

# What to expect when you contact Bury SENDIASS

## We provide different levels of involvement dependent on our evaluation of your needs

### **Information and Self-Serve**

Bury SENDIASS has a website which holds a lot of helpful information. There are resource packs on lots of useful SEND related topics, links to our YouTube videos and signposting links other useful websites. If you are unable to access these, we can arrange to email copies out to you too. Our website is also accessible via the Local Offer.

### **Advice and follow up information**

From first contact, we will aim to return your call/email within 2 working days. We will listen 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. Our response may be over the phone or via email. If you send us an email without including contact information or detail about your query, you will receive an automated response asking for further information. A follow up email will be sent to every parent who we have spoken with via telephone; outlining our information and advice. This may include signposting to other services or providing links to helpful documents for example statutory guidance, legislation, or policies. Service users can contact the service as many times as needed as this may be helpful when going through specific processes e.g. the EHC assessment and plans or following exclusions from schools.

### **One off support**

If we feel your situation is particularly complex or you have needs of your own, we may feel it is important to offer some support for a specific meeting, discussion or to help start a process. As such one of our team will agree 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.

### **Support through a SEND related process**

If we feel your situation is particularly complex or you have needs of your own, we may feel it is important to offer some support while you are going through a specific SEND related process for example, EHC processes, Exclusions (where SEND is an important factor), Mediations and Tribunals. Throughout this work, we remain committed to empowering you to play an active and informed role and consistently encourage self-advocacy. We do not attend mediation meetings, but we can support to prepare.



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Bury.sendiass@barnardos.org.uk

# What to expect when you contact Bury SENDIASS

## SENDIASS will ....

- ✓ 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, mediations and tribunals **if you are unable to advocate for yourself or if the situation is complex and we feel you would benefit from our support**, and we have availability to do so.
- ✓ Help you to review documents and forms (e.g., EHC Needs Assessment requests, draft and final EHCPs, appeal forms)

## SENDIASS will not ....

- Make decisions for you - you know your child's, or your own, wishes and needs best
- Attend all meetings (we will only attend meetings where necessary and when we have availability)
- Arrange meetings or take minutes\*
- Write letters or emails for you\*
- Complete paperwork on your behalf\*
- 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. Please take a moment to view our impartiality policy [here](#). If you are unable to access the link, a copy can be sent via email upon request.

**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

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

- ✓ The outcomes of your original enquiry have been met.
- ✓ You have reached a stage where you feel you can proceed without support, or you no longer contact us.
- ✓ The support you need to achieve further outcomes is outside of the SENDiass remit. In this case you may be signposted to relevant services where appropriate.



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