

# Specialist Inclusion Support Service

**Communication and  
Learning Difficulties**

**Emotional, Social and  
Behavioural Difficulties**



**Sensory**

**Information for parents and carers**

# Our vision and mission

## **This is what we want to achieve:**

The Specialist Inclusion Support Service (SISS) exists to help children and young people with additional needs to feel included in their school or educational setting. We want to empower them to achieve their full potential, to participate in the wider community and to make a positive contribution to society.

## Who are we?

We are a large team of specialist advisory teachers and inclusion support practitioners. Many of us have additional specialist qualifications and all of us are experienced in working with children and young people with Special Educational Needs.

## What do we do?

We support children and young people with sensory, learning or behavioural difficulties and their families, schools, nurseries and playgroups.

Like you, we want the best for your child and we will try to help in many ways.

Sometimes we will work directly with your child; sometimes they will be included in a small group of children doing special work together.

We will also help you and your child's school or nursery to develop those special skills and the knowledge needed to support your child.

At all times we work closely with our partners in Health, Children's Services and the Voluntary Sector.



# The Service Teams

**We have 3 teams:**

## **Communication and Learning Difficulties (CLD)**

This team supports children and young people with:

- Autism Spectrum Disorders
- Speech, Language and Communication Difficulties
- General and Specific Learning Difficulties e.g. Dyslexia

## **Sensory**

This team supports children and young people with:

- Hearing Impairments
- Visual Impairments
- Multi-Sensory Impairments

## **Emotional, Social and Behavioural Difficulties (ESBD)**

This team supports children and young people with:

- Emotional difficulties
- Social difficulties
- Behavioural difficulties



## The Referral Route

1. Your child can be referred to SISS by:
  - Your doctor, health visitor or other health professional
  - Your child's nursery or school
  - Your social worker
  - A relevant voluntary agency
2. You can assist in completing the referral and your signature is required. **A referral cannot be made without your explicit permission.**
3. The referral forms are available from the Specialist Inclusion Support Service or on the Solihull Council website [www.solihull.gov.uk](http://www.solihull.gov.uk)
4. Contact details for the Specialist Inclusion Support Service can be found on the back of this leaflet.

## **Data Protection**

The information you give us helps us to support children and to maintain our records of children our staff are involved with. The information is kept, in part, as paper records and may be shared with health and children's services practitioners, other education departments and appropriate agencies. All information kept complies with the principles of the Data Protection Act 1998.

## **Your Rights of Access to Information**

### **Data Protection Act**

The Data Protection Act 1998 gives you the right to know what personal information we hold about you, and to ask for a copy. You will need to put your request in writing, by letter or email, and provide identification (such as a driving license or passport). You will not normally be given access to another person's information unless you have their permission or, in the case of children, you are their parent or guardian.

### **The Freedom of Information Act**

The Freedom of Information Act 2000 differs from the Data Protection Act in that it gives you access to non-personal information (such as minutes, reports, financial information etc.). You will need to put your request in writing, by letter or email, and do not need to provide identification.

### **All requests should be made to:**

The Corporate Information Governance Team  
Solihull Council, P O Box 18, Council House, Solihull, West Midlands B91 9QS  
email: [infogov@solihull.gov.uk](mailto:infogov@solihull.gov.uk)

## **Contact details**

### **Specialist Inclusion Support Service**

Keeper's Lodge, Chelmsley Road, Chelmsley Wood, Solihull B37 7RS  
Telephone: 0121 770 6267 Fax: 0121 770 6115