

# DiAS

Devon Information  
Advice and Support

for Special Educational Needs and Disability

# A guide to our services



DiAS provides information, advice and support about special educational needs and disability (SEND). We support children and young people with SEND and their parents and carers.

**Impartial | Confidential | Free**

## The service is:

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

## 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.

## We offer:

- **Information** - online and printed information, guides and practical tips about a wide range of SEND topics.
- **Advice** – by email and phone via our enquiry line.
- **Support** – through our Ambassador Volunteer programme or from an assigned DiAS officer or volunteer by phone, email or face-to-face.

## How we can help you

DiAS has a team of staff that includes DiAS officers, plus a team of volunteers. You can contact us about any SEND issue, including those that are about health and social care needs. We give advice and support to parent carers who have a child with SEN, with or without a diagnosis.

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

- Understanding SEN support and developing a good working relationship with staff at your child's pre-school, nursery, school or college.
- Preparing for meetings.
- Making decisions, by talking about what 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 legal processes, such as Education, Health and Care (EHC) needs assessments and plans and knowing what you need to do and when.
- 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 other services

Working together with Parent Carer Forum Devon, we run the Ambassador Volunteer Programme. Ambassador Volunteers connect parents within their own communities and more widely into a network across Devon.

Volunteers share information from DiAS about all kinds of SEND issues and help parents to access DiAS services.

They also help parents share their views about Devon services and support through the local Parent Carer Forum.

One of the other ways that DiAS supports parents and professionals is by developing knowledge and expertise through training. We work directly with parents to deliver training and co-produce sessions with other organisations and teams, such as Parent Carer Forum Devon and Devon schools.

## How to get in touch

**Online:** [devonias.org.uk](https://devonias.org.uk)

**Telephone enquiry:** 01392 38 30 80 Monday–Friday

**Email:** [devonias@devon.gov.uk](mailto:devonias@devon.gov.uk)

**f**: @DevonInformationAdviceSupport

**t**: @DIASforsend

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