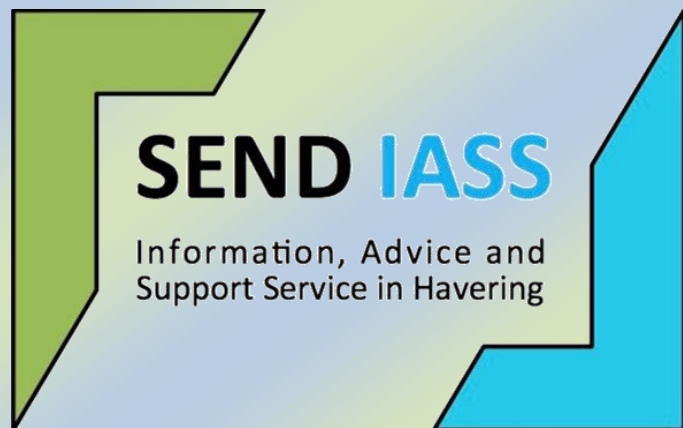


**SEND Information  
Advice &  
Support Service  
(SENDIASS)**



(Formerly known as Havering Parents in Partnership Information, Advice & Support Service - PIPIASS)

# **Annual Report**

**Annual Report 1<sup>st</sup> September 2021 – 31<sup>st</sup> August 2022**

SEND Information, Advice & Support Service (SENDIASS)  
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## **Introduction**

Welcome to Havering's Special Educational Needs & Disabilities Information, Advice & Support Service (Havering SENDIASS) Annual Report. This report summarises the activities and evaluation of the service for the academic year 1<sup>st</sup> September 2021 -31<sup>st</sup> August 2022.

New legislation and a new Special Educational Needs and Disability Code of Practice came into force on 1st September 2014 which affected the processes and policies which support children and young people with SEND and their parents and carers. Local authorities must now arrange for children and young people with SEND, as well as their parents or carers, to be provided with information, advice and support about matters relating to their special educational needs and disabilities. This also includes where health and social care provide support related to SEND. The information, advice and support should be made through a dedicated and easily identifiable service building on existing parent partnership services. This is SENDIASS.

Under the new legislation, the views and wishes of a young person will take precedent over their parents unless that young person is considered by professionals and parents to lack 'mental capacity' to make an informed decision.

## **Overview of the Service**

Over the academic year 2021-2022, the Service has continued to operate using successful working practices developed during the pandemic. The Service now operates and will continue to operate on a remote basis via telephone, email, website and virtual meeting support. The Service has adopted a blended approach to meetings and is able to attend both virtual meetings (Zoom/Skype/Teams) and face to face meetings if the need arises. Using a blended approach to meeting support and the ability to attend virtual meetings has enabled SENDIASS to attend more meetings than in the past. This is therefore more cost effective and there are no travel time implications. Cases continue to be triaged so that support is tailored to meet the individual needs of a case and provide appropriate advice and guidance.

The Service has also continued to increase knowledge and raise awareness of the Special Educational Needs & Disabilities Information, Advice & Support Service (SENDIASS) across Education, Health & Social Care and among other Services (e.g. support groups). This has been done by continuing to hold a successful Steering Group and on-going networking with our stakeholders and neighbouring SENDIASS Services.

Havering SENDIASS is an in-house Service which is run at "arm's length" to London Borough of Havering Council and also the Clinical Commissioning Group (CCG). This means that the Service is able to act, and is seen to act independently and impartially with no undue influence or control from the Local Authority (LA) and the Clinical Commissioning Group (CCG)

Our Service covers two main areas of work:

