

## How to contact us:

The helplines are open Monday to Friday from 9.00am to 5.00pm.

Call on (01429) 284067 or (01429) 284876

**And ask for Judith Ashurst SEND Participation Worker**

**SEND Information, Advice and Support Service**

Email is available 24 hours: [HARTLEPOOLIASS@hartlepool.gov.uk](mailto:HARTLEPOOLIASS@hartlepool.gov.uk)

Alternatively you can leave a message on the service mobiles –  
**07971714962/07776491662**

Or visit our website to either leave a message or complete the online self-referral form.

[www.hartlepoolsendiass.co.uk/](http://www.hartlepoolsendiass.co.uk/)

Date: June 2020

Review Date: June 2022



**SPECIAL EDUCATIONAL NEEDS AND DISABILITY  
INFORMATION, ADVICE AND SUPPORT SERVICE**

**INFORMATION LEAFLET FOR YOUNG PEOPLE**



**Providing free confidential, impartial support and  
advice for parents, carers, children and young people  
up to the age of 25 years in relation to special  
educational needs**

## About Hartlepool Information, Advice and Support Service

Hartlepool information, Advice and Support Service plays a key role in promoting positive relationships between parents, carers, young people, schools, local authority, health and others. This is important to enable children and young people with SEND to achieve their full potential. Hartlepool SENDIASS will provide support in order to ensure that children and young people with SEND are fully informed and involved in their education.

## Impartiality

Our service is impartial. This means we will not take sides. We will give you the information and support you need to make your own choices.

## Confidentiality

Our service is confidential. That means our meetings will be private. We will only tell people what we talk about if you say it is okay. We also need to tell someone if we think you are in danger of being hurt

Most people who are 16 years old or more and have finished Year 11 can make their own decisions about their school or support.

If you would like a **parent or carer** to help then this is ok. It is up to you.

If you are **under 16** years old, then we might need to talk to your parents or carers before any decisions are made.

Are you **aged 25** or under?

Are you **disabled** or do you have **special educational needs**?

**Special educational needs** are when you need extra support to learn things.

Do you need support to do things or make yourself understood?

The **Law** says that you can get information, advice and support

## YOU CAN COME TO US IF YOU WANT SOME HELP WITH GETTING THE RIGHT KIND OF:

- Support to answers to questions about your educational needs
- Support at school, college or training
- Support with deciding on your next educational placement
- Support and signposting with regards to health and care services
- Advice and support to gain an understanding how to access help and support you need
- Being an advocate to help make informed decision and to support in expressing your views and aspirations during an EHC Needs Assessment and at your Annual Reviews
- Information and support you need to make your own choices

**Hartlepool SENDIASS staff are happy to meet with you at a time and place that is mutually convenient.**