

Information Advice and Support Kent

A service for Special Educational Needs and Disabilities
- helping you to make informed choices



**Free
Impartial
Confidential**

**Parents, children, young people
0-25 years**

About Information Advice and Support Kent (IASK)

We provide a special educational needs and disabilities information, advice and support service for parents* of a child or young person with special educational needs or a disability, and children** or young people*** up to the age of 25 with special educational needs or a disability.

Our trained staff can give you legally based advice, information and support on educational matters relating to special educational needs and disabilities, including health and social care.

We aim to provide information and support to enable parents, children and young people to:

- fully participate in discussions and make informed decisions
- express their views and wishes about education and future aspirations
- promote independence and self-advocacy
- develop positive relationships with schools, colleges, the local authority and voluntary organisations to achieve positive outcomes.

Parents:

If you have any questions about your child's educational needs we will work with you to provide confidential and impartial, information, advice and support. Many children and young people will get information, advice and support from their parents, but some children, especially older children and young people may wish to access our support separately. We can work individually and impartially with children and young people if requested.

Young people:

If you have any questions about your educational needs, you can receive the same confidential and impartial, information, advice and support as parents. We will work in partnership with you so you can participate fully in decisions relating to your education and other outcomes you want to achieve.

We can work separately and impartially with you and your parents if this is what you would like. We can also signpost you for other support.

*parent includes all those adults with parental responsibility and carers

**children 0-16 and of compulsory school age

***young people post compulsory school age 16 to under 25

How can we help?

We can be available to answer questions, listen to your views and discuss any issues you have about special educational needs.

We can:

give you time to discuss issues and explore your options

help you to put across your views or concerns

give you advice about SEN support in early years, schools and colleges

provide advice about education law relating to SEN, disability, health and social care

support you during the Educational Health and Care needs assessment process

help you write letters and complete forms

help you prepare for and support you at meetings, including annual reviews

explain disagreement resolution processes

provide support to manage mediation

help you with appeals to the Special Educational Needs and Disability Tribunal

provide information about other agencies and processes including social care and short breaks

signpost to other sources of information, advice and support.

How do we provide the service?

Telephone Support

Provided by trained and experienced staff.
Please call our Helpline 03000 41 3000

Virtual or Face-to-Face Support (dependent on staff availability)

Individual support provided by trained and experienced staff. We also train volunteer independent supporters to help you.

Email Support

Contact us with your queries at iask@kent.gov.uk
We will respond to emails within 2 working days.

Support in the Community

We attend support groups and community events by invite.

Written Information

A range of leaflets are available – contact the Helpline 03000 41 3000 or download from our website www.iask.org.uk

Training

- Parents Participating Confidently
- Communication Skills/Getting the Best out of Meetings
- SEN Processes

Impartiality

Information, Advice and Support

Kent (IASK) provides a service at arm's length from the local authority and Integrated Care Boards, offering an impartial service to all users by:

- *not favouring one side over another*
- *treating all parties respectfully; and*
- *not having any rights or power over the outcome of any discussions or decisions.*

Confidentiality

Information, Advice and Support Kent (IASK)

provides a confidential service to users. Information about you will **not** be shared outside of the Service unless:

- *you give permission for the information to be shared, or*
- *there are strong public interest concerns i.e. safeguarding*

When working with young people separately from their parents the same confidentiality rules apply.

How to contact us

The Helpline is open Monday to Friday 9am-5pm (answer phone and email are available 24 hours).

IASK staff are happy to meet with you at a time and place that is mutually convenient. The office site provides disabled access and facilities.

Visit our website to find out about bookable information sessions, workshops and a range of leaflets, videos, fact sheets and links to other services.

On request, this information can be provided in alternative formats and languages.

Helpline **03000 41 3000**

Office:
Shepway Centre
Oxford Road
Maidstone
Kent ME15 8AW

Office Tel: **03000 412 412**

Email: **iask@kent.gov.uk**

Website: **www.iask.org.uk**



Find us on **Information Advice and Support Kent IASK**

**Information
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Support
Kent**



**Information,
Advice & Support
Services Network**
for SEND

Information, Advice and Support Kent is part of the Information, Advice and Support Services Network (IASSN) which is hosted by the Council for Disabled Children.