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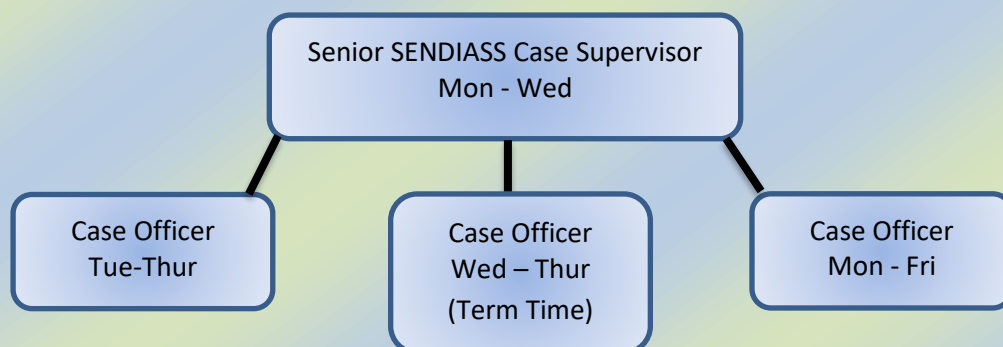
- Information, advice and support to children and young people aged 0-25 with Special Educational Needs and/or a Disability.
- Information, advice and support to parents and carers who have a child or young person with Special Educational Needs and/or Disability.

## Staffing

The Service has 4 paid members of Staff who deliver the Service, this consists of 1 full-time Case Officer, 2 part-time Case Officers and 1 part-time Senior Case Supervisor.

All Case Officers within the Service offer a range of Information, Advice & Support tailored to the needs of the Service Users. Case Officers are all Level 3 SEND Law Accredited by IPSEA.

Staffing within the Service remained stable throughout the first part of the year until a Full Time Member of Staff left the Service in March 2022. An initial recruitment drive was unsuccessful in appointing a suitable candidate to undertake the full time position so the position remained vacant with existing Staff covering the Service until a successful person was appointed later in the year.



## What are the aims of Havering SEND Information, Advice & Support Service (SENDIASS)?

Our aims are:

- To provide in an accessible and timely way free, impartial, accurate and confidential Information, Advice & Support to children and young people with Special Educational Needs and/or Disabilities.

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- To enhance the participation of children and young people and their parents in decisions that will affect them.
- To improve outcomes for Havering's children and young people with Special Educational Needs and Disabilities (SEND).
- To positively influence London Borough of Havering Children's Services SEND policy and practice.

## **Casework**

The total number of referrals worked on during this time period has been **414**. This includes carry over referrals NOT only new referrals.

Using the National IASS Intervention Levels guidance, the service recorded the following:

### **Level 1 – 78 Referrals– SINGLE ENQUIRY**

This is described as: phone or email support – tailored to the particular circumstances of the service user. Information and advice was given about SEND matters. Typically less than 2 hours of service time as part of a single intervention.

### **Level 2 – 39 Referrals – INDEPENDENT SUPPORT**

This support includes helping to understand documents or complete documentation, support in communicating with the school, local authority or other services. Level 2 is also described as detailed and personalised guidance on SEND issues and/or exclusion procedures. Level 2 also indicates support from SENDIASS during the EHCP process and also conversion from Statements to EHCP.

### **Level 3 – 130 Referrals – CASEWORK**

This support includes detailed and continuous 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 circumstances (e.g. low literacy levels, learning or sensory difficulties, English as an additional language)
- Provision of support at/for a series of meetings over a period of months
- Assistance with preparation for an exclusion appeal and support at the appeal meeting
- IASS undertakes key working role with other agencies.

### **Level 4 – 45 Referrals – MEDIATION & TRIBUNAL**

This support includes detailed and continuous assistance and guidance with preparation and support during First Tier Tribunal (SEND) including DDA complaints to Tribunal, Complaints to Ombudsman, Judicial Review.

