



SENDIASS (Special Educational Needs & Disability Information & Advice Support Service) supports children & young people & their parents & or carers to understand their rights & empower them to have their views & wishes heard.

Our support is voluntary. We do not take over; you remain in the driving seat and in control of your decisions.

We are impartial:

We do not favour any point of view or have influence over the outcome of any meeting. We do not give priority to any particular impairment, disability or special educational need.

We are not a formal advocacy service. Your voice is important. We do not favour any particular approach to education.

We are confidential:

We do not speak to anyone else without your permission. Our records are kept separate and only within SENDIASS. You can even contact us anonymously. We can only contact you if you have directly requested our support.

We provide Information, Advice and Support for:

SEN Support in Schools
Education Health and Care Needs Assessment Requests (EHCNAR)
Draft EHC Plans
Annual Reviews for EHC Plans
Suspensions and Permanent Exclusions (SEND Students)
Mediation, SEND Tribunal Appeals.

We will email, call or text to provide information.

We will usually offer a 30-minute initial telephone appointment. This enables us to understand your enquiry and how we can best provide information and advice.

If ongoing support is required a SENDIASS Officer will contact you, this will usually be the same officer but as we work closely as a team any SENDIASS officer may respond to you, however usually one officer will take a lead, where ongoing support is offered.

We have experienced and trained volunteers who are also able to offer support.

We have 4 levels of support:

Signposting
Information
Advice
Support

SENDIASS attendance at meetings:

We strongly feel that you talking directly to the education setting, service or Local Authority is the best way to get the best outcomes. Our first aim is to give you the information you need to attend meetings, raise questions, and make decisions confidently.

This might include offering advice before and after meetings.

We can also look at EHC plans, documents, and reports so that you feel confident about what questions to ask, what is reasonable to expect and what you would like to achieve.

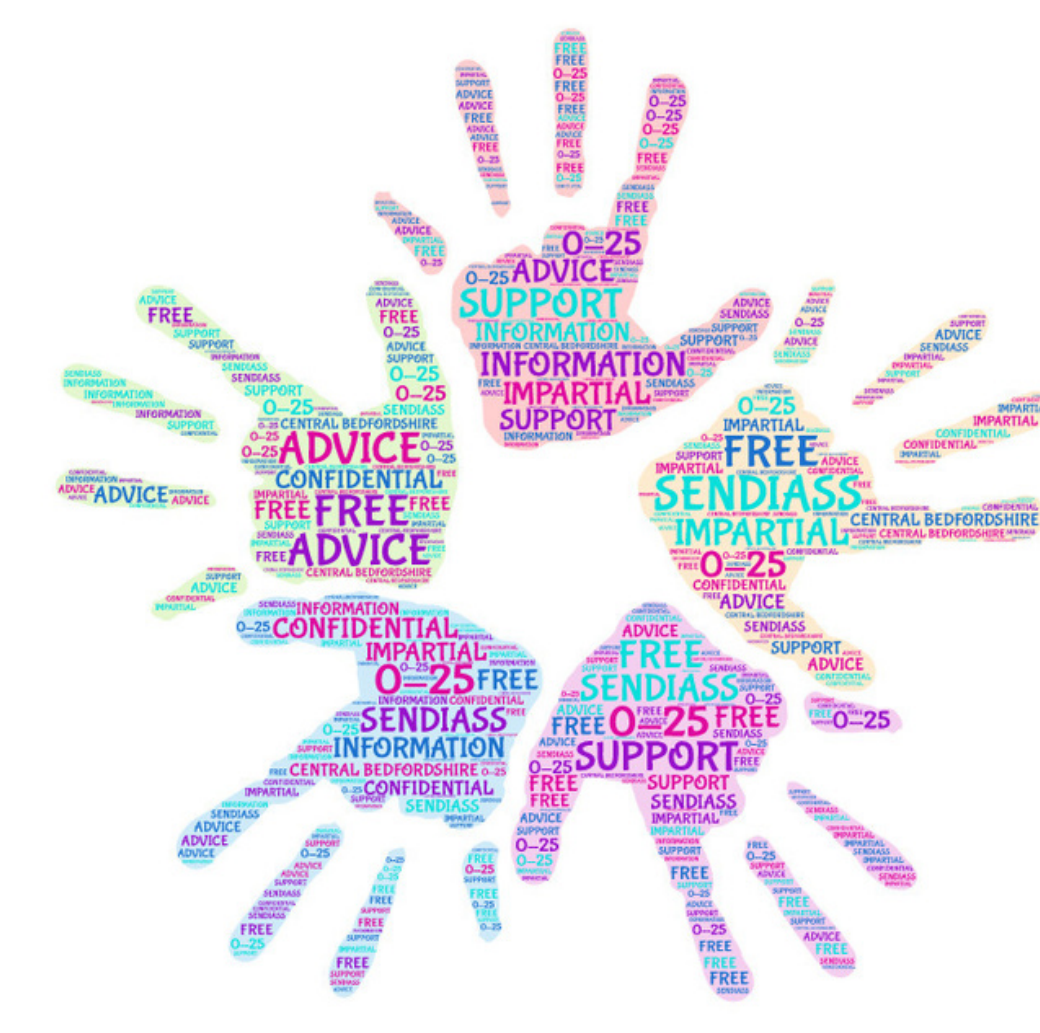
We anticipate that most questions and concerns can be supported in this way. However, where appropriate, **SENDIASS** can support at meetings.

When **SENDIASS** do attend we may take part in discussions and help you raise your views where you give us consent to do so. We support solution focused discussions and may raise points around legislations and processes or highlight points from documents but cannot try to influence outcomes. We do not take part in any decision-making process or judge decisions; we cannot instruct decisions to be made.

SENDIASS do not attend meetings about a child or young person unless either the young person or their parent/carer has given us permission to attend and is present at the meeting.

Our attendance is determined by the needs and circumstances of the parent/carer, child, or young person and by the capacity of service.

We prioritise direct work with young people. Please see Youth Engagement Offer below.



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