



SHROPSHIRE SENDiass

Information, Advice and Support Service

FAQ's for SENCOs & Schools



What is Shropshire SENDIASS?

Shropshire SENDIAS Service (Special Educational Needs & Disabilities Information, Advice and Support Service) provides **free, impartial, and confidential** information, advice, and support to children and young people (0-25) with SEND, their parents/carers, and professionals.

We help families and young people **navigate SEND processes**, understand their rights, and work in partnership with schools, the local authority, and other services to achieve the best possible outcomes.



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How does SENDIASS support schools?

SENDIASS is a resource for both families and education professionals. We can help schools by:

- ✓ Providing **accurate, up-to-date SEND law and policy information**.
- ✓ Supporting **positive communication** between schools and families.
- ✓ Offering **training and resources** for staff to better understand SEND procedures.
- ✓ **Signposting** to relevant national and local SEND services.
- ✓ Providing **independent advice** to families, reducing the risk of conflict and misunderstandings.

How does SENDIASS remain impartial?

Although we are funded by the local authority, SENDIASS operates at '**arm's length**'. This means:

We have our **own branding, website, and publicity**, separate from the local authority.

Our staff provide **neutral, fair, and accurate information** based on **SEND law and guidance**.

We do not take sides but **support informed decision-making** by helping families understand their rights, responsibilities, and available options.



How can SENCos work with SENDIASS?

We encourage **strong partnerships** with SENCos and school staff. You can:

- ✓ **Signpost** families to our service for impartial advice and support.
- ✓ **Refer parents and young people** to our website for information on EHCPs, SEN support, and school processes.
- ✓ **Invite our team** to deliver training or information sessions to staff, parents, or young people.
- ✓ **Work collaboratively** with us to resolve concerns before they escalate.



How can schools benefit from working with SENDIASS?

By working with SENDIASS, schools can:
Ensure families **receive the right information at the right time**, reducing confusion and stress.

Improve **parent-school relationships** by promoting clear communication.

Access **expert SEND guidance** to help resolve concerns early.

Support **positive SEND experiences** for young people, promoting their **engagement and inclusion**



Does SENDIASS attend meetings in schools?

Due to capacity demands attending meetings is rare, however, it may occur when the level of support needed requires it. As a small team, we prioritise those who need extra help navigating SEND processes. We also:

- ✦ Help parents and young people prepare for meetings.
- ✦ Offer guidance on what to expect and what questions to ask.
- ✦ Provide resources and training to empower families and professionals.

What support can SENDIASS provide for young people?

We have a dedicated Youth Worker who works directly with young people in schools and colleges, offering:

- 🎯 Help with EHCP 'All About Me' sections and preparing for reviews.
- 🎯 Support with understanding their rights and speaking up about their needs.
- 🎯 Small group sessions supporting in areas such as communication and interaction and social, emotional and mental health needs
- 🎯 One-to-one support for young people struggling with education, health, or social care issues.





How can schools signpost families to SENDIASS?

- ✓ Include **our details** in school newsletters, websites, and parent communications.
- ✓ Display our **posters and flyers** in school reception areas and SEND offices.
- ✓ Provide **a link to our website** on your school's SEND page.
- ✓ Encourage families to **contact us directly** for independent advice.

Where can we find more information?

Visit our new website for resources,
guidance, and support:
www.shropshiresendiass.com

Want to collaborate or request training?
Email our Service manager at:
carriechoudhary@cabshropshire.org.uk

