

Many children and young people have difficulties at some stage and need a little extra support. This can be a worrying and confusing time. We are here to support you. We are free, confidential, impartial and independently trained.

**FREE**

**CONFIDENTIAL**

**INDEPENDENTLY  
TRAINED**

**IMPARTIAL**

Our aim is to empower you to find your way through “the system” and to feel confident when expressing your views and when making decisions.

We believe that talking to each other is very important and we encourage people to work together.

## What we help with...

- We listen to your views and concerns
- We help you to understand the special educational needs and disability “system”
- We work with you to explore your options
- We provide clear, accurate and relevant information, advice and support on:
  - The law on special educational needs and disability (SEND), health and social care, e.g. the Education, Health and Care needs assessment process
  - The law on school admissions and appeals
  - Local policy and practice
  - Local Offer
  - Personal budgets
  - Personalisation
  - Resolving disagreements (including mediation and tribunals)





## How our trained staff and volunteers can help you...

- Telephone helpline - 0300 123 7001  
(Mon – Thurs 9am – 5pm, Fri 9am – 4:30 pm)
- Email enquiries, please contact us  
[iasservice@cheshirewestandchester.gov.uk](mailto:iasservice@cheshirewestandchester.gov.uk)
- Wide range of information leaflets covering topics such as the statutory needs assessment process, annual reviews, personal budgets, exclusions  
Look at [www.westcheshirelocaloffer.co.uk](http://www.westcheshirelocaloffer.co.uk)
- Home visits to listen to your concerns and help you prepare for meetings
- Support attending meetings
- Help in filling in forms and writing letters and reports
- Signpost to other local or national sources of information, advice and support
- Organise information sessions and training courses
- Participate in a range of strategic meetings with the local authority and other organisations

We also work with the parent carer forum, the local authority and a range of other organisations and charities to ensure that young people and parents' views are represented

## Information Advice & Support Service



Telephone  
Helpline



Home  
Visits



Email  
Support



Meeting  
Support



Focus  
Groups



Sign  
Posting



Training  
& Events



Resolving  
Disputes



If you are unsure whether we can help, please still get in touch.

If we cannot help you, we will try to find out who can.

We are a self referral service so a parent or carer, child or young person should contact us directly. This ensures our impartiality.



**We work together to achieve better outcomes for children and young people.**

## We also provide information for all parents on...

- Childcare in the local area
- Benefits and grants
- Our Childcare Matching Service helps you find childcare that meets your requirements, e.g. if you have a varied work pattern, have a child with additional needs, or require childcare at short notice

If you are interested in becoming a registered childcare provider, we have information about the courses, qualifications, legislation and grants



Look at our service's page on the Local Offer:  
[www.westcheshirelocaloffer.co.uk](http://www.westcheshirelocaloffer.co.uk)

(enter "Information, Advice and Support Service" into the keywords and scroll down to our service's page)