sendiass
NORTH YORKSHIRE

Special Educational Needs and Disabilities
Information, Advice and Support Service

# Information pack for Parents, Carers, Young People and Professionals

# Contents


- Cover - page 1
- Contents - page 2
- One Minute Guide to SENDIASS - page 3
- One Minute Guide - ‘The Do’s and Don’ts’ - page 5
- One Minute Guide - Advice Line - page 7
- Ways of Working Agreement & Expectations - page 9
- Meetings and Tribunal Policy - page 11
- Printable SENDIASS Poster - page 13
- Printable SENDIASS Leaflet - page 14
- Resources - page 16
- How to contact us - page 19

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# One minute guide

# SENDIASS North Yorkshire

## What does SENDIASS mean?

SENDIASS stands for Special Educational Needs and Disabilities Information Advice and Support Service.

## Who are we?

SENDIASS North Yorkshire is a statutory service that provides information and advice on SEND policy, process and law to parents, carers of children with special educational needs or a disability or to young people with a special educational needs or disability up to the age of 25. Our service is:

- Confidential. We don't share anything you tell us, unless it's a safeguarding issue or you have given us permission to speak with another service on your behalf.
- Impartial. We aim to give you information about the options available to you, then it's up to you to make the decisions on how you move forward.
- Arm's length from the local authority. Although our team are commissioned by North Yorkshire Council, we work independently from the local authority SEND services and departments.
- Free of charge. We do not charge a fee for providing you with information and advice
- Accessible. If you have communication difficulties or English as a second language, we will always do our best to arrange the right support. Our webpages can all be translated into languages other than English, using Google Translate. Please contact us if you need information to be provided in a different format.
- Based in law. All SENDIASS North Yorkshire Coordinators have completed legal training on all areas of SEND including SEN support, Education Health Care Plans and issues such as exclusion.

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## Why are we statutory?

Section 32 of The Children and Families Act 2014, imposes the duties on Local Authorities to ensure that parents, carers and young people are provided with advice and information about matters relating to Special Educational Needs and Disabilities.

## How can you contact us?

You can contact us in any of the following ways -

By Phone : 01609 536 923
By Email: infor@sendiassnorthyorks.org
By Contact form on our Website: Contact Us > SENDIAS North Yorkshire

## What happens next?

When you contact us, your message will be automatically put through to our advice line. This advice line is monitored every Monday, Wednesday and Friday from 08:30 till 13:00 Request for information advice and support are responded to in chronological order.

You will receive a response typically within 5 working days although at busy times this may extend up to 10 working days.

Please do not make multiple requests for one issue/support need as this can delay our response time.

Please make a separate request for each individual child.

**You can find out more about our service and what we do on our website.**
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# SENDIASS Do's & Don'ts

## What we do?

- Advice Line operational on Mon, Weds, Fri, during term time (24 answer service) Tues, Thurs in school holidays
- Develop parents/carer/young person confidence enabling empowerment to promoting independence and self-advocacy
- Advocacy for parents/carers and YP when necessary
- Training for parents/carers/young people and other services
- Information about support for special educational needs and disabilities (0-25 years)
- Signposting to services
- Information about provision, including how to find a suitable school
- Live webinar sessions on SEN Support and requesting an EHC needs assessment
- Help parents/carers to prepare for a meeting with school, mediation and Tribunal Hearings (virtual)
- Support appealing a decision made by the local authority
- Help to challenge an exclusion
- Advice and information when a child or young person is not accessing full-time education or non-attendance
- Support with making a complaint (when necessary) or support to resolve a dispute
- To talk through processes relating to SEN Support, EHCAR, Draft EHCP, Final EHCP
- Information about Elective Home education or alternatives

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## What don't we do?

- Attend medical appointments with families
- Accompany parents on visits to schools
- Attend meetings to hand hold (must be a role for SENDIASS)
- Attend face to face meetings including annual reviews etc
- Everything for parents in relation to send issues
- Contact parents/carers who have not given permission to work with us
- Attend professionals' meetings unless there is a role for SENDIASS and parent/carer/young person in attendance.
- Give advice on DLA forms
- Pick up a case because other services are closing involvement.

