



*Empowering SEND Families,
Through Advocacy,
Support and Inclusion*

Who We Are

4SEND CIC is a not-for-profit organisation based in Croydon. We are a community of professionals and parent carers with lived experience of Special Educational Needs and Disabilities (SEND). We understand the experiences the highs, the struggles, and the resilience it takes. That's why we're here: to offer guidance, advocacy, and connection.

Who We Help

How We Support Our Community

We work with:

- Parents and carers of children and young people with SEND
- Young people and adults navigating the system themselves
- Schools, settings, and professionals seeking to improve inclusion

Whether you're just starting out or battling long-standing barriers, you're not alone.

Our Values

Neuro-Affirming. Inclusive. Compassionate. Empowering.

At 4SEND, we centre the voices of lived experience. We believe in:

- Recognising and respecting neurodivergence
- Working with families, not just for them
- Creating safe, welcoming spaces for all
- Challenging ableism and promoting systemic change

Our Approach

What Makes 4SEND Different

At 4SEND, we don't just offer services, we offer understanding, advocacy, and a genuine sense of community. Our approach is shaped by experience, empathy, and a commitment to doing things differently.

Lived Experience at the Core

Our team includes parent carers, neurodivergent individuals, support workers, advocates and professional volunteers who have walked this path themselves. We get it, because we've lived it.

Holistic & Neuro-Affirming

We see the full picture. Every family, every child, every situation is unique. We champion neurodiversity and support the whole person, not just a diagnosis.

Collaborative & Transparent

We work with families, not for them. You remain the expert in your own life. We're here to support, empower, and uplift, never to take over.

Equity Over Equality

We tailor our support to meet real needs. Whether you're battling systemic barriers, cultural stigma, or just feeling overwhelmed, we meet you where you are, and walk with you from there.

Our Services

How We Support Our Community

At 4SEND, our support is practical, empowering, and rooted in lived experience. We offer a range of services tailored to meet the unique needs of SEND families and individuals:

- **Peer Support & Mentoring**

We create safe spaces for connection, understanding, and solidarity.

- Join our supportive online community groups
- Attend networking events, coffee mornings, and inclusive meet-ups
- Access 1:1 peer mentoring or small group support sessions

Families and caregivers can share experiences, gain insights, and feel part of a wider community that truly understands the challenges of navigating the SEND world.

Through these shared experiences, we reduce isolation, tackle internalised and systemic ableism, and foster a culture of inclusion, confidence, and self-awareness.

- **Referrals & Signposting**

Finding the right support can be overwhelming, we're here to help.

- We provide informed referrals to appropriate services and professionals
- Our team understands the landscape because we've lived it ourselves – as SEND parents, caregivers, and neurodivergent individuals
- We'll guide you to services that align with your specific needs, at the right time

- **Meeting Preparation & In-Meeting Support**

Navigating meetings can be overwhelming – we'll help you feel confident and prepared.

We support families before, during, and after key meetings with professionals, including:

- EHCP reviews
- School meetings (e.g. SEND reviews, behaviour panels, reintegration plans)
- Multi-agency meetings
- Social care meetings
- Mediation preparation

Our support includes:

- Pre-meeting planning: helping you clarify your concerns, priorities, and questions
- Reviewing documents and reports to ensure you're fully informed
- Helping you understand your rights and what to expect
- Attending meetings alongside you, either in-person or remotely, to help communicate your views and ensure you're heard
- Post-meeting debriefs to help you reflect, plan next steps, and make sense of outcomes

We ensure that families feel empowered to advocate for their children with clarity and confidence.

- **Form Filling Support**

We take the stress out of complex applications.

- Support with Disability Living Allowance (DLA) and Personal Independence Payment (PIP) forms
- Help with mandatory reconsiderations and appeals
- Clear guidance so that your application reflects the full picture of need

- **Information & Guidance**

We help you make sense of your rights, processes, and available support.

- Clear, practical information on SEND law, benefits, and local services
- Guidance around parental rights, school processes, and navigating local authority systems

Whether you're new to SEND or facing a new challenge, we're here to help you feel informed and empowered.

- **Personalised Resources**

Because no two families are the same.

- We create custom visual aids, social stories, and tailored guides
- Designed in collaboration with you, to meet the needs of your child or young person
- Especially helpful for transitions, routines, and preparing for changes

- **EHCNA Support**

We offer guidance throughout the EHCNA process.

- Help with parental requests for an Education, Health and Care Needs Assessment (EHCNA)

Real Impact

What Our Families Say

"I'm currently receiving support from 4SEND as I continue the journey of finding a suitable provision for my child. Their help has been a lifeline—supporting me with communication between the school and local authority, attending meetings, and helping me understand what steps to take. Most importantly, they've been there for me emotionally during an incredibly tough time. I truly don't know how I would be managing this process without 4SEND's guidance and reassurance."

"4SEND gave us the strength and tools to keep going. I finally felt heard."

"Without their support, my child would not have the EHCP they now have."

"4SEND helped support us with an application for DLA and subsequently a supporting letter when we requested mandatory reconsideration. They have also attended school meetings with myself when we were experiencing some ongoing issues. Without organisations like this the already difficult journey of having a child with SEND would be almost impossible. Can't not thank them enough."

"They helped me understand my rights and speak up without fear."

