

About our Service



Empowering parents, carers, children and young people to make informed choices about their Education, Health and Care provision related to their own or their child's special educational needs.

A service for parents, carers of children and young people aged 0-25 with SEND and Young People with SEND aged 16+years

About Blackpool SENDIAS Service

We provide an information, advice and support service for parents and carers of a child or young person aged 0-25 with special educational needs or a disability; and for children or young people with special educational needs or a disability themselves.

Our trained staff can give you legally based information, advice and support on education, health and social care matters relating to special educational needs and disabilities.

We aim to provide information and support to enable parents, children and young people to:

- **fully participate in discussions and make informed decisions**
- **express their views and wishes about education and future aspirations**
- **promote independence and self-advocacy**
- **develop positive relationships with schools, colleges, the local authority and voluntary organisations to achieve positive outcomes**

Blackpool SEND Information, Advice and Support Service (SENDIASS) is a Free, Impartial and Confidential Service.

Impartiality

Blackpool SEND Information, Advice and Support Service provides a service at arm's length from the Local Authority and Clinical Commissioning Groups. This means that:

- **the information, advice and support that we offer is firmly based in the law and the SEND**

Code of Practice.

- **we provide unbiased information and advice about the Local Authority's policies and procedures; and about the policy and practice in local schools and other settings.**
- **we do not give priority to any impairment, disability or special educational need, nor do we campaign for any particular approach to education.**

Being impartial, we aim to ensure you have access to clear, accurate and relevant information to support your decision making.

Confidentiality

Blackpool SEND Information, Advice and Support Service provides a confidential service to users. Information about you will not be shared outside of the service unless:

- **you give permission for the information to be shared; or**
- **there are strong public interest concerns i.e. safeguarding**

When working with young people separately from their parents the same confidentiality rules apply.

See our separate impartiality and confidentiality policies for further details.

Parents and Carers:

If you have any questions about your child's educational needs, we will work with you to provide confidential and impartial information, advice and support.

Many children and young people will get information, advice and support from their parents, but some older children and young people may wish to access our support separately.

We can work individually and impartially with children and young people if requested.

Children & Young People:

If you have any questions about your educational needs, you can receive the same confidential and impartial information, advice and support as parents or carers.

We will work in partnership with you so that you can make decisions relating to your education and other outcomes you want to achieve.

We can work individually and impartially with children and young people if you ask us to.

- *A parent or carer includes all adults with parental responsibility.*
- *Children are 0-16 and of compulsory school age*
- *Young people are post compulsory school age 16 to under 25*

How can we help?

We can be available to answer questions, listen to your views and discuss any issues you have about special educational needs.

We can:

- give you time to discuss issues and explore your options
- help you to put across your views or concerns
- give you advice about SEN support in school
- provide advice about education law relating to SEN, disability, health and social care
- support you during the Educational Health and Care needs assessment process
- help you write letters and complete forms
- help you prepare for meetings, including annual reviews
- explain disagreement resolution processes
provide support to manage mediation
- help you with appeals to the Special Educational Needs and Disability Tribunal
- provide information about other agencies and processes including social care and short breaks
- signpost to other sources of information, advice and support

How to contact us

The Helpline is open Monday to Friday 9am–5pm (answer phone and email are available 24 hours).

Blackpool SENDIASS are happy to meet with you at a time and place that is mutually convenient. The office site provides disabled access and facilities.

Visit us at your local drop-in or information event

(Contact the office or check online for dates and venues).

Blackpool SEND Information, Advice and Support Service is operated by POINT, registered charity No 1161596 and is supported by the National IASS Services Network (IASSN) hosted by the Council for Disabled Children.

Issued: September 2022

Helpline:

01253 477083

Email:

sendiass@blackpool.gov.uk

Online:

www.blackpool.gov.uk/sendiass