



Special Educational Needs and Disability Information Advice and Support
Service (SENDIASS)

Understanding SENDIASS for Our Local Area Partners (2024)

SENDIASS in Barnsley is classed as 'in-house' but 'arms-length' to provide the Special Educational Needs and Disabilities Information Advice and Support Service (SENDIASS) across the local area.

SENDIASS provides information, advice and support (IAS) to parents and carers or and also with children and young people who have special educational need and/or disability (SEND) and this is:

- Free
- Confidential and
- Impartial

SENDIASS is monitored under the Local Authority (LA) governance processes and service level agreement arrangements in line with the required national standards framework for IASS within England. These arrangements are also compliant with the expectation of the principles for SENDIAS services set out within the SEND Code of Practice guidance (SEND Code of Practice 2.1, 2.2, 2.8) 2015.

SENDIASS is supported and scrutinised in terms of how it is delivered by a Strategic Management Group (SMG) which is made up of 50 percent parent carer representatives and 50 percent local area partners.

SENDIASS is jointly commissioned, and this is set out in the service level agreement with the Local Authority and ICB.

SENDIASS has set out its goals that underpin operational practice, to:

- Provide information, advice, and support.
- Offer and deliver training.
- Work together.
- Promote participation of service user voice in design and delivery.

- Enable parents' carers, children, and young people to participate in decision-making that effects children and young people.

SENDIASS offers support to children, and young people (CYP) aged 0 – 25 with Special Educational Needs and Disabilities (SEND), in line with the requirements of the Children and Families Act 2014. We work closely with the arrangements locally for parent carer and young people participation with the relevant groups along with other groups (parental and youth), local area services, voluntary sector services and organisations within Barnsley. We deliver an accessible service, making reasonable adjustments when required providing information in a variety of ways including virtual resources available on our website and Facebook page for all service users.

The service is for:

- Children and young people with SEND who can use our service independently to ensure their views are shared, they understand educational processes and can contribute to decisions about their future.
- Parents and carers who can use the service to understand their own and their children and young people with SEND rights, as well as processes and policies. They can also use our service to support them with practical guidance and support in voicing their views.
- Professionals/practitioners who can use the information advice and support on offer to build on their own knowledge and understanding, request training and 1-1 advice sessions. They can also enable children and young people, as well as parents and carers to access the SENDIASS Service.

Signposting to SENDIASS

Local area partners can sign post parents' carers and young people to SENDIASS if they feel that they would benefit from specific SEND information, advice, and support but this needs to be appropriate to avoid undue confusion about

the specific role of the service. More information about this can be found in the SEND Code of Practice (2015) Chapter 2:

https://assets.publishing.service.gov.uk/media/5a7dcb85ed915d2ac884d995/SEND_Code_of_Practice_January_2015.pdf

Also, on our web pages;

<https://www.barnsley.gov.uk/services/children-families-and-education/children-with-special-educational-needs-and-disabilities-send/sendias-advice-and-support/>

As a quick guide we would ask before signposting or assisting someone to make a referral ask whether the help, they might need:



Here is a quick checklist to help you decide if your signposting is within our remit:

This is within our service offer	This is not part of our service offer
<p>✓ Listen to concerns from the earliest stages of getting help SEN Support from early years to post-19.</p> <p>✓ Signpost to other services such as disagreement resolution.</p> <p>✓ Offer impartial and confidential information, advice, and support (IAS) to enable our service users to make their own decisions and choices.</p> <p>✓ Discuss topics related to education which can cover education (learning), health, and social care. Give IAS about general support for pupils with SEND (diagnosed or undiagnosed) expected to be available in educational settings.</p> <p>✓ Enable our service users to be more confident and clearer when communicating with professionals (across education, health, and social care).</p>	<p>✗ Offer information, advice or support on issues that are not linked to SEND, for example, financial matters like benefits, Disability Living Allowance, Carers' Allowance, Funding requests for equipment etc.</p> <p>✗ Offer a counselling service – enquiries must be based around a question related to SEND, with a clear starting point.</p> <p>✗ Deliver emergency support or interventions for service users – this is for the local authority to have in place.</p> <p>✗ Offer behaviour support or interventions.</p> <p>✗ Provide Information, advice support with standard school admission appeal processes.</p>

✓ Offer IAS about information that may impact on CYP with SEND for example, local policy and practice, the Local Offer, personalisation, Personal Budgets, the law on SEN and disability, health, and social care.

