

SENDIASS Process Flow Chart



Question

Online resources: Information and resources are available on our website: www.westberkssendiass.co.uk

Information Support - When you contact SENDIASS, our Administrator will take your details and a brief outline of your enquiry. You may be sent relevant resources, which often answer your questions. If you need further support after reviewing these, 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 circumstances.
 - ▶ 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.

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 needed to achieve further outcomes is outside the SENDIASS remit, or your issue has progressed as far as SENDIASS can take it. You will be signposted to services.

Returning to SENDIASS - We hope our support has equipped you with the skills and resources to manage future challenges - you are always welcome to return if you need further support.

End of Support