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)

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