✓ Help CYP, families and partners we work with understand statutory SEND processes, for example, EHC assessment and planning, timescales, how to check draft plans, understanding what to do when unhappy with a draft EHCP, how naming a school works and parental preference.

✓ Work individually with service users in preparing for and attending meetings. For example, helping them prepare for a meeting and consider ways of expressing their views in a meeting.

✓ Work in groups with service users to inform and equip them in a practical way about SEND topics. For example, delivering a workshop on a topic like SEND in School or working through a practical exercise like explaining my young person's SEND.

✗ Provide Information, advice support with Statutory attendance processes when parents carers are facing possible prosecution for nonattendance.

✗ Provide information, advice, and support with housing.

✗ Offer to automatically complete paperwork on behalf of service users - we use our discretion based on the individual needs of the service user on a case-by-case basis.

✗ Complete forms or support service users to complete forms that address issues not related to SEND.

✗ Act as an intermediary between the service user and other professionals unless we are supporting a service user with their own access arrangements (disabilities, learning difficulties, health needs) or the support need relates to their child/young person's SEND.

✓ Support service users to understand and navigate through specific topics like exclusions or disagreement resolution such as mediation and tribunals.

✓ Signpost to other local sources of information, advice and support including the SEND Local Offer. National sources of information, advice and support including CONTACT.

✓ Provide information about local parent carer groups, parent carer forums and other appropriate voluntary groups.

✓ Offer training sessions on the law relating to SEN and disability as it applies to education, health, and social care. This training can be provided to early years settings, schools, colleges, statutory and voluntary agencies.

✓ Support service users within the remit of our service delivery and make access arrangements for them, for example, using the translation service on our

website. We also offer accessible information where its requested/required.	
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How you can work as partners with SENDIASS:

Through supporting their own service users to access the SENDIASS website/Face book, where they can find resources and our contact form.

Help service users who need additional support to fill out the contact form on our website.

Help SENDIASS provide effective information, advice, and support to service users by being clear about any additional support needs individuals may have. This will mean that we are able to adjust in how we make information available. For example, parents and carers, young people and children may need information in alternative languages, information broken down into shorter concise chunks, support interpreting information and or reading it.

Ensure the voice of parent's carers, children and young people is heard and that they can participate fully in the decision making that's taking place around the needs of children and young people.

What SENDIASS Can Do:

Our service covers all aspects of special educational needs and disabilities, from promoting inclusion to social care and health concerns, appeals, complaints, and exclusions where SEND may be identified. Examples of the range of information we cover are statutory work, which may lead to an Education Health and Care Plan (EHCP) and beyond.

We can provide impartial advocacy:

Our aim is to enable our service users to participate independently in meetings following our input. We also strive to empower them to self-advocate wherever possible. The SENDIAS Service will also seek to establish whether:

- There is no other friend or family member who can attend a meeting with the service user.
- The service user has disclosed a learning difficulty (or mental health difficulty) or disability which prevents them from being able to put across their views independently.
- The service user is a CYP and has requested independent support.
- There are other access requirements that need to be addressed, for example, English is an additional language for the service user.
- The meeting is a mediation or tribunal hearing and one of the above also applies.

The SENDIAS Service is not an emergency service. If a service user has an emergency, we use our protocols for addressing this during our standard office hours. This could be: Calling the police for any criminal behaviour; Raising a child protection or safeguarding concern by informing the Children and/or Adult Services as per our Safeguarding procedures.

Contact us if you require more information.

Email: SENDIASS@barnsleuy.gov.uk

Call (leave a message): 01226 787234