

# SEND Information, Advice and Support (SENDIASS)

A service for parents and carers of children and young people with special educational needs

## Confidential Advice Line Link (CALL)

Phone: ☎ 01223 699214

10am – 12noon and 2pm – 4pm

Monday to Friday, Term Time only

E-mail: ✉ [pps@cambridgeshire.gov.uk](mailto:pps@cambridgeshire.gov.uk)

## Newsletters, Training and Website

Phone: ☎ 01223 699211

E-mail: ✉ [ppsadmin@cambridgeshire.gov.uk](mailto:ppsadmin@cambridgeshire.gov.uk)

SENDIASS Website 🌐

[www.cambridgeshire.gov.uk/SENDIASS](http://www.cambridgeshire.gov.uk/SENDIASS)

SEND Information, Advice and Support  
SENDIASS,  
Cambridgeshire County Council,  
SH1212,  
Shire Hall,  
Cambridge,  
CB3 0AP

We provide an answerphone if a member of staff is not available to take your call.

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Please ask us for copies of this leaflet in Braille, on audio cassette or in a different language.

Prosimy pytać u nas o kopie niniejszej ulotki w języku Braille'a, w wersji audio lub w innym języku.

Prašome mūsų teirautis šio informacinio lapelio kopijų Brailio raštu, garsajuosteje ar kita kalba.

Caso necessite, peça-nos cópias deste folheto em Braille, cassete áudio ou numa língua diferente.

এই প্রচারপত্রটির কপি ব্রেইল, অডিও ক্যাসেটে বা অন্য কোন ভাষায় পোতে চাইলে দয়া করে আমাদের নিকট অনুরোধ জানান।

شعفت زبان میں درکار ہو تو برائے کرم سے درخواست کریں۔

الفاظ کو پھوڑ کر پڑھنے کی زبان میں، آڈیو کیسٹ پر یا کسی

اگر آپ کو اس کلمچے کی نقل بریل یعنی مائینا لوگوں کی

请向我们索取本小册的其他版本，包括盲文、录音带或另一种语言的译本。

Mangyaring hingin kami para sa mga kopya ng polyetong ito sa Braille, sa audio cassette o sa ibang wika.



Parent Partnership Service

Listening to children and young people



[www.cambridgeshire.gov.uk/SENDIASS](http://www.cambridgeshire.gov.uk/SENDIASS)

# Listening to children and young people

‘Children, who are capable of forming views, have a right to receive and make known information, to express an opinion, and to have that opinion taken into account in any matters affecting them. The views of the child should be given due weight according to the age, maturity and capability of the child.’

**(See Articles 12 and 13 of The United Nations Convention on the Rights of the Child.)**

Local Authorities should have regard to (i.e. take into account the importance of):

- a) the views, wishes and feelings of the child ... or the young person;
- b) the importance of the child ... or the young person, participating as fully as possible in decisions;
- c) the importance of the child ... or the young person, being provided with the information and support necessary to enable participation in those decisions; .
- d) the need to support the child ... or the young person, in order to facilitate the development of the child or young

person and to help him or her achieve the best possible educational and other outcomes.

*Children and Families Act 2014, Section 19*

Schools should have regard to (i.e. take into account the importance of):

- ‘the views, wishes and feelings of the child or young person;
- the importance of the child or young person ... participating as fully as possible in decision, and being provided with the information and support necessary to enable participation in those decision
- the need to support the child or young person ... in order to facilitate the development of the child or young person and to help them achieve the best possible educational and other outcomes, preparing them effectively for and adulthood.

*SEND Code of Practice: 0-25 years, sections 1.1 and 6.7*

This means that children and young people should be:

- given the support and advice they need to take part in decisions about their education, health and social care provision

and included in:

- decisions about their education in school e.g.
  - assessments of their SEND
  - planning what support and help they need to learn, educationally and socially;
  - how the support they receive will be provided
  - reviewing the success or otherwise of any support they receive and any changes necessary as a result
  - setting their learning targets.
- annual reviews of their Education, Health and Care Plans (EHCPs)
- choosing their school or educational setting
- plans to help them prepare and manage changes of school or educational settings
- plans to help them prepare for their adulthood.

It is up to the child or young person how much they are involved, but, wherever possible, any reluctance or problems they may have that could affect their taking part, should be discussed with them and, if at all possible, overcome. This should include having someone to support them, using alternative means of making their contribution e.g. video, written submissions, recordings of their wishes. It is the responsibility of everyone taking part in the process to ensure this is done.