# Question

#### Online resources

Information and resources are available on our website at: www.westberkssendiass.info

#### **Information Support**

When you contact SENDIASS our Administrator or volunteers will take your details and an outline of your enquiry.

You may be sent relevant resources to look through by our Administrator or volunteers. These resources will often answer your questions.

If, after looking at the information sent, you need further support please let us know and we will arrange for our Triage team to contact you.

#### **Triage Support**

Our Triage team provide a wide range of information, advice, and support on all areas of SEND. They will:

- listen to you and help you to gather, understand, and interpret information and apply it to your own situation.
- provide more in-depth information and resources to help you navigate processes, complete documents, understand policies and local practices, and understand your options and legal rights
- signpost you to relevant support from other organisations, agencies, or Local Authority departments
- escalate your case to an Adviser if required

It is important that you have read any information sent to you from Information Support first. If you have not looked at the resources provided the Triage Officer may reschedule your discussion to ensure you are able to focus on any unanswered questions and get the most from your conversation.

You can come back to Information Support and Triage Support as often as you need by calling our helpline number or emailing us at westberksiass@roseroad.org.uk.

#### **Adviser support**

Advisers provide 1:1 support for:

- more complex situations that require more in-depth support
- young people (0-25) accessing our service independently
- anyone who has their own additional needs which means they are unable to advocate for their child or themselves

You will be allocated a specific Adviser for your case.

#### Key

Has your question been answered?

Do you require signposting to another service?

Yes —

No —

## **End of Support**

Support from SENDIASS will end when:

- your question has been answered
- you have reached a stage where you feel you can proceed without support
- the support you need to achieve further outcomes is outside of the SENDAISS remit or your issue has been progressed as far as SENDIASS is able. In this case you will be signposted to relevant services.

## **Returning to SENDIASS**

We hope that our support will equip you with skills and resources which will help if future issues occur. However, you can come back to the service if you do need support again.

If you come back to the service after a period of 3 months or more of no contact, or with a new topic of enquiry, you will be directed to our Information Support team who will be able to help.