

What to Expect from SEND and You

SEND and You provides the Special Educational Needs and Disabilities Information, Advice and Support Service (SENDIASS) in South Gloucestershire, Bristol and North Somerset. We aim to empower parents/carers, children and young people to play an active and informed role in making decisions about their education, health and social care.

Our role as an information, advice, and support service (IASS) is to help parents/carers, children, and young people build their knowledge, understanding, and confidence in SEND procedures, policies, practices, and law, and enable them to communicate their own needs, wishes, aims, and rights.



SAY
SEND AND YOU
SENDIASS

SENDIASS is:

Free

There are no fees to pay no matter how much, or how often, you receive support

Impartial

We provide information based on current law.

We do not take sides where there are identified issues and treat all parties respectfully.

We have no vested interest in the outcome of any discussions.

You can view our impartiality policy [HERE](#).

Confidential

We keep your details on a secure and independent database and will not share your details or discuss your case with anyone else without your permission

Independent

SENDIASS is separate from educational settings, the Local Authority, and Health Services.

SENDIASS is a statutory service (required by law under the Children's and Families Act 2014).

SEND and You is a registered charity with a board of Trustees, commissioned to run SENDIASS.

Fully Trained

Our staff and volunteers have extensive training in SEND law, safeguarding, data protection, and are all DBS checked.



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Who can use the SENDIASS?

Children and Young People

with SEND aged 0-25 can use our service independently to ensure their views are shared, they understand educational processes and can contribute in decisions about their future.

Parents and Carers

with parental responsibility can use our service to understand their own and their children and young people with SEND's rights, as well as processes and policies. They may also use our service for practical guidance and support in voicing their views.

Professionals

are able to use the information, advice and support to build their own knowledge and understanding. They can also enable children and young people, as well as parents and carers to access SENDIASS.

SEND and You can only work with those who live in Bristol, South Gloucestershire or North Somerset.

What we cover:



SENDIASS can offer **impartial** and **confidential** information, advice and support (**IAS**) to enable you to make your **OWN** decisions and choices in the following areas:

- SEN (Special Educational Needs) Support in early years, school, or college
- Improving communication with educational settings, local authority, health, and social care
- Transition between educational settings, phased transfer or moving between Children's and Adult's services
- Transport to educational placement
- Annual Reviews of Education Health Care Plan (EHCP)
- EHCP Application and Needs Assessment
- Appeals to Tribunal for refusal to assess for an EHCP, refusal to issue an EHCP, contents of an EHCP, ceasing to maintain an EHCP, and placement
- Exclusions and part-time timetables
- Emotionally Based School Avoidance (EBSA)
- Disability Discrimination
- Making a complaint
- Health and social care queries related to the child or young person's disability

What we DO:



- Explain Jargon
- Promote self-advocacy by empowering you to feel confident to express your views
- Assist you to understand statutory SEND processes and policies
- Help you to understand how to exercise your rights
- Enable you to be more confident when communicating with professionals
- Support you to understand your options so you can make informed decisions
- Help you to prepare for meetings or tribunals
- Provide templates and examples for letters and paperwork
- Provide resources and information sessions to support your learning in specific SEND topics.
- Signpost to local and national sources of information, advice and support, including the local offer.
- Review documents and forms (such as EHC needs assessment requests and appeal forms) where this is necessary to help you to move forwards
- May accompany you to meetings and tribunals. Please [SEE HERE](#) for further details and terms when this applies.

What we do NOT DO:



- Offer counselling - enquiries must be based around a question related to SEND
- Deliver emergency support or interventions.
- Make decisions for you - you know your child's, or your own, wishes and needs best
- Attend all meetings. Please see our meetings and tribunal support information here.
- Arrange meetings or take minutes*
- Write letters or emails for you*
- Complete paperwork on your behalf*
- Routinely read or check draft EHC Plans*
- Act as an intermediary between you and other professionals.
- Spend disproportionate amount of time re-addressing an enquiry that has already been addressed by our service.
- Offer IAS or review forms on issues that are not linked to SEND e.g., DLA or PIP
- Allocate a named worker.
- Hold power over Local Authority or school policies, practices or procedures

***Unless you have additional support needs that mean you cannot undertake these actions independently and we have agreed that we have the capacity to support you at that time.**

Please read further details below

Additional Support Needs

The aim of SEND and You SENDIASS is always to enable parents/carers and young people to make confident, independent, and informed decisions. We will, therefore, assess every situation to understand the level of support required.

This includes those where the parent/carer, child, or young person has additional support needs. This ensures that we only provide support that builds confidence rather than support that promotes reliance on SENDIASS.

Please tell us if you need additional support at your first contact with us, this could be by using our contact form, telephone or email. The sooner we know the better we can help you.

Protocol when Service Users Are in Crisis

The SENDIASS is not an emergency service.

There may be times that we need to raise a Child protection or Safeguarding concern by informing the Local Authority Children and/or Adult Services as per Safeguarding procedures. You can read more about our Safeguarding Policy [here](#).

Contacting SEND and You:

If you have not contacted us before, or not for at least 6 months - please complete our contact form as a first step. This will allow us to best respond to your enquiry.

Visit our website for ways to contact us <https://www.sendandyou.org.uk/contact-us/>
Or Scan the QR Code Below



If you have contacted the service more recently, or if you are having trouble completing the form, you can still contact us in the following ways:

Phone our Information, Advice & Support (IAS) line - 0117 9897725

By email on support@sendandyou.org.uk

We will respond within 3-5 working days.