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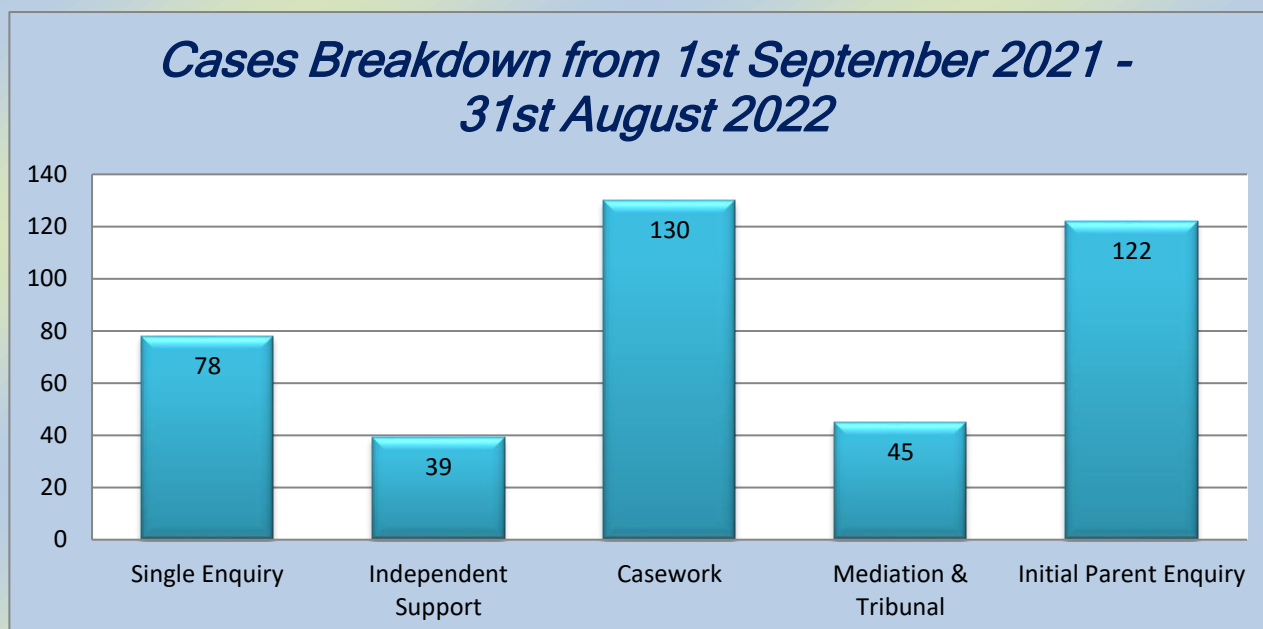
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### Initial Parent Enquiry – 122

(A generic enquiry which requires no support after the first initial telephone call)

**New Referrals = 365** (out of the 414 referrals to the Service this academic year, 365 were new referrals)



### Referral Type

Havering SENDIASS have taken a variety of referrals over the last academic year. From the chart overleaf, our main source of referral is still “self-referrals” This means a parent/carer or young person makes direct contact with the service after some support. The data from the other sources of referral show that there is a wide variety of Professionals (Health, Social Care, Schools, Local Authority, Support Organisations) that are signposting families to SENDIASS to obtain information, advice and guidance which indicate that the networking and raising awareness sessions carried out by SENDIASS is successful.

