



Information Advice and Support

A Guide about our Service

This leaflet explains about our Service.



**SEND Information, Advice and Support Service
(SENDIASS)
The Mount Education Support Centre
Mount Avenue
Penkhull
Stoke on Trent
ST4 7JU**

**Tel: (01782) 234701 or 234847
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**Information,
Advice & Support
Services Network**



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The SENDIAS Service is a confidential, impartial and free statutory service that provides information and support for parent/carers of children, and young people as individuals who have Special Educational Needs and/or Disabilities (SEND).

SENDIASS can

- Provide confidential advice by telephone or email
- Provide one to one support through the education and training years up to age 25
- Help you work closely with other professionals to get your views heard
- Represent and support you in preparing for and attending meetings
- Support you during the transfer of your child's/your Statement of SEN to an EHC Plan
- Provide information to enable you to understand the new legal SEN Framework
- Help with the preparation for Appeals and Tribunals
- Provide an Independent Supporter to work with you throughout the Education, Health and Social Care Assessment.

About SENDIASS staff and Independent Supporters

- They are legally trained in Special Needs Education and parent/young person support
- They are fully checked through the Disclosure Barring Service (Criminal Records Bureau)
- They understand and uphold person centred values to work in partnership with you
- They inform the Local Authority on issues affecting families including local policy and practice
- They advise you on what to expect from statutory services and other agencies.

What do Independent Supporters do?

- Help you understand the Education, Health and Care (EHC) process and the Local Offer
- Act as a named person throughout the EHC Assessment and planning process
- Focus on the main task of helping you to transfer a Statement of SEN or Learning Difficulty Assessments (LDA) to an EHC Plan (Transfer Reviews).

- Work with you if you are new to EHC assessments or if you have had a Learning Difficulty Assessment under the old system
- Liaise across a range of local services and help you to gather the information required for an EHC Plan
- Provide you with information to help you understand Personal Budgets
- Refer you to SENDIASS colleagues who would support and advise you on other more issues e.g. school exclusions, disability discrimination, school disagreements etc.
- We can provide a range of resources relating to Special Educational Needs and/or Disabilities
- We are able to signpost you to other services which may be useful to you.

How we assess our work

We will contact you soon after your period of support has ended to ask if you are happy with the Service. This will enable us to evaluate how we are supporting people and what if anything we can do better.

If you would like more information about things you have read in our leaflet or would like to ask about getting some support **contact our Service on 01782 234701** (further details can be found overleaf) or ask your SEN Coordinator (SENCO) or other professional to pass on your contact details to us and we will be in touch.

Stoke on Trent SENDIASS are part of the National Information, Advice and Support Service Network at the Council for Disabled Children in London.