



Sutton Information Advice and Support Service



SIASS Response Times

Initial Enquiry into SIASS

Within 2 working days

Response from allocated caseworker

Within 5 working days

Notice period for meeting

A minimum of 2 weeks



What is SIASS?

- **We are:**
 - **Impartial:** We don't take sides.
 - **Confidential:** What you share stays private.
 - **Goal-Focused:** We work with you to reach specific goals.
- **We want to help you feel confident to speak for yourself.**
- **We will help you via email, online or phone.**



How SIASS helps

- **Advice on SEND rules and what they mean for you.**
- **Explaining options available to you.**
- **Helping review documents so you understand them.**
- **Preparing for meetings and knowing what to say.**
- **Information links to stay informed.**
- **Guidance after meetings for next steps.**



What SIASS does not do

- Write emails or letters on your behalf.
- Recommend specific schools.
- Help with benefits like DLA or housing.
- Attend meetings just to take notes.
- Provide mental health counselling.



What we need from you

- Keep your contact info up to date (email, phone).
- Inform us of major changes (like moving away).
- Tell us about big meetings you are attending.
- Let us know if you no longer need our help.

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