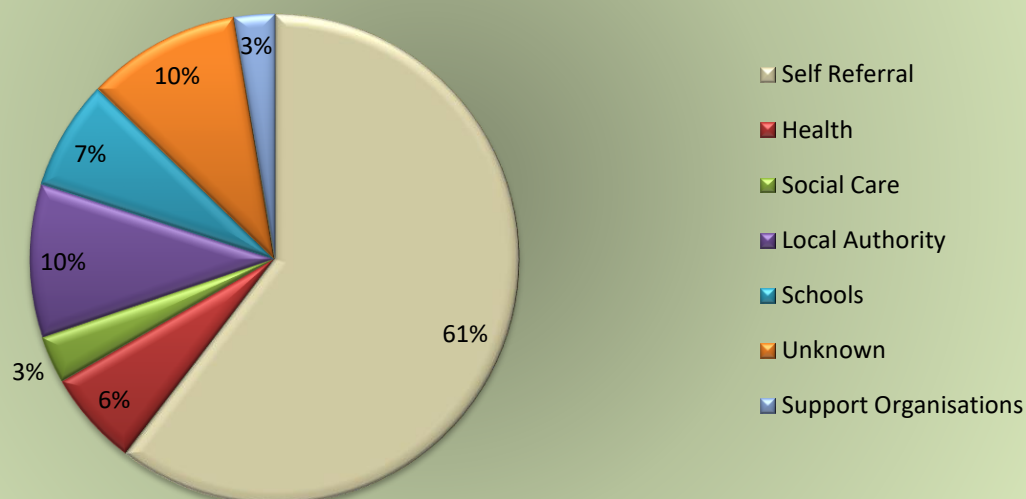
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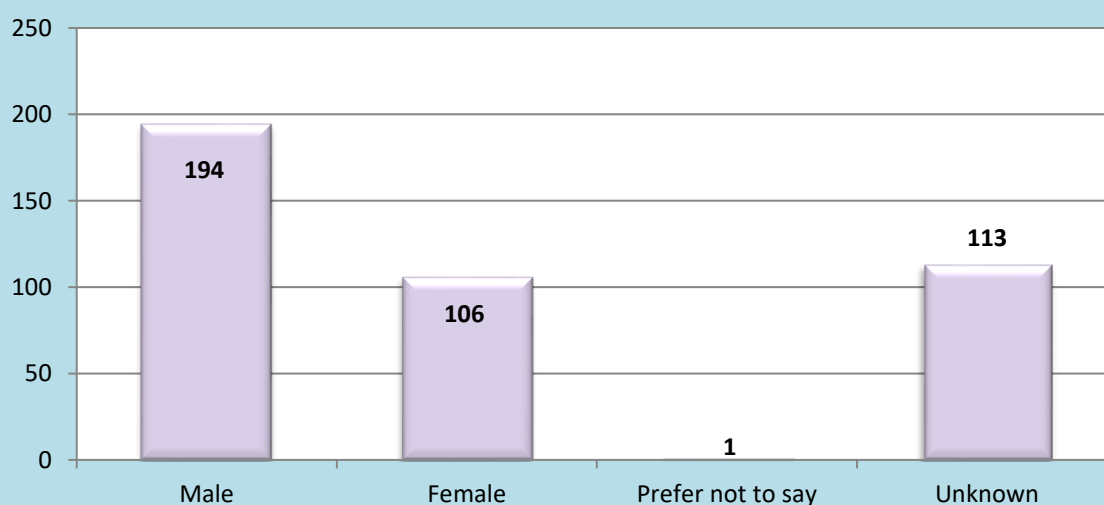
## ***Referral Breakdown from 1st September 2021 - 31st August 2022***



### **Gender**

From the **414** referrals to Havering SENDIASS received this academic year, the referrals consisted of **194** Males and **106**. **1** referral has been recorded as “Prefer not to say”, and there were **113** referrals that were recorded as “Unknown” and this would be due to the information not being available to Case Officers at the time of the enquiry.

