

Our service is available for any parent carer whose child has or may be identified as having special educational needs and / or a disability.

Is the service confidential?

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 a child's safety.

You can find our Confidentiality Policy on our website.

Where can I find out more?

Visit the Southend SENDIASS website for information about our services, copies of our publications and contact details. Our intention is to provide information to enable you as a parent / carer to make your own, informed choices. The service we offer can help you become more empowered to find the confidence to participate in discussions and decisions relating to outcomes for your child. This will assist you to play an active and informed role in your child's education, care and health.

Ways to contact SENDIASS:

Helpline:

Telephone: 01702 215499 / 01702 534793

Email: 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>.

Access more of our Information Pages on the Local Offer on the SHIP Directory at:

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

SENDIASS

The Southend Information, Advice and Support Service (SENDIASS) provides impartial information, advice and support to parents and carers of children who have special educational needs and / or a disability. The service aims to encourage partnership between parents, their child's school, social care, the local authority, health and other agencies.

What information, advice & support do we offer?

We offer accurate, up to date and impartial resources and information about the law on special educational needs and disability.

This covers:

- **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.**

We may provide information in many ways, including our website, publications, training events and conferences.

Sometimes information alone is not enough. You may want help to gather information, make sense of it and apply it to your own situation. We call this advice and we offer this service by email, on the telephone, face to face and through work with groups or in training.

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

The information, advice and support that we offer is firmly based in the law and the SEND Code of Practice.

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 other settings.

We do not give priority to any particular impairment, disability or special educational need, nor do we campaign for any particular approach to education.

What does the SEND Code of Practice say?

The Children and Families Act 2014 says that local authorities must provide information, advice and support about special educational needs (SEN), disability, health and social care for children, young people and parents.

In addition, providing children and their parents and young people with the information and support necessary to participate in decisions. This means that every Local Authority should provide a service that is free, easy to access and confidential and that can help children, parents and young people take part in decisions that affect their lives.

This service is known as the Local Offer and must include information about the sources of information, advice and support for parents, children and young people and how this is resourced.

In addition, in carrying out their duties under Part 3 of the Families Act 2014, local authorities must have regard to the importance of providing children and their parents and young people with the information and support necessary to participate in decisions.

We really value your opinion about the information, advice and support we offer. We want you to tell us if you think we are not impartial. To help us check that we are impartial we routinely ask those who use our service to evaluate our service, by using a SENDIASS questionnaire. At SENDIASS Southend we follow a national set of Quality Standards for services providing impartial information, advice and support developed by the Network of Information, Advice and Support Services. This helps us to monitor the effectiveness of the service we provide and ensure that it is 'at arm's length' from the Local Authority.

You can find our Impartiality Policy on our website.