

**What you can expect from our service:**  
**How we manage our time to meet your needs in a fair and sustainable way.**

**Aims of the Service**

We aim to empower children and young people and their parents or carers, to play an active role in decisions about them/their children by providing high quality information, advice and support in a way that is flexible and responsive and promotes resilience.

**Eligibility**

SENDIASS provide impartial and confidential information, advice and support to the following people living within Wokingham Borough, no matter where they attend school:

- Children and young people up to the age of 25 with special educational needs and disabilities.
- Parents/carers of children and young people up to the age of 25 with special educational needs and disabilities.

**Referrals**

We only work with parent carers and young people at their request. Any parent carer or young person can self-refer by phoning our helpline, sending an email or completing the contact form on our website. We do not accept referrals from other professionals. However we will accept a completed self-referral form (available on our website) from other professionals as long as it is clear this is done with the support of the parent/young person (for example there is a signature or confirmation email).

**Response times**

We will respond to enquiries in the order that we receive them and aim to contact all new requests for service within 5 working days.

## How we work with parents, carers and young people

We will always treat you with respect and kindness and expect the same in return. We will always endeavour to help you to the best of our knowledge and abilities, or to signpost you to other services when appropriate.

We wish to encourage parents to be as resilient and self-sufficient as possible encouraging them to do as much for themselves as they can by giving high quality advice and information. The level of support offered is based on need. We will use our judgement following discussions with you to determine the most appropriate level of support for your own particular needs. If we can help you to feel more confident dealing with SEND issues independently then it will mean you can resolve issues independently at any time in the future without needing to wait for our support. We will still be on hand to give you advice if you are unsure of anything.

### We offer three levels of service:

#### Level 1: Information

Single contact with the service for general advice on SEND issues via phone, email or drop-in. You may get signposted to other sources of support and information including:

- Our website [www.sendiasswokingham.org.uk](http://www.sendiasswokingham.org.uk)
- Our factsheets and information leaflets, giving advice on specific issues (also available on our website)
- Our training sessions which offer specific advice around common issues, eg EHC Plans, Annual Reviews, SEN support (see website for details)
- IPSEA: <https://www.ipsea.org.uk/Pages/Category/get-support>
- Contact website: <https://contact.org.uk/>
- Wokingham Local Offer: this sets out the support available in Wokingham for children and young people with SEND <https://www.wokingham.gov.uk/children-families-and-young-people/send-local-offer>

#### Level 2: Advice

More detailed advice for your own specific situation over a short period of time (maximum 4 weeks). It may include:

- A half hour call back from a SENDIASS officer to give advice.
- Attendance at a single meeting (depending on our capacity).
- Some follow up to ensure the issue is resolved or to give further advice.

***Most cases will be dealt with at levels 1 & 2. Parents can contact us again at any time if you need further support.***

#### Levels 3: Support

Detailed advice and support over a period of time. The amount of support given is based on those with the greatest needs. This will be determined by the complexity of the situation and the needs of the individual (for example if a parent has their own additional needs, or English is not

their first language). There is no time limit on these interventions as each situation will be unique.

The SENDIASS Officer will talk to you about what needs to be done, what you are able to do yourself and what you need help with. We will always try to help you to develop the skills to advocate for your child/young person yourself as much as possible.

Young people will always be supported at level 3.

There is a limit to the number of cases we can hold at this level. Cases that may benefit from this level of support will be triaged and allocated to the case officer with sufficient time and the appropriate skills to dedicate to the case. In exceptional circumstances there may be a waiting list for this level of support. In this case requests will be prioritised generally on a first come, first served basis, unless there is an urgent deadline to be met.

### **Are there any times when we will not offer support?**

If you are receiving support from an independent SEND advisor or legal representative our advice will be limited to signposting. This is to avoid confusion and duplication.

In some cases there may be other organisations or services that could offer more appropriate help because of their greater expertise. In this case we will signpost you to them, or refer you with your permission.

### **How long do we offer support?**

We do not keep cases open to our service indefinitely. Once we have helped you to resolve the issue that you contacted us about for support, we will close the case. When an episode of help from us has come to an end a member of the team that you have not worked with will contact you and request you to complete a survey (for Level's 2 & 3 only). This can be done over the phone (results are recorded anonymously) or we can send you a link via email if you prefer. Please do complete the survey as it helps us to improve our service. Rest assured that you can contact us again at any time if you require further support.

### **Storing and processing information about you (data)**

The SENDIASS service is a statutory service which is run at 'arm's length' from the Special Educational Needs decision makers and aims to provide free, confidential, impartial advice, guidance and support to parents/carers of and children and young people with special educational needs and disability.

Any information you give is used to provide you with the service you have requested. It will be stored securely and will not be shared with anyone outside SENDIASS without your permission, unless such information would lead us to believe that a child/young person might be at risk, when there would be a legal obligation to pass on such concerns in line with the local safeguarding procedures.

[www.sendiasswokingham.org.uk](http://www.sendiasswokingham.org.uk)

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