



Our Intervention Levels

We offer the following different levels of Information, Advice and Support (IAS) on education, health and social care SEND systems and procedures, from initial concerns to appeal processes.

Level 1: Information

We will provide information and signposting (including links, factsheets, forms etc) which could be via, helpline, email, website downloads, presentations, delivery of training and workshops, and representing/promoting the service at events.

Level 2: Information and Advice

We will provide tailored information and specific advice about individual needs or situations via phone calls, virtual meetings, or an exchange of emails with a qualified caseworker/ adviser/ officer.

Level 3: Support

This is when the additional needs of parents and carers, including those with English language difficulties, and the complexity of their situation, significantly impacts their ability to independently navigate education, health and social care SEND systems and procedures.

Young people 16 to 25 years, who contact our service directly, will automatically get this level of support. This also includes those who need or want information, advice or support separate from that given to their parent or carer.

Our support can include:

- Allocation of a caseworker/ adviser/ officer.
- Support agreement/ proposed actions completed.
- Advocacy in line with the Minimum Standards.
- Liaising with other education, health and social care agencies/professionals.
- Virtual and face to face meetings.
- Attendance and support at meetings with other professionals/services, virtual or face to face.

- Support with writing letters, filling in forms, giving views, preparing appeals and throughout the Tribunal process excluding providing representation (where an officer acts as your legal representation i.e. a solicitor)

Level 4: Intensive Support

This can include all the support detailed in level 3 but can also involve:

- Support and/or representation at meetings, appeals, mediation and Care Education and Treatment Reviews (CETRs).
- Ongoing and intensive casework/advocacy that includes representation.