



**Special Educational
Needs & Disability (SEND)**

**Information, Advice
and Support Service**
for children, young people and parents

How IAS can help your parents and carers

Accessing our service

At Information Advice and Support (IAS) we offer free information, advice and support on all sorts of matters relating to special educational needs and disability (SEND), including education, health and social care. All our advisers are independently trained to provide parents and carers with accurate information about the law relating to SEND.

A child or young person does NOT need a formal diagnosis to access our support, in fact this is very often the case. By providing the right advice and support, we will help parents and carers to feel confident to contribute fully to assessments, planning and decisions affecting your child or young person's education, health and social care.

We can provide support for children and young people 25 years old and under, giving information and practical help to make sure their views are heard and included.

We aim to provide you with help that is right for you. This can include:

- Listening to your views and concerns
- Giving young people a voice
- Helping you feel more confident to express your views
- Explaining the law and your options, rights and responsibilities
- Helping with forms, letters and reports
- Helping prepare for meetings and/or attending meetings with you
- Answering your questions about Special Educational Needs and Educational Health Care (EHC) Plans
- Supporting you through Needs Assessment or Review
- Supporting you to resolve disagreements
- Signposting you to other networks or services that may be of help

Our service is accessible to everyone who needs it and lives in the Royal Borough of Windsor and Maidenhead and we will respond as flexibly as we can to cater to individual circumstances and needs.

To refer to our service please fill in and return the registration form which can be found on our website - here: <https://www.ias-rbwm.info/contact-us>

Free events and talks for parents and carers.

The IAS service offers a range of coffee morning and talks about topics such as Educational Healthcare Needs Assessments, SEN Support, Emotionally Related School Avoidance (ERSA), Alternative Provision, Wellbeing and Preparing for Adulthood. These are free to attend - you can find the full schedule and booking links here <https://www.ias-rbwm.info/events>

You do not need to be accessing our help or registered with us to attend - just book a place via the website www.ias-rbwm.info

Thursday 12th October

EHC NA Explained with IAS

0930-1130
@ Friend's House, 14 West Street,
Maidenhead SL6 1RL

[Book free place here](#)

Wednesday 22nd November

Emotionally Related School Avoidance with the Education Psychology service

0930-1130
Friend's House Maidenhead

[Book your free place here](#)

Date TBC

IAS Surgery

book a 15min slot with an IAS
Adviser, and drop in for a coffee
and a chat

TBC Early November 2023
0930-1130
Woodys Café, Clewer Memorial Recreation
Ground, Windsor SL4 5AY

Book slot here: TBC

Thursday 14th December

A parental guide to Alternative
Provision (10am) and coffee
morning

0930-1130
Friend's House Maidenhead
[Book your free place here](#)

Thursday 16th November

SEN Support & Inclusion Quality
Mark with Kelly Nash and IAS
team

Thursday 16th November
0930-1130
Friend's House Maidenhead

[Book your free place here](#)

Thursday 18th January

Wellbeing Session with Lana
from Kooth and MHT team - how
to support your child/young
person

0930-1130
Friend's House, Maidenhead
[Book your free place here](#)

Our leaflet



**Bringing parents together to
share experiences, learn together
and support one another**

Our Parents' Share meetings are open to all parents and carers. We meet once a month, during school term times. Our meetings are friendly and informal and, unless requested for a particular event, there is no need to book. Just turn up when you can. Our coffee mornings are drop-in sessions and we are free for coffee and a chat between 9.30am and 11.30am.

This is a lovely way to meet other parents and carers. It is also an opportunity to talk to IASS and seek advice about any concerns you may have. We do understand that it is not always easy to turn up at a group where you do not yet know anybody. If you would like to come, but feel anxious about this, do let us know and we will make sure that we meet you when you arrive.

If you would like to receive further information about the Parents' Share and other events, please email us at ias@rbwm.gov.uk or call 01628 683182 to join our mailing list.

Check our dates and times via
www.ias-rbwm.info/events

SEND Voices RBWM

A group of parent/carers volunteers, who have a child or young person with SEND and represent their lived experiences. The aim of the group is to give families a voice by sharing priorities and views with decision-makers, so they feel heard and understood. SEND Voices works in partnership with the Local Authority, Achieving for Children and service leaders across education, health, and social care to improve services for children and young people and their families.

To become a member or for more information, please email SEND Voices at info@svrbwm.org.uk



Need to know about ...

- Your rights and responsibilities with regard to SEND.
- support for children and young people with special educational needs and/or disabilities?
- Education, Health and Care (EHC) Plans?
- exclusions?
- how to access local services?

Contact us to find out how we can help you ...

Email: ias@rbwm.gov.uk

Confidential Voicemail:

01628 683182

Website: <https://www.ias-rbwm.info/>



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Needs & Disability (SEND)
Information, Advice
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Impartial support
for children & young
people with Special
Educational Needs
and/or Disabilities
(SEND) and their
parents/ carers



How we work

Our service is free, confidential and impartial. Any personal information you give us will only be shared with your consent*.

The IAS Service for Windsor and Maidenhead is a statutory service provided at "arm's length". This means that we work separately from council and other services that make decisions about provision for children and young people. This ensures the information, advice and support given is impartial. We can support you to share your views and make sure your voice is heard.

*unless there is a safeguarding concern



Who can we help

- Children and young people, parents or carers of a child or young person with a disability and/or special educational needs.
- parents or carers who are worried that their child or young person has, or may have, special educational needs.
- young people aged up to 25 who have a disability and/or special educational needs.

Our service is for people who live in the Royal Borough of Windsor and Maidenhead (RBWM). We can help whether your education is within the borough or elsewhere.

How we can help

We offer an individual service to provide the information and advice that is right for you.

This may include:

- listening to your views and concerns
- explaining your options, rights and responsibilities
- help in preparing for meetings and/or attending meetings with you
- advice regarding SEN Support
- supporting you through an Educational Health and Care (EHC) Needs Assessment
- answering questions about EHC Plans and Annual Review
- guidance around school avoidance, suspensions and exclusions
- support to resolve disagreements including through mediation and appeals to the SEND Tribunal

What you said about us

"I wish I had called earlier"



"Very helpful and supportive service"



"I found it very helpful and reassuring to speak with your adviser"



"Absolutely fantastic service. Without your help I would not have known where to start!"



"thank you for being so straight forward in explaining .."



"I think the service is fabulous, very thorough and caring - they have helped me and I have recommended them to others"



Information, Advice and Support Service for Windsor & Maidenhead | Riverside Children's Centre, West Dean, Maidenhead, BERKSHIRE SL6 7JB United Kingdom

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