

This guide tells you how DiAS (the Devon Information, Advice and Support service) gives help and support to children and young people.

## Who can get Information, Advice and Support?

DiAS works with children and young people up to the age of 25, who need extra help. This may be because of special educational needs, a disability or health needs.

You don't need to have a formal diagnosis, you don't need to have an Education Health and Care Plan (EHCP), and you don't need to be in formal education to use our support.

The law says children and young people have the right to seek information, advice and support for themselves.

We will support you as an individual; you can have a different person helping you to the person from DiAS who helps your parents or carers. You can also ask someone to help you get our support.

## How can we help you?

1. **Direct support.** Talking to you about your opinions and sharing these if you would like us to.
2. **Providing information** resources and signposting to where you can get help.
3. **Raising awareness** of how DiAS can help children and young people get their voice heard.
4. **Listening to feedback** from you about what we do well and what we could do better.

## How do we work with you?

We...

- Work with you at the centre of things.
- Always respect your views.
- Listen to your views and help you share them if you would like to.
- Work in a way that you would like – we can be flexible to suit your needs.
- Offer you choices about how we communicate, and how you would like support.
- Work with other adults in your life (if you would like) to help you use our support.
- Travel to meet you in a suitable place – we work across all of Devon.
- Give you the information you need to make your own choices and decisions.

## What sort of things can you help me with?

We can...

- Help you share your views at a meeting, such as a review of your EHC plan.
- Give you advice about what to do if a decision has been made that you don't agree with.
- Give you the facts and clear information, through our website.
- Tell you about other organisations and services that can help you.
- Tell adults about our work and how we can support you.
- Ask your opinion on what we can do better to help support other children and young people.



## You can get help by contacting us...

Call us: 01392 383080

Email us: [devonias@devon.gov.uk](mailto:devonias@devon.gov.uk)

Get in touch via the form on our website: [www.devonias.org.uk](http://www.devonias.org.uk). On the form you can ask us to reply to you in a way that is good for you, like if you want us to text you.

If you need help to contact us, ask an adult that you know and trust to contact us on your behalf. It may be that we can meet you to support you. We can also talk to your parents or carers if you want us to.

## I'm not happy with the way you have helped me, what can I do?

If you are not happy with our support, then please tell us how we can make it better!

You can make a complaint by contacting Sue, the manager of the DIAS Team; 01392 382080 or at [devonias@devon.gov.uk](mailto:devonias@devon.gov.uk)

If you are still not happy you can contact Devon County Council on 0808 168 3750 or at [www.devon.gov.uk/haveyoursay/feedback-and-complaints/](http://www.devon.gov.uk/haveyoursay/feedback-and-complaints/)

## About DiAS

The service is

**Free**—you don't have to pay.

**Impartial**—we don't make judgments and we don't take sides.

**Accurate**—our information is based on the law.

**Confidential**—most of the time, you can choose who we tell about what you have said. Sometimes it's helpful to talk to other people about what you tell us, but we will ask for your agreement first.

There are a few times when we have to tell someone what you said:

- We sometimes tell our manager, so they can check we are doing a good job. Information about our meetings is stored on a database, but only people we work with see this.
- We safeguard children and young people— there are times where we have to share information to keep you safe. If we feel that you or someone else is being hurt or at risk, then we must tell someone. We have a safeguarding policy about how we promote children and young people's safety.