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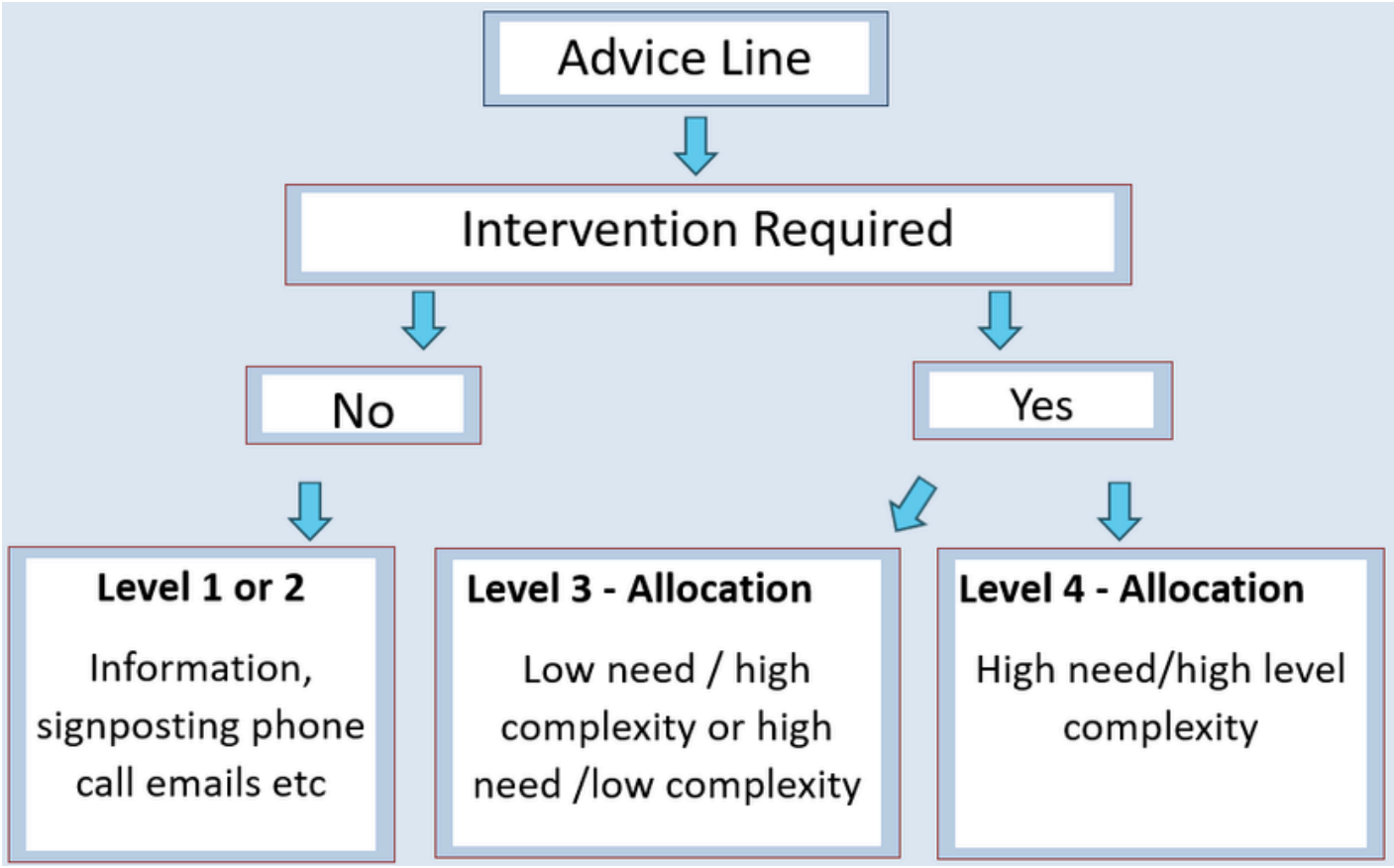
# One minute guide

# SENDIASS Advice Line

## What happens after you contact the advice line?



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## Examples of Level 1 – Less than 30 minutes

**Query** - Can you send me information and advice on starting the EHCP process for my child with SEND?
**Response** – Template email about Education, Health and Care Needs Assessment Requests (EHCAR)

## Examples of Level 2 – more than 30 minutes not including recording on system

**Query** – Can someone call me to explain
**Response** – Coordinator calls; researches subject; composes email

## Examples of Level 3

**Query** – I am completing an EHCAR and have received all the information but have dyslexia and ADHD and struggle with forms, am I able to get more support?
**Response** – Volunteer assigned to support with EHCAR, collating evidence, completing form and letter.

## Examples of Level 4

**Query –** Can you support me with appealing the LA decision about my child's EHCP? I am currently going through cancer treatment and do not qualify for legal aid.
**Response –** Episodic support throughout the appeal for actions with deadlines, working document, mediation and/or hearing preparation, etc.

