



Safer, more secure and happier families
are at the heart of everything we do.

Information, Advice & Support Service

Helplines: 01689 881 024/023

Email: iass@bromley.gov.uk
or choiceservice@bromley.gov.uk

IASS: Free, impartial information, advice and support offered in confidence for parents and carers of children with Special Educational Needs and Disabilities (SEND). Support also offered to children and young people with SEND.

Choice Service: Free advice for all parents and carers with the moves from pre-school to primary school and on to secondary school.

Information, Advice & Support Service: Bromley

If you have concerns about your child's special educational needs we can provide free, impartial information, advice and support in confidence. If you have concerns about a young person or are a young person with concerns around SEND, we can also offer you this service.

We offer support from birth to 25 years old:

- **Early Years:** 0 - 4
- **Primary:** 4 - 11
- **Secondary:** 11 - 16
- **Post 16:** 16 - 25

Our services:

- ▶ *Helpline and email support (phone lines are open between 9.30am and 4pm)*
- ▶ *Meetings in a local Children & Family Centres to discuss difficulties*
- ▶ *Independent Parental Supporter (IPS) assistance at meetings*
- ▶ *Help communicating with professionals (letter writing, emails, phone calls)*
- ▶ *Support to achieve positive outcomes at meetings and reviews about your child*
- ▶ *Help understanding reports by professionals*
- ▶ *Advice on SEN systems, procedures, processes and systems*
- ▶ *Guidance on Statements of SEN and Education Health & Care Plans (EHCPs)*
- ▶ *Mediation at all stages with schools and the Local Authority*
- ▶ *Information on Health and Social Care policies and procedures*
- ▶ *Support with the transition between each educational stage*
- ▶ *Support and advice with Post 16 options*
- ▶ *Support with SEND Tribunals*
- ▶ *SEN focussed workshops and sessions at Children & Family Centres*
- ▶ *Signposting to other support services*
- ▶ *Website (limited information available)*
- ▶ *Information leaflets (limited information available)*

Independent Parental Supporters

An Independent Parental Supporter (IPS) is a volunteer who has completed training provided by the Information Advice and Support Service (IASS).

- An IPS can accompany you to meetings with professionals e.g. school or Local Authority to support mediation.
- An IPS can also meet with you at any of the six children and family centres across the Borough to talk through any difficulties.

NB: IPS support is subject to volunteer availability at the time of the request.

Choice Service

We offer support with making a realistic and informed decision about your preferred choice of school including:

- Telephone helpline and email support
(phone lines are open between 9.30am and 4pm)
- Individual meetings at local Children & Family Centres
- Help with understanding the school admissions process
- Guidance on admissions policies for specific schools
- Advice about applying for a school place
- Assistance with completing the Common Application Form
- Help with supplementary forms
- Support preparing an admissions appeal

Contact Us

Telephone

→ **01689 881 024/023**

(Monday - Friday between 9.30am and 4pm)

Email

→ **iass@bromley.gov.uk**

→ **choiceservice@bromley.gov.uk**

Web

→ ***www.bromley.gov.uk and search for "IASS"***

Mobile / Text

→ **07834 106347**

These services are provided on behalf of Bromley Local Authority by the Bromley Children Project and are for residents living in the London Borough of Bromley

