

# What To Expect: West Berkshire SENDIASS

## Information Summary Sheet



### Who We Are

SENDIASS stands for **Special Educational Needs and Disability Information, Advice and Support Service**.

We provide **free, confidential** and **impartial** information, advice and support to:

- **Parents** and **carers** of children and young people with SEND
- **Children** and **young people** aged 0–25
- **Professionals** supporting them

### What We Do

**Our role is to help:**

- Empower people to play an **active and informed** role in making decisions about **education**.
- To help build **knowledge, understanding**, and **confidence** in SEND procedures, policies, practices, and law
- enabling you to **communicate** needs, wishes, aims, and rights

| Free                                                                                                                    | Impartial                                                                                                                                                             | Confidential                                                                                                                                                                 | Arms-length                                                                                                                                                                | Fully Trained                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| There are no fees to pay no matter how much, or how often, you receive support. We are run by The Rose Road Association | We remain impartial, treating all parties with respect, and have no vested interest in the outcome of any discussions. We do not take sides between involved parties. | We store cases on a secure database and will not share your information without your consent. The only exception is where there are safeguarding, safety, or legal concerns. | We are separate from educational settings, the Local Authority, and Health Services. SENDIASS is a statutory service (required under the Children's and Families Act 2014) | Our staff and volunteers have extensive training in SEND law, safeguarding, data protection, and are all DBS checked. |

### Can We Help You?

To receive support from SENDIASS you must be one of the following:

- A child or young person
- A parent/ carer of a young person
- A professional supporting a young person

▸ Live in Southampton

- The child/ young person is 0-25 years old
- Have special educational needs/ disabilities (SEND) - A diagnosis is not needed
- Your query or issue is related to SEND

The above criteria must be met to receive support from us. There is no need for a formal referral to access our service.

**Contact Us - We aim to respond to enquiries within 7 working days**



<https://www.southamptonsendiass.info>



/SouthamptonSENDIASS



southamptoniass@roseroad.org.uk



0300 303 2677



# What Support Can SENDIASS Provide?

- ▶ Special Educational Needs (SEN) Support advice in early years, school, or college
- ▶ Improving communication with: educational settings, local authority, health, social care
- ▶ Choosing a nursery, school, college, or alternative provision
- ▶ Transition between educational settings or between Children's and Adult's services
- ▶ Transport to educational placement
- ▶ Emotionally Based School Avoidance (EBSA)
- ▶ Annual Reviews of Education Health Care Plan (EHCP)
- ▶ EHC Needs Assessment Application
- ▶ Appeals to Tribunal for refusal to assess for an EHCP, refusal to issue an EHCP, contents of an EHCP, ceasing to maintain an EHCP, and placement
- ▶ Exclusions and part-time timetables
- ▶ Making a complaint
- ▶ Disability Discrimination

## We Can



- ▶ Explain jargon
- ▶ Assist you to understand policies and procedures
- ▶ Empower you to feel confident to express your views and wishes
- ▶ Help you understand and exercise your rights
- ▶ Advise you of your options so you can make informed decisions
- ▶ Provide templates and examples for letters, emails, and paperwork
- ▶ Provide resources & signposts to support you with your query
- ▶ Help you to prepare for meetings or tribunals
- ▶ Accompany you to meetings and tribunals if you are unable to advocate for yourself (dependant on current service capacity)
- ▶ Review documents and forms

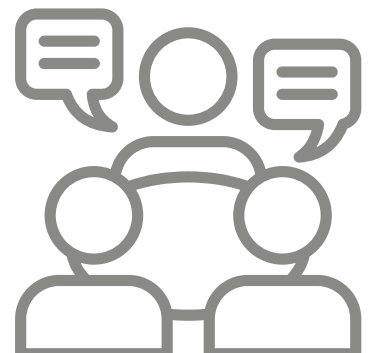
## We Can't



- ▶ Make decisions for you - you know your child's, or your own, wishes and needs best
  - ▶ Attend all meetings\*
  - ▶ Arrange meetings or take minutes\*
  - ▶ Write letters or emails for you\*
  - ▶ Complete paperwork on your behalf\*
  - ▶ Print or photocopy documents for you\*
  - ▶ SENDIASS does not hold power over local authority or school policies or procedures and practices
  - ▶ Review benefits forms e.g., DLA or PIP
  - ▶ Resolve housing queries
- \*Unless you have additional support needs that mean you cannot undertake these actions independently - Please refer to our 'additional support needs' factsheet for more information.

## Meeting Support

At SENDIASS, we attend meetings on a case-by-case basis. Our attendance is dependent on our capacity at the time of the request, receiving sufficient notice, and considering whether our involvement would be helpful in supporting the family alongside contributing positively to the discussion.





# The 4 Levels of Support at Southampton SENDIASS

## Level 1 - Online Resources

Our factsheets, webinars, and information pages are available on our website and Facebook page. These may answer your question without the need to contact our team.

## Level 2 - Information Support

You can contact SENDIASS by telephone, email or our online enquiry form. When you get in touch, we will ask for some basic details and information about your enquiry so that we can identify the most appropriate support.

Please let us know if you have any additional support needs so that we can make our service accessible to you.

We may send you information, resources or guidance to review. Often, these will answer your questions or signpost you to the right service. If you need further support, we ask that you read any information provided before progressing to Level 3 support. This helps ensure that discussions can focus on any remaining questions and make the best use of appointment time. If the resources have not been reviewed, the Triage Officer may need to reschedule your appointment.

## Level 3 - Personalised Support

Our Triage team provides information, advice and support on all areas of SEND. They can:

- ▶ Listen to your concerns and help you understand information/ how it applies to your situation.
- ▶ Provide guidance, resources and more detailed information about SEND processes, paperwork, policies, local practice, your options and your legal rights.
  - ▶ Signpost you to other relevant organisations, services or local authority departments.
  - ▶ Refer your case to a SENDIASS Adviser where further support is needed.

You can contact the Triage team as often as needed by telephone or email. We aim to respond to new enquiries within 7 working days, although this may take longer during busy periods.

Responses may be provided by telephone or email.

## Level 4 - Advisor Support

SENDIASS Advisors provide one-to-one support for:

- ▶ Complex situations that require more in-depth advice and support.
- ▶ Young people aged 0–25 who are accessing the service independently.
- ▶ Parents, carers or young people who have additional support needs that make it difficult for them to advocate for themselves or their child.

If your case is allocated to an Advisor, you will be assigned a named member of staff who will support you throughout that enquiry. If you contact us again in the future with a different issue, you may be allocated a different Advisor.

## Support from SENDIASS will end when one or more of the following is met:

Your desired outcomes have been achieved, you feel able to move forward independently, or we have provided all available support within our remit. Where appropriate, we will signpost you to relevant services. **You are welcome to contact SENDIASS again if you need support in the future.**