

CENTRAL BEDFORDSHIRE SENDIASS SERVICE UPDATE MAY 2023



SENDIASS (SEND – Information Advice & Support Service) is a free **voluntary, impartial, and confidential advisory service** for parents and carers of children with special educational needs and disabilities (SEND) and directly to young people. 0 to 25 years. (Please see Youth Engagement Officer information below)

As part of the Children and Families Act 2014 it is a legal requirement that all local authorities ensure children and young people with Special Educational Needs and Disabilities (SEND) and their parents have access to an impartial Information, Advice and Support (IAS) service

This short video explains how IAS Services work and how a local IASS team can be contacted – including how to access the national helpline provided by Contact. <http://bit.ly/2nwSZwo>

Please see attached How We Work information leaflet to share with parents you feel would benefit from getting in touch with us. <https://cbsendiass.org/wp-content/uploads/2023/05/CBC-SENDIASS-How-we-work-Information-Leaflet.pdf>

Our Referral Form can be found on our website and the Local Offer. Parents can also email or leave a message on our 24-hour voicemail. (Our number is not manned and will not be answered, voicemails are processed daily) <https://cbsendiass.org/referral-form/>

We aim to respond to new enquires within 2-3 days, whereby either the required Information, Advise or Support (IAS) will be emailed, or a 30-minute Helpline call will be offered. If further support is required, then this will be allocated to an Officer as necessary.

SEND Information, Advise & Support we can provide in accordance with SEND Legislation:

- ✓ SEN Support in schools.
- ✓ Education Health and Care Plan Need Assessment Requests.
- ✓ Draft checks for EHCP's
- ✓ Annual Review preparation and Amendment plan checks.
- ✓ Advise around EOTAS (but not devise a package)
- ✓ Suspensions and permanent exclusions.
- ✓ Disability Discrimination.
- ✓ Mediation
- ✓ SEND Tribunal Appeals

We are unable to:

- X Give Opinions.
- X Hold the Local Authority or schools to account.
- X Influence decisions including which school is most appropriate for a child or young person.
- X Specify provisions in EHCP's inc. EOTAS.
- X Accept third party referrals (unless exceptional circumstances)
- X Attend meetings without parents or the Young Person (where a YP is over 16)
- X Discuss individual cases with third parties unless written consent has been given by the parent or YP.
- X Condition Awareness or Support in the home.

SENDIASS has a very high demand, to help us to continue providing a high standard of support to parents who need our service, we ask that the following processes are followed:

- Please do not use Officer's personal emails, all communication MUST come through support@sendiass.co.uk.
- Please ensure that a family is currently being supported by us, before copying us into emails.
- Please ensure that parents are copied into all correspondence with us.

We can only attend meetings if a parent has directly requested our support.

Due to receiving an extremely high number of requests, we must prioritise. As a general rule, we are unable to attend TAC meetings, unless there is a direct SEND need, and the CYP's education is at risk. We require at least 2 weeks' notice, and the supporting officer will discuss with the parents our attendance. If we are unable to attend, we will provide the necessary IAS in preparation for and post meeting. We cannot attend any meetings without having first spoken to the parents or Young Person if over 16.

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YOUTH ENGAGEMENT

Please see our [How we work information leaflet. \(2nd Page\)](#)

<https://cbsendiass.org/wp-content/uploads/2023/05/CBC-SENDIASS-How-we-work-Information-Leaflet.pdf>

Our aim is to ensure that young people have increased knowledge, be more aware of and have more of an understanding of different SEND processes, education, and how they can get involved – being a part of the support they receive, as well as educational and SEND processes, and having the tools to help them get their voice heard and make informed decisions about their own education and lives.

As the support we offer is voluntary we always need direct contact from the Young Person or their parent before we can make contact or permission has been given for us to make contact. We do not accept third party referrals.

A call is booked in with the Young Person or their parent for our YEO to discuss their role and then a discussion between the Young Person and their parent to see if they would like to arrange an initial meeting. If the Young Person agrees, the meeting is arranged, which is an informal meeting to discuss the role and the support we can offer. This is **always co-produced with the young person**, and they have the choice as to whether they would like to work with us.

Our YEO helps Young People understand their SEND and support in their educational setting and advises the rights and responsibilities they have. To empower and help use their voice, to become more confident in understanding their educational journey and help achieve their hopes, dreams, and ambitions.

These are fixed periods of working between the young person and our Youth Engagement Officer – the support is not ongoing, and the Young Person must want to engage, if they are not ready to work with us, they can come back at a later time or when they feel ready.



STAFF UPDATE

We are pleased to announce that the CBC SENDIASS team is expanding, and we have three new members of staff starting shortly.

Helpline Officer, (part time, term time only) who will be calling parents via the appointment booking in system.

Senior SENDIASS Officer, (part time) to help with the ever-increasing need for support with complex cases and SEND Tribunal Appeals.

Training and Resource Officer (part time) We will provide further updates on SEND workshops that the T&R Officer will be running in the near future.

Please bear with us over the next few months. This is an extremely busy time for SENDIASS, as well as the additional training of our new staff.

We thank you in advance for your co-operation and assisting us to ensure that we can minimise the impact on parents who need our support during this time, and we can continue to provide a high level of information, advice and support (IAS) for parents with children and young people with SEND.

Many thanks

CBC SENDIASS

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www.cbsendiass.org

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