

## For Herefordshire families

**Call:** 01432 260955

Monday – Friday 8:30am – 4:00pm

(24 hour answering machine service is available)

**Email:** [SENDIASS@herefordshire.gov.uk](mailto:SENDIASS@herefordshire.gov.uk)

## For Worcestershire families

**Call:** 01905 768153

Monday to Friday 8:30am – 4:00pm

(24 hour answering machine service is available)

**Email:** [SENDIASS@worcestershire.gov.uk](mailto:SENDIASS@worcestershire.gov.uk)



[www.hwsendiass.co.uk](http://www.hwsendiass.co.uk)



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## Information, Advice and Support Service

### Herefordshire & Worcestershire

Providing FREE impartial information, advice and support on matters relating to children and young people who have or may have Special Educational Needs/Disabilities.



Find out more online: [www.hwsendiass.co.uk](http://www.hwsendiass.co.uk)

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## What is SENDIASS?

SENDIASS provides FREE, impartial, confidential and accessible support for parents and carers of children, and young people up to the age of 25, who have or may have special educational needs and disabilities (SEND). SENDIASS stands for Special Educational Needs and/or Disability Information, Advice and Support Service.

The service is also available for young people who have or may have SEND to access independently from their parents/carers. Our team members are fully trained through IPSEA in three levels of legal practice and attend regular training sessions to keep up to date with current legislation, as well as diversity and inclusion.

## When would I need the service?

### We can provide assistance if:

- You have concerns about your child's progress at nursery, school or college
- You need information and guidance on education, health and care plans, including education law and personal budgets
- You need help preparing to participate in meetings with professionals to help you get your views across or you need help to understand reports and/or letters
- You need information on how to resolve disagreements, including complaints and mediation
- You need information on non-curriculum issues such as bullying, exclusions, admissions and elective home education
- You would like to know more about Herefordshire's and Worcestershire's SEND policies and procedures

## How can SENDIASS help me?

Our SENDIASS team offers an empowerment service providing FREE information, advice and support on all matters relating to SEND, including health and social care.

### We can:

- Help you understand what you should expect from statutory services and other agencies, especially at key stages, for example, moving from primary education to secondary education or college
- Provide support and advice during Education, Health and Care Plan needs assessment
- Support you to make sure your views or those of your child are heard and understood
- Help you complete forms, write letters and support you when dealing with organisations, agencies and professionals
- Offer advice and guidance through education and training
- Assist you with appeals and tribunals
- Signpost other service providers and resources that may be of help

### Other services we can provide:

**Young Person Advisor (YPA)** - Our specialist trained YPA's can support children and young people (who have or may have SEND) directly to make informed decisions. To access our YPA service contact the helpline in your county.

**Training** - Our specialist training and development officer runs regular training workshops on a variety of SEND topics for parent/carers and professionals. To view available workshops see our website:

[www.hwsendiass.co.uk](http://www.hwsendiass.co.uk) or e-mail: [sendiasstraining@worcestershire.gov.uk](mailto:sendiasstraining@worcestershire.gov.uk)