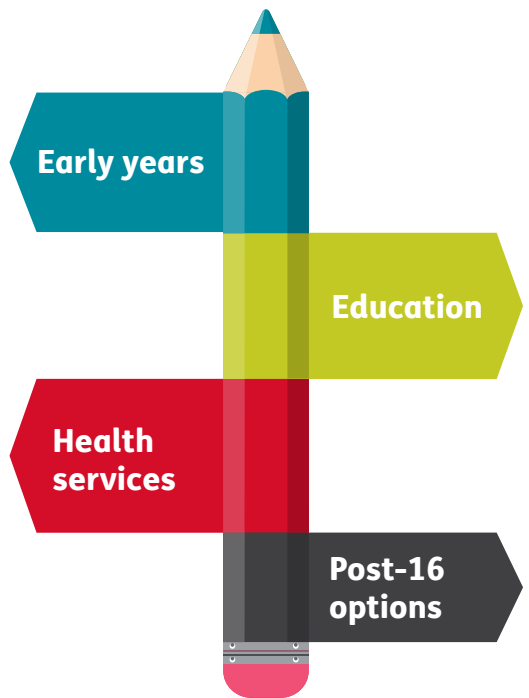


# Special educational needs and disabilities (SEND)



Did you know that there is a website that contains information about support and services in your local area?

This leaflet contains some examples of information that you can find on the SEND Local Offer website for the Royal Borough of Windsor and Maidenhead (RBWM).



Visit the **RBWM SEND Local Offer website** [www.rbwm.afcinfo.org.uk/local\\_offer](http://www.rbwm.afcinfo.org.uk/local_offer)



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## What is the SEND Local Offer?

A comprehensive guide to services and support for children and young people aged 0 to 25 years with special educational needs and disabilities (SEND) and their families.

This includes:

- education services from pre-school to further education
- how children with SEND are supported in education - SEN Support
- how to request an education, health and care plan (EHCP)
- personal budgets
- health services
- social care services including short breaks
- preparing for adulthood for young people
- training opportunities for young people
- transport arrangements including the SEND transport policy
- information, advice and guidance on funding and other financial support
- support for carers, young carers and siblings
- local activities for young people and their families
- support available from local voluntary organisations and support groups

The website includes an accessibility tool to help you if you have English as an additional language or accessibility needs. Information can also be provided in alternative formats.

## What if I don't have access to the internet?

The Windsor and Riverside Family Hubs can help you access the Local Offer from Monday to Friday, between 9am to 4pm.

You could also visit your local library and ask to view the Local Offer there.

# Get support and advice

## Information, Advice and Support (IAS) Service

The IAS Service provides impartial information, advice and support for children and young people aged up to 25 years and their parents or carers. The service is offered free of charge and on a confidential basis. Trained advisers can give you and your child information and guidance on a range of matters relating to SEND, including education, health and social care. The IAS Service will give you the support you need to participate in assessments and planning, and to make informed decisions.

The support offered includes:

- listening to your views and concerns or just talking things through
- answering your questions
- discussing your rights and responsibilities
- helping you feel more confident to express your views and to participate in planning and decisions
- helping with forms, letters and reports
- helping you prepare for meetings and attending meetings with you
- supporting you through formal assessments and reviews
- providing support and advice to help resolve disagreements
- signposting you to other local sources of support

**Confidential helpline:** 01628 683182

**Email:** [ias@rbwm.gov.uk](mailto:ias@rbwm.gov.uk)

**Website:** [www.ias-rbwm.info](http://www.ias-rbwm.info)

**X (Twitter):** [@iasrbwm](https://twitter.com/iasrbwm)

**Facebook:** [www.facebook.com/iasrbwm](https://www.facebook.com/iasrbwm)

## Opportunities to get involved

### Inclusion ambassadors

Young people with SEND can join the inclusion ambassadors group to gather and share thoughts and opinions on inclusion in RBWM. You can also contact your school's SENCo.

**Email:** [familyhubs@achievingforchildren.org.uk](mailto:familyhubs@achievingforchildren.org.uk)

### SEND Voices RBWM - Parent Carer Forum

SEND Voices RBWM is a group of parents and carers of children and young people aged 0 to 25 years with special educational needs and disabilities. The forum represents the voices of SEND families living in RBWM, and works in partnership with the local authority, education settings, health providers and other service providers to highlight where local services, processes and commissioners are working well, or challenge when changes or improvements need to be made. All parents and carers of children and young people aged 0 to 25 years with any SEND, living or accessing services in RBWM, are welcome.

**Email:** [info@svrbwm.org.uk](mailto:info@svrbwm.org.uk)

**Facebook:** [www.facebook.com/sendvoicesrbwm](https://www.facebook.com/sendvoicesrbwm)

### You said, we did – giving us your feedback

Your comments, suggestions and feedback on the website and the services and support included as part of the offer are important. Your input will help shape future services and ensure that the information is always relevant.

### You can contact us:

**Email:** [local.offer@achievingforchildren.org.uk](mailto:local.offer@achievingforchildren.org.uk)

**Website:** [www.rbwm.afcinfo.org.uk/local\\_offer](http://www.rbwm.afcinfo.org.uk/local_offer) and use the 'Contact us' form