

The service operates a 'self-referral' process, however, on occasions it may be considered appropriate for a professional to make contact with the service on behalf of the parents/carers or young person. The service will act upon such requests only when consent has been given.

The Children and Families Act 2014 says local authorities must provide information, advice and support about Special Educational Needs (SEN), disabilities, health and social care for children, young people and parents. SENDIASS has a telephone helpline, which is available Monday to Friday 10am - 2 pm all year round. Outside these hours an answer phone is available to leave a message for a callback

Contact us:

If you need more in-depth support/need to talk things through with someone, you can talk to a SENDIASS Officer.

Phone: 01803 207 884

(inquiry line open 10am - 2pm Mon-Fri, but also has a 24-hour answerphone facility)

Email: sendiass@torbay.gov.uk

Website: www.sendiasstorbay.org.uk

Address:

Room GF203
Town Hall
Torquay
TQ1 3DR

SENDiASS
Information Advice Support **TORBAY**

A guide to
Torbay's
Information,
Advice and
Support
Service

working with
TORBAY
COUNCIL

Information,
Advice & Support
Services Network
for SEND

About us:

SENDIASS Torbay provides information, advice and support on matters relating to children and young people with Special Educational Needs and Disabilities (SEND).

The service is offered to parents and carers of children and young people aged between 0 and 25 years old.

Our trained staff can give you legally-based information, advice and support on education, health and social care matters relating to special educational needs and disabilities.

Our aims:

We aim to provide information and support, to enable parents, children and young people to:

- Fully participate in discussions and make informed decisions
- Express their views and wishes
- Promote independence and self-advocacy
- Develop and promote positive relationships with schools, colleges, the local authority and voluntary organisations to achieve positive outcomes

The service is:

Impartial

SENDIASS Torbay is an arm's length service from the Local Authority and commissioning group. We are hosted by Torbay Family Hub.

The information, advice and support that we offer is based on law and the Code of Practice.

We do not give priority to any impairment, disability or special educational need.

Confidential

We don't share your information unless you say we can, or unless there's a safety concern.

When working with young people separately from their parents, the same confidentiality rules apply.

Free

There's no charge.