

How to make a referral to the service

Parents, children and young people should self-refer via the helpline, email or by visiting the website. However, a professional can refer with the family's explicit consent. SENDIASS Torbay operate throughout the year during office hours.

The helpline is manned weekdays between 10am and 2pm. An answer service is available throughout the year and a member of the team will respond to your queries. Please leave a brief message and your contact details, including name, number and postcode.

We also have a Facebook page where we regularly post about upcoming events and training: www.facebook.com/sendiasstorbay

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.



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 210371 (hosts
Torbay Community Development
Trust) or 07734 391620 (Office mobile
manned weekdays, 10am-2pm)

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

SENDIASS Torbay offer information, advice and support on:

- Helping children, young people and parents to gather, understand and interpret information and apply it to their own situation
- Education law on SEN and related law on disability, health and social care, through independently trained staff
- Provide advice through individual casework and through work with parent carer support groups and training events
- Support when things go wrong through early disagreement resolution, mediation, routes of appeal and complaints procedures
- Help guide you throughout processes (assessments, admissions and exclusions)

The support can be delivered in a number of ways and casework to be agreed on an individual basis and may include:

- Phone calls
- Emails
- Home visits
- Meetings (school, health or social care)
- Local authority meetings
- School visits
- One of our drop-in sessions



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)

