

# Spotlight on SEND



February 2026

## Welcome

Welcome to the latest edition of Spotlight on SEND, your update from the Plymouth Information, Advice and Support Service (PIASS). Our aim is to keep families informed, supported, and empowered as you navigate SEND processes and services.

## Introducing PIASS

We are Plymouth Information, Advice and Support for SEND service (PIASS). Our role is to provide **information, advice and support** for children and young people with SEND and their parents and carers. We are free, impartial and confidential.

## Stay Connected: Facebook – Find Out Fridays

This term, we've launched Find Out Fridays on our Facebook page—a weekly post sharing bite sized information on key SEND topics.

So far, we've covered:

- Reasonable adjustments
- Universal provision
- Phase transfers

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## *Reasonable Adjustments*

**Reasonable adjustments** are changes made to ensure that children and young people with disabilities or special educational needs (SEND) are not at a disadvantage compared to their peers. Under the **Equality Act 2010**, schools, nurseries, and colleges must anticipate and implement these adjustments proactively.

For more information, see our [Reasonable Adjustments Factsheet](#)

## *Universal Provision*

**Universal provision**, sometimes called Universal support means the inclusive support and provision which is **ordinarily available** to every child or young person in every education setting in Plymouth, including those with SEN.

Find out about: [Levels of SEN Support](#)

Find out more about Universal support provision in Plymouth at: [Universal – Plymouth GATI](#)

## *Phase Transfer*

A phase transfer is when a child or young person with an Education, Health and Care Plan (EHCP) moves to the next stage of education for example: primary to secondary or secondary to post-16.

### **Key Dates:**

**15 February** – Final EHCP must be issued for all phase transfers except year 11 and post-16.

**31 March** – Final EHCP must be issued for year 11 to post-16 or moving to a different post-16 college.

Find out more information at: [Moving to a New Phase of Education with an EHCP](#)

### **💡 Did you know?**

You can find more detailed resources and factsheets on these topics on our website at: [PIASS Factsheets](#)



## PIASS Workshops

Our workshops are here to help parents and carers feel confident when communicating with schools and professionals.

Recent workshops include:

### ✦ *How to have Successful Meetings*

Feedback from parents:

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*“Found it really informative and made us feel more prepared and able to prepare for a meeting.”*

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### ✦ *Understanding how Schools can Support my Child*

A workshop for parents/carers of children and young people who do not have an EHCP. It will look at information on SEN support, the extra help and should be made available in school.

Feedback from parents:

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*“Fab and informative workshop that has empowered me and given the right questions to ask.”*

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Upcoming dates:

Date	Time	Venue
Wednesday 11 March 2026	9:30-11:30am	Face-to-Face
Friday 13 March 2026	9:30-11:30am	Virtual

Face-to-face: PIASS, Jan Cutting Healthy Living Centre, Beacon Park Road, Plymouth PL2 2PQ

Virtual: Using Microsoft Teams – link to join will be sent before session.

Spaces are still available, book at:

[Understanding how Schools can Support my Child](#)



## Phase Transfer – Book a Support Session

A phase transfer is when a child or young person with an Education, Health and Care Plan (EHCP) moves to the next stage of education, for example: primary to secondary or secondary to post-16.

If your child is going through a phase transfer, we're offering 30 minute appointments on:

- 📅 Wednesday 25 February 2026
- 📍 Face-to-face or online

You can book an appointment at: [Phase Transfer](#)

## Meeting Support – How we Decide What we can Offer

We want every family to receive support that is fair, timely, and meaningful. While we can't attend every meeting, we carefully consider each request. Here's how we make decisions:

### 1. We look at your individual situation.

Every family has different needs, and we consider the information you share to understand how best to help.

### 2. We prioritise where our support makes the biggest difference.

This includes situations where our presence can help clarify information, reduce stress, or ensure your voice is heard.

### 3. We focus on empowering you.

Sometimes support before a meeting—helping you prepare, understand documents or plan questions—is the most effective. Our workshops also build confidence and skills.

### 4. We make sure the service is fair to everyone.

To reach as many families as possible, we balance individual need with overall demand.



## Enquiry Response Times

We aim to respond to all enquiries within 48 working hours.

On the rare occasion we can't do this, we'll let you know through:

- A Facebook update
- A text message confirming we've received your enquiry.

We appreciate your patience and understanding.

## We Value Your Feedback

Your feedback helps us shape and improve our service.

If you have used our service, please complete our:

[PIASS Service User Feedback Form](#)

Helen