

**A parent's guide to:**

**SENDIASS Oxfordshire –  
Supporting parents of children  
and young people with Special  
Educational Needs and Disabilities**

Special Educational Needs  
and Disability Information,  
Advice & Support Service

**sendiass**  
OXFORDSHIRE

**For more details about  
SENDIASS Oxfordshire, phone:**

**01865 810516**

**text:**

**07786 524294**

**[sendiass@oxfordshire.gov.uk](mailto:sendiass@oxfordshire.gov.uk)**

**[www.oxfordshire.gov.uk/sendiass](http://www.oxfordshire.gov.uk/sendiass)**

# SENDIASS Oxfordshire offers informed and impartial support to parents/carers of children with Special Educational Needs and/or Disabilities (SEND), and children and young people with SEND in a variety of ways:

## Telephone helpline

You can ring our helpline on **01865 810516** to talk things through if you have concerns about how your child with SEND is getting on at school. If you prefer, you can ring out of hours and leave a message with your contact details.

Perhaps you are concerned your child is not making progress, not getting enough support or are not clear about what the school is doing, or can do, to help them.

## Text phone

If you find it hard to break the ice and call us, you can text us on **07786 524294** and we will ring you back.

## E-mail

You could e-mail us at [sendiass@oxfordshire.gov.uk](mailto:sendiass@oxfordshire.gov.uk) and tell us any worries or ask any questions you have about your child, their SEN and support at school.

## Impartial Information

It's important for you to have up-to-date information on how the SEN processes work in Oxfordshire, the jargon that's used and advice on the issues that affect your children with SEND. We provide a range of leaflets, on a variety of topics around SEN. Our leaflets are available on our website [www.oxfordshire.gov.uk/sendiass](http://www.oxfordshire.gov.uk/sendiass).

## Independent Parental Supporters

Going to meetings on your own isn't easy. Your worries about your child can sometimes stop you getting your point across. Some of the paperwork about SEN can be hard to follow and it helps to talk things through with someone who is good at listening, has time to spare and understands how SEN systems work in Oxfordshire.



We can find someone to help you. Our volunteers called Independent Parental Supporters (IPS for short) talk things through with you before a meeting. They can come with you, take notes and help you follow up actions that have been agreed at the meeting. Their job is not to take sides but help you as parents make your views known.

SENDIASS Oxfordshire is always keen to recruit new IPS and as a parent of a child with SEND you may have just the experience and expertise that is needed. Ring 01865 810516 to talk about becoming a volunteer.

## **Independent Supporters**

Independent Supporters (IS) have a very specific and time-limited role in supporting parents, carers and young people (16-25) during the Education and Health Care Plan (EHCP) assessment and production process.

If you, or your young person, feel you need support either requesting a new EHC plan or if your child or young person's statement is being converted to an EHC Plan, please contact SENDIASS Oxfordshire to request an IS.



## **DROP-IN – Talking points**

We hold informal SEN Advice Drop-Ins where you can ask questions or talk things through. Please ring us for details or visit our website to see when and where we are near you.



## **POP-IN – An open door policy**

We offer an open opportunity for parents to drop in for a chat – to talk things through or help with filling in forms about educational issues or writing letters.



## **SEN Information Roadshows and Training events**

Visit our website for details.

## **What else do we do?**



### **Conciliation and negotiation**

SENDIASS Oxfordshire works with schools and the LA to improve how they communicate with parents and offer support if difficulties arise. We can help by providing informal conciliation, helping both sides to understand the others' position, or sometimes by referring parents with issues around statutory assessment to a free regional mediation service.



### **Help you appeal against decisions made by the LA or your child's school**

We can give you advice and support if you are unhappy with decisions made around SEN processes, exclusions, admissions or if you feel there may be Disability Discrimination issues.

## 👍 Help parents & professionals work together effectively

SENDIASS Oxfordshire supports Parent Carers Voice Oxfordshire and other parent-led support groups to have their views and suggestions about services within Oxfordshire voiced and included in the development of policy and practice within the county.

## 👍 Work with other agencies and voluntary organisations

To make sure we offer the best service we can to children with SEN and their parents, we build and maintain strong links to a variety of agencies and voluntary organisations that support parents of children with SEN across Oxfordshire.

## 👍 Encourage everyone involved with a child with SEN to find out their views

For children and young people to get the most benefit from what is on offer, they need to be involved in the decisions that are made. SENDIASS Oxfordshire is particularly committed to working to avoid children with SEND experiencing exclusion, Disability Discrimination and bullying.

## Sendiass Oxfordshire can offer:

- A telephone helpline: **01865 810516**
- Information, advice and support on matters to do with your child's SEN
- Help with communication between you and the Local Authority
- Trained volunteer Independent Parental Supporters and Independent Supporters
- Advice about preventing and resolving disagreements
- Training events for parents and groups – see SENDIASS website
- An informal Drop In SEN Advice session, 'Talking Points', – see website for dates

**Contact us on: 01865 810516 or  
text 07786 524294  
sendiass@oxfordshire.gov.uk  
www.oxfordshire.gov.uk/sendiass**

### Confidentiality Code:

Everything you tell us will be treated in strict confidence. We will not disclose our records to, or discuss the case with, a third party outside SENDIASS Oxfordshire without your consent, except if we suspect a child is at risk.