

SENDIASS Ways of Working: Resource Bank

For any queries regarding any of the data please contact us via email iassn@ncb.org.uk

The IASSN team

As part of the [Children and Families Act 2014](#) it is a legal requirement that all local authorities ensure children and young people with Special Educational Needs and/or Disabilities ([SEND](#)) and their parents have access to an impartial [Information, Advice and Support \(IAS\) service](#).

The IASSN are funded by the Department for Education ([DfE](#)) to support this.

We do this by:

- Working with the [SENDIAS](#) services to ensure they have the resources and training to provide high quality information, advice and support to children, young people and parents in their area.
- Listening to, and working with, SENDIAS services to understand their challenges and successes in order to feedback to the [DfE](#) to implement positive and necessary change.

Working with SENDIAS services and other stakeholders to develop and promote the [Standards](#) for SENDIAS services

Introduction

At the beginning of 2026, IASSN put out a survey to all SENDIAS services in order to research the range of work that SENDIAS services are currently engaged in. We wanted to capture the breadth and depth of SENDIAS services' work and were particularly interested in any areas of work that could be said to go beyond the core service offer.

To this end, we were particularly interested in resources SENDIAS services have produced which they are proud of, have found particularly useful and/or cover specific issues that fall outside of the SEN Support or EHCP process (e.g. EOTAS).

The information which we gathered from the survey is presented below. A massive thank you to the SENDIAS service staff who have given us permission to share their resources in this document.

You can read more about the full findings of this survey in the SENDIAS Services Ways of Working Summary Report [here](#).

Resource Bank:

Local Area	Resources
Bournemouth, Christchurch & Poole https://sendiass4bcp.org/	Bournemouth, Christchurch & Poole have produced webinars on: • Suspensions and exclusions, IRPs and GDCs - Suspensions and Exclusions - SENDiass4BCP • Personal Budgets and Direct Payments - Personal Budgets - SENDiass4BCP • Preparing for Adulthood - Webinars - SENDiass4BCP • Mediation, section I appeals and refusal to assess appeals - Appeals and Tribunals - SENDiass4BCP • Transitions to adult services health - Health Care - SENDiass4BCP • Transition to adult services Social care - Social Care - SENDiass4BCP • Making a parent request, contributions and checking a draft plan - EHC Needs Assessments - SENDiass4BCP
Bradford https://www.barnardos.org.uk/get-support/services/bradford-sendiass	Bradford offers a comprehensive and growing library of resources to support children and young people with Special Educational Needs and Disabilities (SEND), as well as their parents and carers. Resources include the topic of SEN Support, Education Health and Care Plans, Making Complaints, First-tier Tribunal (Special Educational Needs and Disability) & more! Find these resources on their website here: https://barnardossendiass.org.uk/bradford-sendiass/bradford-resources-page/
Ealing https://www.ealingsendiass.org.uk/	Ealing have produced some fact sheets including tips for parents when choosing a secondary school. Find these resources on their website here: https://www.ealingsendiass.org.uk/new-page-11
East Sussex and Brighton & Hove https://amazesussex.org.uk/	East Sussex and Brighton & Hove have the following resources on their website: • Their website (https://amazesussex.org.uk/) has self-service information on the full range

	of areas that SENDIAS services should cover (e.g. education, health, social care ("support for your family"), early years, planning for adulthood etc.) • Education (https://amazesussex.org.uk/education/) webpages cover topics such as EBSA, EOTAS etc as well as EHCPs • Health and diagnosis (https://amazesussex.org.uk/health/) include information about accessing health services, as well as more on some conditions that are often involved when there are issues in education and family life (https://amazesussex.org.uk/conditions-concerns/) • Their downloadable resources and videos are useful for people who want more detail or need a different format (https://amazesussex.org.uk/resources/) • The in-depth guides concentrate on SEN Support and EHCP topics but the factsheets cover a much wider range (https://amazesussex.org.uk/resources/factsheets/)
Herefordshire & Worcestershire https://www.worcestershire.gov.uk/sendias	Herefordshire & Worcestershire have developed a number of resources that they have put on their website: • Videos: HW SENDIASS Videos, HW SENDIASS Training Videos & HW SENDIASS YouTube Channel • Downloadable resources can be found in the resources tab on this webpage: HW SENDIASS Factsheets and guides. These include: • Meeting planner (further guidance is also available here: HW SENDIASS guidance for making the most of meetings) • Letter template for requesting a needs assessment • EHCP Checklist

