

What to Expect

Easy Read

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What does SENDIASS stand for?



SENDIASS stands for Special Educational Needs and Disability, Information, Advice, Support Service.



The London Boroughs of Richmond & Kingston must provide this service to parents with SEND children, or children and young people with SEND.



The one in The London Boroughs of Richmond & Kingston is called Richmond & Kingston SENDIASS. In this document, it will just be called SENDIASS.

Aim of the service



SENDIASS helps parents and carers to make sure their child with SEND is getting the right education.



SENDIASS also helps children/young people with SEND to advocate for themselves at school.



SENDIASS does this by giving the right amount of information, advice and support at the right time.

Who SENDIASS can help



SENDIASS is for parents, carers, children or young people who meet **all** of the following criteria:



The child/young person must live in The London Boroughs of Richmond & Kingston.



The child/young person has special educational needs or disabilities (SEND).



The child/young person is under the age of 25.

What SENDIASS offers



SENDIASS offers **information** via a website and social media pages (Facebook, Instagram and YouTube).



SENDIASS offers **advice** via the telephone helpline and email service.



SENDIASS offers **support** on the phone, email, online meeting or face-to-face.

What is meant by 'advice'?



You can call the telephone helpline or email the service for **advice** about any issues you have related to education, health or social care.



SENDIASS will help you by giving suggestions, explaining the law or sending you documents.



You can call the helpline as much as you need to.

What is meant by 'support'?



Most people who call SENDIASS are experiencing difficult problems.



A **support** worker will help you if you have difficulty understanding what to do or saying what you think.

How the support service can help



The support worker will discuss the main things you want to achieve you.



These will be the things that make the most difference to you.

How the support service can help



The support worker will be fair and not take anyone's side.



The support worker will give you all the facts and information you might need, and explain the options you have.



The support worker will **not** tell you what to do.

How the support service can help



Sometimes, a volunteer will be asked to help you.



All support workers and volunteers are DBS checked and trained in SEND law.

When will support end?



Support work will end when the things you wanted help with have been done.



It will also end when you feel confident, and you no longer need SENDIASS' help.



It could also end if SENDIASS can guide you to a different organisation that can help you further.

What support workers do



Listen to, guide and advise you.



Explain options, jargon and processes.



Provide templates and examples for letters, emails and paperwork.

What support workers do



Help to prepare for meetings or tribunals.



Accompany you to meetings or tribunals.



Review documents.

What support workers don't do (unless you can't do it yourself)



Write emails or letters
for you.



Arrange meetings or
take minutes.



Complete paperwork on
your behalf.

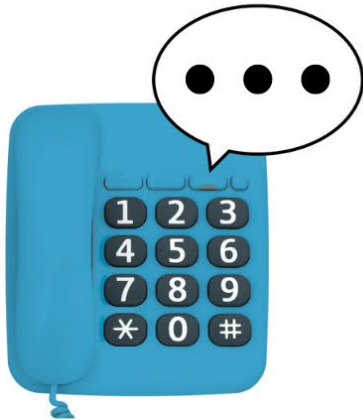


Print or photocopy
documents for you.

Timescales



SENDIASS answers calls from Monday-Thursday from 9am-5pm, and Friday from 9am-4pm.



Outside office hours, SENDIASS uses an answerphone service where you can leave a message.



SENDIASS answers emails and answerphone messages within **2 working days**.



If you are given a support worker, they will contact you within **5 working days**.

We hope you find our Easy-Read translations of our 'What to Expect' document useful. If you have any feedback, contact us on info@rksendiass.co.uk

