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SENDIASS (formerly Parent Partnership Service or PPS) offers impartial information, advice and support to:

- parents / carers of children and young people with special educational needs and / or a disability
- children and young people themselves (up to the age of 25)

You can contact the service in confidence, whatever the level of need of the child or young person. Each adviser (known as Area Case Coordinator) covers a group of schools, so you will normally speak to the same person each time.

They offer telephone advice and support on education, health and social care provision (if it relates to special educational needs and disabilities). On some occasions, and with your agreement, they can contact professionals / practitioners on your behalf and sometimes attend meetings with you.

Advice and support will be offered for as long as it is needed. There is not a waiting list, but it is not always possible to respond to calls immediately due to demands on the service. If you leave a voicemail message, you will be called back as soon as possible.

• Eligibility

- parents and carers who have a child or young person, 0-25 years old, with special educational needs (SEN) and / or a disability
- young people, 16-25 years old, with special educational needs (SEN) and / or a disability
- children, any age up to 16 years old, with special educational needs (SEN) and / or a disability
- no need for a formal diagnosis
- any level of need (or suspicion that there may be an unmet need)

• Referral

Parents and carers can self refer at any time. All referrals are confidential. Practitioners can ask the team to support a parent but this must be with the parent's permission.

Costs

Free

Contact

Parent Partnership: providing SEND Information, Advice and Support (SENDIASS)
Cambridgeshire County Council
SH1212
Shire Hall
Cambridge
CB3 0AP

Confidential helpline open during term times: 01223 699 214

Outside of term time please leave a message as a small number of staff are available to answer queries but it will take time for them to respond to your enquiry.

Email - pps@cambridgeshire.gov.uk