



Providing the Special Educational Needs & Disabilities Information, Advice and Support Service (SENDIAS) for Bristol, North Somerset & South Gloucestershire

What does our service do?

From 1st September the Parent Partnership Service in every local authority changed to the Information, Advice and Support Service. **Supportive Parents** continues to provide **free, confidential and impartial information, advice and support** (IAS) to parents and carers, and children with any type of special educational need and/or disabilities (SEND). We have extended our service to offer support to young people aged 16 – 25 with SEND, in line with the requirements of the Children and Families Act 2014.

Our IAS service covers all aspects of SEND from the earliest stages of concern, through SEN Support in schools to support during statutory assessment, which may lead to an Education Health and Care Plan (EHCP) and beyond.

We have been funded by the DfE to offer Independent Support. All of our staff are trained to help parents, children and young people during assessment for an EHCP or transfer of a Statement of Special Educational Needs or Learning Disability Assessment into an EHCP. Our service is **not time-limited**, so you decide how often you use us. Many families contact our service for information and support at intervals throughout a child or young person's time in education or training.

We aim to **provide parents and children and young people with the information, advice and support** which will enable them to **fully participate in planning** for their education, health and social care so that the young people are prepared for adulthood.

How can you start using the service?

Parents, children and young people can contact us directly. We provide a telephone helpline Mondays, Wednesdays and Fridays from 10am to 2pm during term-time, with an answer phone at all other times. Our **helpline** can be very busy. If you leave a message on the answer phone out of hours someone will get back to you as soon as possible. You can also use the "**contact us**" **form on our website** or send us an email giving your contact details. If you want us to contact you, download our **self-referral form** from our website, fill it in and sign it, and send it to us.

You can make an appointment to visit our office to discuss paperwork that you have received, or for help in writing letters or making contributions to assessments. We might be able to make a home visit if you cannot come to our office. We can help you prepare for meetings and may be able to support you at the meeting.

We also accept calls from professionals on general issues relating to SEND policy and procedures, and signpost accurately to other sources of information, advice and support. We work with local authorities to support planning and development of SEND services.

How do we communicate with service users?

We have a website; we publish a termly newsletter and use email, Face book, Twitter and LinkedIn. We carry out a service user satisfaction survey every year. When we publish the results of our survey we also explain what we have done to improve. We are revising our parent information and training courses in line with new SEND legislation.

What training is undertaken by the staff supporting parents and carers, children and young people with SEND?

Staff have all completed accredited legal training in SEND. We also complete additional training on related issues such as safeguarding, disability awareness and the Mental Capacity Act.

We work closely with the Parent Carer Forums and other parent groups, the Local Authorities, Early Years providers, schools and colleges, other services that provide information and advice (such as The Care Forum and Well Aware) and KIDS, another voluntary sector organisation commissioned to provide Independent Support ([KIDS](#)). We also contribute to regional and national networks of SENDIAS services.

Who can I contact for further information?

Information and Support Line: 0117 9897725, Monday, Wednesday, Friday 10am -2pm during term -time. We offer a reduced service in the holidays. An answer phone is available at all other times.

Email: contact us via our website or email us at support@supportiveparents.org.uk

Website: www.supportiveparents.org.uk

Address: Supportive Parents, 3rd Floor, Royal Oak House, Royal Oak Avenue, Bristol, BS1 4GB

Telephone: 0117 9897724

General email address: mail@supportiveparents.org.uk

