

We are available by phone, email, through our website and also through Facebook.

We are not able to meet with you in person without an appointment, so please call us and make an appointment first.

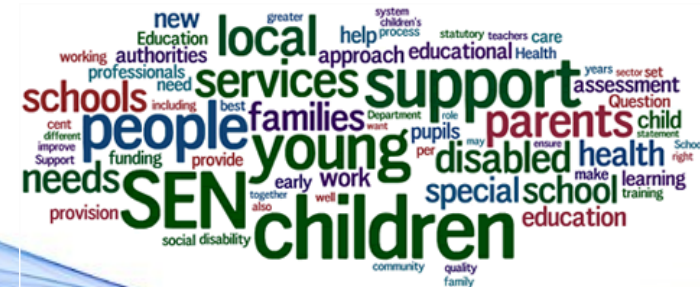
**SEND Information, Advice and Support Service
(SENDIASS)
The Mount Education Support Centre
Mount Avenue
Penkhull
Stoke on Trent
ST4 7JU**

**Tel: (01782) 234701 or 234847
E-mail: iass@stoke.gov.uk
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**Information Advice
and Support**

Young People and Information Advice and Support



Updated: January 2016

Who are SEND Information Advice and Support Service?

Are you aged 25 or under?

Do you have special educational needs and/or a disability?



Special educational needs are when you need extra support to learn things.

The law says that as young people develop and form their own views, they should be involved more closely in decisions about their future.

SEND Information Advice and Support Service (SENDIASS) can help you to gain the information advice and support that you need. You can come to us if you want some help with getting the right kind of:

- Support at school or college
- Support in requesting an Education Health Care Plan Assessment (EHC Plan)
- Advice when you receive a Draft EHC Plan
- Help if you do not agree with what is written in your EHC Plan
- Help with Personal Budgets



- Help to use the Local Offer to find support
- Help with Health services
- Help with care and support.



Most people who are 16 years old or more and have finished Year 11, can make their own decisions about their school or support.

If you would like a parent or a carer to help you then that is ok if you are happy for them to do so.

It is up to you.

If you are under 16 years old, then we will need to talk to your parents or carers before we make any decisions.

Our service is **impartial**. This means we will not tell you what to do. We will not take sides.

Our service is **confidential**. This means that any meetings or conversations we have with you will be private and that we will not discuss anything with anyone else without your say so. This does not apply though if we feel that you are in danger of being hurt.

We will give you the information and support you need to make your own choices.