

## Frequently asked questions

### **What is the Barnet Special Educational Needs and Disability (SEND) Information, Advice and Support Service?**

Barnet SENDIASS is a statutory service which offers free, confidential and impartial information, guidance advice and support for young people and parents/carers of children and young people from 0 – 25 years old with special educational needs around their education.

### **What can Barnet SENDIASS help me with?**

Barnet SENDIASS can help young people/parent/carers to understand the law around special educational needs and what options are available to the child/young person.

### **Who does Barnet SENDIASS support?**

The service is available to all parent/carers of children and young people with a special educational need, between the ages of 0-25 that live in Barnet.

The definition of special educational needs is as follows:

Children have special educational needs if they have a *learning difficulty* which calls for *special educational provision* to be made for them.

Children have a *learning difficulty* if they:

- a) have a significantly greater difficulty in learning than the majority of children of the same age; or
- (b) have a disability which prevents or hinders them from making use of educational facilities of a kind generally provided for children of the same age in schools within the area of the local education authority
- (c) are under compulsory school age and fall within the definition at (a) or (b) above or would so do if special educational provision was not made for them.

If you don't qualify for Barnet SENDIASS Services, staff can signpost to other services that may be able to help you.

## **What happens if the child/young person is at a school or college outside of Barnet?**

As long as the young adult or parent/carer with parental responsibility is a Barnet resident we can support them.

## **Is there any other support I can get from Barnet SENDIASS?**

- training and information workshops for parents
- dyslexia support groups
- school anxiety support groups
- information workshops on how to apply for EHCPs (Education and Health Care Plans)
- support in starting parent support groups in schools.

## **How can I get support from Barnet SENDIASS?**

If you are a parent/carer you can get support by calling Barnet SENDIASS on 0208 359 7637 or by emailing [SendIASS@barnet.gov.uk](mailto:SendIASS@barnet.gov.uk)

Barnet SENDIASS prefers for young adults/parent/carers to self-refer as we are a young adult/parent/carer led service. With a child, we cannot be involved without parent/carer consent.

If you are a professional and you feel that a family that you are working with would benefit from our support then please inform the parent/carer of the service and encourage them to call the number above. If there are exceptional reasons why the parent/carer cannot call themselves please discuss with a member of the Barnet SENDIASS team.

## **How does Barnet SENDIASS support parent/carers?**

Empowering the parent/carer to play a key role in their child/young person's education is our primary aim. If parent/carers require further support we can help to draft letters, understand documents and attend meetings with school or local authority representatives.

## **How does Barnet SENDIASS maintain confidentiality?**

Any information about a parent, including whether or not they have been in contact with Barnet SENDIASS will not be shared outside our Service unless:

- the parent gives permission for the information to be shared, or
- there are strong public interest concerns, i.e. child protection

Information held by us is confidential and can only be accessed by our staff. The service has a shared computer area which only members of the team are allowed to access. All paper records are kept in locked filing cabinets. For more details please ask to see our confidentiality policy.

## **How does Barnet SENDIASS maintain impartiality?**

We understand this to mean:

- not favouring one side over another
- treating all parties respectfully; and
- not having vested interest in the outcome of any discussions.

To ensure the impartiality of the service, we are overseen by a multiagency Advisory Group that supports service development. The group has a minimum of 5 parents representatives at all times.

For more details please ask to see our impartiality policy.

## **What is the SENDIASS Advisory Group ?**

Barnet SENDIASS Advisory group ensures that we are effective in providing support and information to parents and carers of children and young people with special educational needs. Please ask to see our Terms of Reference for details.

## **How do I get some general information?**

Please call us or go to our website for more information.

[http://www.barnet.gov.uk/info/930042/parent\\_partnership\\_barnet/190/parent\\_partnership\\_barnet](http://www.barnet.gov.uk/info/930042/parent_partnership_barnet/190/parent_partnership_barnet)

## **Barnet SENDIASS and Special Educational Needs Tribunal Appeals (SEND)**

Our caseworkers do not attend tribunals. However, caseworkers can give advice and support on tribunal procedures, appeals forms and appeal rights.

You can also seek support from IPSEA regarding tribunal (Independent Parental Special Educational Advice) [www.ipsea.org.uk](http://www.ipsea.org.uk)

Follow the link to SEND for further information [www.justice.gov.uk/tribunals/send](http://www.justice.gov.uk/tribunals/send)

## **Choice Advice**

We also offer a Choice Advice service. Choice advice aims to offer assistance to those making realistic and informed choices about the secondary transfer process. Examples of people who may find this service useful are where English is not the first language or assistance is needed completing forms, where parent/carers have just moved into Barnet , parent/carers are unsure or confused by the school transfer system and need some guidance and those who have realistic grounds to appeal for the school they have chosen.

## **What is the best way to contact Barnet SENDIASS?**

Please contact the office on 0208 359 7637 or email [SendIASS@barnet.gov.uk](mailto:SendIASS@barnet.gov.uk)

## **How are caseworkers allocated?**

Cases are allocated dependant on what school/college the child/young person attends.