

SENDIASS can...



- ◆ Explain jargon
- ◆ Assist you to understand policies and procedures
- ◆ Share information from legislation and statutory guidance with you so you feel clearer on expectations of others and specific processes that are bound by legal duties.
- ◆ 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 enquiry (e.g. YouTube videos and factsheets)
- ◆ Help you to prepare for meetings, mediations and tribunals
- ◆ Accompany you to meetings if you are unable to advocate for yourself or if the situation is complex and we feel you would benefit from our support
- ◆ Help you to review documents and forms (e.g., EHC Needs Assessment requests, draft and final EHCs, appeal forms)

SENDIASS cannot...



- ◆ Make decisions for you - you know your child's, or your own, wishes and needs best
- ◆ Attend all meetings (please see our 'Meeting Support' document)
- ◆ Arrange meetings or take minutes*
- ◆ Write letters or emails for you*
- ◆ Complete paperwork on your behalf*
- ◆ Print or photocopy documents for you
- ◆ Review benefits forms e.g., DLA or PIP (we signpost to other services for this type of support)
- ◆ Take sides during discussions or provide you with our personal opinions of your situation. You can ask to view our impartiality policy if required.
- ◆ SENDIASS does not hold power over local authority, school policies, procedures, and practices and so is unable to influence decision making processes.

**Unless you have additional support needs that mean you cannot undertake these actions independently. In this case we may arrange a time to complete these tasks with you.*

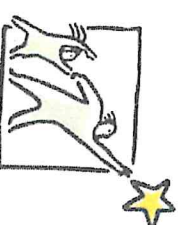
Bradford SENDIASS

Special Educational Needs and Disabilities Information and Advice Support Service

What are our aims?

We aim to provide flexible information and advice services for children and young people with SEND, and their parents, empowering them to play an active and informed role in SEND related matters including education, health, and social care.

The provision of information, advice and support should promote independence and self-advocacy.



What is our vision?

Our vision is to help children and young people with SEND, their parents/carers, and professionals in schools and the Local Authority to work together to achieve better outcomes for the child in line with the relevant legislation and guidance, and the views and wishes of child and family.

Different types of support



We provide different levels of involvement to suit your individual needs

Information and Self Service (Level 1)

Bradford SENDIASS has a website which holds helpful information, and can be accessed at:

<https://www.barnardossendiass.org.uk/bradford-sendiass/>

or through the Bradford Local Offer at <https://localoffer.bradford.gov.uk/>

There are factsheets on SEND related topics and links to our YouTube videos.

If you are unable to access these, we can arrange to email or post copies out to you too.

We hold various workshops and drop-ins which you can attend to receive information.

We attend events within Bradford to give information and advice to parents/carers and young people alongside other SEND services.

Contacting us

You can contact us for more individualised advice and support via:

Telephone: 01274 513300

Email: bradfordSENDIASS@barnardos.org.uk

Contact us form: [https://](https://www.barnardossendiass.org.uk/bradford-sendiass/contact-us-online-form/)

www.barnardossendiass.org.uk/bradford-sendiass/contact-us-online-form/

Advice and follow up information

(Level 2)

You can contact the service as many times as you need to and will be given an estimated call back each time – we aim to return your call/email within 5 working days, but this may be extended during busier times. We can respond via a telephone call or via an email to you.

When we call you back, we will listen to your enquiry and provide detailed advice and information which aims to help you feel more knowledgeable and confident to self-advocate in further discussions with others and engage in SEND related processes.

Advice may not be from the same worker each time.

If we feel there are factors which significantly affects your ability to act independently, we may offer some support for a one-off meeting, task, or to help start a process.

As such one of our team will make an appointment to work with you for a specific activity.

Throughout this work, we remain committed to empowering you to play an active and informed role and consistently encourage self-advocacy.

After the appointment further enquiries will require you to call back on the main number.

Support through a SEND related process

(Level 3)

Where you have received regular support in any four week period, we are required to keep your information on file. We will keep this file open whilst you are receiving regular support from our service to ensure that all interactions are noted and you do not need to keep repeating your story. You will continue to contact us through the main line and be dealt with in line with the current call back time.

Casework support

(Level 4)

If we feel your situation is particularly complex and you have needs of your own, we may feel it is necessary to offer some casework support while you are going through a specific SEND related process.

Throughout this work, we remain committed to empowering you to play an active and informed role and consistently encourage self-advocacy.

Cases will be reviewed regularly to see if casework is still required from a SENDIASS worker.