

What to expect from us...

1. Eligibility for Hampshire SENDIASS Service

The Hampshire SENDIASS Service is for parents, carers, children or young people who meet both of the following criteria:

- Child/young person has special educational needs or disabilities (SEND), or they or their parent or carer has reason to think that they may
- Child/young person is under the age of 25.

2. Aim of the service

We aim to empower parent carers and young people to play an active and informed role in their child's, or their own education. We do this by providing the right amount of information, advice and support at the right time. Sometimes this will mean Hampshire SENDIASS staff doing less e.g. telling people where to find out information rather than finding it for them; talking through preparing for a meeting rather than offering to attend with them. At other times it may mean extra input to share skills or knowledge that a person can use in the future. Where we are offering a more intense level of support, we should always be looking at how to step down from this in a way that leaves the parent or young person able to go forward by themselves.

3. What we provide

Information	On our website and social media pages, as well as at events and talks around Hampshire
Advice	Via our helpline, webchat and email services (this is sometimes called 'triage')
Support	From an assigned case worker or volunteer either on the phone, on email or face-to-face

4. Referrals and signposting

Hampshire SENDIASS is an "opt in" service; we work with parent carers and young people at their request. We attend local school and community events to promote Hampshire SENDIASS as well as providing a wealth of online information on our website and social media¹.

We do not offer a service solely on the basis of a referral from another agency and encourage professionals to help the parent carer or young person make contact with us themselves. We make exceptions to this if the professional has the parent carer's

¹ We anticipate that our online offer will be fully available from January 2020

or young person's permission to speak to us and provides a professional referral form signed by the parent carer or young person.

If we receive an invitation to attend a meeting organised by another agency e.g. a Team Around the Family, Child in need or an Annual Review meeting, we will find out if the parent carer or young person want us to be involved and then talk to them about whether we need to attend or whether we can support them to prepare and attend alone.

In some cases we may decide that another service can better help the individual because they offer greater expertise than Hampshire SENDIASS. In this case we will refer or signpost. We may do this instead of, or in addition to, offering information or support ourselves. We will explain this, ask for permission and make a record of the person or organisation to whom we are signposting.

5. Timescales and waiting lists

Hampshire SENDIASS uses date order to give fair access to helpline services. We aim to answer all incoming helpline calls between 9am-5pm Monday-Thursday and 9am-4pm on Friday. Outside of office hours and when our helpline team are already on calls we use an answerphone service.

We aim to respond to answerphone messages and emails to our service inbox (info@hampshiresendiass.co.uk) within 2 working days and in date/time order.

If support is provided by an assigned caseworker, the caseworker can be expected to make their initial contact with the parent carer or young person within 5 working days unless other timescales are agreed with the person.

6. Deciding what level of advice or support to offer

When someone contacts our service we take the following things into account to help decide how urgent or how intense the advice and support needs to be:

- 6.1 Are there specific factors preventing the child, young person or family from self-advocating?
 - Are there factors that mean the person would have increased difficulty in understanding available information or communicating their views/needs? Or,
 - that mean the family is at risk of experiencing discrimination or difficulty in accessing services?
- 6.2 What impact is the situation having on the child, young person or family?
 - Is there a risk of harm to the child/young person e.g. bullying, risk of family breakdown, child protection?

- Is the child/young person missing out on entitlements or services where this is likely to cause significant disadvantage e.g. not receiving full time education, risk of exclusion, not receiving benefits and family living in poverty?
- Urgency of the situation e.g. will an opportunity/deadline be missed if support is not given now?

6.3 What are the key issues?

- It is common for people to experience a situation featuring multiple issues e.g. a young person with unmet SEND who is experiencing bullying may experience poor mental health and refuse to attend school thus resulting in them missing education. In these circumstances we will identify the key issues, those where a change would make the most difference for the child or young person.
- We will consider whether, with support on key issues, the person is able to develop the skills or have the confidence to address other issues themselves

6.4 How can we be effective in empowering the person for the future?

- What level of advice or support will best enable this individual to deal with a similar situation in the future?

6.5 What other sources of support are available?

- Does the person already have access to alternative advice or support? We will consider whether this alternative will be adequate and whether having multiple supporters may be inefficient or confusing. We will liaise with this other service if appropriate and with the person's permission. This could include providing the other service with information or advice based on our experience or expertise.

6.6 How can Hampshire SENDIASS work effectively?

- We will always consider whether our involvement can have a useful outcome for the child/young person e.g. we would not give extensive help to complete an Our Story where we did not feel the child meets the criteria for assessment. But we may support a parent through an education appeal that we feel is unlikely to succeed because we can help them make informed choices at all stages and reduce distress or anxiety.
- Offering a higher level of support in some situations may use a disproportionate amount of our resources e.g. a school meeting at a school far from Hampshire. In these situations an alternative level of support would be offered e.g. a conversation to prepare for the meeting.

7 Who will provide support?

If support is offered a caseworker or volunteer will be assigned based on their expertise and capacity. Staff and volunteers are all DBS checked, trained in SEND law and have a broad range of expertise in various areas of SEND. Wherever possible support will be provided by the same caseworker however where a caseworker is unavailable e.g. through illness or a meeting date clashing with a prior

commitment, a colleague will be asked to stand in. On occasion, casework will be handed over to another member of the team who has relevant specialist expertise

8 Deciding when to stop providing support

- Support normally ends when the person feels able to self-advocate or when the key issues have been resolved. The person is then encouraged to access the service's information or contact the helpline for advice about any future issues.
- Support is provided only for the identified key issues. The service does not offer open-ended, generic support or encourage ongoing correspondence with caseworkers.
- There are times when Hampshire SENDIASS may need to withdraw support. This will happen if the person we are working with ceases to engage with the service appropriately e.g. not attending meetings, not responding to emails, failing to complete tasks they have agreed.
- Support will also end by agreement with the person if they find another, more appropriate supporter for their situation e.g. IPSEA, specific advocate or legal representative.