

SENDIASS Operational Guidance & Intervention Levels

1. The Children and Families Act 2014 and the SEND Code of Practice (2015) advises that Local Authorities must arrange for children and young people with SEN or disabilities, and their parents, to be provided with information and advice about matters relating to their SEN or disabilities, including matters relating to health and social care.
2. SENDIASS provides a confidential, impartial, and free service to parent/carers, children, and young people, offering accurate information, advice and support relating to SEND.
3. SENDIASS offer parents and young people information, advice, and support so they can participate in making decisions in relation to SEND and that they can make informed choices about their child's or their education.
4. SENDIASS aims to empower parents to express their views and wishes including how to understand and exercise their rights in SEND matters including disagreement resolution meetings, exclusions, complaints, mediation, appeals and tribunals.
5. SENDIASS is and should be seen by parents and young people to be an arm's length from the Local Authority (Durham County Council).
6. The service works with families to liaise and promote effective communication with nurseries, schools, and colleges. SENDIASS can liaise with professionals on behalf of families ensuring their views are at the forefront of all decision making.
7. SENDIASS provides specialist sign posting to the range of wider support available to families.
8. SENDIASS gathers feedback from parents and young people to monitor the effectiveness of the service and to inform policy and practice at the local, regional, and national level.
9. Enquiries should come to come directly from parents, carers, children, and young people whenever possible. However, with consent a professional referral can be made.
10. SENDIASS is a County wide service which responds to a high volume of enquiries from families and professionals every week.
11. SENDIASS provide an all year-round flexible service which is open during normal office hours and includes a direct helpline with 24-hour answer machine.
12. SENDIASS operates four levels of intervention to provide information, advice, and support to families. Staff have Legal Training and Advance Legal Training provided by IPSEA.



Service user need at Level One Intervention

Information and advice about SEND system and processes for education, health, or social care.

This can be from an initial concern up to enquire about the SEND appeal process.

The service user can express their needs and/or those of their child. They need information and general advice to make an informed decision or to better understand the system.

Level One Intervention can include: Up to 30 minutes of support.

Provision of information and signposting (including links, fact sheets, forms etc) which could be via:

- Helpline
- Email
- Information on SENDIASS website
- Information factsheets and resources
- Delivery of Training & workshops
- Promoting the service at events.

Outcome for Level One Intervention

Parent or young person is empowered to independently manage their situation and make informed decisions.



Service User Need at Level Two Intervention: Up to one hour of support.

Information and specific advice about SEND system and processes for education, health, or social care and processes. This can be from an initial concern up to enquire about the SEND appeal process.

Service user can express their needs and those of their child. However, they need more tailored information and/or advice specific to their individual need or circumstance than is available at Level 1.

May be a returning Level 1 who needs additional advice at the next stage.

Level Two Intervention can include:

Can include all the support detailed in level 1 but must also involve:

- 1:1 Telephone appointment with a SENDIASS Officer or Neurodevelopmental Family Support Officer
- Face to Face support at a SENDIASS Drop In
- Support to prepare for a meeting
- Exchange of emails
- Provide tailored advice and information individual to the needs of the child or young person.

Outcome for Level Two Intervention

Parent or young person is empowered to independently manage their situation and make informed decisions.



Service user need at Level Three Intervention: Over an hour of support and ongoing support.

Information and specific advice about SEND system and processes for education, health, or social care and processes. This can be from an initial concern up to enquire about the SEND appeal process.

The needs of the individual service user and/or the complexity of their children's circumstances significantly impacts their ability to independently navigate the system.

Or a young person who wants information, advice or support separate from their parent/carer.

Level Three Intervention can include:

Can include all the support detailed in level 2 but must also involve:

- Allocation of a SENDIASS Case Worker
- Support agreement VIA EMAIL completed between SENDIASS Caseworker and the parent or young person
- Advocacy in line with the IASS Minimum Standards
- On behalf of the parent or young person liaise with education, health, and social care agencies or professionals
- Where necessary attend virtual and face to face meetings
- Support with writing letters, filling in forms, giving views, preparing appeals paperwork.

Outcome for Level Three Intervention

Parent or young person is empowered to independently manage their situation and make informed decisions.

Service user need at Level Four: Representation and ongoing support.

Information and specific advice about SEND system and processes for education, health, or social care and processes. This can be from an initial concern up to enquire about the SEND appeal process.

The needs of the individual service users and/or the complexity of their/their child's circumstances means they are not able to independently navigate the system and/or access justice.

They are a child or a young person who need advocacy or representation separate from or instead of their parent, this includes a child or young person who is looked after, those who are in residential schools and those in Youth Offending Services.

Level Four Intervention can include:

Can include all the support detailed in level 3 but must also involve:

- Representation for parent, child, or young person at meetings, appeals, mediation or multi agency meetings.
- Ongoing and intensive casework or advocacy that includes representation.

Outcome for Level Four Intervention

Agreed support has been delivered.

Parent, child, or young person feels they have been supported to navigate the system.

Parent child or young person feels they have been able to make informed decisions, exercised their rights and express their views.