

- Helping you to increase confidence and support you to express your views in meetings
- Empowerment to enable you to make informed decisions about education
- Help to deal with forms, letters and reports
- Exclusions, in year school transfer and managed moves
- Tribunal Support
- Working in partnership with schools, services and the local authority to develop positive relationships and better outcomes

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

Children and Families Act 2014 - By law Local Authorities must have regard to a set of principles commonly known as the Section 19 principles. These are:

- (a) The views, wishes and feelings of the child and his or her parent, or the young person;
- (b) The importance of the child and his or her parent, or the young person, participating as fully as possible in decisions relating to the exercise of the function concerned;
- (c) The importance of the child and his or her parent, or the young person, being provided with the information and support necessary to enable participation in those decisions;
- (d) The need to support the child and his or her parent, or the young person, in order to facilitate the development of the child or young person and to help him or her achieve the best possible educational and other outcomes.

How to contact us:

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

Call on (01429) 284876 - Ask for:

Tracy Liveras | Short Break and Parent Participation Officer/ Information, Advice and Support Service for SEND

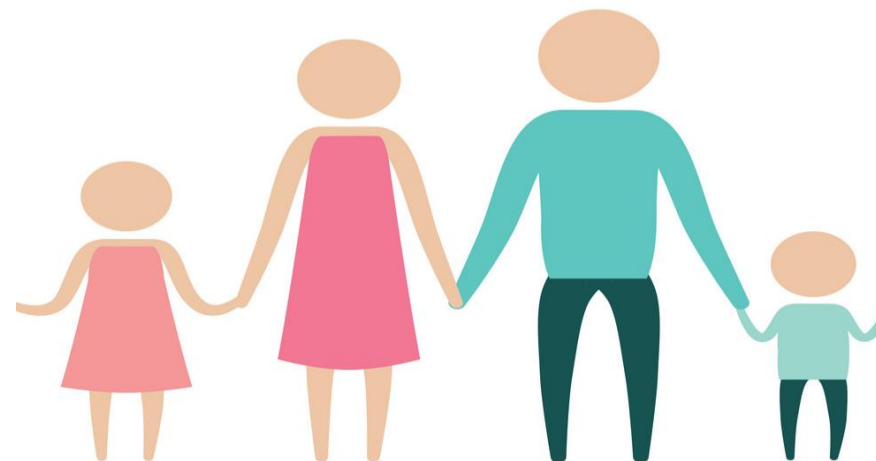
Tel: (01429) 284876 | Mob: 07776491662 (Voice Mail Service)

Email is available 24 hours: HARTLEPOOLIASS@hartlepool.gov.uk

Or visit our website to either leave a message or complete the online self-referral form www.hartlepoolsendiass.co.uk/



INFORMATION LEAFLET FOR PARENTS AND CARERS



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 parents of children and young people with SEND are fully informed and involved in their child's education.

Impartiality

Hartlepool SENDIASS provides an arm's length service from the local authority and Clinical Commission Group (Health), offering impartial services to all users by:

- Not favouring one side over the other
- Treating all parties respectfully
- Not having any right or power over the outcomes of any discussions or decisions

Confidentiality

Hartlepool SENDIASS provides a confidential service to users. Information about you will not be shared outside of the service unless:

- You give permission for the information to be shared or;
- There are strong public interest concerns i.e. Safeguarding

When working with young people separately from their parents the same confidentiality rules apply.

For Children and Young People

We have a separate service leaflet for young people over the age of 16 years and a dedicated worker to support young people. Our dedicated young person's worker will work independently with children and young people to provide them with:

- Help to answer questions about their educational needs
- Help and support with deciding on their next educational placement
- Help with understanding how to access help and support they need

- Be an advocate to help make informed decision and to support in expressing their views and aspirations during an EHC Needs Assessment and at Annual Reviews
- Much more....

INFORMATION, ADVICE AND SUPPORT WITH:

- Children & Families Act 2014/SEND Code of Practice, to help in understanding your legal rights in relation to special educational needs and disability
- SEN Support
- Education, Health and Care (EHC) Needs Assessment
- Support to work with the education setting to help your child's education
- Information about a range of education support services
- Information about health, social care
- Support at Annual Reviews
- Challenging decisions
- Sign posting to Disagreement, Resolution and Mediation Services
- The Local Offer and signposting to other services
- About school admissions and appeals
- Understanding and interpreting information and applying it to their own situation
- Someone to talk to in confidence and provide impartial information and advice
- Listening to your views and concerns and working with you to explore options
- Help with preparation for meetings and provide support at meetings
- Helping you to increase confidence and support you to express your views in meetings
- Empowerment to enable you to make informed decisions about education
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Date June 2020

Review Date June 2022