

# Stockport SEND Information, Advice and Support Service (SENDIASS)



# Stockport SENDIASS Support

**Our team of experts are here to offer free, confidential and impartial support to parents and carers of Stockport children and young people aged between 0 and 25 who have or may have Special Educational Needs and Disabilities.**

**We also provide independent advice and support directly to young people aged between 16 and 25 who have or may have Special Educational Needs and Disabilities. Young people can access the service in their own right or with the support of their parents**

## What will we do?

We will listen to your concerns, gather information about your situation and determine what level of support we can provide. Our primary aim is to empower you with the information, advice and support you need to achieve the best possible outcomes.

## How we will support you?

We will usually contact you within 24 hours but please allow up to 3 working days during busy periods. Support from our service can take place via the telephone, video call, email and support at some meetings. If support is needed at a meeting we will require at least five working days' notice (please note whilst we try our best to attend meetings on request we cannot always be available, but will always provide advice).

## What we are unable to do:

- Give personal opinions
- Solve problems and make decisions for you
- Do things that you can do for them self or could do with encouragement/ support
- Jointly support you whilst a solicitor or another support organisation is involved

## We Can Give You Information on:

- The law on Special Educational Needs and Disability (SEND), Health and Social Care where they link to education
- Education Health and Care Plans (EHCP)
- Moving through stages of education, this is called transition
- Mediation and dispute resolution, Special Educational Needs and Disability Tribunal Service and complaints procedures
- Local policy and practice
- Personal budgets and working together (personalisation)
- The Local Offer
- SEN Support (including quality first teaching) and the Graduated Approach

## Advice about:

- Gathering, understanding and interpreting information and applying it to your own situation
- Signposting to other services for information, advice and support
- What to do when things go wrong
- How to get the best from a meeting

## Support with:

- Preparing for and attending meetings
- Writing letters and understanding reports
- The EHC Plan process and annual reviews
- Admissions and Exclusions
- Post 16 provision
- Working in partnership with schools and the local authority to develop positive relationships
- Complaints, mediation & disagreement resolution meetings and appeals to the SEND Tribunal Service

# How can I access the service?

This service is free.

You can find support online at:

[togethertrust.org.uk/SENDIASS](https://togethertrust.org.uk/SENDIASS)

where there is a range of national information available



## Get in touch:

T: 0161 240 6168

E: [stockportsendiass@togethertrust.org.uk](mailto:stockportsendiass@togethertrust.org.uk)

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