



What to Expect from Southampton SENDIASS

Information Summary Sheet

This factsheet is to help you get the most from SENDIASS. It will help you understand what SENDIASS is, what we do and don't offer, and how we can best support you.

Please click the links to additional information where relevant ([shown in blue](#)).

Aim of SENDIASS

SENDIASS (Special Educational Needs and Disability Information Advice and Support Service) aims to empower parents/carers, children, and young people to play an active and informed role in making decisions about their education, health, and social care.

Our role as an information, advice, and support service (IASS) is to help parents/carers, children, and young people build their knowledge, understanding, and confidence in SEND procedures, policies, practices, and law, and enable them to communicate their own needs, wishes, aims, and rights.

SENDIASS is:

| Free | Impartial | Confidential | Arms-length | Fully Trained |
|--|--|--|---|---|
| There are no fees to pay no matter how much, or how often, you receive support | <p>We do not favour one party (e.g. family, educational setting, or local authority) over another</p> <p>We treat all parties respectfully</p> <p>We do not have a vested interest in the outcome of any discussions</p> | We keep your details on a secure and independent database and will not share your details or discuss your case with anyone else without your permission. | <p>SENDIASS is separate from educational settings, the Local Authority, and Health Services</p> <p>SENDIASS is a statutory service (required by law under the Children's and Families Act 2014) and is run by The Rose Road Association</p> | <p>Our staff and volunteers have extensive training in SEND law, safeguarding, data protection, and are all DBS checked.</p> <p>Click here to meet the team</p> |

[Click here for more information and links to our company policies](#)

Is SENDIASS for you?

To receive support from us you must meet the following criteria:

| | |
|---|--|
| Be a parent/carer of a child or young person who: | <ul style="list-style-type: none"> lives in Southampton (Check if you are in Southampton here) is 0-25 years old has special educational needs or disabilities (SEND). A diagnosis is not needed to receive support has a query or issue related to SEND |
| Be a child or young person who: | |
| Be a professional supporting a child or young person who: | <p>All four of these criteria must be met to receive support from us. There is no need for a formal referral to access our service.</p> <p>Click here to find out more about our direct support for children and young people</p> |

How SENDIASS can support you?

SENDIASS can offer information and support in the following areas:

- SEN (Special Educational Needs) Support in early years, school, or college
- Improving communication with educational settings, local authority, health, and social care
- Choosing a nursery, school, college, or alternative provision
- Transition between educational settings or between Children's and Adult's services
- Transport to educational placement
- Annual Reviews of Education Health Care Plan (EHCP)
- EHCP Application and Needs Assessment
- Appeals to Tribunal for refusal to assess for an EHCP, refusal to issue an EHCP, contents of an EHCP, ceasing to maintain an EHCP, and placement
- Exclusions and part-time timetables
- Emotionally Based School Avoidance (EBSA)
- Disability Discrimination
- Making a complaint
- Health and social care queries related to the child or young person's disability

| SENDIASS do | SENDIASS do not |
|---|---|
| <ul style="list-style-type: none"> • Explain jargon • Assist you to understand policies and procedures • 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 query (e.g., webinars and factsheets) • Help you to prepare for meetings or tribunals • Accompany you to meetings and tribunals if you are unable to advocate for yourself Click here to find out more about SENDIASS meeting and tribunal support • Review documents and forms (e.g., EHC Needs Assessment requests, draft and final EHCPs, appeal forms) | <ul style="list-style-type: none"> • Make decisions for you - you know your child's, or your own, wishes and needs best • Attend all meetings* Click here to find out more about SENDIASS meeting and tribunal support • Arrange meetings or take minutes* • Write letters or emails for you* • Complete paperwork on your behalf* • Print or photocopy documents for you* • SENDIASS does not hold power over local authority or school policies or procedures and practices • Review benefits forms e.g., DLA or PIP <p>*Unless you have additional support needs that mean you cannot undertake these actions independently Click here to find out more about additional support needs</p> |

Four levels of SENDIASS support

Online Resources

Factsheets, webinars, and information pages are available on our website at: [Southampton SENDIASS – Special Educational Needs & Disability Information Advice & Support Service](#)

These may answer your question without the need to contact our team.

Information Support

If you do contact our team, upon first enquiry our Administrator or volunteers will take your details and an outline of your enquiry to determine the best route for support. It is important that you inform us of any [additional support needs](#) you have so we can best support you. You may be sent relevant resources to look through by our Administrator or volunteers. These resources will often answer your questions.

If you need further help you are welcome to contact us again and you will receive contact from a Triage Officer. This may be by telephone or by email. It is important that you have read the information sent to you by Information Support first. If you have not looked at the resources provided the Triage Officer may reschedule your discussion to ensure you are able to focus on any unanswered questions and get the most from your conversation.

Triage support

Our Triage team provide a wide range of information, advice, and support on all areas of SEND. They will:

- listen to you and help you to gather, understand, and interpret information and apply it to your own situation.
- provide more in-depth information and resources to help you navigate processes, complete documents, understand policies and local practices, and understand your options and legal rights
- signpost you to relevant support from other organisations, agencies, or local authority departments
- escalate your case to a SENDIASS Adviser if required

You can come back to Information Support and Triage Support as often as you need by calling our helpline number or emailing us at southamptoniass@roseroad.org.uk. Response time for initial call-backs is up to 5 working days although this may be extended in busy periods. Responses may be by telephone or by email.

Adviser support

Advisers provide 1:1 support for:

- complex situations that require more in-depth support
- young people (0-25) accessing our service independently
- anyone who has their own [additional support needs](#) which mean they are unable to advocate for their child or themselves

You will be allocated a specific Adviser for your case; however, this may not be the same adviser if you come back to us with a different query in the future.

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

- The outcomes of your enquiry have been achieved
- You have reached a stage where you feel you can proceed without support
- 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 will be signposted to relevant services.

We hope that our support will give you the skills and resources to use if future issues occur. However, you can come back to the service if you do need support again.

If you come back to the service after a period of 3 months or more of no contact, or with a new topic of enquiry, you will be directed to Information Support who will be able to help.

Please note:

- **Most of our team work part-time.** Please check working days and times, detailed on staff email signatures, and be respectful of these when awaiting responses
- Our team works reduced hours during school holiday periods
- If your enquiry is urgent and the person you have been speaking with is not working or is on leave, please contact 0300 303 2677 or southamptoniass@roseroad.org.uk

