



**Support, Advice &
Advocacy Service**

2024 – 2025

OUR STORY

Negotiating Special Educational Needs and securing the support and provision your child needs is one of the toughest and most frustrating battles a parent or carer can face.

We get it. Because we've been there ourselves – as parents, and as professionals working in SEN.

We know that SEN is massively underfunded. We know that waiting lists for diagnosis and support are dangerously long. And we know the catastrophic damage this does to your child, your family and their life opportunities. Whether you're in the early stages of your SEN journey; coming to terms with a diagnosis; or maintaining an EHCP.

We're with you every step of the way.

EXPERIENCE MATTERS

Claire Daniels, Director of SEN, has over 20 years' experience working with disabled children and their families. Having worked as a litigation executive representing children with complex brain injuries, Claire made the transition into special educational needs in 2011. As well as her formidable legal prowess, Claire is also a qualified and experienced SENCO, holding first class honours in both Bachelors of Education and Pg Cert SEN. Claire leads a passionate team of SEN advocates.

We're quite confident you'll struggle to find a SEN specialist with the breadth and depth of knowledge, skill and experience as Claire.



“

As soon as Claire introduced herself and outlined what needed to happen for my son, every single professional around the table shifted in their chair, sat up and listened. I finally felt heard.

”



WHY CHOOSE US?



STRAIGHT TALKING

We don't believe in exploiting desperate families. We don't believe in small print. We offer a straight-forward, transparent service, with no obligation, no pressure, and no long-term commitment.



HONEST

We're one of the only advocacy firms out there who'll offer you the service we do, for the price we do. And if we don't think you need us, we'll tell you.



PASSIONATE

We're a multi-disciplinary team of SEN professionals who are also parents of children with SEN. We've been on both sides of the table... enough said.



AFFORDABLE

We're not in this for the money. We're in this because we care. And that's why we make sure our prices are the lowest prices out there. We also do pro bono work and offer subscription.*



INITIAL FREE CONSULTATION

- All clients will receive a free 15 minutes initial consultation with one of our experienced advocates
- We'll identify the key points of your case and offer advice based on your circumstances (including signposting you to other services)
- There's no hard sell, no subscription or commitment - we're here to help you as best as we can



PAY AS YOU GO

- £150 initial consultation
- £75 per hour (billed and paid monthly). Quotes for all work can be provided to help you manage costs
- Estimations available for longer term projects



EHCP REVIEW

- £150 initial consultation
- £200 EHCP review, including all reports, plan and feedback report, and proposed tracked changes
- Full details of our EHCP process enclosed

SENse EHCP Scrutiny

EVIDENCE

Our SENCO starts by going through all of the professional evidence submitted as part of the EHC needs assessment and we highlight everything the experts have raised.

We ask you to check this too to make sure you're happy with it too.

1

**£200
Flat Rate!**

NEED

We then cross reference this with everything that has been contained in **Section B** (Educational Need) of the draft EHCP and make sure **everything** has been included.

If anything is missing, we'll advise you to challenge this and request amendment.

2

PROVISION

Once we're happy the plan captures your child's needs, we then move to **Section F**. This part of the plan outlines what special educational need provision is needed to meet your child's needs.

We'll make sure your plan is as specific and quantified as far as is possible.

3

ADVICE

We then summarise all of this in your advice letter. You'll also receive a version of the plan with all of our suggested edits and comments.

And we'll follow up with a phone call to make sure you're absolutely happy with the review and evaluation process.

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 **0191 3670634**

 **admin@sensesupport.org**

THE PROCESS



INITIAL CONSULTATION

- Face to face for local, or video call for our clients further afield. These appointments can take anywhere between 1 - 2 hours, depending on the complexity of your case.
- You'll meet with one of our specially trained, independent SENCOs, who'll take the time to record a full history of need, meet your young person (if they're willing and able), and truly capture yours and your child's voice.
- We'll then undertake a SENCO assessment of need in collaboration with you and explore your 'magic wand' wish list. For those needing further assessment, we can arrange Educational Psychology involvement with one of our EPs (additional fees apply).
- We'll then propose and agree a bespoke course of action, and explore how we can support you every step of the way.



YOUR RIGHTS, YOUR FIGHT

- Where necessary, we'll consult with other professionals within our panel on your behalf. This may include clinical professionals, legal professionals, social care professionals and/or Educational Psychologists. This is to ensure we've explored all avenues in your case. *Please note, such consultations are advisory only and do not amount to legal advice or clinical/medical assessment and diagnosis.*
- We'll then ensure you're fully up to speed with your rights and responsibilities, and that your child's voice is heard, loud and clear. Your Advocate will support you and represent you, as much or as little as you need, in your fight to secure the special educational needs provision that your child needs.



THE ROLE OF YOUR ADVOCATE

Support and Guidance:

Our advocates serve as beacons of knowledge, offering families and individuals comprehensive insights into special education laws, rights, and the full spectrum of available services. We ensure that you have the information needed to make informed decisions and advocate effectively.

EHCP Excellence:

Advocates from SENSE Support actively engage in EHC meetings and other critical discussions with educational professionals. With their seasoned expertise, they provide reassurance, clarity, and ensure that the individual's unique needs are accurately addressed within the EHCP.

Legal Mastery:

Our advocates are well-versed in special educational needs law, having received specialized training in this domain. While not providing legal advice, their expertise ensures that families are guided by a thorough understanding of legal considerations.

