utilised well by parent, carers and young people especially. Our aim is to ensure there is information available for everyone at the level needed for them.

Data from Facebook

January 2025 – August 2025 (relaunch)

361 new followers (from 0.)

95% of followers live in CYC, 99% live in UK

56, 497 views

451 reactions and 291 shares (increase of **579%** from May 2024 – December 2024)

September 2025 – now

181 new followers (544 total) (increase of **15%** from 2024)

95% of followers live in CYC, 99% live in UK

84,638 views from 15, 909 different viewers (increase of **50%** from 2024)

415 reactions and 468 shares (increase of 29% from 2024)

A small example of the 'feedback friday' we are given and post on Facebook.

I was told by some people how fantastic your service is- so I thought I'd contact you (Parent).

Such a relief to receive knowledgeable and understanding support. (Parent)

Such an amazing service. They are very supportive, extremely knowledgeable, and simply amazing, we wouldn't have got through our difficult time without her support, guidance and help. Never be afraid to reach out to York SENDIASS (Parent)

Your empathetic approach & helpful explanations makes a huge difference. (Parent)

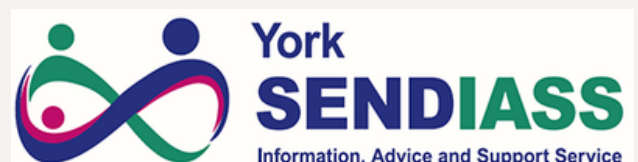
Thank you for all your support- it was so helpful to discuss things with you and hear your perspective. I know mum is really grateful for your support. (Professional)

Summing up 2024/25

2024/25 was a busy year as two of the well-established team from York SENDIASS retired, the manager and a part time casework officer.

York SENDIASS had a full time casework officer begin in the Autumn term and a manager started December 2024, alongside the established case work officer who works part time (4 days per week). During this time the service self scrutinised against the IASS National Minimum Standards and as there was a number of standards needing to be put in place, we worked together on which standards needed immediate response. The first was NMS 1.5 to be easily identifiable, confidential and arm's length to other services. This was achieved by having a new logo as we were told the previous logo was not accessible as it was hard to decipher one of the letters. This led to new lanyards and badges that easily identify York SENDIASS. York SENDIASS had recently worked with a group of young people with SEND to oversee the service offer and especially the website. To look at particular things like the colours and shapes they would have liked included. This information was at hand to use and parent carers both in and outside of formal groups were consulted too in 2025. A new York SENDIASS logo was designed and chosen that included the infinity sign the young people had preferenced and the colour pink. Parent carers and young people could vote on whichever they preferred via PCF York and other groups and through Facebook which evidences the shaping of our service with NMS 1.2.

As part of NMS 1.3 we were aware there was no helpline. Calls went directly to one casework officer however some calls were getting lost. A standalone York SENDIASS phone number was given and a helpline email and this led to a more accessible service as referral rates increased quickly. Facebook was also added back into this service offer as there had been no posts on the previous site for over 2 years. NMS 3.1 also states resources like emails must be clear and we identified some dates within 2025 that we must take time to develop the email responses and make some templates to help the referrer have a clear understandable guide.



Summing up 2024/25 continued

It also supported the York SENDIASS to have access to a library of different templates that could be changed if necessary. These templates were sent to PCF York to consult and also with a few parents we had contact with. We now have a suite of clear, shorter templates for various referral enquiries that have 2 or 3 links to signpost to. Referrers are encouraged to return to the helpline if they prefer more information and links to prevent them feeling overwhelmed or exhausted by too much information being sent in one go. This was some of the feedback we had experienced in 2024 and early into 2025 that some parents preferred to speak to a team member as they found the resources difficult to read due to so many links and different font and colours.

One of the changes in phase 2 planning is to get more videos embedded within the website but this plan is for 2026/27 and instead, for 2024/25 York SENDIASS focussed on how referrers experienced accessing this service. Having emails that were quicker and easier to understand and to have a training offer for parents, carers, young people and professionals. Since September 2025, SEND Central opened to a marketplace of different SEND services that offered different opportunities to parent and carers, or young people on specific days. York SENDIASS ran a clinic once a month from October 2025 to ensure new referrers or referrers that struggled with technology could book a time to meet one of the team. This has been successful as places are booked in advance and there has been a month when a second drop in clinic was arranged to prevent referrers having to wait too long. In October 2025 the training offer was formalised by offering skill sessions. These are done with a 'theme of the month' in mind to incorporate particular SEN national or local dates that might make things more relevant to a parent. Such as when notified of their child's EHC plan by or before the 15th February, if the child is transitioning to a new school or moving to secondary. Professionals began asking for York SENDIASS to visit team meetings in 2025 but we are aware that given the size and pressure on this service due to casework and the helpline, we needed to arrange some skill sessions all professions can access for 40 minutes and stay an additional 20 minutes if they want more detail or to speak to a team member afterwards

