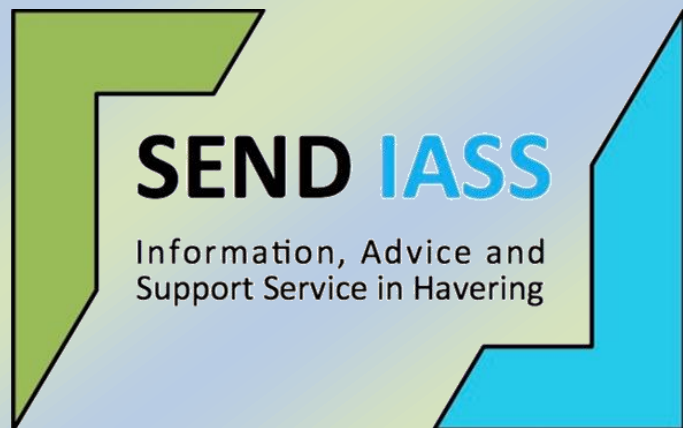


**SEND Information
Advice &
Support Service
(SENDIASS)**



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

Annual Report

Annual Report 1st September 2020 – 31st August 2021

SEND Information, Advice & Support Service (SENDIASS)
London Borough of Havering | Children's Services
Town Hall, Main Road, Romford, RM1 3BB
T: 01708 433885 | E: sendiass@haverling.gov.uk | W: www.haveringsendiass.co.uk

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 1st September 2020 -31st August 2021.

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 2020-2021, the Service has successfully continued to operate throughout the pandemic. The Service now operates and will continue to operate on a full-time remote basis via telephone, email, website and virtual meeting support. The Service has offered virtual meetings (Zoom/Skype) if the need arises and will look at introducing face-to-face meetings when safer.

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 via holding a successful Steering Group and continuing to network 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:

- 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.

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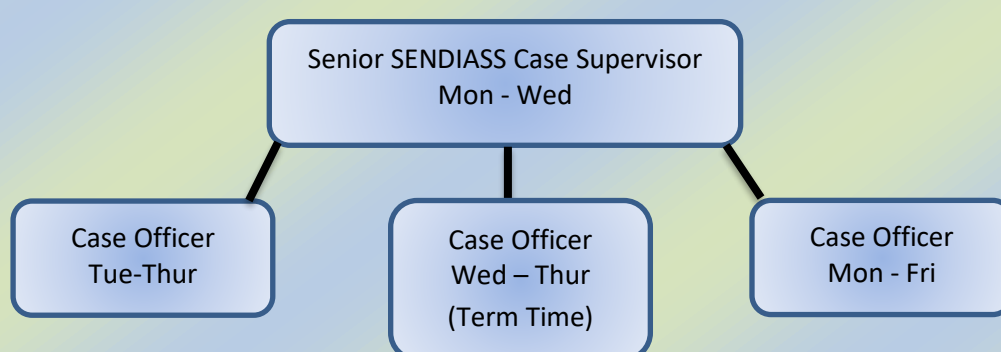
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Staffing

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 has remained stable throughout the year with 1 Part Time Case Officer returning from Maternity Leave.



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.

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

The Service 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

SENDIASS are able to support at meetings on a virtual basis however, this depends on Case Officers availability. The Service will look into re-introducing and reviewing face-to-face meetings at a later date when safer to do so.

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

Thank you

From all the staff at Havering SENDIASS.

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Casework

The total number of referrals worked on during this time period has been **489**. This includes carry over referrals NOT only new referrals.

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

Level 1 – 124 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 – 38 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 – 214 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 – 35 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.

Initial Parent Enquiry – 78

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

New Referrals = 309.