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# Ways of Working Agreement & Expectations

Sendiass North Yorkshire will provide the relevant information and advice to everyone using the service. We aim to empower parents, carers, young people and professionals to gain an understanding of SEND policies, process and relevant Law and how it applies to their situation.

## What you can expect from us:

• We will be confidential, impartial, arm's length from the Local Authority and provide information, advice, and support to achieve the best outcomes possible.

• We will be honest, reliable, non-judgmental, all trained or working towards IPSEA Level 3 in SEND law.

• We will gather information during your contact and record brief notes on our confidential database so should you return, you do not have to re-tell all your situation.

• The SENDIASS coordinator will offer information and advice by phone, emails, and virtual meetings.

• Should your child's/young person's file be allocated to a co-ordinator you will be offered a one-off virtual meeting or phone call to address your reasons for contact. During this session you will be given information and advice about next step. Once has happened the file will be closed.

• You can return to the Service at any point should you require further advice or information by contacting us through our secure online contact form: Contact form for parents/carers > SENDIAS North Yorkshire.

## You can help us by:

• Working together to agree next steps.

• Leaving us a message if you phone.

• Attending pre-arranged meetings and letting us know if you cannot attend with as much notice as possible.

• When your child/young person's file has been closed please come back to us through our advice line using: Contact Us - SENDIASS North Yorkshire.

• By filling in our evaluation form as it really helps us to learn and develop our service.

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# Meetings & Tribunals

## Support for meetings and Tribunal hearings

We often get requests for SENDIASS North Yorkshire to attend meetings and tribunal hearings. Due to the number of parents/carers, children, and young people we support we are not able to accept all the meeting requests we receive. Meeting requests will always be considered, and a decision will be made based on the below guidelines.

## Meetings

- Requests for SENDIASS attendance must be received at least 2 weeks before the meeting date.
- SENDIASS being able to attend a meeting depends on our availability and may be reduced during busy periods.
- Meetings in person (often called face-to-face meetings) are extremely rare due to our availability and the location.
- SENDIASS may offer to attend a meeting virtually if considered necessary, using Microsoft Teams or a similar online platform.
- Coordinators will only attend meetings if they have a valuable contribution to make or if you are unable to advocate for your child, or yourself. This can be discussed.
- If we do not agree to attend a meeting, we will offer you a virtual preparation session; during this we will provide advice and information or signpost you to relevant resources.

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## Tribunals

- We request that you check if you qualify for legal aid by visiting the Civil Legal Advice on the Government website as a starting point. Check if you can get legal aid - GOV.UK (www.gov.uk) or you can 'phone them on 0345 345 4345. If you do qualify you may be able to access free professional reports or assessments to support your appeal.

- SENDIASS coordinators are unlikely to attend Tribunals with you. However, in exceptional circumstances may attend as a supporter. This will be discussed on a case-by-case basis.

- Please do not name a SENDIASS coordinator on the appeal (SEND 35 form) or case review form (SEND 45 form) unless it has been agreed.

## Representing yourself, your child or young person

Most parents and carers represent their child or young person without legal representation and will move through this process with minimal support.

Our role at SENDIASS North Yorkshire is to empower you and we can provide information and different resources to give you the confidence to express your views, wishes, and rights.

You are the best person to speak for your child, young person or for yourself and the SEND tribunal is set up to listen to you.

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**What does SENDIASS mean?**

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**What does SENDIASS offer?**

SENDIASS North Yorkshire provides information and advice on SEND policy, process and law to parents and carers of children with special educational needs or a disability or to young people with a special educational needs or disability up to the age of 25.

Visit our website here: sendiassnorthyorkshire.co.uk

**You can contact us in any of the following ways -**

By Phone : 01609 536 923
By Email: info@sendiassnorthyorks.org
By Contact form on our Website:
Contact Us > SENDIAS North Yorkshire

# What Parents say ...

'You are all invaluable to us and our amazing kids'

'Very knowledgeable, a really brilliant service.'

'Professional service, good listeners, provided a ray of hope'

For confidential and impartial, information, advice and support

Visit our website:

www.sendiassnorthyorkshire.co.uk

Here you can fill in our secure online contact form

Contact Us - SENDIASS North Yorkshire

Email us

info@sendiassnorthyorks.org

Phone us:

01609 536923

Find us on Facebook @sendiassnorthyorks

Or Instagram @sendiassny

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# Guide for Parents and Young People

www.sendiassnorthyorkshire.co.uk

## Who We Are:

SENDIASS North Yorkshire gives free, confidential, and impartial advice about Special Educational Needs and Disabilities (SEND).

We are an advice service that works separately from the local authority.