Summing up 2024/25 continued

The role of SENDIASS continues to be offered to parents, carers and separately to professionals too. Young people may also want a training offer so an application was given to the youth forum with three requests on it as part of phase 2 development planning for this service. One request was to ask about training, whether they had ideas of what SEND training might be helpful. Whether they would accept on line remote training offers, hybrid or face to face only. Additionally York SENDIASS asked if a young person or more would come forward to be part of a steering group for 2026. Lastly, to ask the young people if they would like to look over the young people's section on the website and identify any changes needed. These things are all moving onto be actioned in 2026/27. The website, whilst assessed as fully accessible, has some barriers to using the referral forms. NMS 3.3 anticipates the website to have specific things laid out or incorporated. Some of these have been added in 2025 but other things are still waiting for the young people and parents consultations before changing parts as we would like full participation with any service users. Professionals and some parents had said they struggled to locate the referral form in 2024/25 so we changed the location. It is now seen immediately when coming onto the front page as well as in their individual sections. The response to this was positive, however more is currently being done to make these forms easier to access and be designed specifically for referrers. So the plan is to make sure young people do not have to go through lots of information that includes information for parent, carers or professionals to complete when filling out a form. Likewise a parent and professional can use a form that removes all the drop down boxes that are unnecessary too as part two of this develop plan.

Summing up 2024/25 continued

Part of NMS 1.5 was ensuring the service is confidential and there were some concerns about storage of files. When given some training by a trainer for our standalone database, we now have all records in this place in 2025 and do not take unnecessary information in order to conform to data protection. There was a large amount of achieved files that have been out of date and needed to be carefully shredded to ensure no data was seen and as this was not guaranteed, although a low risk, the manager went through all the cases to make sure they were ready to be safely removed. All have been removed from the archives except one that must be saved for an extended period of time. All staff must record into the data base now to maintain confidentiality.

2025 proved to be a busier service with an increase of referrals coming through the helpline. These were from parents/ carers, occasionally a young person and professionals who continue to use the service. We also supported an increasing number of parents/ carers and young people who were new to SENDIASS.

There are still many plans in place to improve the service, both ways of working and ensuring that parents/ carers and young people are aware of York SENDIASS and our role and offer. We have ensured all the team have received training and updates in line with any changes to statutory legislation or local or national changes.

The website, whilst assessed as fully accessible, has some barriers to using the referral forms. NMS 3.3 anticipates the website to have specific things laid out or incorporated. Some of these have been added in 2025 but other things are still waiting for the young people and parents consultations before changing parts as we would like full participation with any service users. All minimum standards are now in place except the written agreement and a steering group which is planned for 2026.

Summing up 2024/25 continued

Professionals and some parents had said they struggled to locate the referral form in 2024/25 so we changed the location. It is now seen immediately when coming onto the front page as well as in their individual sections. The response to this was positive, however more is currently being done to make these forms easier to access and be designed specifically for referrers.

So the plan is to make sure young people do not have to go through lots of information that includes information for parent, carers or professionals to complete when filling out a form. Likewise a parent and professional can use a form that removes all the drop down boxes that are unnecessary too as part two of this develop plan.

Part of NMS 1.5 was ensuring the service is confidential and there were some concerns about storage of files. When given some training by a trainer for our standalone database, we now have all records in this place in 2025 and do not take unnecessary information in order to conform to data protection. There was a large amount of achieved files that have been out of date and needed to be carefully shredded to ensure no data was seen and as this was not guaranteed, although a low risk, the manager went through all the cases to make sure they were ready to be safely removed. All have been removed from the archives except one that must be saved for an extended period of time. All staff must record into the data base now to maintain confidentiality.

2025 proved to be a busier service with an increase of referrals coming through the helpline. These were from parents/ carers, occasionally a young person and professionals who continue to use the service. We also supported an increasing number of parents/ carers and young people who were new to SENDIASS.

There are still many plans in place to improve the service, both ways of working and ensuring that parents/ carers and young people are aware of York SENDIASS and our role and offer. We have ensured all the team have received training and updates in line with any changes to statutory legislation or local or national changes.

We have been planning and working with regional SENDIAS services to produce videos in several different languages. These can be added to either a You Tube channel or our website if it can be accepted by the web team once available. York SENDIASS continue to be mainly hybrid working. We still ask for most meetings to be virtual to increase capacity for the team. Unfortunately, we are not always available to support at meetings but if we cannot attend, then a call is offered to discuss with a casework officer prior to the meeting being held. We ensure we provide accurate information, advice, and support by keeping up to date with legislative changes. This is through continual personal development and training. We intend to move onto the next phase of planning in 2026 which is to set up the steering group with close links to parent/carers and young people and key stakeholders to develop a sustainable service for the future. The manager will discuss this with commissioners from the Local Authority and ICB (Integrated Care Board). This is to ensure York SENDIASS can meet the minimum standards and local needs, whilst also considering the need for continuity and stability of the service (NMS 1.1)