

Some ideas that may help you

- Use our website or contact us for useful information
- Keep copies of your child's reports, letters you send and letters you receive
- Make notes of any telephone conversations
- Before a meeting, write down a list of questions you want to ask
- Ask teachers or professionals to explain any terms or jargon
- At meetings, note down what is agreed and any future dates
- Take a friend or family member to a meeting with you (let the school or council know in advance if you do this)



Information, Advice & Support Service

The Glebe Centre
Glebe Street
Wellington
Telford
TF1 1JP

01952 457176

Mon Tues Wed 9:00 -11:30 am
Thurs 1-4 pm Fri 12- 2 pm

(& 24 hour answerphone)
info@iass.org.uk

The information on this leaflet is available in other formats and in other languages on request



Registered Head Office
Telford & Wrekin CVS
The Glebe Centre, Glebe Street
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TF1 1JP

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Shropshire and Telford & Wrekin

Supporting children and their parents to take part in decision-making relating to Special Educational Needs and Disability



01952 457176

www.iass.org.uk

@sendiass

IASS Shropshire and Telford

info@iass.org.uk

What are Special Educational Needs?

A child or young person has Special Educational Needs if they have a learning difficulty or disability requiring special educational provision.

If your child has significantly greater difficulty in learning than the majority of others of the same age, or has a disability that prevents him or her from making use of mainstream school facilities, then he or she may have a Special Educational Need (SEN).

If you are concerned that your child may have SEN, you can contact our service for information, advice and support.



Those working with children or young people with SEN must take into account:

- **The views, wishes and feelings of the child or young person, and the child's parent**
- **The importance of the child or young person, and the child's parents, participating as fully as possible in decisions**
- **The need to support them to achieve the best possible educational and other outcomes**

What is the Information, Advice and Support Service?

Information, Advice and Support Service (IASS) aims to increase the confidence of parents/carers of children with Special Educational Needs and Disability by offering independent and impartial information, advice and support, enabling them to make informed decisions.

We can help if you:

- have a child who has, or may have, Special Educational Needs or a Disability and live in Shropshire or Telford & Wrekin
- need information, advice or support about your child's education or matters relating to disability, health or social care

We can offer information and advice on:

- Special Educational Needs procedures and provision in school
- The assessment process for an Education, Health & Care Plan
- Exclusions
- Disability Discrimination
- Local Offer and Personal Budgets
- Transition and Annual Reviews
- Negotiation, mediation, tribunals and dispute resolution

Our service is:

Free, Confidential, Impartial and Accessible

How can we help you?

We can offer support with:

- Putting your views forward to the right people
- Education paperwork
- Preparing for an education meeting
- Occasionally, with advance notice, we may be able to support you at a meeting
- Getting in touch with other organisations who may be able to help you
- Local support groups

We will work with you by:

- Telephone or email
- Information and advice sessions
- Meeting by appointment

We will not:

- Tell you what to do
- Discuss you with other people without your permission (unless we are concerned that you or your child may be at risk)
- Assess your child

