

SENDIASS

Parents that have received help and support

What did SENDIASS do to help your family?

We've got a son with complex disabilities and SENDIASS helped us to sort of manoeuvre through the bureaucracy, the systems and the processes that we were unfamiliar with and they helped us present our case with sort of less passion and more understanding and so we were actually heard better by the authorities and we ended getting some help that I'm not sure we would have got on our own.

They helped me with supported and advice over the phone and through termly meetings with me and my husband outside of the school.

They did a lot for me they actually helped me decipher this minefield that was a Statement at the time and what was for the best interest for my child so they gave me the advice that I needed to help get the support that he needed.

What difference did it make?

I think we were hurt more, I think when you go into educational establishments and you try to meet with teachers and other professionals you are not necessarily taken seriously as a parent, but with the SENDIASS support they helped to put things into perspective and you are actually listened to and it moves things forward.

They gave us support when we needed it, both through knowing the right things to do and say, emotional moral support and just having someone else at meetings who understood our point of view and understood our frustrations.

It made a huge difference to myself and to my son because he got into a special educational needs school and then that took some pressure off of myself because I felt that actually I was being listened to and understood and heard and it just changed my life in lots of ways as well.

Did you have a Volunteer IPS who helped you?

Yes, we had someone come to meetings at our son's school when things were very, very difficult, and again when he was in a different primary school and we knew that he needed to move on to special school.

I had somebody from the SENDIASS team, but I think if I had had one of the volunteers, knowing them and what training they get, I think I would have got the same sort of response and support whichever way.

I didn't, I actually had some support directly from SENDIASS or Parent Partnership as it was then.

How did it help?

It helped us having someone come to meetings with us who understood the frustrations we were having and was able to give advice to us but also to speak in meetings. It helped us to fill in forms and know what was the right thing to write and to say, to get what we needed for our son.

We ended up getting our son into the right educational establishment and he's thriving and is happy and healthy and they did that through helping us with the paperwork, getting us to complete the Education and Health Care Plan that was called the Statement in our time and through that process

They tackled the issues that I had and gave me the advice that I needed.

What would you say to other parents?

I think it is really important, I think that without their help we wouldn't be where we are today we wouldn't have such a healthy child and in such a good place.

I'd encourage them to do it, whether it is a quick question on the phone or a longer conversation, or whether just to have an Independent Parental Supporter to come and chat with them or to come to meetings with them, its invaluable.

Definitely do it, it makes such a difference, because you can feel that you are being heard, you are being listened to and actually you are being supported and they are the key things that you really need when your tackling this minefield is actually someone that's there to understand you and in what you are going through.