## **Case Breakdown from 1st September 2021 - 31st August 2022 by Gender**



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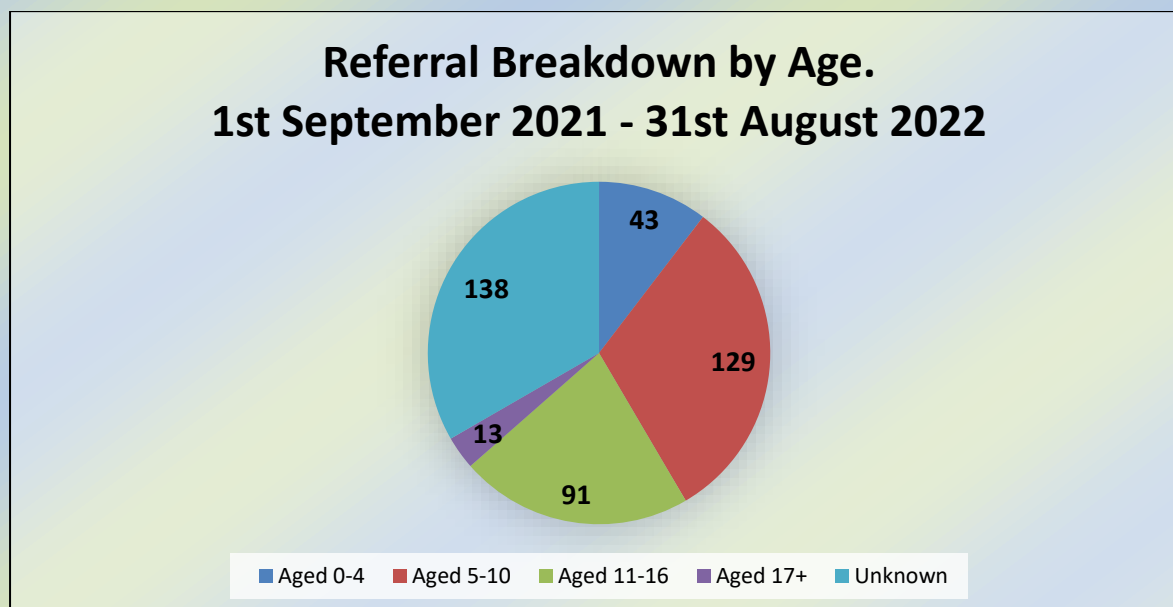
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## Age Range

The main cohort that SENDIASS have supported this academic year is primary aged children with **129** out of **414** cases coming from this age range. Referrals from Young People with SEND aged 16 to 25 years are still low so SENDIASS have been increasing outreach and networking with local Youth Organisations to increase engagement from this cohort.



## Benchmarking Data against the previous academic year

There were **489** referrals to SENDIASS in the period 1<sup>st</sup> September 2020 to 31<sup>st</sup> August 2021 and this has decreased slightly to **414** for the academic year 1<sup>st</sup> September 2021 to 31<sup>st</sup> August 2022. It is important to note however, that the higher number of referrals were recorded during the year of the Pandemic where there was a lot of uncertainty and temporary changes in SEND legislation. The reduction in referrals for the latter academic year could also be down to the fact that Service Users are now able to self-serve and find answers to their queries by being able to access information 24/7 via the use of the SENDIASS website rather than have to make direct contact to the Service.

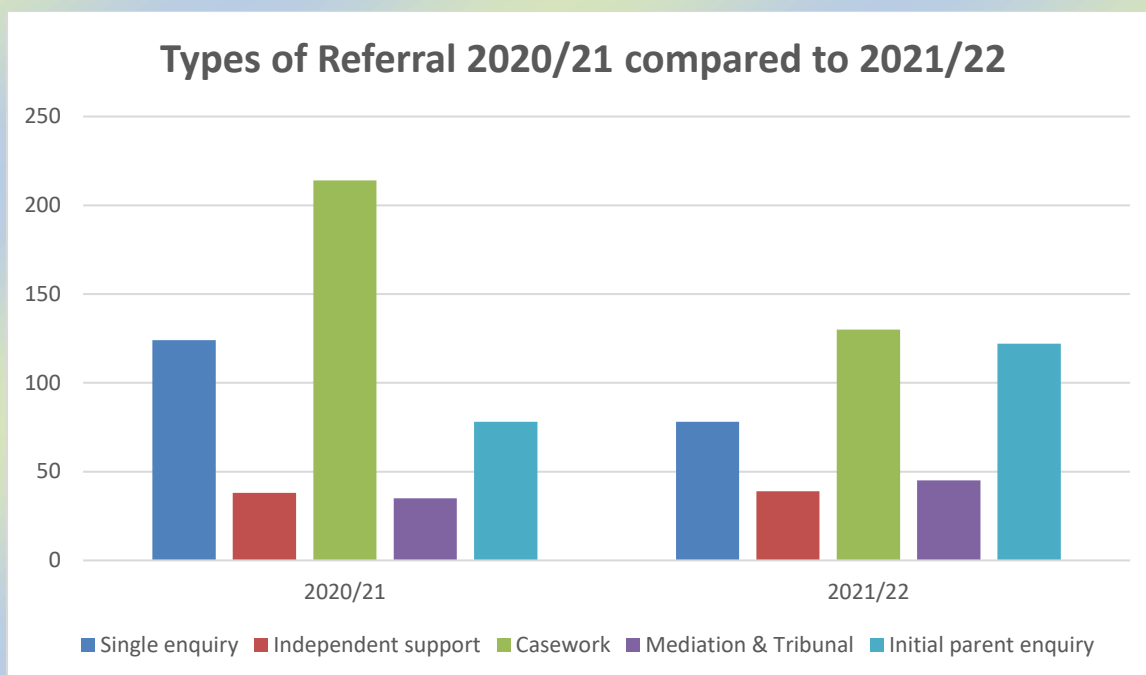
The graph overleaf indicates that there have been changes in the types of referrals being made to the Service with a slight rise in Mediation and Tribunal cases from **35** in the period 2020/21 to **45** cases in 2021/22. There has been a reduction in casework from **214** cases in 2020/21 to **130** cases in 2021/22 but there has been a rise in initial parent enquiries in the latter year from **78** to **122** cases. This data indicates that there were many queries in 2021/22 that were resolved at the first point of contact.