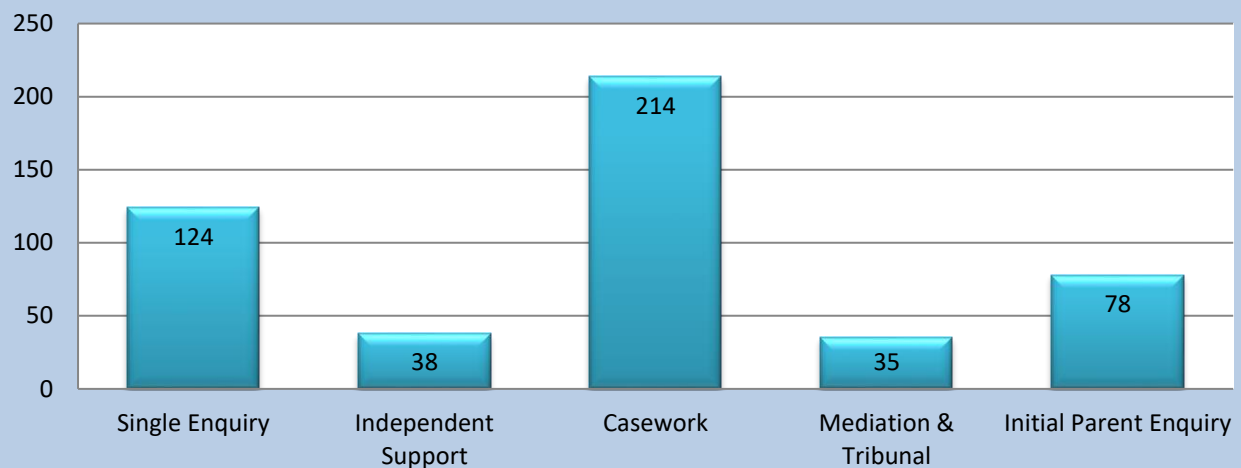
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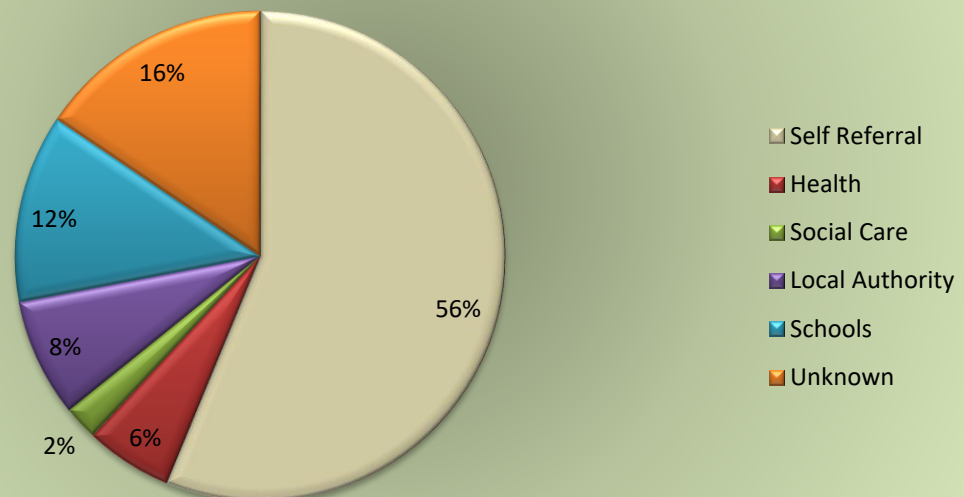
Cases Breakdown from 1st September 2020 - 31st August 2021



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 local Schools; this is when a parent/carer or young person is signposted to contact us either by Teacher / SENCO.

