

The Special Educational Needs and Disabilities Information Advice and Support Service (SENDIASS) offers information, advice and support for parents and carers of children and young people with special educational needs and/or disabilities (SEND). This service is also offered directly to young people and professionals.

The service is free, impartial and confidential.

**Who do we help?** Manchester residents who are:

- Parents and carers of children and young people (0 – 25yrs) with special educational needs and/or disabilities
- Young people (age 16yr – 25yrs) with special educational needs and/or disabilities
- Professionals needing signposting and procedure information around the SEND Code of Practice

**What can we help with?**

- **SEND Support** - guidance on the SEND support process, identifying how to access SEND support in school, preparing for meetings.
- **Making informed decisions** – providing information and support to help clarify priorities, explore options, identify goals.
- **EHC needs assessments and plans** – information on the legal processes and procedures around EHC plans, EHC annual reviews, challenging decisions relating to EHC plans.
- **Understanding what to do when things go wrong** - disagreement resolution processes, mediation, tribunal appeals, exclusions.
- **Legal processes** – information and advice on legal rights according to the Children and Families Act (2014), the SEND Code of Practice (2015) and the Equality Act (2010)
- **Signposting** to additional information, advice or support groups and services

**How to contact us directly:**

- **Phone our confidential 24-hour helpline: 0161 209 8356** Please leave your name, contact number and a brief message. We aim for a same day or next working day call back.
- **Email, via our confidential email inbox: [sendiass@manchester.gov.uk](mailto:sendiass@manchester.gov.uk)**
- **Contact us via our website form at <https://www.iasmanchester.org>**

**Use the QR code to access our website:**