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## Training

Staff members within the Service attend ongoing Continuous Professional Development (CPD) to expand their knowledge to help support children, young people and parent / carers and schools. The training and ongoing Professional Development have included the following:

- SEND Review Training
- Tribunal Training
- Exclusions Training
- Supporting Young People with Social and Emotional and Mental Health (SEMH)
- Early Intervention and Edge of Care Training
- Integrated Adolescent Safeguarding
- Understanding child development, attachment and trauma Training
- Emotional Wellbeing and Mental Health Needs Training
- Gangs and Youth Violence Training
- Mental Capacity ACT Training
- Health and Safety Training
- Safe Manual Handling Training
- Staying Safe with electricity Training
- Cyber Training
- Attendance at Universal Credit session
- Interagency communication Training
- SEND Grounds of Appeal and Tribunal Training
- Courageous Conversations Training
- Setting Clear Objectives Training
- Neglect Strategy Briefing Training

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- Attendance at the Local Authority Safeguarding Conference
- Regular attendance at the London Region Meetings for Information, Advice and Support Services (IASS)
- Regular attendance at the Early Help Community Advisory Group Forum Meetings
- 2 Officers undertaking the Nasen SEND Casework award

## **Accomplishments**

### **Funding Bids**

Havering SENDIASS secured additional funding from the National Council for Disabled Children (CDC) for the financial year (2021-22) to develop new digital resources on matters relating to the service and SEND in order to increase current service uptake and engagement with children, young people and families.

The content and topics of the digital resources created during this period were decided as a result of findings from a Young Person with SEND survey and Parent/Carer questionnaire which were sent out to local support groups, the Young Person SEND Forum, Schools and Colleges and the Parent/Carer Forum.

The Survey results showed that Bullying was a topic that both parents/carers and Young People were concerned about so this was a priority resource for SENDIASS to create initially. The Young Advisers from the Young Person with SEND Forum helped to design and create the Bullying leaflet for Young People with SEND and this along with the parent/carers bullying information can be found on the SENDIASS website. SENDIASS would like to use this opportunity to thank the Young Advisers Havering and for their input.

### **Steering Group**

The SENDIASS Steering Group has successfully met with the Steering Group Members termly throughout the year. The meetings which have all been virtual; have been well attended with members from backgrounds such as Social Care, Education, Health, Voluntary Groups, Local Authority & Career Service. SENDIASS have used this opportunity to raise awareness of the Service and extend our Service reach and to further educate and train our stakeholders on SEND related topics via the successful key speaker sessions at each meeting. The Steering Group also provides an opportunity for stakeholders to update us on any changes within their Service. We want to thank our Steering Group Stakeholders for their continued support.

### **Networking**

Havering SENDIASS has engaged with more services within the Borough that support children and young people with Special Educational Needs and/or Disabilities.

