

## What people say about us...

"I think the service is fabulous, very thorough and caring—they have helped me and I have recommended them to others"

"I was really worried until I spoke to you."

"thank you for being so straight forward in explaining..."

"It helps a huge amount to know I'm not on my own in a meeting... it gives me the confidence to speak up"



Special Educational Needs and Disability (SEND)  
**Information, Advice  
and Support service**  
for children, young people and parents

## Need to know about...

- support for children and young people with special educational needs and/or disabilities?
- Education, Health and Care (EHC) Plans?
- exclusions?
- how to access local services?
- your rights and responsibilities?

Contact us to find out how we can help you...

**Confidential Helpline** 

**01628 683182**

**Email** 

**ias@rbwm.gov.uk**

**Website** 

**www.ias-rbwm.co.uk**

Information Advice and Support Service  
Riverside Children's Centre  
West Dean  
Maidenhead SL6 7JB



**Impartial support for  
children & young people  
with additional needs  
and their parents**



Special Educational Needs and Disability (SEND)

**Information, Advice  
and Support service**

for children, young people and parents

## Who we can help

- parents or carers of a child or young person with a disability and/or special educational needs.
- parents or carers who are worried that their child or young person has, or may have, special educational needs.
- if your child has questions, we can help them too.
- young people aged up to 25 who have a disability and/or special educational needs.

Our service is for people who live in the Royal Borough of Windsor and Maidenhead (RBWM). We can help whether your education is within the borough or elsewhere.

If you do not live in RBWM, but need support, we can put you in touch with your local IAS Service.

## What we do

The Information, Advice and Support (IAS) Service for Windsor and Maidenhead provides:

- a free and confidential service, provided at “arm’s length” from education, health and care providers.
- impartial information, advice and support relating to special educational needs and disability (SEND).
- advice and support from independently trained Information, Advice and Support (IAS) Service staff.
- support through the statutory process relating to Education Health and Care (EHC) needs assessment and planning.
- information and practical support to find the answers to your questions



## How we can help

We aim to provide you with help that is right for you. This may include:

- listening to your views and concerns.
- helping you feel more confident to express your views.
- explaining your options, rights and responsibilities.
- help with forms, letters and reports.
- help in preparing for meetings and/or attending meetings with you.
- answering your questions about SEN Support and Educational Health and Care (EHC) Plans.
- supporting you through an EHC Needs Assessment or Annual Review.
- support to resolve disagreements.



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