

Suffolk Special Educational Needs and Disability Service (SENDIASS)

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).**

Staff are trained and have accurate and up to date knowledge of:

- Education, social care and health law relating to SEND
- National and local policy and practice in meeting SEND
- SEND processes including Tribunal.

Support should be tailored to the individual, where possible, with the aim to build upon the individual's skills, knowledge and confidence to promote independence and self-advocacy.

SENDIASS in Suffolk offer information, advice and support in the following ways:

- We provide **advice and training to practitioners** who work directly with families and schools including:
 - i) Ways of improving participation, engagement and communication with parents, children and young people
 - ii) The law and processes relating to SEN and disability, as it applies to education, health and social care
- We are developing our **work with parent groups** to build on knowledge and skills, improving parent peer support and empowerment of parents.
- We have our own **webpages** within the SCC website – www.suffolk.gov.uk/sendiaass
- **Facebook** - www.facebook.com/sendiaassinsuffolk
- We have a large range of written information in the form of **leaflets and information sheets** which are available online and which we will send out if requested.
- We are working to develop the way that we provide information digitally to make it more accessible to all as well as developing our social media presence.
- **Helpline:** We have a telephone helpline – 01473 265210, this is available 9-5 Monday – Friday. However, this line is often busy and callers may be asked to leave a message. We aim to respond as quickly as possible, usually within 2 working days.
- We respond to **email** sendiaass@suffolk.gov.uk and questions on facebook and where we are unable to help we will **signpost** to the appropriate service.

- 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 where the parents themselves
 - i) Have a learning difficulty
 - ii) Are disabled or have medical or mental health problems
 - iii) Do not have English as their first language

And would, because of this, experience significant difficulty in engaging with SEND processes without direct support from a member of the SENDIASS team.
- Face to face work will also be considered where parents or young people need support with
 - i) SEND Tribunal,
 - ii) Permanent exclusion hearings where there are SEND issues and where the parent is seeking reinstatement.
 - iii) Admissions appeals where the child has SEND

SENDIASS offers **Independent Support** for those going through the EHC process and Statement to EHC transfers.

SENDIASS is self-referral service. If you are interested in any of the above services please contact us:

helpline: 01473 265210 or email: sendiass@suffolk.gov.uk



To keep up to date with workshops and events please 'like' our Facebook Page **Sendiass in Suffolk**.