

RIASS

Redbridge Information, Advice & Support Service
for Special Educational Needs & Disability



What to expect from RIASS

INFORMATION SHEET

AIM OF RIASS

SENDIASS (Special Educational Needs and Disability Information Advice and Support Service) aims to empower parents/carers, children, and young people to play an active and informed role in making decisions about their education, health, and social care. Our role as an information, advice, and support service (IASS) is to help parents/carers, children, and young people build their knowledge, understanding, and confidence in SEND procedures, policies, practices, and law, and enable them to communicate their own needs, wishes, aims, and rights.

Free	Impartial	Confidential	Arms-length	Fully Trained
RIASS is completely free	We do not favour one party (e.g. family, educational setting, or local authority) over another. We treat all parties respectfully. We do not have a vested interest in the outcome of any discussions	We keep your details on a secure and independent database and will not share your details or discuss your case with anyone else without your permission.	SENDIASS is separate from educational settings, the Local Authority, and Health Services SENDIASS is a statutory service (required by law under the Children's and Families Act 2014)	Our staff and volunteers have extensive training in SEND law, safeguarding, data protection, and are all DBS checked.

[You can find out more about our policies on our website](#)

Is RIASS for you?

To receive support you must meet the following criteria

Be a parent/carer of a child or young person who:	<ul style="list-style-type: none"> • lives in Redbridge • is 0-25 years old • has special educational needs or disabilities (SEND). A diagnosis is not needed to receive support • has a query or issue related to SEND All four of these criteria must be met to receive support from us.
Be a child or young person who:	
Be a professional supporting a child or young person who:	

How SENDIASS can support you?

SENDIASS can offer information and support in the following areas:

- SEN (Special Educational Needs) Support in early years, school, or college
- Improving communication with educational settings, local authority, health, and social care
- Choosing a nursery, school, college, or alternative provision
- Transition between educational settings or between children's and adult's services
- Transport to educational placement
- Annual Reviews of Education Health Care Plan (EHCP)
- EHCP Application and Needs Assessment
- Appeals to Tribunal for refusal to assess for an EHCP, refusal to issue an EHCP, contents of an EHCP, ceasing to maintain an EHCP, and placement Exclusions and part-time timetables
- Emotionally Based School Avoidance (EBSA)
- Disability Discrimination
- Making a complaint
- Health and social care queries related to the child or young person's disability

RIASS can	RIASS cannot
<ul style="list-style-type: none"> • Assist you to understand policies and procedures • Empower you to feel confident to express your views and wishes • Help you to understand and exercise your rights. • Advise you of your options so you can make an informed decision • Provide templates and examples for letters, emails, and paperwork • Provide resources in various formats to support your query (e.g., parent information sessions, website) • Help you to prepare for meetings or tribunals • Review documents and forms 	<ul style="list-style-type: none"> • Make decisions for you - you know your child's, or your own, wishes and needs best • Arrange meetings or take minutes • Write letters or emails for you • Complete paperwork on your behalf • Print or photocopy documents for you • SENDIASS does not hold power over local authority or school policies or procedures and practices • Review benefits forms e.g., DLA or PIP • Provide any housing support

Levels of RIASS support

Information

When you first contact RIASS our administrator will take some more details regarding your enquiry. You may be sent some relevant resources to look through by our Administrator, these resources will often answer your questions. They can also signpost you to relevant support from other organisations, agencies, or local authority departments.

If you need further help we can send you our welcome pack, which includes our contact form, our policies and other documents to help you. Once you have submitted the contact form included we can then make you a phone appointment to discuss your situation with one of our advisers.

Advice

Our team provide a wide range of information, advice, and support on all areas of SEND. They will listen to you and help you to gather, understand, and interpret information and apply it to your own situation.

They can

- provide more in-depth information and resources to help you navigate processes
- help you to complete documents, understand policies and local practices
- understand your options and legal rights.

You can come back to RIASS as often as you need by calling our helpline number or emailing us at riass@redbridge.gov.uk

Response times for call-backs is up to 10 working days although this may be extended in busy periods. Responses may be by telephone or by email.

Support

Advisers provide 1:1 support for:

- complex situations that require more in-depth support
- young people (0-25) accessing our service independently
- anyone who has their own additional support needs which mean they are unable to advocate for their child or themselves

You will be allocated a specific adviser for your case; however, this may not be the same adviser if you come back to us with a different query in the future.

Your support will end when:

- The outcomes of your enquiry have been achieved
- You have reached a stage where you feel you can proceed without support
- The support you need is outside of the SENDAISS remit, in this case you will be signposted to the relevant services.

We hope that our support will give you the skills and resources to use if future issues occur. However, you can come back to the service if you do need support again.

If, after a period of 3 months or more of no contact we will close your case and send you our evaluation form. Feedback is very important to us as it not only helps to shape the future of the service, but it is required as part of the information we need to report to Children's Disability Council (CDC).

All evaluations are anonymised when sharing this data with other organisations and we only ask for your name to make sure that the service has contacted you to complete this.

Contact

Phone **0208 708 8922**(10am - 2pm)

Some of our team work part time so please check working days and times on staff signatures

Email riass@redbridge.gov.uk

Website redbridgeiass.org.uk