



Liverpool & Knowsley Special Educational Needs and Disability Information Advice and Support Service

What You can expect from Liverpool and Knowsley SEND IASS

When you call the service you are requested to leave a message clearly stating your name, number and the main issue you are calling about.

You will receive a first contact call back within 5 days.

During this first contact call you will be asked whether your child has SEN and/or a disability. If your child does not have SEN and/or a disability we are unable to offer you information, advice or support and will signpost you to another service if we can. If your child does have SEN and/or a disability you will be asked for some information including the main reason you have contacted the service.

As a service we prioritise the following issues;

- If your call relates to a statutory timeframe such as registering for an appeal
- If your child is at risk of Permanent Exclusion
- If your child is out of school

If you call with the above issues we will gather information around your situation and offer telephone information, advice and/or support. A limited amount of face-to-face appointments are available for those parents/carers that have specific needs and require them. Face-to-face appointments are available for all young people that access the service.

If your call does not relate to the above you will be placed in-line and contacted as soon as possible. When we call you back full case details will be taken and information, advice and/or support will be offered as above.

The information, advice and support that we provide is outlined in the SEND Code of Practice (2015) and covers the following;

- Signposting to local and national services
- Local policy and practice including rights of appeal
- The local offer
- Personalisation and personal budgets
- Law on SEN and disability
- Initial concerns or identification of potential SEN or disabilities through to on-going support and provision which may include an EHC plan.
- Help when things go wrong including information about early disagreement resolution meetings and mediation
- Transport information including legal rights
- Information and/or support for parents in their preparation for tribunal

If you need further information, please contact Liverpool and Knowsley SEND IASS
The Fairclough Centre, 193 Liverpool Road, Huyton, L36 3RD
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