

# A guide to Devon Information, Advice and Support Service



Providing children and young people from 0-25 who have Special Educational Needs or Disabilities and their parents or carers with legally based and easily accessible information around all aspects of Education, Health and Social Care

Impartial • Confidential • Free

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[www.devonias.org.uk](http://www.devonias.org.uk)  
01392 383080

funded by  
**Devon**  
County Council 



## Children have Special Educational Needs (SEN) if they have a learning difficulty or a disability which means they need special educational provision to be made for them.

If you are a child or young person with additional needs or you are a parent or carer for a child or young person with SEN call **01392 383080** to ask for support. Our Information, Advice and Support Officers and Independent Supporters will be able to give you free, impartial and confidential support, which could include:

- listening to what you have to say and talking through your options and decisions
- helping you to understand Devon's Local Offer of provision for 0-25 year olds
- providing information on special needs and disabilities, personal budgets, direct payments, transitions and exclusions
- provide support and information around the transfer process from statements to EHCPs
- supporting the development of good communication between you, the school and other services
- helping you to prepare for meetings and attending the meetings
- supporting you to write letters and complete forms about your child or young person
- helping you to understand assessments, including the Devon Assessment Framework (DAF) and the Education, Health and Care (EHC) process
- supporting you with negotiations with schools, Devon County Council and partners
- supporting you with referrals to the mediation service
- supporting you to feed in concerns and complaints and to appeal decisions through the tribunal process
- explaining the meaning of official documents, reports, letters and jargon
- supporting you with school choices and admissions processes
- explaining the roles of professionals across Education, Health and Social Care who are involved with your child
- directing you to support groups and other services.



We also offer a range of **training courses** and **information sessions** for parents, carers, children and young people, school staff, professionals and volunteers. These can be tailored to meet your needs.

**Independent Supporters (IS)** are volunteers who support parents, carers and young people. We can talk to you about how you can work with an IS, or how you can become an IS and help others. Call us on **01392 383080** to find out more.

## How can Devon Information Advice & Support help?

We provide a range of information in various formats such as leaflets, fact sheets, online, newsletters, training sessions and social media.

### Our Leaflets

We have a wide range of leaflets for different audiences covering topics such as assessments, reviews, early years, transitions, exclusions and more. Call us on **01392 383080** for a copy of those that interest you or you can access them via our website.

### Our Website

Keep up to date with SEN news and events via our latest news flashes and our calendar of activities, learn more about volunteering with us, read our latest newsletters and link in to other useful websites and services. All this and more at **[www.devonias.org.uk](http://www.devonias.org.uk)**

Information, Advice and Support Officers and Independent Supporters will treat any information you share with them as strictly confidential and will not pass on information to anyone else without your consent.

Contact Devon Information Advice & Support on **01392 383080** or email **[devonias@devon.gov.uk](mailto:devonias@devon.gov.uk)**

**[www.devonias.org.uk](http://www.devonias.org.uk)**



If you would like this document in another language or format, or you need an interpreter please call **01392 383080**