



Liaise

SEND Information Advice and
Support Service in Lincolnshire

Annual Report 2024-2025



Prepared By

Sharon Schofield
Senior Liaise Officer

May 2025



liaiselincolnshire



www.liaiselincolnshire.org.uk

Introduction



We are pleased to present the 2024/25 annual report for Liaise, the SEND Information, Advice and Support Service in Lincolnshire

This report provides an overview of our activities, achievements, and progress made in delivering information, advice and support whilst meeting the National minimum standards in the past 12 months. Through this report, we aim to provide you with a clear understanding of our accomplishments and the strategic direction we have pursued to ensure ongoing development of the service.

Information



Advice

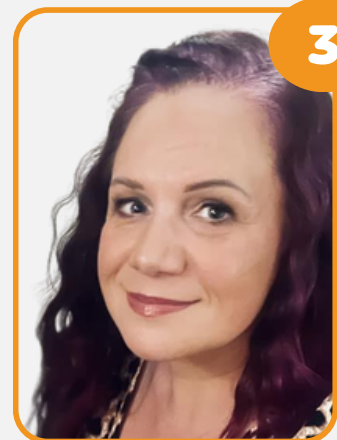


Support



Our Team

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01. Sharon Schofield

02. Becky Bailey

03. Carrie-Ann Dineen

04. Debbie Hudson

05. Tracy Parker

06. Nikki Spicer

07. Pam Wilson

2024/25 data

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Referrals
received

1657

Advice line
calls made

558

Advice provided

Education 1621

Health 79

Social care 31

Emails sent

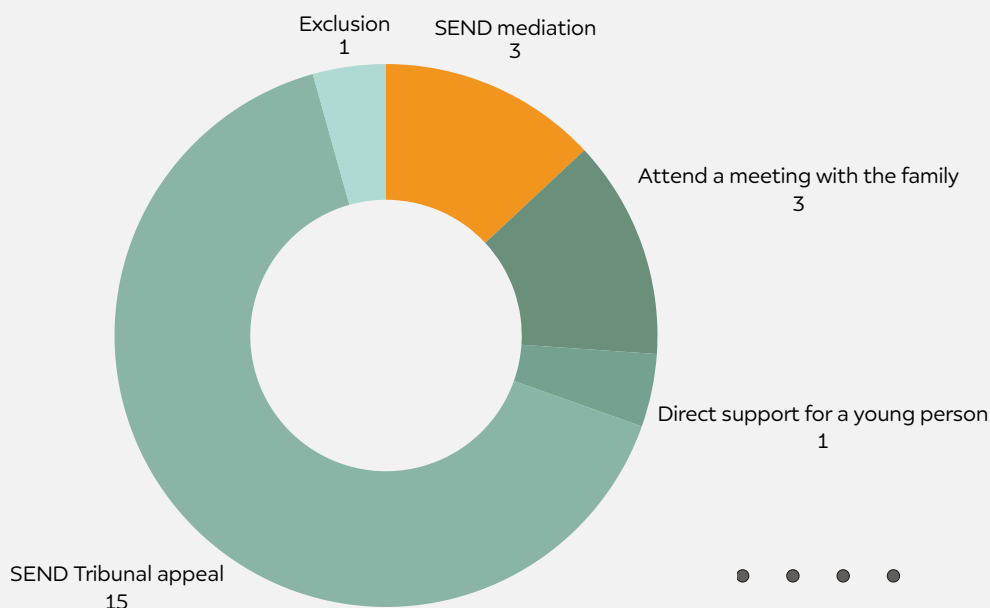
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Referrals

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Service users refer into the service either by telephone or completing the online contact form. In 2024/25 we responded to 99.4% of referrals within 2 working days. 33% of referrals were responded to with a pre-booked telephone appointment on the advice line, and the remaining 67% received an email response.

- 23 families then went on to receive support from an allocated caseworker via a support agreement, which details the support to be provided
- allocated caseworker support was provided to support families with:



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New Liaise Website



In 2024 we launched our new website.

It is independent of the local authority, supporting us to meet the national minimum standards.

Parents and carers can make a self referral using the online contact form on the website, as well as finding out about the service and other helpful ways to access advice. We are currently working with Lincolnshire Young Voices to develop an exciting new Young People's Zone.

In 6 months

- 508 service users have made a referral using the online contact form on the new website
- we had over 5000 page visits on the new website
- there were over 2000 new website users



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Service Promotion

Liaise caseworkers actively promote the service across Lincolnshire, raising awareness of the service and reaching a wide range of families. In 2024/25:

We attended 3 coffee mornings

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We attended 7 events including career days and conferences

We delivered 12 presentations to professionals and families

NEW for 2025 - we held our first Liaise Information Session at a Family Hub

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The SENDIASS East Midlands region

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Information Advice and Support
East Midlands

Liaise is a member of the East Midlands Regional IASS group, along with Leicestershire, Leicester City & Rutland, Nottingham City, Nottinghamshire, Milton Keynes, Derby City, Derbyshire, North Northamptonshire and West Northamptonshire.

We meet three times a year plus the Annual General Meeting. The aim of the regional group is to share practice and expertise, respond to national initiatives, provide peer support and management development, and opportunities for regional staff training and development events.

Lincolnshire continues to hold the role of treasurer in the group, having responsibility for all financial matters, including organising the payment of yearly membership subs, managing the group bank account and maintaining a financial forecast to support planning

The regional group is planning a staff development day in November 2025, where it is hoped that as many staff from services within the region can attend to access training, networking opportunities and peer support.

