

This information is issued by:
Essex County Council
The Essex SEND Information Advice and Support Service

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

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Are you a child or
young person who has
a special educational
need or a disability
and you feel a bit
lost and forgotten? ■



Help is on the way!
The Essex SEND
Information Advice
and Support Service
can help you get
your voice heard... ■



All about

the Essex SEND Information, Advice & Support Service

The SEND IASS is there for:

- Children and young people up to the age of 25 who have a disability or need extra help with learning
- Parents or carers of those children and young people



We can help by:

- Giving information, advice and support on getting the right support at school, college, home or in the workplace
- Giving you information about schools, colleges or training and getting the right healthcare
- Giving you information about what the law is and what your choices are, to help you make your own decisions.
- Helping you to get your views and feelings across to get the support you need
- Supporting you at meetings and helping you to remember the information or support you in making your own decisions.
- Guiding you through the Education, Health and Care Needs assessment process.
- Supporting you to be included in discussions where there is a worry about being excluded from your school or college
- Finding groups and other agencies that can also support you, with the help of the Essex Local Offer

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The service is
FREE
you do not have
to pay anything
and it is
private.

There is always
a way up



Normally we will not tell other people what you have said. The only time we would is if someone was in danger of being hurt, or if you had agreed that it was ok. We will always speak to you first if we are going to share your information with someone else.

Advisers in the service will not take sides or tell you what to do.

Here's how it works, step by step...

1. Get in touch

Someone will talk to you about your problem. If everyone is busy they will call you back or reply to your message as soon as possible.

2. Get the info.

We will listen to your questions and try to help you with your difficulties

3. Depending on what you need, we might offer:

- More help by text or email
- More help over the phone
- Meet with you face to face

You have a
right to get information,
advice and support on
your own or with
parents or carers. It is
up to you. You can
tell us what would be
best for you.



Help is on the way
to get your voice heard