# ABOUT US

Formerly known as Parent Partnership, Bury. Special Educational Needs and Disability (SEND) Information Advice and Support (IAS) Service is a **FREE** confidential, impartial and independent service operated by POINT Services.

Bury SEND IAS Service exists to help parents and carers of children with additional needs and disabilities; and children and young people themselves, in matters relating to their Education, Health or Social Care provision.

# **WHAT WE OFFER**

Our support services are tailored to your individual needs and are both personal and confidential.

We can offer you:

- Independent information about Special Needs Education.
- One-to-one advice and support.
- Details about how Special Education, Health and Social Care is organised.
- Advice about working with those involved with you, your child or young person.
- Information about local support networks.
- Access to Independent Support for Parents, Carers and Young People 16+
- Support to arrange Mediation and Disagreement Resolution.
- Support with SEND Tribunal claims.
- Opportunities to improve and shape services through our SEND IAS Steering Group.

# **HOW TO ACCESS OUR SERVICES**

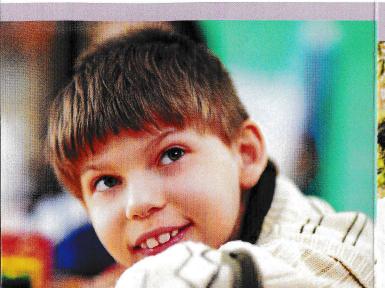
## As a parent/carer, young person you can:

Telephone or e-mail our service directly for impartial advice and support with any matter relating to SEN, disability with Education, Social Care or Health Care.

#### As a professional:

With the parent/carer or Young Persons consent you can forward their details via telephone or e-mail.

We are also happy to offer professionals advice and support in matters relating to SEND.





## INDEPENDENT SUPPORT

#### What is Independent Support?

Independent Support is a FREE, impartial, confidential service which is independent of the local authority.

Independent support ensures parent, carers and young people can make informed decisions during the Education, Health and Care (EHC) plan process.

#### What do Independent Supporters do?

Independent Supporters work alongside Parents, Carers and Young People by offering a range of time-limited support specific to the Education, Health and Care (EHC) plan process. This can include liaison across different agencies and information about personal budgets.

#### Who can access Independent Support?

Independent Support is available to Parents, Carers or Young People who are:

- considering requesting an assessment of need and throughout the process for a new EHC plan
- being transferred from a Stalement of Special Educational needs to a newEHC plan.

independent support

# HOW TO CONTACT US

www.iassbury.co.uk Tel: 0161 705 4366 BurySENDIASService

> Suite 36, Imperial House 79-81 Hornby Street, Bury, BL9 5BN

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