

Bradford SENDIASS Service Offer

Allocation: Assessment of Need & Individual Capability

Referral Received (aim to respond to within 5 working days)

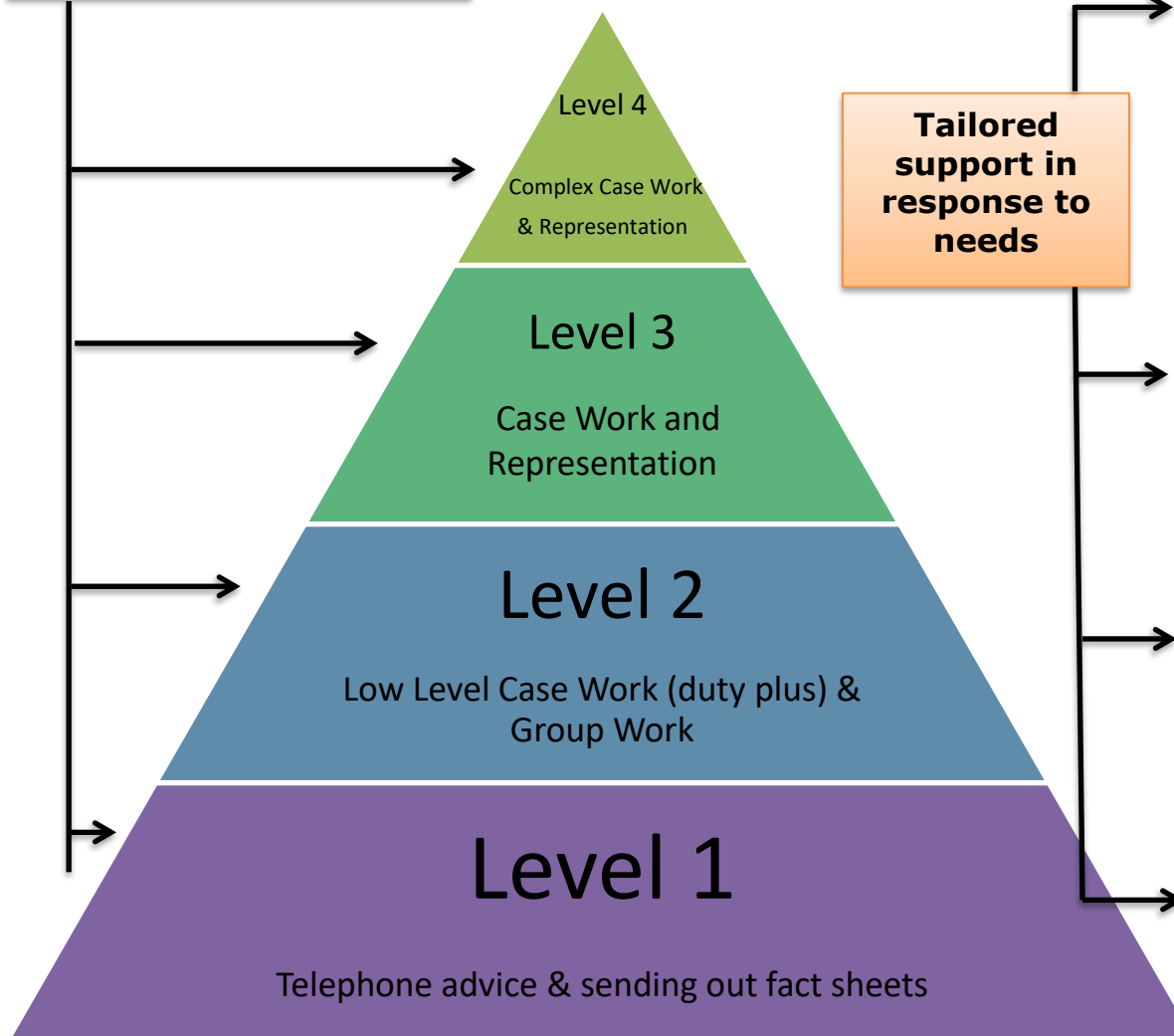
Tailored support in response to needs

L4: casework for complex issues including an allocated worker, regular contact, liaising with professionals on behalf of the service user, support to arrange and attend meetings, advocacy support to get views across, key point of contact. Multiple or complex issues requiring support (see [criteria](#)) May require longer term support – reviewed monthly with at least 1 contact per month (min)

L3: casework for ongoing issues including an allocated worker, regular contact, liaising with professionals on behalf of the service user, support to arrange and attend meetings, advocacy support to get views across. Up to 12 weeks with at least one contact per month (minimum) Parent has additional needs, learning disability or mental health issues which **SIGNIFICANTLY** affect their ability to manage the situation **OR** service user is YP (up to 25) with SEND who requires support to take part in processes.

L2 Duty Plus: As below plus 'one off' bookable session. Specific and task based. Could be face to face, workshop or email exchange. Usually 1-2 hours. Parent has a clear understanding of advice given but may lack confidence or knowledge to complete the task independently. Able to communicate but may need interpreter or support with reading and writing. E.g. reading through a draft, completing forms.

L1: comprehensive information and advice via duty line and email, tailored to individual need. Usually between 15-45 minutes. Parent can communicate needs and wishes and those of their child. Able to process information given and understand next steps. Parent is confident and empowered to follow advice.



We do not routinely attend meetings or reviews unless the criteria for casework support (level 3 and 4) applies. Please click [here](#) to read the criteria and rationale behind this.