Documentation Precision:

SENSE Support's advocates meticulously review educational documents, assessments, and evaluations. By interpreting these documents with an astute eye, they help families advocate for suitable services that cater to the individual's strengths and challenges.

Collaboration Catalysts:

Advocates collaborate seamlessly with educators, local authorities, and other professionals to create cohesive educational plans that genuinely serve the individual's needs. They ensure that accommodations, modifications, and support services are thoughtfully integrated.

Resolution Facilitators: When conflicts arise, our advocates step in as skilled mediators, fostering productive conversations and facilitating



resolutions that prioritize the individual's educational journey.

Tribunal Success:

SENse Support's advocates provide comprehensive assistance and adept representation for families navigating the complexities of the Special Educational Needs and Disability Tribunal (SENDIST). Our team guides you through the process, offering insights and expertise for successful hearings.

Empowerment Families:

We believe in empowering families and individuals. SENse Support advocates equip you with the confidence and tools to actively participate in decision-making, ensuring your voice is heard. Parental self-advocacy is our ultimate goal.

Limitations and Realism:

It's important to acknowledge that, despite their remarkable qualifications, SENse Support's advocates have certain limitations:

Legal Clarification:

While our advocates are well-informed about special educational needs law, they do not offer legal advice. Families seeking legal counsel should consult with qualified legal specialists.

Outcome Clarity:

While our advocates provide exceptional guidance and representation, specific outcomes cannot be guaranteed, as decisions often rest with educational institutions or tribunals.

Resource Management:

Our advocates operate within real-world constraints, considering caseloads and capacity. We strive to ensure quality support while acknowledging practical limitations.

Please note, these above form part of our terms and conditions, and by signing our Advocacy Retainer Consent, you agree you have read, understood and accept these terms, conditions and limitations.

ACADEMIC BREAKTHROUGH



My daughter was honestly at rock bottom. She'd given up and I didn't know where else to turn. She wouldn't leave her room, let alone the house. It sounds ridiculous to write this, but Claire was honestly like our fairy godmother. She was patient, firm and kind. She never gave up. My daughter quickly went from dreading the doorbell ringing to looking forward to her tutoring sessions. In 3 weeks, Claire had her laughing, joking, reading and writing. In the space of a term, she had her reading aloud and trying GCSE questions.

My daughter hasn't read aloud to anyone since she was 7 and she hadn't ever shown any interest in GCSEs before SENSE Support became involved. I can finally see a future for her.

Sarah

EXPERT ADVICE



"I just wanted to thank you for your advice and guidance about securing a free private assessment for ASD/ADHD for my son.

My GP has organised the referral today and I never would have known this was even option available to us had it not been for SENSE Support working with us and guiding us through assessment of need. They know what they're talking about!"

Nicola

ATTENDANCE PANEL



"We can't recommend this company enough. We've been so stressed out with the pressure over the last few years. We've had so much advice but didn't know where to go with it all and were completely overwhelmed. SENSE Support took control of everything and within one week, we had our first win - the school attendance panel backing off because school wasn't meeting need. We can see a positive future now. SENSE Support know their job inside out. The best service we have ever had."

Claire & Brad

FULL CIRCLE OF SUPPORT



SENSE Support have been absolutely incredible in our son's SEN journey. Our son had been struggling at school for a while and we just didn't know where to turn. Our SENCO has been so kind, understanding and helpful, with both the school and the Local Authority. She's really helped us to bridge the gap between home and school, and provides a full circle of support that he needs to thrive.

We wouldn't be where we are today without the amazing support from SENSE.

Martin & Mahe

Form of Consent & Authority

I, the undersigned Client, hereby engage SENSE Support Services to provide guidance, support, and representation in matters related to my child's special educational needs (SEN). I understand and consent to the following:

1. Representation and Communication:

I request and authorise the designated advocate to represent me and my child in discussions, meetings, and correspondence with educational institutions, professionals, and relevant parties involved in my child's special education.

2. Information Sharing: I give consent for the advocate to receive and share information related to my child's special educational needs with educational institutions, professionals, and other relevant parties, as required to facilitate effective advocacy and support.

3. GDPR and Data Protection:

I acknowledge that my personal and sensitive data will be handled in accordance with the General Data Protection Regulation (GDPR) and relevant data protection laws. I understand that my data will be used solely for the purpose of providing services related to my child's special educational needs.

4. Confidentiality:

I understand that the advocate will maintain the confidentiality of all information shared during the course of this engagement, except when required by law or when explicit permission is granted by me to share information.

5. Consent for Multi-Disciplinary Collaboration:

I authorise SENSE Support to consult with their multi-disciplinary panel team of special educational needs professionals, including educational psychologists, occupational therapists, speech and language therapists, school nurses, social workers, and educational law solicitors, to gain comprehensive insights into my child's case.

6. Panel Solicitor Consultation and Referral:

I consent to the use of panel solicitors for legal insights and consultation. I understand that while SENSE Support does not provide legal advice, they can consult on my behalf to manage costs effectively. I also consent to being referred to solicitors if and when legal expertise is necessary.

7. Terms and Conditions:

I confirm I have read, understood and agree to the Terms and Conditions of this service.

Signed:.....

Dated:.....

Print Name:.....



SENSe Support

Empowering the Exceptional