

What we do

SENDIASS is required, by law, to offer **impartial, confidential** information, advice and support to parents, carers, children and Young People **about matters related to Special Educational Needs and disability (SEND).**

For practitioners

We offer **advice and training to practitioners** and our most frequently requested sessions are:

- SEND legislation, including the young person and parent voice.
- Effective communication with parents
- Promoting parental engagement with schools.

We can also design and deliver individual bespoke sessions around SEND and partnership working

Staff are trained and provide **unbiased** information and advice including:

- Education, health and social care **law**
- National and **local policy** and **processes**
- What to do where there are **disagreements**, including Tribunals

We help children, young people and parents/carers...

- to feel confident to **express their views** and **participate** in discussions.
- **understand their rights** in relation to SEND.
- find **positive ways to communicate** with schools and the local authority.
- **with questions** about their or their child's education, including choosing a school and the process of SEN support (assess/plan/do/review).
- through the **Education Health and Care Plan process** including help with forms, reports or letters and with annual reviews.
- by providing information to enable **informed choices**.
- where there are **disagreements** with school, the Local Authority or health partners, we can explore options and support with next steps, including with SEND tribunals.

How we provide this

- We have a large range of written information online including downloadable **leaflets and information sheets** (which we can also send out on request): www.suffolksendiass.co.uk/leaflets
- We offer free **information sessions** to parents. You can view available sessions at www.suffolksendiass.co.uk/events
- We are developing the way that we provide information digitally to make it **more accessible**
- We use **social media** channels to regularly inform service users of our information, advice and events.
- We are a **self-referral** service and can be contacted by phone, text, messaging (social media) and email.
- We provide **1-1, face to face** support directly to children and young people with SEND, and, where possible, to parents of children/young people who have SEND if the parents themselves
 - Have a learning difficulty
 - Are disabled or have medical or mental health problems
 - Do not have English as their first language
 - **And** if they would, because of any of the above, experience difficulty in engaging with SEND processes without direct support from a member of the SENDIASS team.
- Face to face work will also be available to parents or young people **who need support with...**
 - the Education, Health and Care plan process
 - a SEND Tribunal
 - permanent exclusion hearings (where there are SEND issues) and where the parent is seeking reinstatement.
 - Admissions appeals (where the child has SEND)



www.suffolksendiass.co.uk



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