

## What do parents say about us?

"My life, my son's life and our family, have been transformed by the help and advice by the help and advice by St.Helens IASS. As I continue to use the service, I know I am in good hands by people passionate about their work."

"St.Helens IASS has been able to ask the relevant questions needed to get the support and help for my child."

"There was so much I didn't know before St.Helens IASS's involvement and advice. I feel better having someone from the service at school meetings."

## Who to contact

Sheila Henshall  
07990772926  
sheilahenshall@sthelens.gov.uk

Karen Deane  
07990773596  
karendeane@sthelens.gov.uk

**Confidential help line**  
01744 822160

**Website:**  
[www.sthelens.gov.uk/sthelensIASS](http://www.sthelens.gov.uk/sthelensIASS)

Please contact us to request translation of Council information into Braille, audio tape or a foreign language.

## St.Helens



### Supporting families of SEND

A valuable source of advice and information offering support to parents/carers/young people by listening to their concerns around SEND.



**St.Helens Council**

[thedesignstudio@sthelens.gov.uk](mailto:thedesignstudio@sthelens.gov.uk)

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St.Helens



## Information Advice and Support Service

### Supporting families of Special Educational Needs and Disabilities (SEND)



**St.Helens Council**

St.Helens IASS (Information Advice and Support Service) is a statutory service. It is a partnership between parents/carers/young people, the voluntary sector and the Children and Young People's Service (CYPS).

St.Helens IASS was formally known as St.Helens Parent Partnership Service.

St.Helens IASS provides impartial and confidential information, advice and support to children and young people with Special Educational Needs and Disabilities (SEND) and their parents/carers.

St.Helens IASS covers all aspects of education, social care and health related to SEND.

A child/young person does not need a formal diagnosis, we can help if you feel there is a Special Educational Need (SEN).

St.Helens IASS can assist in a variety of ways.

We provide:

- Up to date information on SEN
- Training for parents
- Training for professionals
- Support for parents
- A confidential Helpline
- Explanation of educational procedures
- Support for parents/carers with form filling
- Support for children and young people up to 25 years of age



## Education, Health and Care Plans – specific support

St.Helens IASS can talk you through the steps of the Education Health and Care (EHC) Plans needs assessment process and answer any questions you may have.

St.Helens IASS can also support you through the process by offering appointments to review your contributions to the EHC needs assessment or creating a child/young persons profile.

St.Helens IASS can offer information, advice and support around what to do if you are not satisfied with a decision made about whether to carry out a EHCP or decisions made during/after the assessment process.

St.Helens IASS offers information, advice and support both before and after a child or young person has begun the process for an EHC Plan as well as to children/young people that receive support without a Statement or EHC Plan.

## St.Helens IASS offers Independent Support

We can help with:

- Preparing questions
- Explaining documents
- Taking notes at meetings
- Accompanying parents/carers/young people to view schools
- Finding out answers
- Listening to problems concerning education
- Supporting parent groups
- Attending meetings
- Completing forms

St.Helens IASS also have legally trained Independent Supporters (IS) who can support parents and young people through the 20 week EHC needs assessment process.

