

Are you a **parent or carer** of a child or young person who has a special educational need or disability and you need some **help and advice**?



The **Essex SEND Information, Advice and Support Service** can help you to get the information that you need.



Essex County Council

# All about

## The Essex SEND Information, Advice & Support Service

The Essex SEND IASS (Special Educational Needs and Disabilities Information Advice and Support Service) is a **confidential** and **impartial** information, advice and support service on issues related to Special Educational Needs and Disability (SEND).

**It is free, easy to access and confidential.**

Referrals can be made by a parent/ carer/child/young person themselves or anyone who has their permission.

We can help by:

- listening to your concerns and explaining what options are available
- explaining how education settings can support children and young people with special educational needs/a disability
- giving you information about what the law is and what your choices are, to help you make your own decisions.
- supporting you where required at meetings and helping you to get your views across
- finding voluntary groups and other agencies that can also support you, with the help of the Essex Local Offer
- guiding you through the Education, Health and Care Needs assessment process
- supporting you in discussions with education settings and the local authority where a child or young person is at risk of exclusion or has been excluded

The SEND IASS is there for:

- Parents or carers of children and young people who have SEND
- Children and young people up to the age of 25 years, who have SEND.



- advise you on processes for resolving disagreements, appeals processes and means of redress
- consulting parents, children and young people and ensuring your views influence the development of local policy and practice for children and young people with special educational needs/a disability.

In addition we provide access to Independent Support and also to an Independent SEN Mediation service:

Families InFocus (Essex) is an independent, parent-led charity providing a range of support to families of children with disabilities and special needs across Essex.

Tel: **01245 353575**

Web: **[www.familiesinfocusessex.org.uk](http://www.familiesinfocusessex.org.uk)**

Global Mediation provides an independent SEN mediation service for disagreements between parents/carers, young people and the local authority or an education setting.

Call Global on: **0800 064 4488**

Email: **[sen@globalmediation.co.uk](mailto:sen@globalmediation.co.uk)**

email: **[send.iass@essex.gov.uk](mailto:send.iass@essex.gov.uk)**

tel: **0333 013 8913**

text: **0786 000 3010**

This information is issued by:  
**Essex County Council**  
**SEND Service**

Contact us:

email: [send.iass@essex.gov.uk](mailto:send.iass@essex.gov.uk)

tel: **0333 013 8913**

text: **0786 000 3010**

Link to Essex Local Offer portal:

[www.essexlocaloffer.org.uk/content/  
send-information-advice-and-  
supportservice](http://www.essexlocaloffer.org.uk/content/send-information-advice-and-supportservice)

SEND IAS Service  
Essex County Council  
E2, County Hall, Chelmsford  
Essex, CM1 1QH

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formats, on request.

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