

Special Educational Needs and Disability Information, Advice and Support Service

(SEND IASS)

Our service

We offer impartial, confidential and free information, advice and support for parents and carers and children and young people around issues relating to Special Educational Needs and Disabilities (SEND) to support them up to the age of 25. This is accurate and unbiased information to build your confidence and help you to make informed decisions.

We are a statutory service supported and funded by Stockton-on-Tees Borough Council. The service operates at 'arm's length' from the Local Authority.

How we can help

We offer a wide range of support, including:

- Provide impartial and confidential information, advice and support by telephone, email or face to face around issues relating to SEND
- Provide guidance to help understand what SEND support is available within nursery, school or college
- Provide individual casework
- Help with preparing for and supporting at meetings
- Support to understand Education, Health and Care (EHC) Needs Assessment or Reviews, the process and the documentation
- Offer advice on school-based support for children and young people with SEND who do not have an Education Health and Care Plan in place



- Help develop and encourage good communication and positive relationships between education settings, the local authority and other agencies to achieve the best possible outcomes for children and young people and prepare them for adulthood
- Offer support to ensure your views, wishes and feelings are heard and valued
- Help with writing letters, reports and filling in forms
- Offer advice on local policy and practice including the Local Offer, Personal Budgets, the law on SEND
- Signpost to local or national sources of advice and support

Advocacy

As part of our SEND IASS service we are delighted to announce that we now offer a full time, dedicated advocacy worker who can support parents and carers across Stockton-on-Tees. Advocacy means getting support from another person to help you express your views and wishes, and to understand and exercise your rights.

As an advocacy support service, we will:

- Treat everybody as equal and work in equal partnership
- Listen to your views and concerns
- Help you to explore your options and rights
- Help you to feel heard and understood by others
- Provide information to help you make informed decisions
- Help you contact relevant people
- Accompany you and support you in meetings or appointments
- Support you with completing forms
- Model and teach strategies to help strengthen skills, give you confidence and to help you know how to get the right support.

How to contact us

📞 01642 527158

@ sendiass@stockton.gov.uk

🌐 www.stockton.gov.uk/SEND-IASS