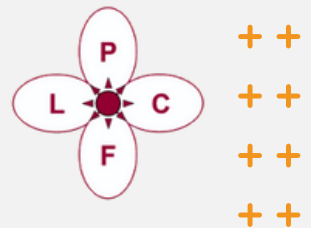
Partners & Stakeholders

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Liaise Steering Group

The Liaise steering group is well established and meets three times per year. The group has a membership which includes representatives from health, the LA, educational settings, service users and the Lincolnshire Parent Carer Forum. The group allows for our key partners to have a strategic overview of the service, to contribute to ongoing service development, and ensures that the service meets the national minimum standards.

Lincolnshire Parent Carer Forum



We continue to work in partnership with the Chair and volunteers from the Lincolnshire Parent Carer Forum, meeting twice a year to plan events and joint working activities. Liaise supported the LPCF Week of SEND event in January 2025, and LPCF have a place on the Liaise steering group.

Lincolnshire Young Voices



We are delighted that we continue to work with the current Chair of Lincolnshire Young Voices and the members of the group, developing an exciting 'Young People's Zone' on our new website. This active engagement work ensures that we have input into service development from a young person's perspective.



NHS Lincolnshire ICB



We greatly value the ongoing partnership and support from the Designated Clinical Officer for Children and Young People with Special Educational Needs and Disability.

We continued to deliver the SEND Clinician's Training Programme during 2024/25. This is a series of three virtual workshops on SEN Support and the Graduated Approach which we deliver twice a year as part of our Service Level Agreement. 26 health professionals signed up for the workshops this year.



The Senior Liaise Officer sits on the SEND Health Committee, and twice a year reports data on the number and type of health related queries received into the service. This continues to help with future planning for advice and resources. The DCO is an active member of the Liaise Steering Group.

LA SEND Service

The service maintains it's impartiality whilst working with the LA as one of it's partners. In line with the 2015 Code of Practice* it is the responsibility of the LA to arrange for information and advice to be provided to young people and children with SEN and their parents. It's vitally important that we receive updates from the LA regarding changes in policy or practice, so that we are always giving the most up to date information and advice to families.

The Local Offer

The Senior Liaise Officer sits on the Local Offer Working Group who meet every two months. The group continues to work on reviewing the Local Offer to ensure that it is compliant with the requirements of the SEND Code of Practice.

*SEND Code of Practice 2.1



Quality Assurance

The service runs an annual quality assurance programme which involves all members of the team. We have three quality assurance days per year, where we review a different aspect of the service annually. At the end of each year a summary report of the findings, recommendations and improvements to practice is delivered to the Liaise Steering Group.

In 2024/25 we are reviewing how we process referrals which require the allocation of a caseworker to provide the family with an agreed period of support. This has involved reviewing the parents journey through the service, and looking at how this could be improved for families.

Group Supervisions

New for 2024/25, and part of our quality assurance programme are Group Supervisions which are held monthly. Here we review cases when they are sent for caseworker allocation, and again when the support has been delivered and the case has been closed. Group supervisions serve several important purposes, including collaboration and support within the team, professional development by considering different approaches and solutions, it ensures cases are handled consistently and according to best practice whilst maintaining high standards of service delivery, and promotes accountability among team members.

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Training

Legal Training

All staff in Liaise have completed the IPSEA legal training levels 1 - 3 as detailed in the minimum standards, to ensure that we are qualified to provide information, advice and support to parents, carers, children and young people.

National Seminars and training

Throughout the year, the team attend national seminars and training events to ensure that their skills and knowledge are kept up to date, including:

- Equality Act training
- Ofsted webinar
- SEND Tribunal training
- IASSN New Staff national induction
- IASSN Information & Resource refresher
- Helpline training
- Anti bullying training

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Other training

All staff follow the Lincolnshire Safeguarding Children Partnership six year training pathway, a recommended programme of Safeguarding training to meet the requirements of the National Competencies Framework for Safeguarding Children, ensuring that all staff have up to date safeguarding knowledge when working with children and young people.

As part of their continued professional development Caseworkers also undertake the Lincolnshire County Council corporate mandatory training five year pathway, including information assurance, equality, diversity and inclusion and Prevent training.

Evaluation

Liaise uses a national service user feedback form which was developed by the IASS Network. We are required to report annually to the Council for Disabled Children on the feedback we receive for advice and support delivered so that they can collate evidence of service impact at a national level. This is reported to the Department for Education.

1 How easy was it to get in touch with us?

55% Very easy

0% Not at all easy

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

62% Very helpful

0% Not at all helpful

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3 How neutral, fair and unbiased do you think we were?

59% Very

0% Not at all

4 What difference do you think our information, advice and support has made for you?

55% Great deal

0% No difference

5 Overall how satisfied are you with the service we gave?

59% Very satisfied 0% Very unsatisfied

6 How likely is it that you would recommend the service to others?

62% Extremely likely 3% Not at all likely

Feedback from service users

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“ The caseworker was amazingly helpful, has put my mind at ease, and fantastic that information is emailed to you straight away. ”

“ The caseworker was extremely helpful and empathetic during our phone call. ”

“ I found the caseworker to be an excellent listener, she not only 'got' what I said, but also 'got' my meaning. She was empathetic and non judgemental which was very reassuring. ”

“ The caseworker was so helpful today, as a parent who was feeling totally overwhelmed she helped me to see a pathway forward and I feel much happier and less nervous, thank you. ”

Summary

Liaise aims to empower families who need our help so that they feel confident and have the knowledge to deal with their situation. We have received over 1600 referrals in 2024/25 and dealt with 99% of these within 2 working days. As a service we strive to meet the national minimum standards so that service users are confident the service is impartial, confidential and that our team provide the highest standard of information, advice and support.

If you have any questions or feedback, please contact us at liaise@lincolnshire.gov.uk

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