

Impartial | Confidential | Free



Our service

DIAS is a service for children and young people with special educational needs and disabilities, aged up to 25, and their parents or carers.

We give information, advice and support around SEND issues at every stage of a child's education, including into further education and adulthood.



Who we are:

DIAS provides information, advice and support about special educational needs and disability (SEND). The service we give is:

- **Impartial** – we don't take sides, we give you information to help you make the decisions.
- **Confidential** - we don't share information with anyone else unless you say we can, or unless there's a safety concern.
- **Free** – there's no charge to use the service.

We offer:

- printed and online information, some available in non-English languages
- email information and advice
- telephone advice and support
- occasional face to face support



How we support you

DIAS has a team of staff that includes enquiry line staff and DIAS officers, plus a team of dedicated volunteers. You can contact us about any SEND issue, including those that are about health and social care needs. We also give advice and support to parents and carers who think their child may have SEN, but don't have a diagnosis.

These are the kind of things we can help you with:

- Understanding legal processes, such as Education, Health and Care (EHC) needs assessments and plans and knowing what you need to do and when.
- Preparing for meetings.
- Developing a good working relationship with your child's pre-school, nursery, school or college.
- Making decisions, by talking about what all your options are and the pros and cons of each.
- Knowing how to do practical tasks, such as checking a draft EHC plan or getting your child referred to a specialist.
- Understanding how to deal with conflict in relationships with professionals or move forward when things have gone wrong.
- Seeing the wood for the trees – we can help you work out what's important and decide

what to focus on.

- Feeling understood and listened to.
- Helping you understand Devon's Local Offer of services and support.
- Supporting you to complain or to take part in disagreement resolution, mediation and tribunal appeals.
- Giving support and advice if your child is excluded.

Our main aim is to give you the skills and knowledge to feel confident managing meetings and relationships, and to understand what you need to do and when. We do that by giving you clear, straightforward information about your options.

Our other services

One of the ways in which DIAS supports parents and professionals is by sharing our knowledge and expertise. We often work directly with parents to deliver training. We also co-produce sessions with other organisations and teams, such as Devon's SEND Local Offer, Devon Parent Carer Voice and Devon schools.

We inform and support parents and professionals by:

- delivering training
- running workshops and seminars
- putting on information events

How to get in touch

Email: devonias@devon.gov.uk

Website: devonias.org.uk

Telephone enquiry line: 01392 383080 Mon-Fri

Post: DIAS, Great Moor House, Bittern Road, Sowton, Exeter EX2 7NL

Facebook: @DevonInformationAdviceSupport

Twitter: @DIASforSEND

