

What to expect when you contact Rotherham SENDIASS

What are our aims?

Our aim is to provide flexible services for children and young people with SEND, and their parents, to empower them to play an active and informed role in SEND related matters including education, health, and social care.

The provision of information, advice and support should help to promote independence and self-advocacy.

What is our vision?

Our vision is to help children and young people with SEND and their parents/carers, practitioners and schools work together to raise the achievement of children and young people with learning difficulties, disabilities, and special educational needs.



We provide different levels of involvement dependent on our evaluation of your needs

Information and Self Serve

Rotherham SENDIASS has a website which holds a lot of helpful information. There are factsheets on lots of useful SEND related topics and links to our YouTube videos. If you are unable to access these, we can arrange to email copies out to you too. Our website is also accessible via the Rotherham Local Offer.

Advice and follow up information

From first contact, we will aim to return your call/email within 5 working days (although this may be extended during busier times). We will listen to your enquiry and provide detailed advice and information which aims to help you feel more knowledgeable and confident to self-advocate in further discussions with others and engage in SEND related processes. Our response may be over the phone or via email. A follow up email will be sent outlining our information and advice. This may include signposting to other services or providing links to helpful documents for example statutory guidance, legislation, or policies. Service users can contact the service as many times as is needed as this may be helpful when going through specific processes e.g. the EHC assessment and plans or following exclusions from schools.

One off support

If we feel your situation is particularly complex or you have needs of your own, we may feel it is important to offer some support for a specific meeting, discussion or to help start a process. As such one of our team will agree to work with you for a specific activity. Throughout this work, we remain committed to empowering you to play an active and informed role and consistently encourage self-advocacy.

Support through a SEND related process

If we feel your situation is particularly complex or you have needs of your own, we may feel it is important to offer some support while you are going through a specific SEND related process for example, EHC processes, Exclusions (where SEND is an important factor), Mediations and Tribunals. Throughout this work, we remain committed to empowering you to play an active and informed role and consistently encourage self-advocacy.

Rotherham SENDIASS 01709 823627

www.rotherhamsendiass.org.uk

What to expect when you contact Rotherham SENDIASS

SENDIASS will

- ✓ Explain jargon
- ✓ Assist you to understand policies and procedures
- ✓ Share information from legislation and statutory guidance with you so you feel clearer on expectations of others and specific processes that are bound by legal duties.
- ✓ Empower you to feel confident to express your views and wishes
- ✓ Help you to understand and exercise your rights
- ✓ Advise you of your options so you can make an informed decision
- ✓ Provide templates and examples for letters, emails, and paperwork
- ✓ Provide resources in various formats to support your enquiry (e.g. YouTube videos and factsheets)
- ✓ Help you to prepare for meetings, mediations and tribunals
- ✓ Accompany you to meetings, mediations and tribunals if you are unable to advocate for yourself or if the situation is complex and we feel you would benefit from our support (*Please ask if you wish to see our Tribunals policy*)
- ✓ Help you to review documents and forms (e.g., EHC Needs Assessment requests, draft and final EHCPs, appeal forms)

SENDIASS will not

- Make decisions for you - you know your child's, or your own, wishes and needs best
- Attend all meetings (please see our 'Meeting Support' document.
- Arrange meetings or take minutes*
- Write letters or emails for you*
- Complete paperwork on your behalf*
- Print or photocopy documents for you
- Review benefits forms e.g., DLA or PIP (we signpost to other services for this type of support)
- Take sides during discussions or provide you with our personal opinions of your situation. Please take a moment to view our impartiality policy [here](#)

SENDIASS does not hold power over local authority, school policies, procedures, and practices and so is unable to influence decision making processes.

*Unless you have additional support needs that mean you cannot undertake these actions independently

Support from SENDIASS will end when one or more of the following is met:

- ✓ The outcomes of your original enquiry have been met.
- ✓ You have reached a stage where you feel you can proceed without support, or you no longer contact us.
- ✓ 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 may be signposted to relevant services where appropriate.

Rotherham SENDIASS 01709 823627

www.rotherhamsendiass.org.uk