

## Where can I find out more?

To find out more about our services, you can visit the Southend SENDIASS website for information about our services.

**On our website, you can find links to helpful videos.**

**Read case studies about how we have helped other young people.**

**See useful information factsheets.**

Our aim is provide you with information to enable you to make your own, informed choices.

We can help you to become more confident to take part in conversations and meetings about your future education, health and social care choices.

## How to contact us

### Helpline:

**Telephone:** 01702 215499 / 01702 534793

**Email:** [iass@southend.gov.uk](mailto:iass@southend.gov.uk)

### By post:

**Information, Advice & Support Service**

Southend Borough Council

Civic Centre,

Victoria Avenue,

Southend-on-Sea

Essex

SS2 5ER

Meetings are by appointment only

**You can also visit our web page at:**

<http://www.southendinfopoint.org>.

**Giving advice and guidance to  
parents and carers of children who  
have Special Educational Needs and/  
or Disabilities**



**Special Educational Needs &  
Disability, Information, Advice &  
Support Service for Children &  
Young People  
(SENDIASS)**

The Southend Information, Advice and Support Service (SENDIASS) is a free service for Southend children and young people (0-25 years) and their parents.

We can work with you on your own, or work with you and your parents. Speaking to us is your decision and your and choice.

You do not need permission to speak to us.

We are an impartial and confidential service. We do not take sides.

## How can we help you?

- Listen to your views and concerns
- Help you explore your options
- Help you have confidence to ask questions and make choices
- Help you fill in forms and understand letters and reports
- Organise meetings in school or college
- Help you prepare for meetings with school or college
- Go with you to meetings and help you give your views
- Explain difficult words people use
- Explain your legal rights in relation to special educational needs and disabilities

## What do we mean when we say we are impartial?

We provide unbiased information and advice about the Local Authority's policies and procedures and about the policy and practice in local schools and colleges.

We will not tell you what to do and we will not take sides. We will help you to think through your options and support you to get your views across to professionals.

## What information, advice and support do we offer?

We offer information and resources about:

- Education, health and social care.
- National and Local policy.
- The Local Offer.
- Your rights and choices.
- Your opportunities to participate.
- Where you can find help and advice.
- How you can access this support.

## What do we mean when we say our service confidential?

Our service is confidential. That means our meetings will be private. We will not share your information with anyone unless you tell us we can. The only exception to this would be because we have a specific concern about your safety.

**Sometimes information alone is not enough.** You may want help to understand the information and apply it to your own situation. We call this advice and we offer this service by email, on the telephone or face to face.

**We can also offer more intensive support if you need it.** This can include helping you with letters, attending meetings with you or supporting you in discussions with the local authority, school or college.

When we are not able to help we will do our best to tell you about, or put you in touch with, other groups or organisations that can help.