Referral Breakdown from 1st September 2020 - 31st August 2021



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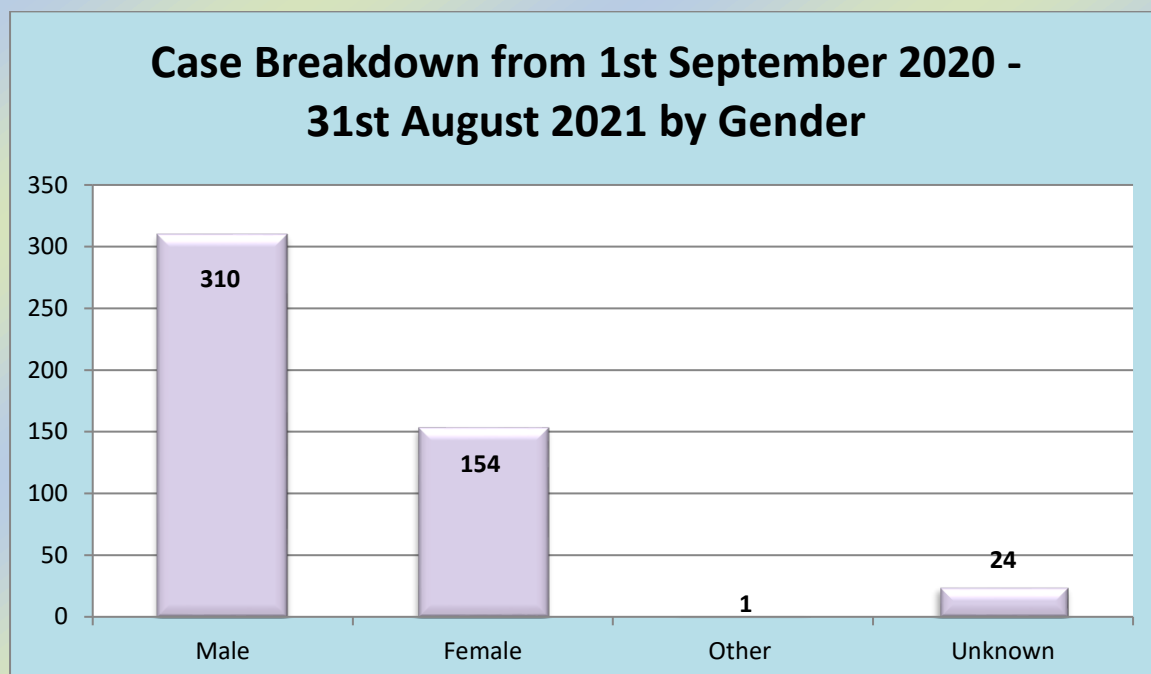
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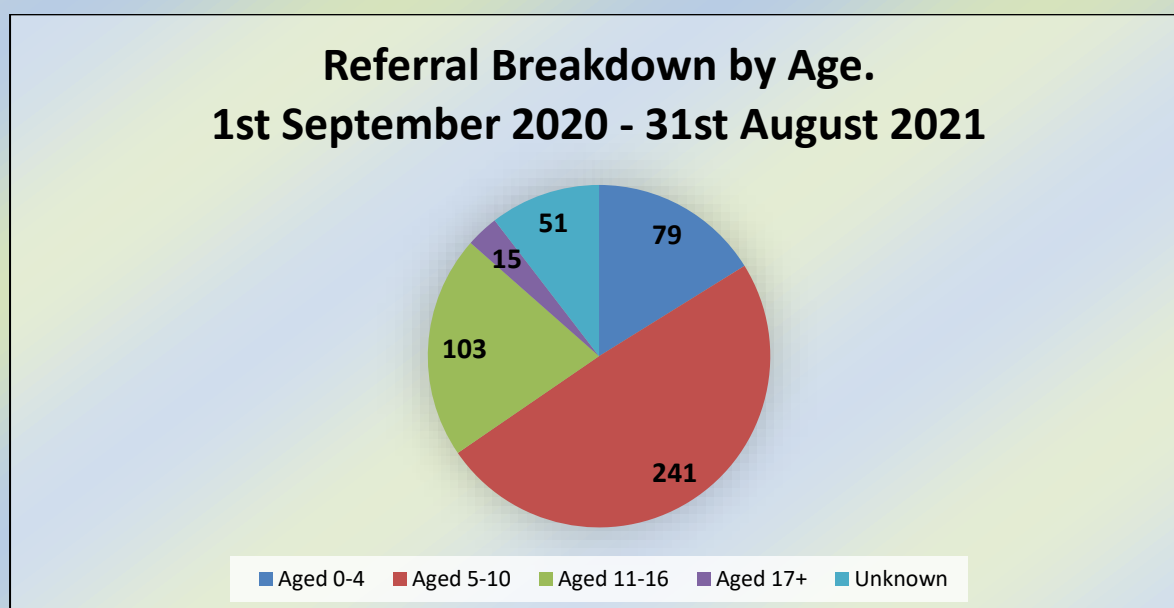
Gender

Havering SENDIASS has recorded referrals that have consisted of **310** Males and **154** Females during the last academic year. **1** referral has been recorded as other, and there were **18** referrals that were recorded as Unknown.



