

What parents say about SENDIASS...

For once I feel as a parent I have support away from the SENCO team at school and have another team to offer support and help

This has been a long journey and you were there for my son all the way. Words cannot express our deepest gratitude to you and SENDIASS

Very efficient, supportive caring and great service. So glad I was put in touch with this service as it made me feel supported, listened to and someone was there to help through hard times



Contact Waltham Forest SENDIASS

Phone: 020 3233 0251

Email: wfsendiass@citizensadvice-walthamforest.org.uk

Waltham Forest SENDIASS
Citizens Advice Waltham Forest
220 Hoe Street
Walthamstow
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E17 3AY

**Opening times: Monday-Friday
9am-5pm**

www.citizensadvice.org.uk/local/waltham-forest/

For online information and resources relating to education and learning please visit:

www.contact.org.uk/advice-and-support/education-learning



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Waltham Forest SENDIASS

Special Educational Needs and Disability Information, Advice and Support Service



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Email: wfsendiass@citizensadvice-walthamforest.org.uk

Being a parent to a disabled child or child with special educational needs can become a stressful experience when you can't find the information, advice or support you need.

Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS) is a free, confidential and impartial service for Parents, carers, children and young people (up to 25 years old).

What do IAS services do?

IAS (Information, Advice and Support) Services have a duty to provide information, advice and support to disabled children and young people, and those with SEN, and their parents. They are statutory services which means there has to be one in every local authority.



What can Waltham Forest SENDIASS help with?

We can support and advise on a range of subjects and provide:

- IAS through the EHC assessment and planning process.
- A phone helpline.
- Confidential and impartial IAS to young people (16+) on their own, if requested.
- Individual casework and support in preparing for and attending meetings.
- Help in filling in forms and writing letters/reports.
- Support on exclusions.
- Support in resolving disagreements, including mediation and tribunals.
- Signposting to local or national sources of advice, information and support.
- Links to local parent support groups and forums.

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

1. Get in touch

If you contact us, a member of the team will talk to you about your problem. If everyone is busy they will call you back or reply to your email as soon as possible.

2. Get the info

Advisers will listen to your questions and try to offer useful advice and information. The staff at the service know a lot about:

- Your rights to support
- What the law is
- What to do if you have problems getting the support you need

Depending on what you need, the adviser might offer:

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

You can tell the adviser what would be best for you.

Please find our contact details at the back of this leaflet.