Yes! But I am not sure which is the right one to call?

Yes! But there are too many options. It’s confusing!

Would you like support with ideas, signposting to services or advice on how to have conversations with your young person’s setting, school or college?

Educational Psychologist Helpline

*"Where can I go for support to think about my concerns about my child's education and development? I want to talk my concerns through with a specialist. I want to understand my child’s need and explore some ideas for how to help my child”?*

**Try the Parent Helpline:** Telephone: 01245 433 293

The helpline is available every Monday afternoon during term time, between 1pm and 5pm

Essex Educational Psychologists (EPs) offer independent professional advice to carers and parents of children and young people up to the age of 19 with concerns about their children’s education or development. You will talk to a qualified Educational Psychologist who will listen to your concerns and work with you to find a positive way forward.

**SEND IASS**

*"Where can I get free and confidential advice that is independent from Essex County Council? I want to understand my rights and know how I can have my views and wishes heard. I want to be prepared for a meeting or find support for a meeting”*

*“I am a young person and I want to make sure my voice is heard at my review meeting. Can someone help me think about his and get my views across?”*

**Try SEND IASS (Special Educational Needs and Disabilities Information Advice and Support Service) .** SENDIASS provide information, advice and support on a wide range of issues related to Special Educational Needs and Disability (SEND) to children, young people and their parent carers.

SEND IAS Services are trained by [IPSEA](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.ipsea.org.uk%2F&data=04%7C01%7C%7C5e90aac371844908f9ea08d8d35406d0%7Ca8b4324f155c4215a0f17ed8cc9a992f%7C0%7C0%7C637491705146133062%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=I9gt%2FBF3%2BGT7Mp7%2FrVl1O9M%2Bim06MyDmc%2BcMpQtr0uk%3D&reserved=0) (Independent Provider of Special Education Advice) through the National IASS network. Each of our team members complete 90 hours of accredited legal training.

The areas around which we provide information, advice and support include the following:

* Information and advice on SEND processes, including SEN support in settings and One Planning
* Supporting children, young people and their parents to prepare for meetings and support within meetings enabling their participation and ensuring their views, wishes and thoughts are heard.
* Advice where parents feel school/setting is not meeting needs, not recognising needs, concerns about lack of progress and information on moving to a different school.
* Support around the EHCP process - requests for EHC Needs Assessment, Way Forward Meetings, Refusal to Assess, Issues with content of EHCPs
* Support around Annual Reviews, amendments and ceasing of EHCPs
* Part-time/reduced timetables, exclusions – fixed term and permanent and appealing a permanent exclusion
* Anxious school refusal/attendance
* NEET
* Mediation, Complaints procedures, Appeals to SEND Tribunal

**What we don’t do:**

* We are not an advocacy service- we do not speak on behalf of CYP or their parents. Our impartiality means that we do not favour either side.
* We do not have influence over the outcome of any meetings.
* We do not sit on decision making panels or make decisions about funding or provision
* We do not have any involvement in the administration of plans

**Contact the SEND IASS Helpline at send.iass@essex.gov.uk or telephone: 0333 013 8913**

Essex Family Forum

*"I am a parent carer of a child with SEND. I want to share my experience of SEND provision or a service in Essex (Education, Health or Social Care) and make sure it forms part of a bigger picture”*

*“I am a parent carer of a child with SEND. I want to get involved in shaping SEND services and improving outcomes for children and young people with SEND in Essex”*

*“I’m a member of a SEND support group – our families consistently report similar experiences – how do we ensure their voices are heard?”*

**Try the Essex Family Forum**

The Essex Family Forum is the parent carer network for Essex. The Essex Family Forum are a well-informed, connected and empowered community of families that includes children and young people up to the age of 25 with disabilities or additional needs. EFF support families across Essex.

Essex Family Forum can be contacted on:

[yourvoice@essexfamilyforum.org](mailto:yourvoice@essexfamilyforum.org)

[Our Family Champions - Essex Family Forum](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fessexfamilyforum.org%2Four-family-champions%2F&data=04%7C01%7C%7C8153a990705d4cd8e44b08d8d2966bd8%7Ca8b4324f155c4215a0f17ed8cc9a992f%7C0%7C0%7C637490890801407768%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=Fm8GKQZQROVFvhiIyLx27RPhwCPHZRiRrEH1BMpvTK8%3D&reserved=0)

[Virtual Graffiti Wall - Essex Family Forum](mailto:Virtual%20Graffiti%20Wall%20-%20Essex%20Family%20Forum)

SEND Navigators

*“My child has just received a diagnosis and I am not sure what services/ support I can access?”*

*“I need to access some support, but I’m not sure how all the services link together. Who can help me work this out?”*

*“My family need a little support with next steps. I need to talk to someone to help us as a family decide what our next steps should be*

*“A friend has told me that because my child has an EHCP, my child should get one to one support at school?”*

**Try the SEND Navigators.**   
The SEND Navigators work across Essex to support families navigating the SEND system. SEND Navigators work across Health, Education and Social Care to ensure that families are signposted to and accessing the most appropriate services.

We offer information, advice and support directly to:

* Children and young people (up to 25 years) with SEND
* Parents and carers of children with SEND

The SEND Navigators, Jenny and Ondrea, can be contacted at [TheSENDNavigators@essex.gov.uk](mailto:TheSENDNavigators@essex.gov.uk)

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