



SEND



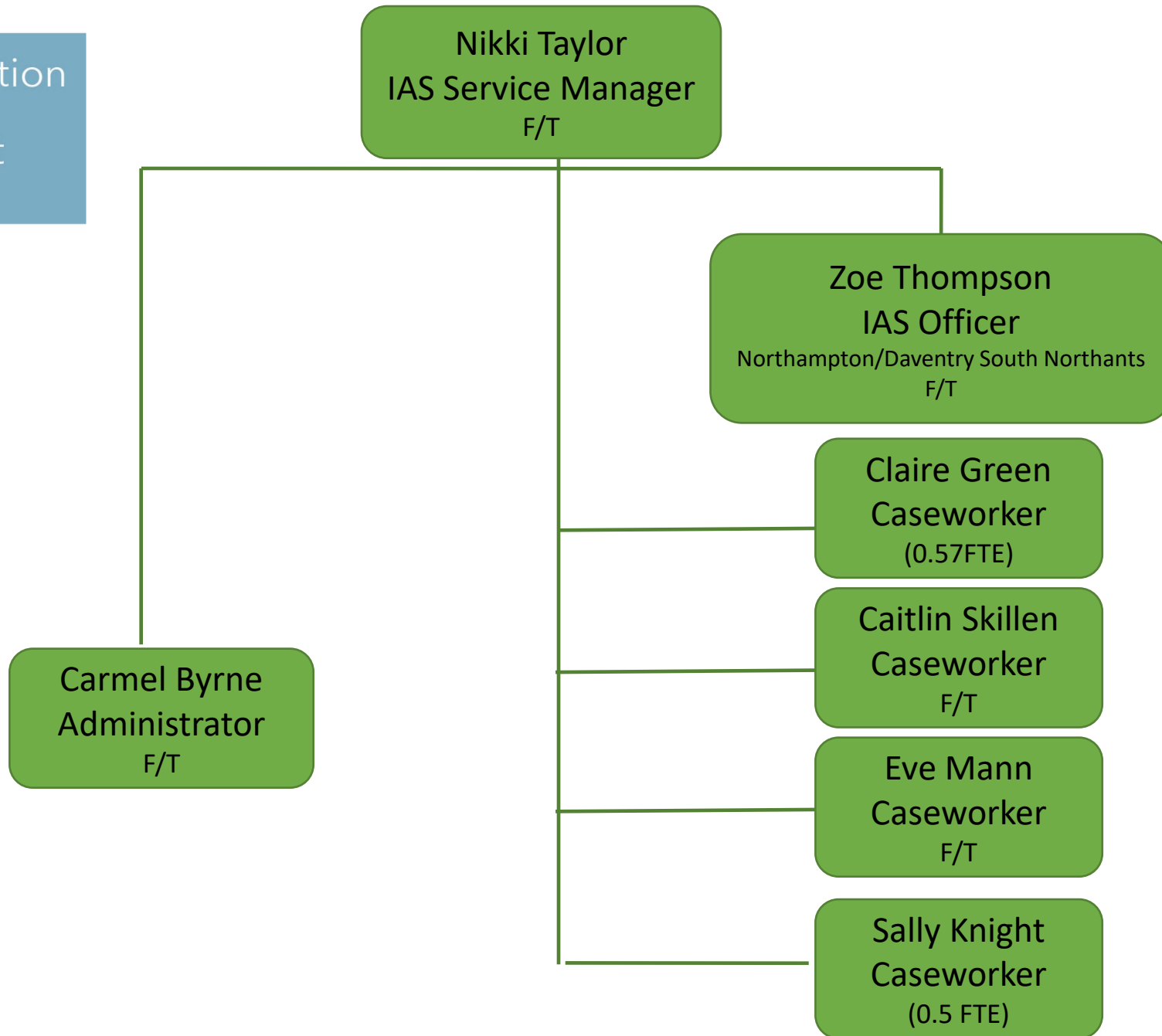
West Northants

Information  
Advice  
Support  
Service

Who we are and what we do?



Information  
Advice  
Support  
Service





# Core Principles

- Impartial, confidential, free
- Operates at arms length
- Statutory service
- Works in partnership with young people, parents/carers and other services
- Enables service users to make informed decisions with confidence
- Support service users to inform and influence local policy and practice



# The Law

- Children and Families Act 2014
- The Special Educational Needs and Disability Regulations 2014
- SEND Code Of Practice 2015
- Equalities Act 2010
- The Special Needs (Personal Budgets) Regulations 2014
- ... many more relating to health and social care





# How we help?

- Advice and support by telephone or email
- Individual casework which may include support with meetings
- Signposting to other services or sources of support available locally or nationally
- Support when things go wrong – Disagreement Resolution, Mediation, Tribunal appeals
- Advice through work with parent/carer forum and other parent support groups, SEN youth forums or training events





# What we do?

- Provide practical, factual, impartial information and advice
- Help with gathering , understanding and interpreting information
- Empower parents/carers, YP and service users
- Helpline Support: actively listen, offer advice and support
- Individual casework which may include support at meetings and contributing to assessments and reviews
- Seminars and events for parents and young people
- Signposting



# What we are doing?

- Working closely with our Parent Carer Forum (PCF), West Northants Voices in Partnership.
- Building our CYP advisory council, ensuring the VOC is captured in strategic planning
- Building relationships with schools
- Supporting and delivering training in schools with parents and staff







# Referrals

- Parents can access advice by calling the IASS Advice line
- We aim to support parents on the advice line, however a case will be allocated to an IASS caseworker when specific support is needed
- Professionals can call the main IASS Helpline requesting general advice (with no names of individuals being shared)
- Professionals can make a referral providing the family/YP are aware that the referral is being made





# Contact

- Telephone 0300 1261 039
  - 9:30am-4:30pm (Mon-Thurs)
  - 9:30am-4:00pm (Fri)
- Website  
[www.iassnorthants.co.uk](http://www.iassnorthants.co.uk)
- Email  
[SENDIASS@westnorthants.gov.uk](mailto:SENDIASS@westnorthants.gov.uk)

