



Service Annual Report 25-26

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

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, monthly sessions with South Tyneside Parent Carer Forum, or our IAS Drop-In Roadshows at different South Tyneside Library locations throughout the academic year. Further information is available via the service website.



SENDIASS Team

Gillian Harte, SENDIASS Lead – Gillian.harte@southtyneside.gov.uk

Nicquina Herd, IAS Support Officer – Nicquina.herd@southtyneside.gov.uk

Ryan Houston, Young People IAS Officer – Ryan.houston@southtyneside.gov.uk



Highlights from the last twelve months:

Supported a growing number of children, young people and parents/carers across South Tyneside through impartial information, advice and support, as part of more than 850 referrals to the service.

Increased awareness of the service through attendance at community events, school forums and partnership meetings including SEND in South Tyneside Network, Rainbow Guide Live, SEND Family Fun Day and South Tyneside College Freshers Fair.

Delivered the second SEND Family Christmas event at South Shields Town Hall, in partnership with the Civic Office.

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.

Continued investment in staff development through regional and national IASS training programmes helped ensure the provision of consistent, accurate and up-to-date information, advice and support. Training undertaken during the year included school exclusion procedures, alternative provision and Emotionally Based School Avoidance (EBSA), enhancing the service's capacity to support families with a wide range of SEND-related concerns.

Feedback

"Thank you very much, no words will describe how you have helped and I cannot thank you enough. Without your support and guidance, I would not have been able to achieve the outcome for my child."

"As a parent that knew little to nothing, Nicquina was absolutely amazing. She listened, took time to explain and answer my questions, and I left knowing a lot more than I did, with ways to move forward with a more positive approach."

"I felt listened to and valued. I didn't feel judged and felt I could open up because she understood. She made me feel at ease and like I wasn't alone."

"It has been a tough few weeks and I felt like she was meant to be there today so that I could speak to her and for her to help me. From the bottom of my heart, thank you."

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

Key priorities over the next year

1. **Enhance Early Intervention and Community-Based Support.** Further develop the SENDIASS offer through targeted outreach, partnership working and the provision of accessible information and advice within community settings. Building on the success of SEND Surgeries and Drop-in Roadshows, the service will seek new opportunities to reach families earlier in their SEND journey, improving awareness of rights, reducing barriers to support and helping to prevent issues from escalating.
2. **Strengthen the Voice of Children and Young People.** Develop and implement a participation framework that increases opportunities for children and young people to engage directly with SENDIASS and influence service development. This will include creating accessible resources, promoting understanding of SEND rights and processes, and supporting children and young people to actively contribute their views, wishes and feelings within Education, Health and Care needs assessments, reviews and transition planning.

For further information, get in touch:

 **0191 424 6345**  **SENDIASS@southtyneside.gov.uk**

 **www.southtynesidesendiass.co.uk**   **@STSENDIASS**