

This factsheet is to help you get the most from SENDIASS. It will help you understand what SENDIASS is, what we do and do not offer, and how we can best support you.

Aim of SENDIASS:

SENDIASS (Special Educational Needs and Disability Information Advice and Support Service) aims 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 needs.

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.

SENDIASS is:

<i>Free</i>	<i>Impartial</i>	<i>Confidential</i>	<i>Arms-length</i>	<i>Trained</i>
There are no fees to pay no matter how much, or how often, you receive support.	<p>We do not favour one party.</p> <p>We treat all parties respectfully.</p>	<p>We keep your details on a secure and independent database.</p> <p>We will not share your details or discuss your case with anyone else without your permission. If you tell us something which makes us, think you are at risk, we may need to talk to someone about that.</p>	<p>SENDIASS operates independently from educational settings, the Local Authority, and Health Services</p> <p>SENDIASS has no access to council run databases.</p> <p>Only SENDIASS staff have access to the SENDIASS database.</p> <p>SENDIASS is a statutory service (required by law under the Children's and Families Act 2014).</p> <p>Every Local Authority must commission a SENDIASS service.</p>	Our staff have extensive training in SEND law, safeguarding and data protection.

Is SENDIASS for you?

To receive support from us you must meet the following criteria:

Be a parent/carer of a child or young person who:	<ul style="list-style-type: none"> • is ordinarily resident in Trafford • is 0-25 years old • has or may have special educational needs or disabilities (SEND). A diagnosis is not needed to receive support. • has a query or issue related to SEND
Be a child or young person who:	
Be a professional supporting a child or young person who:	

If you are a professional referring a family to us, you must obtain their consent. (formatting)



How SENDIASS can support you? (This is not an exhaustive list)

SENDIASS can offer information, advice and support around:

- SEN (Special Educational Needs) Support in early years, school, or college
- Supporting communication with educational settings, local authority, health, and social care
- Transition between educational settings or between Children's and Adult's services
- Transport application process
- EHCP Application and Needs Assessment
- Annual Reviews of Education Health Care Plan (EHCP)
- Advice and support for refusal to assess for an EHCP, refusal to issue an EHCP, contents of an EHCP, ceasing to maintain an EHCP, and placement
- Suspensions, exclusions and part-time timetables
- Emotionally Based School Non-Attendance (EBSNA)
- Disability Discrimination
- Making a complaint
- Health and social care queries related to the child or young person's SEND.

Our helpline is a 24-hour voicemail service, which can be contacted on [0161 912 3150](tel:01619123150). Our email address is sendiass@trafford.gov.uk. You can also contact us through the contact form on our website <https://sendiass.trafford.gov.uk>. Please note that we require 5 working days to review paperwork.

We aim to respond to all enquiries within 3 working days; however, this may be extended during periods of high demand. You will be put in touch with the next available caseworker. To enable fair access to all, helpline calls may be time limited.

SENDIASS do	SENDIASS do not
<ul style="list-style-type: none"> • Assist you to understand policies and procedures • Empower you to feel confident to express your views and wishes • Help you to understand and exercise your rights • Advise you of your options so you can make an informed decision • Signpost to model letters • Provide resources in various formats to support your query • Help you to prepare for meetings or tribunals • Accompany you to meetings and tribunals if you are unable to advocate for yourself. • Review documents and forms completed by service users (e.g., EHC Needs Assessment requests, draft and final EHCPs, appeal forms) • Promote positive working relationships between parents/carers, settings and partner agencies • Explain jargon 	<ul style="list-style-type: none"> • Make decisions for you - you know your child's, or your own, wishes and needs best • Attend all meetings* • Routinely attend face to face meetings* • Arrange meetings or take minutes* • Write letters or emails for you* • Complete paperwork on your behalf* • Print or photocopy documents for you* • Review benefits forms e.g., DLA or PIP • Have access to information about waiting lists for other services • Have priority access to other services • Provide therapeutic services or direct interventions <p>*Unless you have additional support needs that mean you cannot undertake these actions independently</p>

Other sources of support:

Stronger Together Empowering Parents (STEP)

STEP is a support service within Trafford Parents Forum. They provide emotional and practical support and advice for parent/carers of children and young people with SEND in Trafford. They also have a team of trained volunteers who can act as mentors for parent carers. STEP pair mentors up according to the skills and experience they have and match them accordingly with parent carers who could benefit the most from their support.

STEP provide low-level support such as:

- Emotional support
- Practical support for day-to-day challenges
- Signposting to Trafford services
- Help navigating the Local Offer
- Guidance for completing DLA Application
- Support in low-level meetings in school

NOTE: STEP **cannot** support with issues around EHCP's.

Emily Heywood and Clair Domville, Peer to Peer Co-ordinators

Contact 07925 926 956 07925 926 955 step@traffordparentsforum.com

Contact

Parents and carers can also call the free Contact helpline. It is open between the hours of 9.30am and 5pm Monday to Friday.

Helpline: 0808 808 3555

Website: www.contact.org.uk

The Independent Provider of Special Education Advice (IPSEA)

The Independent Provider of Special Education Advice (IPSEA) offer a call-in telephone helpline which is open every Wednesday from 9:30am -3pm and every Friday from 9.30 am to 12.30 pm. They provide legally based next step advice on any educational issue that is a result of a child or young person's SEND.

Helpline: 0300 222 5899

Website: www.ipsea.org.uk

Further support services and sources of information can also be found on Trafford's Local Offer pages.

<https://www.trafforddirectory.co.uk/kb5/trafford/fsd/localoffer.page>