Age Range

The main cohort that SENDIASS have supported is primary aged children. SENDIASS are currently doing out-reach to more young people with SEND aged 16-25 to try and boost engagement and participation.



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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. These have included the following:

- GDPR Online Training
- Advanced Child Protection
- Understanding Child Development Attachment and Trauma
- Equality, Diversity & Inclusion Training
- Children's Mental Health First Aid
- Stonewall LGBT+ Inclusion Training
- Mental Health Support for Primary & Secondary Schools
- SEND Tribunal Training

Accomplishments

Funding Bids

Havering SENDIASS has worked hard to secure additional funding from the National Council for Disabled Children (CDC) for the 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 secure a Young Person's SEND Lead Officer within the Team. The Funding has also allowed staff within the Service to deliver projects during the Coronavirus pandemic.

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 and our local Colleges to further help shape the future delivery of the SENDIASS Service. SENDIASS would like to use this opportunity to thank Young Advisers Havering and our local Colleges for their support.

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.

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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

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



SENDIASS Website Update

The Lead Officer that manages the Service Website, meets with FocusGov on a regular basis to discuss analytical data. Following these meetings, we have been advised that the Havering SENDIASS Website is well-visited and is being used as we had hoped. The Service has seen an increase in contact forms being received via the Website; thus indicating our Service Users are using the website as a means of making contact with us.

On the Havering SENDIASS website Information is available 24/7 and is a place 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 and guidance with the website.

We would welcome any feedback for the new website and you can provide this feedback to us via email at sendiass@havering.gov.uk / call us on 01708 433885 OR complete a feedback form on the website.

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Collaboration with Young Advisors

The Young Person's Lead within the Service has developed a close working relationship with the Young Advisors Havering (Young Person SEND Forum) and met with forum members virtually to raise awareness of the Service and to discuss working collaboratively. Through this close working, the Young Advisors supported SENDIASS to create a Young Person with SEND questionnaire (easy read version) which would enable SENDIASS to obtain the views of Young People with SEND and what they would require from the Service. The questionnaire was sent out to Young People within the Borough.

Upon receiving feedback from our Young People via the questionnaire, we had ascertained that there was a need for further Information and Advice surrounding Bullying. The Young Person Lead is in the process of creating an Information Leaflet based on Bullying with the help from Young Advisors Havering.

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.

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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.

Please see overleaf for Customer Service Feedback

Customer Feedback

"[Case Officer] was really, really helpful and followed everything that they said with an email. I have already had some positive outcomes from the advice that they gave. Thank you [Case Officer]!"

"I had been struggling with how to support my child with his SEND until I found this service. Speaking with [Case Officer] let me know where I stand and what I should expect of the school. It has been invaluable to know what options I have and where to go to for support."

"Thank you so much. Quite honestly if it wasn't for you I wouldn't have known half of what I was entitled to ask for from my son's school and also what charities I could be signposted to"

"[Case Officer] was professional, with their help. Mine and my son's voices were heard and [Case Officer] managed to support me through the EHC process and I would highly recommend the service to other parents with SEN children."

"I was very grateful for the information that was given. The information was presented clearly and made sense to me. I was able to use this to start to get the support I needed."

"If I could give 10 out of 4 for the service then I would. It has been a game changer for my son. His life has changed and altered 100% for the better with the service from [Case Officer]."

"[Case Officer] was a great help. They helped me with the EHCP process and with filling in all the online boxes. I also spoke to another Case Officer who helped me with the transport appeal and helped me get my transport."

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