

We aim to provide information and support to parents, children and young people to participate fully and make informed decisions about the outcomes they wish to achieve.

We aim to ensure the views, wishes and feelings of the child or young person and their parents are heard and valued by all.

We aim to enhance and develop positive partnerships between parents, young people, schools, colleges, the local authority and voluntary organisations to achieve positive outcomes.

The SEND IASS team are:

Emma Morris
Heather Drudge
Catherine Hall

Phone us on

01983 825548

An answering machine is in operation when we're not in the office, please leave a message and we will return your call.

Email us at:

sendiass@iow.gov.uk

More information about the service is available on our website:

www.iowsendiass.co.uk

SEND Information Advice and Support Service

11 Orchard Street,
Newport,
Isle of Wight
PO30 1JZ

If you have difficulty understanding this document, please contact us on 01983 825548 and we will do our best to help you.



01983 825548
www.iowsendiass.co.uk

What is SEND IASS?

If you're a parent/carer of a child or young person with special educational needs (SEN) and/or a disability, or a child or young person with SEN and/or a disability we can help you.

We provide **free, confidential and impartial** advice, information and support on all matters relating to SEN and disabilities including social care and health issues.



We listen to your concerns and work with you to identify a planned way forward by providing you with impartial information and advice to enable you to make informed decisions about your child.

We often work with parents, but we are also able to provide a direct and separate service to young people aged 16 to 25.

Many children and young people will access advice, information and support via their parents but some children, especially older children, may want to access it separately. Under these circumstances we will work individually and impartially with the young person.

Please see our separate leaflets specifically aimed at young people.

Our services

We provide:

- a confidential telephone helpline – 01983 825548;
- direct support by telephone, email or face-to-face;
- written information, also available online;
- help to understand your or your child's rights and responsibilities around education;
- information sessions for parents/carers;
- training and workshops;
- access to an independent supporter;
- information about other agencies and organisations who may be able to help you.

How we can help parents and carers, children and young people

- By listening to your worries and concerns and working with you to explore your options.
- Helping you to understand complicated letters, reports and processes.
- Preparing, supporting and attending meetings.
- Helping you to understand what can be offered to a child or young person without an education health care plan in place.
- Support through the statutory education healthcare needs assessment process.
- Providing advice and support in relation to appeals to the SEN and disability tribunal.
- Help if things go wrong, including advice on complaints and support in resolving disagreements.
- Providing support to manage mediation.



For further detailed information please visit our website:
www.iowsendiass.co.uk