

The service aims to:

Provide information and support to enable parents/carers, children and young people to participate fully and make informed decisions about the outcomes they wish to achieve

Ensure the views, wishes and feelings of the child or young person and their parents/carers are heard and valued by all professionals

Develop positive relationships between parents, children, young people, schools, colleges, the local authority and voluntary organisations, in order to achieve positive outcomes

For more information contact:

SEND Information Advice
and Support Service Leicestershire,
Abington House,
85 Station Road,
Wigston,
Leicestershire,
LE18 2DP

Helpline:

0116 305 5614 open daily 9am-4pm*

Email: sendiass@leics.gov.uk

www.leics.gov.uk/parents

*An answering machine is in operation, please leave a message and we will return your call.

Supported by



Special educational needs and disability information, advice and support service

Legally based advice, information and support on all matters relating to SEN and disabilities including education, health and social care issues.

(Formerly Parent Partnership Service)

**Free,
impartial and
confidential**

What do we provide?

- Individual casework support
- Helping you to prepare for and supporting you at meetings
- Telephone helpline
- Help with writing letters and completing forms
- Help to understand what support can be offered to a child or young person with SEN and/or disability without an education health care plan in place. This could be in early years, school or further education setting
- Multi agency monthly support groups
- Support to parents/carers and young people during an education health care assessment
- Access to an Independent Parental Supporter if requested – this is subject to availability
- Advice and support in relation to appeals to the SEN and disability tribunal
- Help if things go wrong and advice on complaints relating to SEN and/or disabilities including those related to health and social care
- Help if your child is excluded
- Providing support to access/manage mediation
- Explaining the disagreement resolution process
- Access to training and workshops
- Access to a parent/carer forum

We will often work with parents and their children together but we are also able to provide a direct and separate service to children and young people.

Parents/Carers

Many children and young people will access information, advice and support via their parents but some children, especially older children, may want to access it separately. Under these circumstances we will work individually and impartially with the child.

Young people

You will receive confidential and impartial information, advice and support. We will work in partnership with you so you can participate fully in decisions relating to the outcomes you may wish to achieve.

We can also work separately and impartially with both parents and young people where there is a disagreement on an issue related to SEND

We can provide information and advice on the following:

- Education law on SEN and related law on disability, health and social care
- The Education Health Care assessment process
- Education Health Care Plans (EHCP)
- School based support for children and young people without an EHCP
- Personalisation
- Personal budgets
- Complaints relating to SEND issues
- The Local Offer (www.leics.gov.uk/local_offer)
- Local policy and practice
- Mediation
- Dispute resolution
- Providing information leaflets on SEND
- Exclusions
- Disability Discrimination
- Transition

