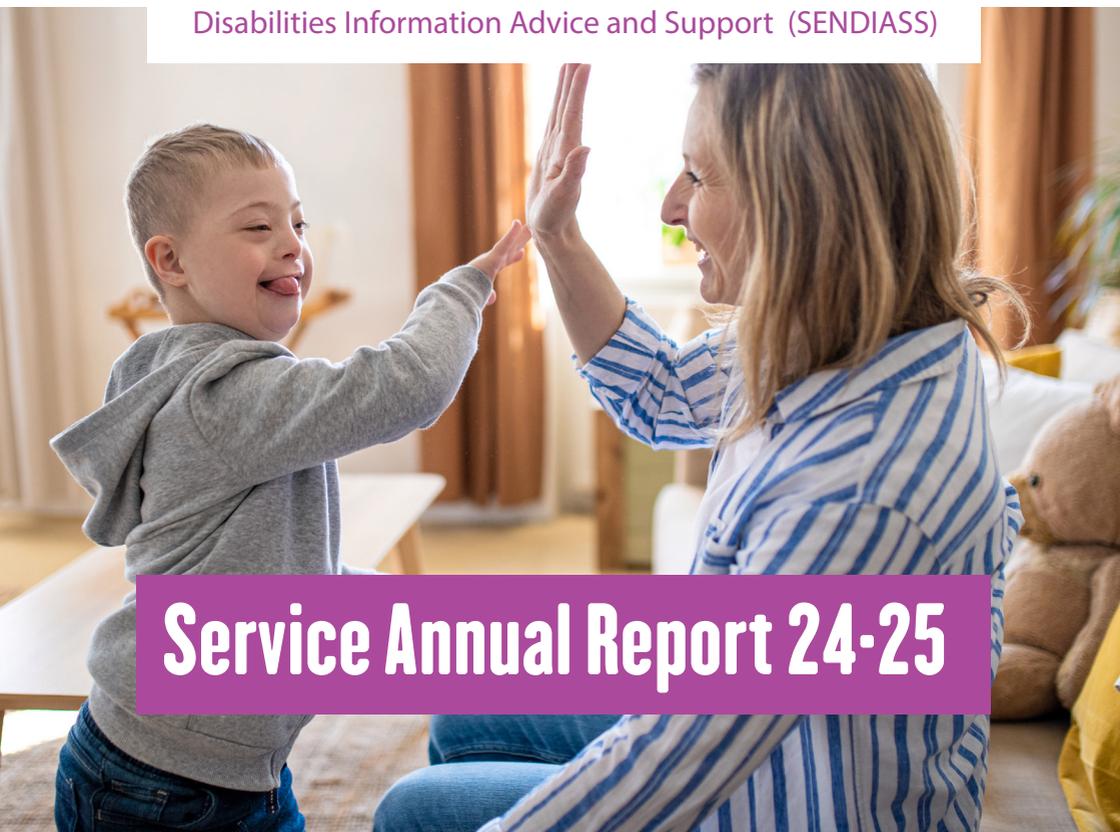


South Tyneside Special Educational Needs and
Disabilities Information Advice and Support (SENDIASS)



Service Annual Report 24-25

Supported by



South Tyneside Council

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 to the service can only be accepted from parents and carers, or children and young people and these can be made by calling the service Advice Line, or by making a referral via the service website.

You can also meet members of the team face-to-face at our weekly SEND Surgery Sessions at different Family Hubs, or our IAS Drop-In Roadshows at different South Tyneside Library locations. Further information is available via the service website.



SENDIASS Team

Gillian Harte, *SENDIASS Lead* Gillian.harte@southtynesday.gov.uk

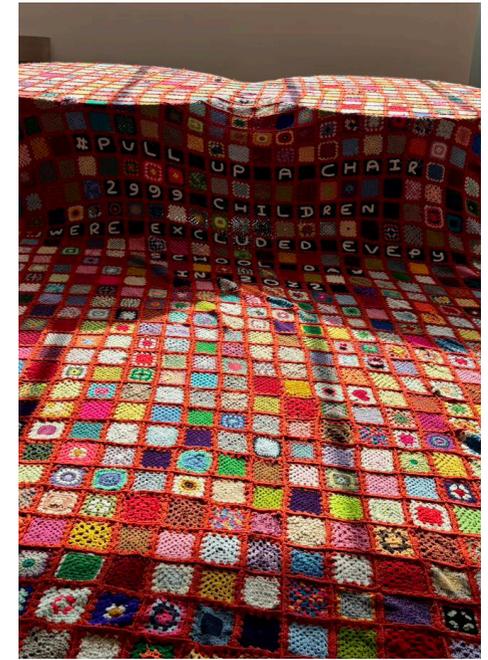
Nicquina Herd, *IAS Support Officer* Nicquina.herd@southtynesday.gov.uk

Ryan Houston, *Young People IAS Officer* Ryan.houston@southtynesday.gov.uk

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, including Exclusions & Part-Time Timetables, SEN Support and Education Health and Care (EHC) Plans to name a few.
- Provided independent information, advice and support to more than 450 families, as part of more than 600 pieces of casework.
- Met with more than 150 parents, carers and professionals face-to-face through our weekly SEND Surgery sessions at Family Hubs.
- Had more than 200 discussions as part of eight different events during School Exclusions Week in South Tyneside, during May 2025. School Exclusions Week will return in 2026.

You can find out more about how the service extended support around school exclusions during the last academic year in a case study published by the Council for Disabled Children, available via the service website.



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.

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) Publish a Service Development Plan which highlights upcoming pieces of work and areas for future development, and through partnership working with the Service Steering Group, ensure the service continues to meet the Minimum Standards for IAS Services, as published by the Council for Disabled Children.
- 2) Continue to enhance the service offer for families who may struggle to engage through usual channels, whether through work commitments or their own access needs, through initiatives like the SEND Surgeries, IAS Drop-in Roadshows in partnership with South Tyneside Libraries, and Evening Advice Line sessions.

For further information, get in touch:

 0191 424 6345  SENDIASS@southtyneside.gov.uk

 www.southtynesidesendiass.co.uk   @STSENDIASS