

MK SEND Information, Advice and Support Service (MK SENDIAS Service) is a statutory service offering confidential and impartial information, advice and support to children and young people with additional needs and their parents/carers. The remit of the service covers education, health and social care between the ages of 0-25. Support is available to families living in Milton Keynes.

The service has an advice line: **01908 254518** from 10am to 3pm, Monday to Friday (answer phone facility). You can contact us by emailing mksendias@milton-keynes.gov.uk or by completing our self-referral form <https://www.milton-keynes.gov.uk/sendias-referral-form>. For more information and factsheets visit <https://www.milton-keynes.gov.uk/mksendias>

From February 2021, the MK SENDIAS team will be part of Children's Services Directorate positioned alongside the SEND service area. The SENDIAS Team Manager will be line managed by the Head of SEND.

There are clear arrangements put in place for the SENDIAS Service to retain its impartiality and confidentiality. This includes the service using a separate database which is not accessible to the broader SEND staff (including line management) and vice versa. As always information will only be shared through consent from the families.

We will be reviewing these arrangements at the end of the year and through this period we will continue to seek views from parents, carers and young people on your experience of the service and your views on these arrangements.

If you have further queries or feedback, please email mksendias@milton-keynes.gov.uk You can also send your feedback directly to the Louise Bridgens louise.bridgens@nhs.net, member of SENDIAS Advisory Group.

MK SENDIAS Service

Advice line: 01908 254518

Email: mksendias@milton-keynes.gov.uk

Website: www.milton-keynes.gov.uk/mksendias

Facebook: <https://www.facebook.com/MKSENDIAS/>