



SIASS

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 to expect from SIASS

- We are an **impartial and confidential service**. This means we will not “take sides” with a parent/carer, setting or professional.
- We use a goal focused approach. This means **we will work together to identify outcomes** and what work will be done to reach these, rather than providing ongoing global support.
- Our aim is to empower families to **self-advocate**. This means you will feel confident to speak for yourself.
- We endeavour to provide you with a named worker for consistency, however this is not guaranteed. All our staff are trained to ensure your information can be understood by any worker. We support the approach of telling your story once.
- We mainly provide support via email, virtually or telephone.



What SIASS can offer

- Advice and guidance related to SEND legislation and statutory guidance.
- Explain processes, jargon and talk through what options are available
- Support with reviewing and understanding documents
- Unlimited access to our duty support
- Advice before a meeting to help you to prepare and know what you want to say.

- Emailed links to websites that help you to be informed.
- Signposting to services that may be able to help you.
- Advice after a meeting to discuss next steps.



What SIASS cannot offer

- Writing emails or letters for you
- School recommendations
- Support with DLA, Blue Badge or Housing disputes or applications
- Direct behaviour support
- Mental health support or counselling
- Recommendations of other professionals eg Educational Psychologists, OTs etc
- Guaranteed attendance at all meetings-either virtually or in person
- Arranging meetings for you
- Meeting attendance just as a notetaker
- Attendance at a meeting in place of you
- A directive to the LA or settings to make them take specific actions.



What we need from you

- To keep us updated on any changes to your contact details (email, telephone, or address).
- To update us on major changes to your circumstances e.g. if your child moves out of Sutton; if you have a legal representative; they are at risk of permanent exclusion or suspension; a new setting is confirmed.
- Tell us in advance of significant meetings that you are attending e.g. Early annual review; CiN meeting.
- Let us know if your circumstances change and you no longer require the support you requested.
- Informed consent to share information with other services (e.g. SEN) if needed

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