



# Support for Children and Young People

Information Summary Sheet

Are you between 0 and 25 years old?	Are you a parent/carer of a young person aged between 16 and 25 years old?
<p>Did you know Southampton SENDIASS can help you?</p> <p>If you have a question about school, college, or any other education, you can contact us to ask.</p> <p>If you are having a problem at school, college, or in any other education, you can contact us for help.</p> <p>A SENDIASS Adviser will:</p> <ul style="list-style-type: none"> <li>• Listen to your thoughts and feelings</li> <li>• Listen to your goals</li> <li>• Help you to communicate with professionals. These could be teachers or other people who support you at school or college.</li> <li>• Tell you what choices you have so you can make the best choice for you</li> <li>• Tell you about your legal rights in education</li> </ul> <p>Your SENDIASS Adviser will always tell you their name and give you their telephone number and email so you can contact them.</p> <p>Your SENDIASS Adviser will talk to you on the telephone, by email, or by text message – it is your choice.</p> <p>You can also ask someone else, maybe a parent or carer, to talk to us for you.</p> <p>If someone else talks to us for you we will always make sure you have the chance to tell us what matters to you and to ask your questions.</p>	<p>If a parent/carer wishes to contact the service on behalf of a young person <b>over the age of 16</b> we will need the young person’s consent for us to work with their parent/carer.</p> <p>This is because when a young person reaches the end of compulsory school age (the end of the academic year in which they turn 16), some rights to participate in decision-making for their education, health, and social care transfer from the parent to the young person.</p> <p>This is subject to their ability to do so under the Mental Capacity Act 2005.</p> <p>Gaining consent will depend on a young person’s capacity and may involve:</p> <ul style="list-style-type: none"> <li>• verbal consent from the young person over the telephone</li> <li>• written consent from the young person by email</li> <li>• showing consent using accessible methods</li> <li>• meeting with the young person, in person or virtually, to discuss their views and wishes</li> </ul> <p>An Adviser may seek to communicate with the young person throughout the case to ensure their wishes are being heard.</p> <p>If both parent and young person wish to access the service separately then each will be assigned a different Adviser.</p> <p>If a young person does not give consent for their parent/carer to talk for them, or for their parent/carer to be informed of the discussions the young person has with our team, and they have capacity to do so, no details specific to the young person can be shared with the parent/carer. SENDIASS staff will only be able to provide generic information to parent/carer.</p>