**Our aim:**
- To work in partnership with parents/carers, children and young people to achieve positive outcomes.
- To promote a culture of communication and cooperation between parents/carers, young people, the Local Authority, education settings and other voluntary and statutory organisations to enable participation in decision making.
- To work with parents/carers, children and young people to ensure that their views, wishes and feelings are heard and valued.

**We support by:**
- Listening to parents/carers/young peoples views and concerns about their child/young persons special educational needs and disabilities.
- Offering accurate and unbiased information by independently trained staff.
- Offering support when a child or young person with special educational needs or disabilities needs extra help in an educational setting.
- Offering support in attending meetings, writing letters/reports and filling in forms.
- Offering access to A Steering Group and a Parent Engagement Group (PEGiS).

**We offer:**
- A confidential telephone/email helpline.
- Individual support.
- A tailored information package.
- Support to understand and interpret information relating to Special Educational Needs and Disability (SEND).
- Guidance through the SEND processes and procedures.
- Advice on local policy and practice including the Law on SEN and Disability, Health and Social Care and Personal Budgets.
- Support to young people to enable them to participate fully in decisions about the outcomes they wish to achieve.
- Support for parents/carers and young people during an Education Health Care Plan (EHC) assessment.
- Support during the transfer of a Statement of SEN to an EHC Plan.
- Access to an Independent Supporter during an EHC assessment.
- Support relating to resolving disagreement resolution.
- Access and support to an Independent Mediation Service.
- Support in understanding the Tribunal Appeal Process.
- Impartial information and advice on exclusions.
- Advice and support when children are out of school.
- Support if you are considering Elective Home Education.
- Home visits (in exceptional cases).
- Signposting to appropriate services including the Local Offer.
SEND Information, Advice and Support Service is a statutory service supported and funded by the Local Authority.

The Service is impartial and operates at “arms length” from the LA.

SEND Information, Advice and Support Service
The Mount Education Support Centre
Mount Avenue
Penkhull
Stoke on Trent
ST4 7JU
Tel: (01782) 234701 or 234847
E-mail: iass@stoke.gov.uk
Website: www.sendiass-stoke.co.uk

We provide free, accurate, impartial, confidential, information, advice and support relating to special educational needs and disability (SEND) for parents/carers, children and young people 0-25 yrs.