

You can access us using our telephone helpline, meeting face to face or via the website.

We monitor and supervise our staff, providing ongoing training to ensure their legislative knowledge is up to date.

We welcome feedback on the support you receive from our service.

- Are you concerned about your young person's learning or other additional needs?
- Do you understand what your young person's early years or education setting can do to help?
- Would you like to be able to talk to someone about your young person's education?
- Do you find it hard to talk to your young person's education setting about your concerns?
- Would you like to be put in touch with parent/carer groups, independent supporters or voluntary organisations?
- Would you like someone to help you prepare for your young person's annual review or other educational meeting?



Contact us

If you would like support, information or training, please email or call our central enquiry line.

Contact us via email:
info@sendiasstorbay.org.uk

Contact us on the phone:
01803 208 239 / 01803 212 638

Contact us via our website:
www.sendiasstorbay.org.uk

SENDIASS TORBAY

c/o Torbay Community
Development Trust,
4-8 Temperance Street,
Torquay,
Devon,
TQ2 5PU



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

SENDIASS Torbay

(Special Educational Needs and Disabilities, Information, Advice and Support Service) is a confidential and free service that provides impartial and independent Information, Advice and Support to parents and carers of children who have SEN. We also work directly with young people who have SEN.

The service is open to people who reside in Torbay in relation to young people of 0-25 years. We work closely with the local authority, schools, health professionals, and other agencies and the voluntary sector.

Children and young people with SEN including those with:

- Communication and interaction needs
- Cognition and learning difficulties
- Social, emotional and mental health difficulties
- Sensory and/or physical needs.
- ...and much more



Who we are

We are trained in SEN law and supporting parents and young people

Disclosure and Barring Service (DBS) checked

Supervised and supported

Impartial

Committed to keeping information confidential

Available by prior arrangement for meetings

Provide a dedicated, named person based on the support you need

What we can offer

We offer information, advice and support about the law on Special Educational Needs and Disabilities covering:

- Education, health and social care
- National and local policy
- The Local Offer
- Your rights and choices
- Your opportunities to participate



How we provide this:

We provide tailored advice and support in relation to SEND if you need it.

This can include:

- Talking through your worries and concerns
- Helping you understand letters, reports and processes
- Assisting you to write letters/ complete forms
- Supporting you to prepare for and attend meetings
- Guiding you throughout processes (assessments, admissions, exclusions, complaints, appeal)
- Providing you with an Independent Supporter specifically focussed on Education, Health and Care assessment, conversions and plans.

