CAMBRIDGESHIRE Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS)

Service Level Agreement

Background
All authorities are required to provide a Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS). SENDIASS is required, by law, to offer impartial, confidential information, advice and support to parents, carers, children and Young People about matters related to Special Educational Needs and disability (SEND). They should operate as a stand-alone service and where they are an in-house service i.e. the authority does not pay another organisation to provide it, not be part of the authority’s Special Educational Needs service to help ensure and demonstrate impartiality. Cambridgeshire’s SENDIASS is part of the Policy and Quality Assurance (PQA) department of the authority which demonstrates its impartiality and helps with the requirement that SENDIASS influences policy and practice in light of the feedback it receives from the parents it supports.

This Service Level Agreement outlines the expectation Cambridgeshire County Council has in relation to the SENDIASS service to be delivered.

Cambridgeshire SENDIASS
Staff are trained and have accurate and up to date knowledge of:
- Education, social care and health law relating to SEND
- National and local policy and practice in meeting SEND
- SEND processes including Tribunal.

Support should be tailored to the individual, where possible, with the aim to build upon the individual’s skills, knowledge and confidence to promote independence and self-advocacy.

SENDIASS in Cambridgeshire offer information, advice and support in the following ways:

1) We provide advice and training to parents and carers to enable them to participate as fully as possible in the support they and their family receive

2) We work with parent groups to build on their knowledge and skills to help them improve parent peer support and empowerment of parents.

3) We have our own webpages within the CCC website – www.cambridgeshire.gov.uk/sendiass

4) We have a large range of written information in the form of leaflets and information sheets which are available online and which we will send out if requested.
5) We provide a free e-mail newsletter with details of national and local changes, news and information that affects education, health and social care provision.

6) We are working to develop the way that we provide information digitally to make it more accessible to all as well as developing our social media presence.

7) **Helpline:** We have a telephone helpline – 01223 699214, this is available 10-12 and 2-4 Monday – Friday, term time only. A 24 hours voicemail is available outside of these hours to leave enquiries. However, this line is often busy and callers may be asked to leave a message. We aim to respond as quickly as we can, if possible within two working days.

8) We respond to email **pps@cambridgeshire.gov.uk**

9) Where possible we provide 1-1, face to face support directly to
   a) parents of children/young people who have SEND
   b) young people with SEND, and
   c) children with SEND
   where it is felt this could lead to better outcomes for all involved. This would include meetings with school, the local authority and practitioners.

10) We carry out parental consultations to help inform local authority policy and practice.

11) We provide advice and training sessions to parents to enable them to make informed decisions about their child’s education, health and social care provision as well as be pro-active were they have concerns over this.

12) Using the information we obtain from the discussions we have with parents, the advice and support we provide as well the training and information sessions we provide we help inform local authority policy and practice.

SENDIASS offers **Independent Support** for those going through the EHC process and Statement to EHC transfers.

SENDIASS is self-referral service. If you are interested in any of the above services please contact us: **helpline: 01223 699214** or email: **sendiass@cambridgeshire.gov.uk**

To keep up to date with workshops and events please request to go on our mailing list by emailing **ppadmin@cambridgeshire.gov.uk** or phone 01223 699214.

**Further reading**

[Children and Families Act 2014](#)
SEND Code of Practice January 2015
SENDIASS Quality Standards