

# SEND Advice SURREY

Special Educational Needs and Disabilities  
information, advice and support

**SEND Advice Surrey** is a service for children and young people aged 0 to 25 years with special educational needs and/or disabilities (SEND) and their parents and carers.

## Who are we?

**SEND Advice Surrey** provides information, advice and support to children and young people aged 0 to 25 years with special educational needs and/or disabilities (SEND) and their parents and carers.

The information, advice and support we provide is impartial, confidential, free and at 'arms length' to the local authority. Our experienced team will listen to your concerns and discuss any issues in confidence.

Our service is statutory and we aim to provide information, advice and support to empower parents, carers, children and young people to:

- Fully participate in discussions with schools and the local authority and make informed decisions.
- Express their views and wishes about education and future aspirations.
- Promote independence and self-advocacy.
- Develop positive relationships with nurseries, preschools, schools, colleges, universities, the local authority and supported services to achieve positive outcomes.

## How can we help?

We can offer information on:

- Your rights as a parent or young person.
- Who to talk to in childcare provision, school or college about your concerns.
- How your child is assessed and helped in childcare provision, school or college.
- What happens during an education, health and care (EHC) assessment.
- What you can do if you are not happy with a decision made about your child's SEND.
- Mediation, appeals and tribunals.
- Surrey policies and processes.
- National policies and legislation.
- Advocacy services.
- What to do if your child is excluded from school.
- Other services.

Enquiries are varied and can range from concerns about a child's progress in childcare provision, school or college, through to children and young people who have complex needs and difficulties.

## We provide support by:

- Listening to your concerns.
  - Exploring options.
  - Talking through and preparing paperwork and completing forms.
  - Joining you at meetings or helping you prepare for them.
  - Ensuring your views are heard.
  - Looking at ways of overcoming differences where there is disagreement.
  - Informing you about other local and national organisations that can help you.
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**SEND Advice Surrey ensures that the views of parents, children and young people are heard and understood and that these views inform local policy and practice.**

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## Contact us

For free and confidential information, advice and support contact one of our IPSEA trained SEND advisors on:

Telephone:  
**01737 737300**

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Email:  
**sendadvice@surreycc.gov.uk**

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Twitter:  
**@SENDadviceSurrey**

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Visit:  
**www.sendadviceSurrey.org.uk**

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Write:  
**SEND Advice Surrey  
Consort House  
5-7 Queensway  
Redhill  
RH1 1YB**

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## Our services

Provided by IPSEA trained SEND advisors:

- Telephone, email and web support.
- Support at meetings.
- Face to face support at drop in sessions offered at locations around Surrey.
- Information via online resources.
- Attendance at parent/carer groups and conferences.
- Training.

We are part of the Information Advice and Support Service Network (IASSN) which is hosted by the Council for Disabled Children. Working in partnership with Family Voice, Surrey's parent/carer forum.