

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

**Annual Report**

**Annual Report 1st September 2019 – 31st August 2020**

**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 2019-2020.

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, including 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 2019-2020, the Service has successfully continued to increase knowledge and raise awareness of the Special Educational Needs & Disabilities Information, Advice & Support Service (SENDIASS). 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:

* 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**

Havering SENDIASS has recently undergone a re-structure where a Senior position has been created to take lead on the strategic functions of the Service. An existing Case Officer has filled this role.

The Service has 4 paid members of Staff who deliver the Service, this consists of 1 full time Case Officer, 1 part time Case Officer and 1 part time Senior SENDIASS Case Supervisor. The Service has also been very fortunate to have a full time Apprentice lead on and undertake administrative functions and we would like to use this opportunity to thank her for her continued support over the last 2 years.

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 has remained stable throughout the year with 1 Part Time Case Officer on Maternity Leave. This has meant SENDIASS recruited an additional Case Officer to provide Maternity support.

Senior SENDIASS Case Supervisor

Mon - Wed

Case Officer

(MAT Cover)

Wed – Thu (Term Time)

\*Case Officer

Tue – Thu – On MAT

Case Officer

Mon - Fri

Apprentice

Mon - Fri

\*red text indicates not in office currently

**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.
* 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.

**Havering SENDIASS Coronavirus Statement**

The Coronavirus pandemic has affected us all and has brought lots of changes and challenges to the way we live our lives.

Havering SENDIASS are dedicated in ensuring Service Users continue to receive Information, Advice and Support. The Service remains open, however Staff are all now working from home.

The Service now operates on an email and telephone basis only with the Helpline open Monday to Friday 9-5. Information is also available 24/7 on our brand new website which can be found on [www.haveringsendiass.co.uk](http://www.haveringsendiass.co.uk)

SENDIASS are able to support at meetings on a virtual basis however, this depends on Case Officers availability.

We would like to thank our Service Users for their patience during this time.

Thank you

**From all the staff at Havering SENDIASS.**

**Casework**

The total number of referrals worked on during this time period has been **556**.

This includes carry over referrals NOT only new referrals.

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

**Level 1 – 168 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 – 123 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 – 174 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 – 72 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.

**Parent Enquiry – 19**

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

**New Referrals = 304.**

**Referral Type**

Havering SENDIASS have taken a variety of referrals over the last academic year. From the chart below, our main source of referral are “self-referrals” This means a parent/carer or young person makes direct contact with the service after some support. The second most frequent source of referral is from the Local Authority; this is when a parent/carer or young person is signposted to contact us either by a Social Worker, Local Authority Officer or a referral is received from a professional with the person’s consent for us to make contact.

**Gender**

Havering SENDIASS has recorded referrals that have consisted of **372** Males and **166** Females during the last academic year. **18** were recorded as Unknown.

**SENDIASS Main Diagnosis Referrals**

You can view Havering SENDIASS main three diagnosis below. The Havering SEND Information Advice & Support Service use this data to commission and/or develop training for the local area.

**Age Range**

The main cohort that SENDIASS have supported is primary aged children. SENDIASS are currently doing out-reach to more young people to try and boost engagement and participation.

**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. These have included the following:

* GDPR Online Training
* Keeping Children Safe in Education
* Preparing to Achieve – Developing Attention & Early Language Skills
* Equality & Diversity Training
* Identifying & Supporting Children & Young People with Autism
* Understanding Anxiety in Primary Education
* Self Harm and Anxiety Training – YoungMinds (Commissioned by SENDIASS)
* Tribunal Support Training
* Handling Stress at Work
* Social Care – The Law
* IPSEA Legal Training – Level 3.
* Health and Safety Training provided by the LA

**Accomplishments**

**Funding Bids**

Havering SENDIASS has worked hard to secure additional funding from the National Council for Disabled Children (CDC) for the following financial year (2020-21) to deliver a more accessible service for Young People with SEND. This funding will also be used to provide training to staff on Tribunals and has also been used to employ a Young Person’s SEND Lead Officer within the Team.

The Service has used funding for the financial year of 2019-20 to re-structure the Service to implement a Senior position to undertake and lead on strategic functions of the SENDIASS Service. This means that the Service now has a more appropriate structure to meet new increasing Service demands.

In addition to this, the Service has also obtained the views of Young People with SEND via Young Advisers Havering. SENDIASS would like to use this opportunity to thank Young Advisers Havering for their support, we will be using their feedback to further develop and shape the Information Advice and Support Service.

**Steering Group**

The SENDIASS Steering Group was successfully re-launched with 3 meetings taking place this year. The meetings have been well attended with members from backgrounds such as Social Care, Education, Health, Voluntary Groups, Local Authority & Career Service.

Due to the Coronavirus Pandemic one of the meetings was a virtual Steering Group, in which SENDIASS shared updates and enabled Members to provide input into the Service. We would like to take this opportunity to thank our Steering Group Members for their continued contribution to the Service. We look forward to working with them all again in the new academic year.

**Training that SENDIASS have delivered.**

1. Havering SENDIASS commissioned YoungMinds to deliver training to Staff from multiple Education Settings (Primary and Secondary) on Anxiety and Self Harm. This training was very well attended and received positive feedback from attendees. SENDIASS would like to thank Sapphire Ice & Leisure Centre for granting SENDIASS access to their facilities to deliver this training.
2. Havering SENDIASS have delivered training to all Early Year Providers within London Borough of Havering to promote and raise awareness of what the SENDIASS Team offers.
3. Due to the Coronavirus Pandemic, SENDIASS participated in a virtual Transitions Week facilitated by the Attendance & Behaviour Support Team. SENDIASS created and shared a PowerPoint with lots of hints/tips for parents/carers to support with a smooth transition to Secondary School for their child with SEND.

**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)
* 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

Havering SENDIASS attended the Raising Participation Event on 1st October 2019 at Harrow Lodge Sports Centre during the SEND hour to engage and meet with young people with SEND. This event provided SENDIASS the opportunity to speak with young people and advise them of the support that the Service could provide. SENDIASS recorded 16 visits to the stand.

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

**NEW WEBSITE!**

**Brand New Havering SENDIASS Website**

The service has successfully secured funding to implement a stand-alone website which operates separately from the Local Authority. We are now very pleased to announce that this has been completed and you can visit our brand new website on [www.haveringsendiass.co.uk](http://www.haveringsendiass.co.uk)

On this website Information is available 24/7 where parents/carers and young people can receive the support they may require. This website features information such as a local and national support organisations, Information on the law and more.

The Service commissioned FocusGov to deliver the project and SENDIASS will continue to receive support from FocusGov with the website in the future. We would like to thank FocusGov for their continued support with the website.

We would welcome any feedback for the new website, you can email us at [sendiass@havering.gov.uk](mailto:sendiass@havering.gov.uk) / 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 AND 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.

**Customer Feedback**

“[Case Officer] was superb and provided great support to make me feel empowered to make decisions. I felt well and truly supported, as I struggle to do it all on my own, before I was aware of this service. [Case Officer] was very considerate as I had limited times for discussions, and everything was well detailed and explained to me. [Case Officer] helped me fill out forms, which was so helpful. Response time was really fast and overall I want to say thank you to the SENDIAS Service”

“Thank [Case Officer] for all the work with applying and helping with the assessment stage, filling out the forms and giving good advice and great job!”

“I knew the information from school regarding EHCP work, but got good advice from SENDIASS”