



Bexley IAS Service

How we deliver SEND Information, Advice and Support.

The Bexley IAS Service is an impartial and confidential service that provides information, advice and support (IAS) to parent carers of children and young people up to the age of 25 who have / may have special educational needs and disabilities (SEND) about education, health and social care issues relating to their SEND.

Eligibility Criteria:

- The child or young person has a special educational need and/or a disability (SEND).
- The child or young person and their parent carer lives in Bexley.
- The child or young person does not need a diagnosis to access the IAS Service.

Who can contact the service?

- Parents and Carers
- Young people aged 16 -25 years

How to contact the Bexley IAS Service:

- Telephone: 0203 045 5976.
- Email: bexleyiass@bexley.gov.uk
- Website Referral Form: <https://www.bexleyiass.co.uk/self-referral-and-consent-form/>
- Address: Bexley SENDIASS, Civic Offices, 2 Watling Street, Bexleyheath, DA6 7AT

Referrals

The Bexley IAS Service is a young person and parent carer led service. We do not accept direct referrals from professionals. However, where necessary, we encourage professionals to support young people and parent carers to contact the service by telephone, email or web enquiry form.

Timescales

We aim to respond to all enquiries within 5 working days.

Enquiries will be dealt with in date order unless it is clear that the matter is urgent e.g., request for support with a permanent exclusion or a safeguarding concern.

Aims of the Service:

Our aim is to empower young people and parent carers to play an active, informed role in understanding their rights in education, health and social care relating to their SEND needs.

1. We do this by providing the right amount of information, advice and support at the right time so that:
 - Children/young people with SEND and parent carers understand their rights
 - Children/young people with SEND and parent carers are enabled to have their views, feelings and wishes heard
 - Children/young people with SEND and parent carers become more confident and can use the skills and knowledge in the future
2. We are an impartial service; this means we do not take sides. The information, advice and support we provide is based on the law.
3. We offer training to parent carers and professionals to increase their knowledge and understanding of SEND law.
4. We do not case load individual cases.
5. We do not give priority to any particular impairment, disability or special educational need.

What do we provide?

The Bexley IAS Service is impartial. This means that we do not favour either side or have influence over the outcome of any meeting.

Information	Impartial information on issues relating to education, health and social care needs is available on our website as well as at Bexley IAS Service events & Drop ins either online or in groups.
Advice	Impartial initial advice will be provided by a member of the Bexley IAS Service team via telephone or email.
Support	Support will be provided by a member of the Bexley IAS Service team via telephone, email, or online e.g. via Zoom/MS Teams, or face to face if you meet the criteria for face to face support.

How do we provide information, advice and support?

1. By telephone, email and face to face meetings.
2. Our large and informative website contains information and has many useful documents, links and resources.
3. We will prioritise direct work with young people.
4. Parent carers will be provided with telephone/email information and advice to be able to access the information or documents they need to represent themselves. This may mean we:
 - a) tell you where you can find the information you need

- b) sense check documents (eg your contribution to an Education, Health and Care (EHC) needs assessment or a draft EHC plan) and provide feedback by email or telephone
- 5. Any information given to us by young people or parent carers is confidential. We will not contact other relevant services without written consent unless there is a safeguarding issue.
- 6. Once IASS have resolved your enquiry we will not contact any professionals for future follow up.

Who will provide information, advice and support?

All Bexley IAS Service staff are DBS checked and have been trained in SEND law.

What we do not provide

The Bexley IAS Service is not an advocacy service as referenced in the Special Educational Needs Code of Practice 2.8 “The provision of information, advice and support should help to promote independence and self-advocacy for children, young people and parents”.

Where specialist advice is required, eg about benefits, housing and other local support, we will signpost you to other services including the [Bexley Local Offer](#).

The criteria for face to face support

Bexley IASS is an empowering model and face to face support is determined by the needs and circumstances of the parent carer, child or young person. As a self-empowering service Bexley IASS believe advice and information can be given in many forms including on the telephone, via email, via web-based information and SEND toolkits. Therefore, face to face advice will be determined by and at the discretion of Bexley IAS Service.

Priority is given to young people aged 16 – 25 years with special educational needs or disabilities (SEND) who approach the service directly.

If you have any questions or concerns, contact Bexley IASS (Bexley Information, Advice and Support Service)

Email: bexleyiass@bexley.gov.uk

Website: www.bexleyiass.co.uk

Telephone: 0203 045 5976.

Address: Bexley SENDIASS, Civic Offices, 2 Watling Street, Bexleyheath, DA6 7AT

Some FAQ's you may find useful: [Frequently Asked Questions | Bexley IASS](#)