	- Downloadable resources for young people can be found here HW SENDIASS young people resources. These include: - Meeting planner and checklist - PfA resources - One page profile templates - PfA Checklist for parent carers can be found here: HW SENDIASS guidance preparing for adulthood
Newcastle https://www.newcastlesendiass.co.uk/	Newcastle have the following resources on their website: - Video to guide parents how to have constructive meetings - https://youtu.be/drQRcbAWKhM?si=Kh4NPFAPoTYKXa_6 - How to guide for successful meeting - https://www.newcastlesendiass.co.uk/sites/default/files/files/Guide%20-%20How%20to%20have%20a%20successful%20meeting.pdf
North East Lincolnshire https://nelsendiass.org.uk/	Via their website, North East Lincolnshire link through to the neurodiversity service newsletters and link in closely with the neurodevelopmental service to obtain updates and attend their training sessions for parent carers whilst waiting on the ADHD / Autism diagnosis list - https://nelsendiass.org.uk/home/parents-and-carers/neurodevelopmental-service On their website they also have a page dedicated to part time timetables, school transport and choosing a school and preparing for secondary school, to offer brief advice and to signpost for further information - Schools and education – SENDIASS – NELC
North Somerset https://www.sendandyou.org.uk/	Charlie Shipp of SEND and You, SENDIASS, has produced a workbook for young people to express their views called "Things I want to say". This can be used by support staff working with children and young people, either from SENDIAS, school or in health/social care areas to enable a child to consider their feelings about their education and plan for next steps. It can be used to prepare for meetings with

	schools and annual reviews to support children and young people in being able to participate about decisions made about their education. The resource can be tailored to the age of the child and stage using different parts depending on age/ability. There is also a video to support anyone using it with a CYP. You can find the workbook here: https://www.sendandyou.org.uk/wp-content/uploads/2022/03/CYP-Things-I-want-to-say.pdf You can find the video here: https://www.youtube.com/watch?v=9MhwvxcfNjU
North Yorkshire https://sendiassnorthyorkshire.co.uk/	North Yorkshire have produced information packs that they send out to all schools and colleges, libraries, citizens advice bureaus and looking to send out to NHS. These are updated annually and sent out yearly to coincide with the start of the new academic year. Contents include: • One Minute Guide to SENDIASS - page 3 • One Minute Guide - 'The Do's and Don'ts' - page 5 • One Minute Guide - Advice Line - page 7 • Ways of Working Agreement & Expectations - page 9 • Meetings and Tribunal Policy - page 11 • Printable SENDIASS Poster - page 13 • Printable SENDIASS Leaflet - page 14 • Resources - page 16 • How to contact us - page 19 They also have template emails that give parents/carers/young people information about: school anxiety, exclusions, attendance prosecutions, bullying, disability discrimination, early years education and childcare, exam access arrangements, informal exclusions and part-time timetables, managed moves, children not attending a school or setting, transition to a new phase of education, social care and where you can find further help. All these emails give information about the subject it relates to, links to NYC's policies, Local Offer and specific local services plus any relevant law should that be applicable.

	Find their information pack here: https://drive.google.com/file/d/1qPclUK9oZEiIR-tG2P9D5yAN5vAvYfz/view?usp=sharing
Reading https://www.readingiass.org/	Reading have produced the following resources: • IASS complaints guidance advice sheet - https://drive.google.com/file/d/1-Fq89lUo0n3uklZd7ObCgpFq80V9G4ny/view?usp=sharing • IASS school avoidance advice sheet - https://drive.google.com/file/d/1ZTU-10dNCZG3CKl_e0ZsxnSbx_PVtqfo/view?usp=sharing
Rotherham https://www.rotherhamsendiass.org.uk/	Rotherham have produced videos that contain information that they use daily with families as a follow up resource to their Advice Line offer. The videos contain the basics on EHC and SEND Support, but also covers things such as appeals, exclusions, complaints, transitions etc and each video is broken down to also offer some practical tips too as well as the process. The appeal videos are broken down into each step of the appeal process to help families keep one step in front of the next process. You can find their videos here: https://www.youtube.com/@RotherhamSENDIASS
Suffolk https://suffolksendiass.co.uk/	Suffolk have worked with groups of young people directly on the specific topics and questions that they wanted information about, and then co-produced a range of accessible resources: 1. Easy read information for young people: https://suffolksendiass.co.uk/young-people/easy-read-information/ These include: • Support across 5 days 16+ • Travel and transport 16+ • Support to get your voice heard • Care and support needs 18+ • Annual review of your Education, Health and Care plan

