



**SENDIASS (Special Educational Needs & Disability Information & Advice Support Service) supports children & young people & their parents & or carers to understand their rights & empower them to have their views & wishes heard.**

Our support is voluntary. We do not take over; you remain in the driving seat and in control of your decisions.

### **We are impartial:**

We do not favour any point of view or have influence over the outcome of any meeting. We do not give priority to any particular impairment, disability or special educational need. We are not a formal advocacy service. Your voice is important. We do not favour any particular approach to education.

### **We will email, call or text to provide information.**

We will usually offer a 30-minute initial telephone appointment. This enables us to understand your enquiry and how we can best provide information and advice.

If ongoing support is required a SENDIASS Officer will contact you, this will usually be the same officer but as we work closely as a team any SENDIASS officer may respond to you, however usually one officer will take a lead, where ongoing support is offered.

We have experienced and trained volunteers who are also able to offer support.

### **SENDIASS attendance at meetings:**

We strongly feel that you talking directly to the education setting, service or Local Authority is the best way to get the best outcomes. Our first aim is to give you the information you need to attend meetings, raise questions, and make decisions confidently.

**This might include offering advice before and after meetings.**

We can also look at EHC plans, documents, and reports so that you feel confident about what questions to ask, what is reasonable to expect and what you would like to achieve.

We anticipate that most questions and concerns can be supported in this way. However, where appropriate, **SENDIASS** can support at meetings.

When **SENDIASS** do attend we may take part in discussions and help you raise your views where you give us consent to do so. We support solution focused discussions and may raise points around legislations and processes or highlight points from documents but cannot try to influence outcomes. We do not take part in any decision-making process or judge decisions; we cannot instruct decisions to be made.

**SENDIASS do not attend meetings about a child or young person unless either the young person or their parent/carer has given us permission to attend and is present at the meeting.**

Our attendance is determined by the needs and circumstances of the parent/carer, child, or young person and by the capacity of service.

**We prioritise direct work with young people. Please see Youth Engagement Offer below.**

### **We are confidential:**

We do not speak to anyone else without your permission. Our records are kept separate and only within SENDIASS. You can even contact us anonymously. We can only contact you if you have directly requested our support.

### **We provide Information, Advice and Support for:**

**SEN Support in Schools  
Education Health and Care Needs Assessment Requests (EHCNAR)  
Draft EHC Plans  
Annual Reviews for EHC Plans  
Suspensions and Permanent Exclusions (SEND Students)  
Mediation, SEND Tribunal Appeals.**

### **We have 4 levels of support:**

**Signposting  
Information  
Advice  
Support**





## YOUTH ENGAGEMENT OFFER

SENDIASS feel that providing information, advice, and support to the young people of Central Bedfordshire as well as their families is imperative to their inclusion in the different SEND processes and within education – therefore we are proud to offer the support of our Youth Engagement Officer!

Our aim is to ensure that young people have increased knowledge, be more aware of and have more of an understanding of different SEND processes, education, and how they can get involved – being a part of the support they receive, as well as educational and SEND processes, and having the tools to help them get their voice heard and make informed decisions about their own education and lives.

A call is booked in with the Young Person or their parent for our Youth Engagement Officer to discuss their role and then a discussion between the Young Person and their parent to see if they would like to arrange an initial meeting. If the Young Person agrees, the meeting is arranged, which is an informal meeting to discuss the role and the support we can offer. This is always co-produced with the young person, and they have the choice as to whether they would like to work with us.

The support we offer to young people is voluntary – we always need direct contact from the Young Person or their parent before we can make contact or permission has been given for us to make contact. We do not accept external referrals.

Our Youth Engagement Officer helps Young People understand their SEND and support in their educational setting and advises the rights and responsibilities they have. To empower and help use their voice, to become more confident in understanding their educational journey and help achieve their hopes, dreams, and ambitions.

### The support that is offered for Young People includes:

- Understanding their SEN Support and/or their EHC Plan.
- Going through different SEND processes, such as an Annual Review.
- Learning about SEND rights and responsibilities and understanding the support they are receiving.
- To be more independent with their SEND and/or preparing for adulthood.
- To help find their voice and/or want to have a more active role in decision making in relation to their SEND.

These are fixed periods of working between the young person and our Youth Engagement Officer – the support is not ongoing, and the Young Person must want to engage, if they are not ready to work with us, they can come back at a later time or when they feel ready.



0300 300 8088



support@sendiass.co.uk



www.cbsendiass.org



www.facebook.com/CBCSENDIASS