



DO YOU HAVE A CHILD WHO NEEDS EXTRA SUPPORT?

We give free, confidential and impartial advice and support about Special Educational Needs and Disability (SEND) for people living in Westminster.



**Information Advice
Support Service**

Westminster Information Advice Support Service is a free confidential service offering impartial information, advice and support on Special Educational Needs or Disability (SEND).

The service is for:

- Children and young people with SEND up to 25 years old in Westminster
- Parents/Carers of children with SEND
- Professionals supporting children and young people or parents to access our service

We aim to empower people to play an active and informed role in their child's educational matters. We do this by providing the following services:

- **Information:** On our website, booklets, videos and social media pages, as well as at events and talks around Westminster
- **Advice:** Via our helpline and email services
- **Support:** Individual casework, by phone, on email, virtually or face to face

Our service is confidential and impartial

We ensure children and young people and their parents are able to access our services in confidence. The advice we give is based on law and guidance or policy, practice and procedures within Local Authority or school. We are here to tell you what your rights are and explore the options available to you to help you make an informed decision.

What we do

We offer a range of services and support in the following areas:

- Listen to your views and concerns and help explore options
- SEND support at nursery, school and post 16 settings
- Your legal rights in your child's educational, health or social care matters
- Understanding Education Health Care (EHC) plans, process and reviews
- Attendance and exclusions
- Help you find positive ways to communicate with schools and Local Authority
- Support in preparing and attending meetings if needed
- Disagreements, mediation and SEND tribunal appeal
- Sign-posting to other support services



CONTACT US



Call **020 7641 5355**



Deaf users **07816 216154**



Email **iass@westminster.gov.uk**



Visit **westminsteriass.co.uk**



You can find us at

First floor

215 Lisson Grove

NW8 8LF

Scan the QR code for more information on our website



We can meet children and young people directly and talk to them about their options.

They can send a text or WhatsApp us on **0797 102 6703**

In partnership with



City of Westminster