



# Delivering Impartial Information, Advice and Support

## Support4SEND

Support4SEND is a free and confidential service offering impartial information, advice and support on issues relating to a child or young person's special educational needs or disability. We work with parent carers, and with children and young people from 0 to 25, in Hampshire.

### For children and young people:

If you have any questions or worries about your education, we can work with you, either with or without your parents. We will help you so that you can make decisions about your education and what you want to achieve. You do not need permission from anyone to contact us and the support we give will be confidential.

### For parents:

If you are concerned about any aspect of your child's education we can offer impartial information, advice and support. Our aim is to enable you to make well informed decisions in the best interests of your child. If your child would also like to access support from us we can work with you together or separately if preferred.

## How do we offer support?

- a confidential helpline service
- a website where you can view information about our service and a range of resources relating to educational issues
- one to one support by telephone, email or face to face

## What do we help with?

Parent carers, children and young people who contact the service can access:

- help to understand your, or your child's, rights around education
- someone to listen to your views and concerns, and help you explore your options
- help with discussions with your, or your child's, school/college, the Local Authority and other agencies so that your concerns are heard
- advice about SEN support available in schools, early years and post 16 settings
- help to express your views in writing and at meetings



[www.hants.gov.uk/support4send](http://www.hants.gov.uk/support4send)



- advice about exclusions
- someone to explain jargon and help you to understand complicated forms and documents
- support through the statutory assessment process towards an Education Health and Care Plan (EHCP)
- advice and support about disagreements, mediation and appeals to the Special Educational Needs and Disability Tribunal



## Confidentiality

We aim to ensure that children, young people and parent carers are able to access support and information in complete confidence.

We will only share information with others if:

- you have given your consent for us to do so, or
- the information given to us leads us to believe that a child/young person is at risk

## Impartiality

The guidance we give will always be impartial. This means we will:

- provide factual information and advice based on the law and guidance so that you are able to make your own decisions
- not guide you towards a particular course of action or offer our own opinions
- respect your decisions without making a judgement

## What does SEND mean?

The term SEND (Special Educational Needs or Disabilities) is a broad description for anyone who needs additional help to progress and achieve in education.

Children and young people might need extra help because they have:

- A medical condition or health needs
- A learning difficulty like dyslexia or dyspraxia
- Difficulties with communication
- Difficulties with social interactions
- A physical disability
- Behavioural difficulties and frustrations



## How to contact us:



Tel: 01962 845870



email: [enquiries.support4send@hants.gov.uk](mailto:enquiries.support4send@hants.gov.uk)

[www.hants.gov.uk/support4send](http://www.hants.gov.uk/support4send)

