



**Are you a parent or carer of a child or young person who has a special educational need or disability and you need some help and advice?**

The **Essex SEND Information, Advice and Support Service**  
can help you to get the information that you need.



Essex County Council



# All about

## The Essex SEND Information, Advice & Support Service

**The Essex SEND IASS** (Special Educational Needs and Disabilities Information Advice and Support Service) is a **confidential** and **impartial** information, advice and support service on issues related to Special Educational Needs and Disability (SEND).

It's free,  
easy to  
access and  
confidential.

The SEND IASS is there for:

- Parents or carers of children and young people who have SEND
- Children and young people up to the age of 25 years, who have SEND.

email: [send.iass@essex.gov.uk](mailto:send.iass@essex.gov.uk)

tel: **0333 013 8913**

text: **0786 000 3010**

Referrals can be made by a parent/carers/child/young person themselves or anyone who has their permission.

### We can help by:

- listening to your concerns and explaining what options are available
- explaining how education settings can support children and young people with special educational needs/a disability
- giving you information about what the law is and what your choices are, to help you make your own decisions.
- supporting you where required at meetings and helping you to get your views across
- finding voluntary groups and other agencies that can also support you, with the help of the Essex Local Offer
- guiding you through the Education, Health and Care Needs assessment process
- supporting you in discussions with education settings and the local authority where a child or young person is at risk of exclusion or has been excluded
- advise you on processes for resolving disagreements, appeals processes and means of redress
- consulting parents, children and young people and ensuring your views influence the development of local policy and practice for children and young people with special educational needs/a disability.

In addition we provide access to an Independent SEND Mediation service:

Global Mediation provides an independent SEND mediation service for disagreements between parents/carers, young people and the local authority or an education setting.

Call Global on: **0800 064 4488**

Email: [sen@globalmediation.co.uk](mailto:sen@globalmediation.co.uk)

This information is issued by:

**Essex County Council  
Essex SEND Information,  
Advice and Support Service**

Contact us:

email: **[send.iass@essex.gov.uk](mailto:send.iass@essex.gov.uk)**

tel: **0333 013 8913**

text: **0786 000 3010**

Link to Essex Local Offer portal:

**[www.essexlocaloffer.org.uk/content/  
send-information-advice-and-  
supportservice](http://www.essexlocaloffer.org.uk/content/send-information-advice-and-supportservice)**

SEND IAS Service

Essex County Council

E2, County Hall, Chelmsford

Essex, CM1 1QH

Sign up to Keep Me Posted

email updates:

**[essex.gov.uk/keepmeposted](http://essex.gov.uk/keepmeposted)**

 **[Essex\\_CC](#)**

 **[facebook.com/essexcountycouncil](https://facebook.com/essexcountycouncil)**

The information contained in  
this document can be translated,  
and/or made available in alternative  
formats, on request.

Published August 2020