

Glossary of Terms:

- **SEND**- Special Educational Needs and Disabilities
- **Information**- facts and useful documents provided about SEND Systems, SEND Code of Practice and SEND processes e.g. the EHCP statutory assessment process
- **Advice**- Impartial information given relating to the SEND system and processes to enable the service user to make an informed choice
- **Support**- giving someone assistance e.g. I can come with you to the meeting or I can contact X if you would like me to do that. Also making sure the communication systems are working efficiently for service users
- **Consultation**- to give people the ability to provide their opinion about a service or provision
- **Must**- the Local Authority has a legal obligation to provide a service/ provision
- **Commission**- means East Riding of Yorkshire Council contracting/paying a provider to deliver a service
- **Impartial**- not directly involved in a particular situation, and is therefore giving all the information to a service user to enable them to make an informed decision. Not their own personal opinion
- **Local Authority**- The East Riding of Yorkshire Council
- **Internal provider**- means an organisation or team within the East Riding of Yorkshire Council who is delivering the service
- **External provider**- means an organisation (not East Riding of Yorkshire Council) who is delivering the service
- **Tender**- means to invite providers to make a formal offer to deliver a service.
- **Advocacy**- getting support from another person to help you express your views and wishes and help you understand and exercise your rights. A SENDIAS service advocate acting as an advocate as part of the SENDIAS service can:
 - help you contact relevant people, or contact them on your behalf
 - accompany you and support you in meetings or appointments
 - provide information to help you make informed decisions
 - help you explore your options and rights
 - listen to you views and concerns

An SENDIAS service advocate will not:

- give you their personal opinion
- solve problems and make decisions for you
- make judgements about you

(This is taken from the Council for Disabled Children who have developed the minimum standards that SENDIAS services must work within).