Council for disabled children

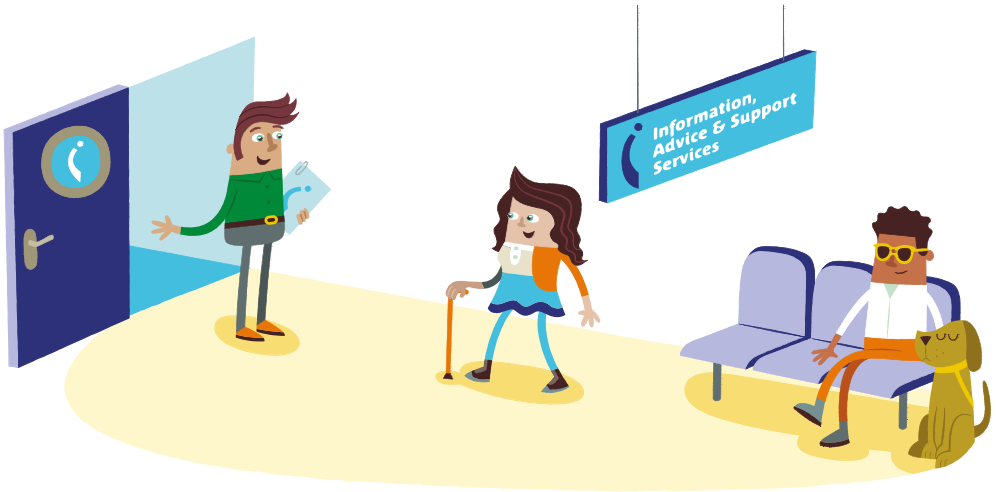
Department for Education

Department of Health & Social Care

Information, Advice & Support Programme

EASY READ

Minimum Standards for SEND Information, Advice, and Support Services



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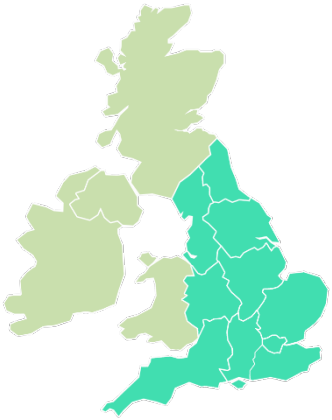
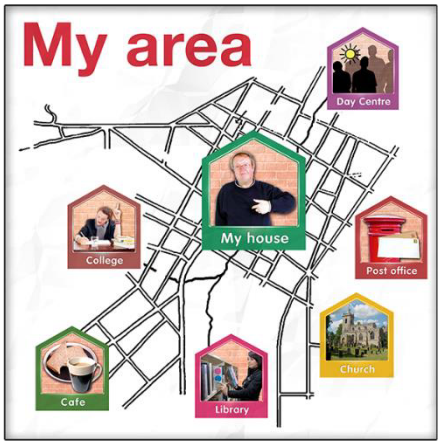
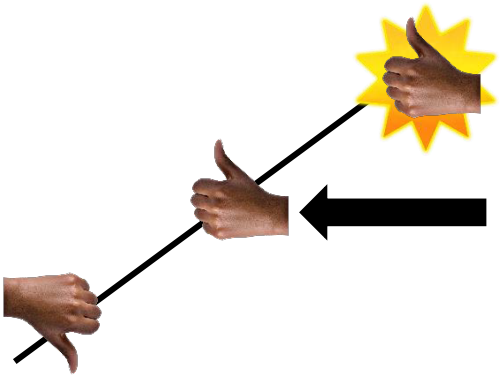
What can I expect from IASS?

Information, Advice & Support Services Network for SEND	**What is IASS?** **IASS** stands for **Information, Advice and Support Services**
	It is a place to get information to help children and young people who are disabled or who have **SEN**
	SEN stands for **special educational needs** You have **special educational needs** if you need extra support to learn things
	If you are a child or young person you can call or go to IASS yourself

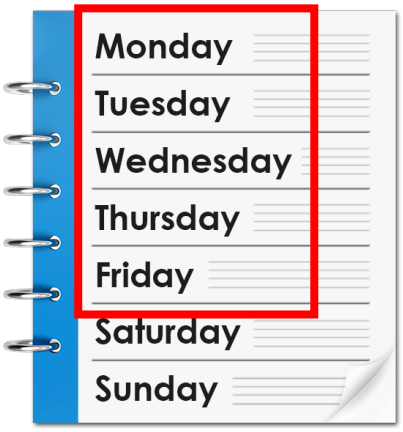
	Or someone from your family can do it instead
	There is one in each area of the country
	You can find out more about IASS here
	You can find your IASS service here

What is this document?

