

**Impartial | Confidential | Free**



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## Our service

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

The service is:

- **Impartial** – we don't take sides, we give you information to help you choose.
- **Confidential** - we don't share your information unless you say we can, or unless there's a safety concern.
- **Free** – there's no charge.

We give information, advice and support around SEND issues at every stage of a child's education and about any issue, including health and social care needs. If you think your child may have SEN, but they don't have a diagnosis, we're here to support you too.

Our main aims are to give you:

- the skills to confidently share your views, make decisions and develop good relationships with professionals
- the knowledge you need to understand your situation and take whatever action you need

We do that by giving you clear and straightforward information about your options.

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## Our information

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We offer a wide range of information which is developing all the time. Our website is a great place to start – on it you'll find the following.

1. **Printed and online information** about SEND issues, including leaflets, factsheets, how to guides and top tips. Our resources are full of practical advice and step by step guidance and include information about SEND law and Devon policies and procedures.
2. **Email information and advice service.** This is a great way to get answers to straightforward or quick questions, to order resources or to ask about volunteering or training.
3. **Our termly newsletter.** This is packed with information about DIAS resources, as well as a round-up of SEND news in Devon and across the country. You can subscribe directly from our website.
4. **Browsealoud accessibility software** which can translate pages into other languages and help make the website easier to use if you have dyslexia, find reading difficult or have sight problems.

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## Our support

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If you've looked at the website and find you still have unanswered questions, or need more in-depth support, we also offer a telephone service and some face to face support.

- **A telephone enquiry line.** Our enquiry line staff can give lots of information and support, including signposting you to services and support.
- **Further telephone support.** If you need more in-depth support, if things are complicated or you feel like you need to talk things through with someone, you can talk to a DIAS Officer. Our enquiry line staff can arrange this for you.
- **Face to face support and information.** DIAS puts on training for parents, runs face to face advice sessions, attends parent groups and courses and offers some support at meetings.



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

- Knowing how to do practical tasks, such as checking a draft EHC plan or getting your child referred to a specialist.
- Understanding legal processes and your responsibilities and rights.
- Developing a good working relationship with your child's nursery, school or college.
- Making decisions - by understanding your options and the pros and cons of each.
- Preparing for meetings and giving you the skills and confidence to manage them well.
- Seeing the wood for the trees – we can help you work out what's important and decide what to focus on.
- Helping you understand Devon's Local Offer and where you can get the right services and support.

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## How to get in touch

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

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

**Telephone enquiry line:** 01392 383080 Mon-Fri 10am-3pm

**Facebook:** @DevonInformationAdviceSupport

**Twitter:** @DIASforSEND

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

