Bracknell Forest Information, Advice & Support Service

Impartial information, advice and support for children and young people with Special Educational Needs and / or Disabilities (SEND) and their parents or carers.

What is the Information, Advice & Support Service?

- We provide advice, information and support on all matters relating to SEND, including health, education and social care issues.
- Our service is impartial, confidential, free, arms-length and accessible.
- We are available face to face, by telephone and by email.

How can the Information, Advice & Support Service help you?

We will listen to your views, explain your options, rights and responsibilities and provide tailored information, advice and support to enable you to make the best decisions for your circumstances.

We will provide information and advice on:

- The Law - education, health & social care law relating to SEND
- Applying for an Education Health & Care needs assessment
- Annual review of Education, Health & Care Plan (EHCP)
- SEN support in mainstream schools
- Home to school transport queries
- Queries about Exclusions from school
- Personal Budgets – how to take up and manage personal budgets
- Local Offer – support groups and activities that are available locally **www.bracknell-forest.gov.uk/localoffer**

We will support you by:

- Offering to meet to discuss your individual circumstances
- Supporting you in writing letters and filling in forms
- Helping you to prepare for meetings and support during and after meetings as required

Impartial • Free • Confidential

What parents say about the service...

Fantastic service. I'm glad I found out about you through a friend.

Thank you so much for this service - it is invaluable.

I can't thank you enough for the great support I have received from you.

As a result I was able to understand the SEND process.

Who is the Information, Advice & Support Service for?

Parents & carers

If you are a parent or carer of a child or young person, who has or may have SEND, we will work in partnership with you to explore your options in order to help you make the best decisions for your child.

Children

Although in many cases, your child will access information, advice and support via you, some children, especially older children, may want to have it separately and we can help with this.

Young people

If you are a young person aged between 16 to 25 years old with SEND, we will work in partnership with you to help you be fully involved in decisions affecting you and your future.

We can work separately with parents and young people where there is a difference of opinion on any issue related to SEND.

Impartial • Free • Confidential

For more information contact
Bracknell Forest Information, Advice & Support Service

Confidential Helpline: 01344 354011
Email: IASS@bracknell-forest.gov.uk

Visit our website https://www.bracknellforestiass.co.uk/
for downloadable factsheets and up to date SEND information.

Bracknell Forest Council

If you need this in an alternative format please contact Bracknell Forest Information, Advice & Support Service on 01344 354011.