You can only use our service if you agree to it. No one can refer you without your permission

## Who We Help:

- Parents and carers of children with SEND
- Young people up to 25 years old
- Professionals working with children and young people (general advice)

## What We Do:

We help you understand:
- What the law says about SEND
- How SEND rules are used by the local authority, schools, and colleges

We don't take sides or tell you what to do. We give you the facts so you can make your own choices.

## How We Work With You:

We listen to your views and help you look at your options. We can send you useful information and help you get ready for meetings like mediations or annual reviews.

We can also help with forms, plans, and letters to make sure your views are heard.

## Education Support:

If you're worried about your SEND child's education or school, we're here to help. We'll support you in talking to schools and the local authority in a positive way.

## Your Rights and SEND Support:

We explain your rights and help you understand SEND support. We can guide you on:
- Asking for an Education, Health and Care (EHC) needs assessment
- What happens after you ask

We also run free monthly sessions you can join to learn more.

## We help you:

- Share your views
- Understand the SEND process
- Feel confident in making decisions

## More Information:

Visit:
www.sendiassnorthyorkshire.co.uk
Email: info@sendiassnorthyorks.org

# Resources

## Useful SEND resources and tools

On this page you will find links to further helpful resources or website links or helpful apps, tools and information around who/where to contact for advice/support/information for supporting a child or young person with SEND.

## Neurodivergent Conditions

National Autistic Society (autism.org.uk)
Where to get autism support - NHS (www.nhs.uk)
Attention deficit hyperactivity disorder (ADHD) - NHS (www.nhs.uk)
Home | ADHD Solutions CIC
Our Services - The Dyslexia Association

**Neurodiversity resources:**
Resources Archive - ADHD Foundation : ADHD Foundation – includes ADHD, Autism, Tourette's and much more.

## Social Emotional and Mental Health (SEMH) and well-being websites

YoungMinds | Mental Health Charity For Children And Young People | YoungMinds
home I stormbreak CIO
North Yorkshire (Compass Phoenix) - Compass (compass-uk.org)
I'm a young person - MindMate
stem4 - supporting teenage mental health
UK | Carers UK
We are Rethink Mental Illness
Home - Kooth
Escayp - Emotional Support for Children and Young People
Just B
Mini Marketplace - The Go-To (thegoto.org.uk) (Information for parents/carers and young people on how to find support)

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Strength in Relationships

Information, Advice & Support Programme

Council for disabled children

## General Support

Learning Disability Helpline | Mencap
IASS video for Children and Young People - what they are/how they can help? - YouTube
What Is Personal Information? | Internet Matters
Personal Budgets explained with subtitles - YouTube
Get Support | Childline

## Early Years

Early Years Evidence Store | EEF (educationendowmentfoundation.org.uk)
Discover the Early Years Stronger Practice Hubs | Stronger Practice Hubs

## Legal Advice

Our helpline (contact.org.uk)
Disabled Students Helpline | Disability Rights UK
lawstuff.org.uk – lawstuff.org.uk
Home - Get Your Rights
Equality Advisory and Support Service (equalityadvisoryservice.com)
Home | Just For Kids Law

## Emotional and Well-being Support

Contact: the charity for families with disabled children
Navigate: emotional support for parents | Disability charity Scope UK
About us | National Deaf Children's Society (ndcs.org.uk)
Parenting and Family Support - Family Lives (Parentline Plus) | Family Lives
Parents Helpline | Mental Health Help for Your Child | YoungMinds
Home - Kooth
Childhood Bereavement Network
Anti-Bullying Alliance
Schools' Wellbeing Partnership (ncb.org.uk)

## Education information, advice and support

Our helpline (contact.org.uk)
Council for Disabled Children
Advice Line (ipsea.org.uk)
Tribunal Helpline (ipsea.org.uk)
Contact us (autism.org.uk)
Learning Disability Helpline | Mencap
Contact us | Just For Kids Law

## Health information advice and support

a_parents_guide_to_hearing_care_web_single.pdf (contact.org.uk)
a_parents_guide_to_eye_care__web_single.pdf (contact.org.uk)
a_parents_guide_to_dental_care__web_single.pdf (contact.org.uk)
Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV)
Humber and North Yorkshire Integrated Care Board (ICB)

## Podcasts

The Importance of Inclusive Language | Our Turn to Talk (zencast.website)

# How to Contact US

**How to contact our Advice Line for information and advice on SEND policy, processes and procedures:**

**01609 536 923**
**info@sendiassnorthyorks.org**
**Using our contact form on our website**

Facebook @sendiassnorthyorks

Instagram @sendiassny

Youtube SENDIASS North Yorkshire