

You said	We did
<p>You said you would like to see a more 'full-time' service that operates across the week and during holidays as well. Parents/carers are often trying to contact the SENDIAS service during a time of crisis so the service needs to be able to respond quickly without delay. The future SENDIAS needs to be open at times when working parents can access the service.</p>	<p>We increased the funding for the service. The new SENDIAS service will provide an all year-round flexible service which is open during normal office hours and outside of office hours for 8-10 hours per month at times that are convenient to parents, carers and children and young people. It will include a direct helpline with 24-hour answer machine, call back and signposting service, including linking to the national SEND helpline.</p>
<p>Information needs to be accessible in a range of formats that are accessible to all potential service users (including those who need translation and interpretation of information).</p>	<p>We have made it a requirement that Information and promotional materials must be accessible considering audience needs around:</p> <ul style="list-style-type: none"> <li>○ Language</li> <li>○ Format</li> <li>○ Braille/audio formats</li> <li>○ Easy read</li> </ul> <p>The service will provide printed information to families as required and translation/interpretation of information will be done in a timely manner in response to requests.</p>
<p>Parents/carers highlighted the need for parents and young people to be able to access high quality information that is available on the internet as a first reference point.</p>	<p>We have made it a requirement that the website contains high quality information and the website;</p> <ul style="list-style-type: none"> <li>○ Meets website accessibility standards</li> <li>○ Holds translated information</li> <li>○ Is suitable for young people with SEND</li> <li>○ Has information that can be translated</li> <li>○ Has content that meets an appropriate reading age.</li> </ul>
<p>Advice needs to be individualised for each client and tailored to adult (parent/carer) service users and young people.</p>	<p>There is a national requirement to provide information, <b>advice and support specific to children and young people with SEND and at risk of offending and children whose parents are in the armed forces must be made available</b>. This is because these groups may have specific circumstances that mean they need more tailored information, advice and support.</p> <p>We have proposed that the SENDIAS service also provides tailored and specific information, advice and support to children and young people with SEND in other specific situations and we will be working with the provider to ensure this happens.</p>

<p>Partnership working is important in ensuring that key audiences hear about and utilise this service. The SENDIAS should be promoted amongst mainstream and special schools as well services and organisations that support children and young people with disabilities and additional needs in Bristol.</p>	<p>We have made it a requirement that the service, along with Bristol City Council will ensure that potential service users, Head teachers, FE principals, SENCOs, SEND Teams, children's and adult social care, health commissioners and providers are made aware of the IASS, its remit and who the service is for and signpost appropriately through regularly produced news updates produced by the SENDIAS service.</p> <p>The IASS will offer training to local education, health and social care professionals, children, young people and parents to increase knowledge of SEND law, guidance, local policy, issues and participation.</p>
<p>It would be helpful if organisations could refer into SENDIAS (with parent/carers' knowledge and consent to do so). When parents and carers have to keep telling their stories it can cause a lot additional distress and exacerbate what is already a very difficult situation.</p>	<p>We will be working with the service to look at ways this could be implemented</p>
<p>In addition to email and telephone support you wanted to support via text messages WhatsApp and Facebook.</p> <p>Face to face support would be the most appropriate way to help children and young people.</p>	<p>Those using the new SENDIAS service will be able to get in touch via text and social media.</p> <p>We have increased funding to the service so more support, including face to face, can be offered and we have increased the targets for the number of people that the service supports in this way.</p>