

- Information about Disagreement Resolution and Mediation Services
- Information about local support groups
- Information about the Local Offer, Voluntary organisations and national organisations
- Advice about school admissions and appeals
- Advice for Young People and Parents on gathering, understanding and interpreting information and applying it to their own situation
- Someone to talk to in confidence and provide impartial information and advice
- Information around personalisation and personal budgets

**The service will also support you by:**

- Listening to your views and concerns
- Working with you to explore options
- Helping you to prepare for meetings
- Helping you to find the confidence to express your views

- Helping you to deal with forms, letters and reports
- Helping you to understand your legal rights in relation to Special Educational Needs and Disability
- Working in partnership with schools, services and the local authority to develop positive relationships and outcomes

**How to Contact Us**

The Helpline is open Monday to Friday 9.00am – 5.00pm (email is available 24 hours)

Hartlepool IASS staff are happy to meet with you at a time and place that is mutually convenient

Contact Number: 01429 284876 or 07776491662

Email: [HARTLEPOOLIASS@hartlepool.gov.uk](mailto:HARTLEPOOLIASS@hartlepool.gov.uk)  
 Website: [www.hartlepool.gov.uk](http://www.hartlepool.gov.uk)

Child & Adult Services Department  
 Hartlepool Borough Council  
 Level 4, Civic Centre  
 Victoria Road  
 Hartlepool  
 TS24 8AY



**Special Educational Needs and Disability Information, Advice and Support Service**



**HARTLEPOOL IASS**

Providing free confidential, impartial support and advice for parents, carers, children and young people up to the age of 25 years in relation to special educational needs and disability

## About Hartlepool Information Advice and Support Services

Hartlepool Information Advice and Support Services plays a key role in promoting positive relationships between parents, carers, young people, schools, local authority and others. This is important to enable children and young people with SEND to achieve their potential. Hartlepool IASS will provide support in order to ensure that parents of children and young people with SEND are fully informed and involved in their child's education.

### Impartiality

Hartlepool IASS provides an arm's length service from the local authority and clinical Commissioning Groups, offering impartial services to all users by:

- Not favouring one side over the other
- Treating all parties respectfully; and
- Not having any rights or power over the outcome of any discussions or decisions

### Confidentiality

Hartlepool IASS provides a confidential service to users. Information about you will **not** be shared outside of the service unless:

- You give permission for the information to be shared, or
- There are strong public interest concerns i.e *safeguarding*

When working with young people separately from their parents the same confidentiality rules apply.



### For Parents

Do you have questions about your child's educational needs?

Would you like more information or support in relation to SEN or Disability?

Do you, as a parent need help with transfer arrangements, or paperwork regarding the choice of your child's next education setting?

### For Children and Young People

Do you have questions about your own Educational Needs?

Or are you a young person with Special Educational Needs who would like some help and support with deciding on your next education placement?

Do you understand how to access the help and support you need?

### The Special Educational Needs and Disability Information, Advice and Support Service in Hartlepool provide:

- A telephone helpline service: 01429 284876
- Support to work with the educational setting to help your child's education
- Information about the range of education support services
- Information about Health and Social Care
- Information and support about SEN Support Plans, Statutory Assessment procedures and Education, Health and Care Plans
- Access to Independent Supporters