



## **Liverpool & Knowsley SEND IASS**

Liverpool & Knowsley SEND IASS is a statutory Information, Advice and Support Service for children and young people with SEND and their parents/carers. Liverpool & Knowsley SEND IASS is a free and impartial service delivered by Barnardo's.

We offer;

- A dedicated SENDIASS next steps helpline, run by Level 3 IPSEA trained officers – this means families can come back to the helpline for information and advice as and when they feel they need it.
- Legally based information and advice given by trained and experienced staff around SEND law, statutory guidance and processes, local policy and processes
- Online information to educate and empower families – you can find this on the website [Welcome to Barnardo's SENDIASS | Barnardo's SENDIASS](#)
- Monthly drop-ins/SEND Surgeries for families needing help with form filling or letter writing – details are updated monthly on our website – call the helpline or email to book.
- 1:1 support at meetings and during appeals processes for those families that meet the criteria for casework
- Support for children and young people with SEND; this can include support to help you have your voice heard
- Signposting to local and national services
- Information Sessions for families and professionals

Liverpool & Knowsley SEND IASS has two dedicated casework officers that cover both the Liverpool & Knowsley areas. As there is a high demand for the service, a casework criteria policy is in place.

The service will offer 1:1 support in the first instance to those families that have an additional need such as health condition, disability or communication need that prevents them from completing paperwork, speaking up at meetings and/or understanding processes and next steps. We allocate these appointments in date order.

1:1 form filling support may be offered through a single appointment at our monthly SEND surgery or through on-going casework. This is need led and dependent upon service capacity at that time.

## **Self-advocacy**

Liverpool & Knowsley SEND IASS provides informal advocacy for those families that are in receipt of casework and have a need that prevents them from self-advocating. Advocacy is built into the service casework offer, what is required will be agreed with the caseworker on a case-by-case basis.

SEND IASS services are designed to promote self-advocacy and so we will always try to equip the family with the knowledge and confidence to speak for themselves wherever possible.

SENDIAS services follow the National Minimum Standards and the definition of advocacy within this – Advocacy means getting support from another person to help you express your views and wishes and help you understand and exercise your rights. This might mean meeting support in some instances; however, it may also look like support to send an email or complaint letter expressing your views.

Due to capacity the service does not attend meetings with families that are not in receipt of casework support.

## **Tribunal Information Advice and Support**

Families can receive information and advice via the service helpline on issues relating to tribunal processes and legally based information. All staff are IPSEA 3 trained which means that helpline officers and caseworkers have the same level of training.

Next steps advice for tribunals can be given via the helpline this includes signposting to resources, and advice on form filling and putting evidence together for a hearing. A family can come back to the helpline as often as required for advice on what to do next.

For those families with additional needs requiring more support we can help with form filling at our drop-in/ SEND surgery sessions.

Casework officers can attend tribunal hearings for those families in receipt of casework support. However, most families will be able to self-advocate as the information is submitted to tribunal ahead of time, including parental information. We will help the family to prepare for the hearing including offering guidance on completing notes which can be read verbatim on the day.

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