These include the following services:

- Positive Parents (Havering's Parent/Carer Forum)

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- Romford Autistic Group Support (Autism Support)
- Sycamore Trust (Autism Support)
- First Step – (Early Years Support)
- Add-Up (ADHD Support)
- Clinical Commissioning Group (CCG for NELFT)
- Children's Social Care
- Child & Adolescent Mental Health Service (CAMHS)
- Advocacy 4 All – Young People's SEND Forum
- Prospects Career Services
- Local Colleges
- Various Departments from the Local Authority

The Service has also engaged with neighbouring IAS Services to share good practice, provide and receive peer to peer support and share resources.

### **Training/Raising awareness of SENDIASS**

**Phased Transfer Meeting-**SENDIASS attended the Phased Transfer Meeting for children due to start Secondary School and advised the parent/carers that attended of the support that SENDIASS can provide and also advised them of some hints and tips to help prepare their children for the transition to Secondary School. The training was well received and as a result there were a number of new enquiries to the Service from people that had attended the meeting.

**Meeting with Educational Psychologist-** SENDIASS Case Officers met with a new Educational Psychologist from the Educational Psychology Service and updated them on how SENDIASS are currently able to support parents/carers of children with SEND and Young People with SEND and gave a deeper insight into SENDIASS Service delivery. The meeting was successful and it was decided that SENDIASS would continue to roll this format of information giving as training sessions to other Professionals and Services to raise awareness of SENDIASS in the future.



### **SENDIASS Website Update**

The Service commissioned FocusGov to create and design the SENDIASS website which went live in 2020. SENDIASS meets with FocusGov on a regular basis to discuss analytical data and trends and the findings help to inform service delivery. The analytical data also provides guidance to SENDIASS on what information service users are requiring most or areas where resources may need to be created or updated. Following these meetings, we have

been advised that the Havering SENDIASS Website is continuing to be well-visited and is being used consistently month on month. The Service has also been regularly receiving contact forms via the contact form on the website thus highlighting that the website is becoming a preferred means for people to contact SENDIASS as more people move to a digital way of obtaining information or requesting help.

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As we endeavour to always have a website that is current and accurate, we would welcome any feedback on the website and you can provide this feedback to us via email at [sendiass@havering.gov.uk](mailto:sendiass@havering.gov.uk) or call us on 01708 433885 or complete a feedback form on the website.

## **Policies**

Havering SENDIASS have reviewed and updated their policies. These include the service Safeguarding policy, Confidentiality policy, and Impartiality policy and Complaints policy. These have been uploaded onto the new SENDIASS website.

## **Commissioning, Governance & Management Arrangements**

### **How is Havering SENDIASS monitored?**

We work to National IASS Minimum Quality Standards, approved by the Department for Education (DfE). Our work is monitored by a Steering Group with members representing Parents, Voluntary Groups, Schools, Early Years Settings and Officers from the Local Authority. We also have representatives from Health and Social Care Services.

The Steering Group meets on a termly basis to monitor Havering SENDIASS policies and practice; review service performance against National Quality Standards and oversees service development outlined in the annual action plan.

Additionally we provide termly data to the Council for Disabled Children (CDC) & National Children's Bureau (NCB).

## **Service Plan**

SENDIASS create a new Service Plan annually, which includes details of new and on-going projects and direction of the Service for the year.

The Service Plan is based on the IASS Minimum Quality Standards and the objectives within the plan ensure that the Service remains compliant to the Standards. This ensures our Service Users receive a high quality SEND Information Advice and Support Service.

A copy of the Service Plan is shared and agreed by Steering Group Members each year.

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## **Service User Feedback**

“The information provided to me was really helpful and helped me to apply my knowledge correctly. I have already signposted someone else to the Service”

“Understandable advice was given. Excellent service and I'm happy with the outcome”

“[Case Officer] put me on the right track and gave me the support required.”

“I really appreciated all of the help from SENDIASS, they did a lot for me”

“Brilliant service, [Case Officer] was really good.”

“I got the info that I needed quickly, so a good service”

“Happy with what [Case Officer] told me, I would recommend to others”

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