2. Animations for children and young people. Published so far:

- Suffolk SENDIASS – welcome children and young people!:
<https://youtu.be/m6AcUzgkV-w?si=LEG17NxV5Hh6J6DR>
- Feeling different in school or college:
https://youtu.be/7G1XnT4B22o?si=aWpqjEnp7vF-g_ww
- Preparing for adult life:
<https://youtu.be/PH0-On-VcK0?si=1YlrLZr4UbX-CAgm>
- My Education, health and care plan:
<https://youtu.be/PH0-On-VcK0?si=1YlrLZr4UbX-CAgm>

3. Preparing for Adulthood – information for families

Parents asked Suffolk to produce some draft videos around specific themes to support young people with SEND to prepare for adult life:

- Education Otherwise in School
- Social care child's needs assessment for young people with additional needs
- Ceasing an Education, Health and Care plan
- Access to Work Grant
- Vocational profiles supporting young people with additional needs to prepare for employment
- Reasonable adjustments when applying for jobs, apprenticeships and supported internships
- Supported internships for young people with Education, Health and Care plans
- Apprenticeships for young people with additional needs
- View their preparing for adulthood playlist:
<https://youtube.com/playlist?list=PLr9lrTGJpvKeFOD7NfPa6v4Wu6FmrO-Fr&si=CtvedPgFh455WpP7>

4. Attendance – information for families

	In the spring 2025, they spotted a continuing trend around referrals from families where 'Attendance' was the main reason for contact, particularly related to mental health and anxiety. They shared trends and worked with key partners including the PCF and local parent groups to guide our development of some online content to answer the key issues and frequently asked questions: https://suffolksendiass.co.uk/education/attendance/
Wandsworth https://wiass.org.uk/	Wandsworth have produced a guide on moving on to higher education or university. You can read it here: https://wiass.org.uk/children-and-young-people/are-you-aged-between-16-and-25/moving-on-to-higher-education-or-university/
West Sussex https://westsussexsendias.org/	West Sussex have the following resources on their website: • Factsheets, including reduced/part time timetables / EHE & EOTAS / EBSA series / Effective communications series / Support with exams / Qualifications post 16 : https://westsussexsendias.org/leaflets-and-factsheets • Webpage guides for those who can take in more information and what to know what the law says etc.: https://westsussexsendias.org/practical-guides/ • A number of their most commonly used factsheets in other languages (recently updated), and some videos in other languages: https://westsussexsendias.org/translations/

Wolverhampton https://www.wolvesiass.org/	Wolverhampton have the following resources on their website: • EBSAN factsheet coproduced with parents and EP service https://wolvesiass.org/assets/downloads/factsheets-leaflets/WIASS-EBSNA-Factsheet.pdf • Appeal factsheet proving helpful as initial disagreement resolution consideration https://wolvesiass.org/assets/downloads/factsheets-leaflets/appeal-information-factsheet.pdf • Easy read version of SEN support and EHCP coproduced with young people https://wolvesiass.org/assets/downloads/factsheets-leaflets/sen-support-easy-read-factsheet.pdf and https://wolvesiass.org/assets/downloads/factsheets-leaflets/ehcp-easy-read-document.pdf • Personal Budget and Personal Healthcare Budgets coproduced with parents /PCF and DCO https://wolvesiass.org/assets/downloads/factsheets-leaflets/WIASS-Personal-Budgets-Factsheet.pdf • You can access all their factsheets at: https://wolvesiass.org/factsheets-and-booklets.html <i>Please note: some of the factsheets are in relation to Wolverhampton's LA processes, so please bear this in mind if you use them.</i>
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