



**NORTH
NORTHANTS
SEND
INFORMATION
ADVICE
SUPPORT
SERVICE**



How can SEND IASS support you?

*A short introduction to our service:
What SENDIASS is, how we work, and the
ways we can support you with special
educational needs and disabilities.*



[@SENDIASSNNC](https://www.facebook.com/SENDIASSNNC)



The Purpose of SEND IASS



SENDIASS stands for Special Educational Needs and Disabilities Information, Advice and Support Service. We support parents/carers, children and young people aged 0–25 with any issues relating to SEND. Our service is:



There is no charge, no matter how much support you need.



We are independent from schools, the Local Authority, and health services.



SENDIASS is a statutory service, required by law under the Children and Families Act 2014.



We won't share your information without your permission.



We do not take sides. Our role is to help you understand your rights and options.



All staff are trained in SEND law, safeguarding and data protection. Everyone is DBS checked

Our goal is to empower parents, carers, children and young people to play an active, informed role in decisions about education, health, and social care. We help you:

- Understand SEND law, policies and processes
- Build confidence in expressing views and preferences
- Communicate needs, rights and goals clearly.

How Can We Support You?



We offer information and advice about:

- SEN support in early years, schools, and colleges
- Communicating with education, health or social care professionals
- Choosing an appropriate educational setting
- Transitions between settings or to adulthood
- School and college transport
- EHCP processes: needs assessments, annual reviews, and appeals
- Exclusions, part-time timetables, and Emotionally Based School Avoidance (EBSA)
- Disability discrimination and complaints
- Health and social care issues linked to SEND

✓ SENDIASS can:

Help you understand jargon and processes,

Prepare you for meetings and tribunals,

Share template letters and resources,

Help you express your views and wishes.

✗ SENDIASS cannot:

Make decisions on your behalf,

Attend every meeting or tribunal,

Write letters or complete paperwork for you,

Change LA or school policies.

***If you have additional support needs that mean you're unable to do these tasks independently, please let us know.**

Levels of Support

Level 1: Information

Information and signposting via helpline, email, website downloads, presentations and training.

Level 2:

Information & Tailored Advice

Booked phone call/meeting, exchange of emails. More complex/high level information shared.

Level 3: Support

We'll work with you more closely – you'll be given a named advisor who will help coordinate support and talk to other services if needed.

Level 4:

Intensive Support

Everything in the earlier levels, plus support with representing the parent, child or young person at meetings, appeals (including exclusions), and Care, Education and Treatment Reviews (CETRs). This includes ongoing, in-depth casework and advocacy where we can speak on your behalf.



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SEND IASS provides FREE,
confidential, impartial advice
and support on all matters SEND
related across education, health
and social care in North
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