

Question

Online resources

Information and resources are available on our website

<https://sendiass.trafford.gov.uk/>

Initial Support

When you contact SENDIASS we will initially offer a return email or a 20-minute phone call. You may be sent relevant resources to look through. If, after this initial contact, you require further support please let us know.

Next Steps advice and support

Our team provide a wide range of information, advice, and support on all areas of SEND. They are able to:

- listen to you and help you to gather, understand, and interpret information and apply it to your own situation.
- provide more in depth information and resources to help you navigate processes, help you to complete documents, understand policies and local practices, and understand your options and legal rights
- signpost you to relevant support from other organisations, agencies, or Local Authority departments

It is important that you have read any information sent to you from your initial contact first.

You can come back for further information and support as often as you need by calling our voicemail service on 0161 912 3150, emailing us at sendiass@trafford.gov.uk or completing our contact form at <https://sendiass@trafford.gov.uk>.

Further support

Caseworkers provide 1:1 support for:

- Complex situations that SENDIASS determine require more in depth support
- anyone who has their own additional needs which mean they are unable to advocate for their child themselves
- young people accessing our service independently

You will be allocated a specific caseworker for your case.

Has your issue been resolved?

Yes 

No 

Resolution

Support from SENDIASS will end when:

- your question has been answered
- you have reached a stage where you should be able to proceed using the information and support already provided
- the support you need to achieve further outcomes is outside of the SENDIASS remit or your issue has been progressed as far as SENDIASS is able. In this case you will be signposted to relevant services.

Our support aims to equip you with skills and resources which will help if future issues occur. You can self refer if you need any further advice or support in the future.

We try to provide the information, advice and support that you need. Can you help us do better? If you have used our service please consider completing this [quick survey](#)