

Milton Keynes Council

Service Level Agreement

Milton Keynes Special Educational Needs and Disability
Information, Advice and Support Service (SENDIAS)

1. Introduction

Milton Keynes Council has a duty to provide impartial information, advice and support to young people and parents and carers of children with Special Educational Needs and Disability (SEND) through the SEND Information, Advice and Support Service (SENDIAS Service).

Part 3 of The Children and Families Act 2014 and Chapter 2 of the SEND Code of Practice outline the remit and statutory requirement placed upon the Local Authority to provide impartial information, advice and support.

[Children and Families Act 2014](#)

[SEND Code of Practice](#)

2. General Purpose of the Service

The SENDIAS Service in Milton Keynes will deliver impartial information, advice and support as applicable to the appropriate stage of the Graduated SEN Response / Statutory EHC Assessment / EHC Plan Pathway as per the SEND Code of Practice.

The purpose of the service is to ensure that parents and carers of children and young people with SEND are provided with the appropriate impartial information, advice and support at the earliest opportunity / appropriate time thus enabling:

- (1) Parents and carers to participate fully in any decision making process with regard to the provision of any necessary support for their child;
- (2) Parents, carers and young people to participate in a meaningful manner in any consultation, engagement or co-production opportunities with the local authority, partner organisations and wider stakeholders.

Through provision of this service, children and young people will be supported to identify outcomes and aspirations, and the necessary support mechanisms to achieve these, and to effectively prepare and transition into adulthood.

3. Delivery Model

The provision of free and impartial information, advice and support in matters relating to:

- Special Educational Needs and/or disabilities
- Education
- Health
- Social care

This support will be delivered via an independent telephone advice line, email, digital information and when appropriate, face to face contact with a SENDIAS caseworker.

The service will withdraw support if a service user engages a legal representative or another advisory service to avoid any potential conflict of interest or confusion. If the third party involvement ceases then SENDIAS will resume the support of the parent/carer or young person if requested.

4. Eligibility Criteria

- Children and young people aged 0 – 25 years old who have a SEND
- Their parents and carers
- Parents and carers who are concerned about their child's educational progress (no diagnosis), whose child is undergoing assessment and whose child has a diagnosed SEND
- Live in the borough of Milton Keynes

5. Referral Pathway

Self-Referral

Parents, carers and young people can self-refer via the telephone advice line: 01908 254518, email: mksendias@milton-keynes.gov.uk or via [Facebook](#)

Professional Referrals

SENDIAS will only accept referrals from a third party with the explicit permission of the parent, carer or young person.

Referral Response time

The service will respond to initial referrals and enquiries within two working days.

- The advice line is open from 9:30 – 4:30, Monday to Friday (this may change temporarily in exceptional circumstances)

6. Impartiality and Confidentiality

The service demonstrates its impartiality and adherence to national guidance and legal/statutory duties by working collaboratively with the parent carer forum, voluntary organisations as well as parent/carer and young people representatives.

SENDIAS is an impartial service operating at 'arm's length' from the Local Authority. Impartiality and confidentiality policies are located at:

www.milton-keynes.gov.uk/mksendias

Advice line and Database

The service operates a confidential dedicated telephone advice line and an independently managed database to collect and store appropriate data.

7. Accountability, Reporting and Monitoring

The service is line-managed within the Resources Directorate away from the Children and Families Directorate.

Monitoring

An Annual Report will be developed and will include a detailed review and evaluation of the service.

Minimum Standards

The Service will meet the Quality Standards set out by the Information Advice and Support Services Network, endorsed by the Department for Education.

[Minimum Standards](#)

8. Complaints

Any complaints about the service should be made in accordance with the Milton Keynes Council complaints policy; the process can be found at:

[Complaints and compliments process](#)

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