

ARE YOU A CHILD OR YOUNG PERSON WHO HAS A SPECIAL EDUCATIONAL NEED OR A DISABILITY AND YOU FEEL A BIT LOST AND FORGOTTEN?



HELP IS ON THE WAY!

THE ESSEX SEND INFORMATION ADVICE AND SUPPORT SERVICE CAN HELP YOU GET YOUR VOICE HEARD

This information is issued by:  
**Essex County Council**  
**The Essex SEND Information Advice and Support Service**

Contact us:  
email: [send.iass@essex.gov.uk](mailto:send.iass@essex.gov.uk)  
Tel: 0333 013 8913  
web: [www.essexlocaloffer.org.uk/content/send-information-advice-and-support-service](http://www.essexlocaloffer.org.uk/content/send-information-advice-and-support-service)

Link to Essex Local Offer portal  
[www.essexlocaloffer.org.uk](http://www.essexlocaloffer.org.uk)

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

Sign up to Keep Me Posted  
email updates:  
[essex.gov.uk/keepmeposted](http://essex.gov.uk/keepmeposted)

 [Essex\\_CC](https://twitter.com/Essex_CC)  
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The information contained in this document can be translated, and/or made available in alternative formats, on request.

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# All about

the Essex SEND Information, Advice & Support Service

## The SEND IASS is there for:

- Children and young people up to the age of 25 who have a disability or need extra help with learning
- Parents or carers of those children and young people

## We can help by:

- Giving information, advice and support on getting the right support at school, college, home or in the workplace
- Giving you information about schools, colleges or training and getting the right healthcare
- Giving you information about what the law is and what your choices are, to help you make your own decisions.
- Helping you to get your views and feelings across to get the support you need
- Supporting you at meetings and helping you to remember the information or support you in making your own decisions.
- Guiding you through the Education, Health and Care Needs assessment process.
- Supporting you to be included in discussions where there is a worry about being excluded from your school or college
- Finding groups and other agencies that can also support you, with the help of the Essex Local Offer

Find out  
how we can help  
you and get  
answers to tricky  
questions

The service is  
**FREE**  
you do not have to  
pay anything and  
it is private.

**GET YOUR  
VOICE HEARD**



Normally we will not tell other people what you have said. The only time we would is if someone was in danger of being hurt, or if you had agreed that it was ok. We will always speak to you first if we are going to share your information with someone else.

**Advisers in the service will not take sides or tell you what to do.**

## Here's how it works, step by step...

### 1. Get in touch

Someone will talk to you about your problem. If everyone is busy they will call you back or reply to your message as soon as possible.

### 2. Get the info.

We will listen to your questions and try to help you with your difficulties

### 3. Depending on what you need, we might offer:

- More help by text or email
- More help over the phone
- Meet with you face to face



You have a  
right to get information,  
advice and support on  
your own or with parents  
or carers. It is up to you.  
You can tell us what  
would be best for you.

email: [send.iass@essex.gov.uk](mailto:send.iass@essex.gov.uk) | Tel: 0333 013 8913