



South Tyneside Special Educational Needs and
Disabilities Information Advice and Support (SENDIASS)



Service Annual Report 23-24

What is SENDIASS?

SENDIASS provides information, advice and support (IAS) to children and young people (0-25) with special educational needs and/or disability (SEND), their parents and carers, and professionals in South Tyneside that is:

- Free
- Confidential and,
- Impartial

The service helps with matters that arise relating to health, education or social care. It is free to access the service, with or without diagnosis. Referrals can be made by calling the service Advice Line, or by making a referral via the service website.



How we've supported families over the last year:

- Provided free information sessions and workshops on SEND topics through our Training Offer to more than 150 parents, carers and professionals, covering areas including Exclusions & Part-Time Timetables, Children Not in School and Education Health and Care (EHC) Plans to name a few.
- Provided independent information, advice and support to more than 350 families, as part of more than 400 pieces of casework.
- Met with more than 80 parents, carers and professionals face-to-face through our weekly SEND Surgery sessions at Family Hubs.

SENDIASS Team

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Our Young People Offer

Young people (up to 25) can access the service directly if they feel they would benefit from information, advice or support on a matter related to their SEND. Over the last year, support for young people has included;

- Support in sharing their views as part of a statutory needs assessment, reviews of an EHC plan (All About Me), and SEND First-Tier Tribunals.
- Signposting and advice to help navigate systems and processes that may be confusing.
- Provided information to children and young people at a range of drop-ins and events across the borough.



'What the health are you talking about!?'

Earlier this year, our Young People IAS Officer met with the South Tyneside Young Health Ambassadors as part of their campaign looking at mental health in young people.

As part of their work they developed a podcast 'What the health are you talking about!?' which includes interviews with local services across the borough to showcase what they do, and how to access them.

They aim to help ensure that young people can access the right service for them, in the right way, without worrying about what to expect!

To listen to the episode our service features in, scan the QR code!

SCAN ME



Feedback

“I was supported at a meeting with my child’s school, and thanks to the service being present, school were able to look at things differently for what they could put in place. I appreciate the support.”

“I can’t explain the difference this service has made to our family. They have given us the knowledge and confidence to make much needed changes to support our child’s education.”

“My online referral was answered quickly and was written in an easy to follow and understand way. Followed up with a phone call. I couldn’t ask for more.”

“All my questions were answered and I was put at ease regarding the process we are going through.”

You can view more feedback, and find out more about the IAS we provide families by visiting our website.
www.southtynesidesendiass.co.uk



Key priorities over the next year

- 1) Continue to build on the success of our service Training Offer by extending the availability and topics of sessions; ensuring these are accessible to parents and carers by running sessions in varied locations and different times, including evenings.
- 2) Build upon our SEND Surgery sessions – Seven sessions available each month at different Family Hubs, on a morning and afternoon from September 2024.
- 3) Engage with parent/carers to evaluate and develop our service offer through the continued development of our service steering group.

For further information, get in touch:

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 www.southtynesidesendiass.co.uk   @STSENDIASS