	This document is about IASS **minimum standards** **Minimum standards** mean the least the IASS service should do It can do more but it should not do less
	This document is to tell you what you can expect from your IASS
	This is based on what the law says
	This is document is an easier version of the full minimum standards If you want to read the full minimum standards you can find them here

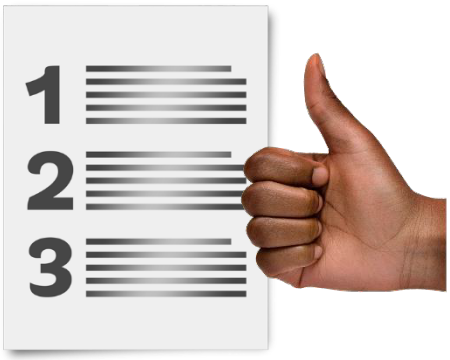
1. Making plans

	Children, young people, parents and professionals should work together to plan each IASS
	Each IASS should have enough money and workers to do all the things in the **minimum standards**
	Each IASS should be open during **work hours**
	This usually means • between 9am and 5pm

	• Between Monday and Friday
	• In the school holidays as well as in term time
	There should be a special phone number you can call at any time
	If you call when the office is closed you should be able to leave a message Somebody should call you back later

	The people who work there should be able to tell you who else can help you
	The money for IASS can only be spent on IASS
	You should be able to trust that IASS is separate from other groups like the council or health services
	You should be able to trust that IASS will only tell others what you talk about if you say they can or if they need to keep you safe

	You should be able to find out about IASS easily
	Other adults who work with children and young people should know about IASS like • School or college staff • Social care workers • Health workers They should be able to tell you about it
	IASS should be well run
	There should be a group which helps to run it This group should have in it • Children • Young people • Parents and carers • People who work in education • People who work in social care • People who work in health

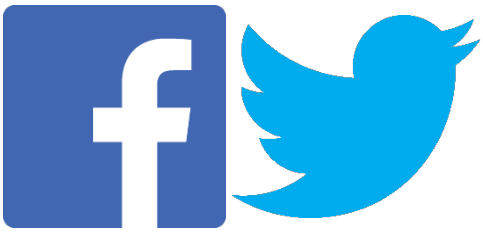
	Every year IASS should check that it is working well
	It should have a plan to make things better

2. How IASS is run

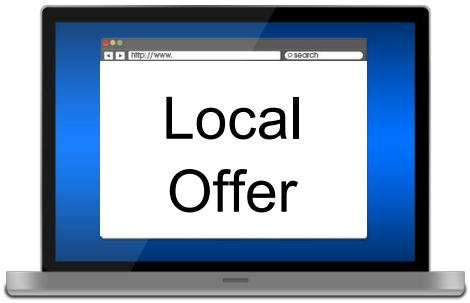
	Each IASS should have a **manager** This is the person who is in charge
	They should not have another job for a council or health service
	Each IASS should work with other IASSs to learn from them
	Workers from each IASS should go to training and planning meetings with other IASSs

	Each IASS should work with other people in the area to help make things better for disabled children and young people and those with SEN
	This should include working with children and young people

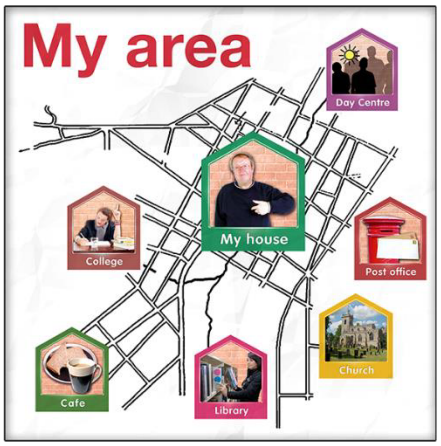
3. Information, advice and support

	IASS should give children, young people and their parents advice about • School or college • Health • Social care
	This advice should be **impartial** **Impartial** means that it should be the right advice for you It does not matter what other people think is the right advice
	You should be able to get information in a way that you understand
	Each IASS should use social media that is easy to find and understand
	There should be a website The website should have on it

	• How to contact IASS
	• When it is open
	• How quickly they will reply to you
	• Information about different things to do with having a disability or **SEN**
	• How to contact other useful groups

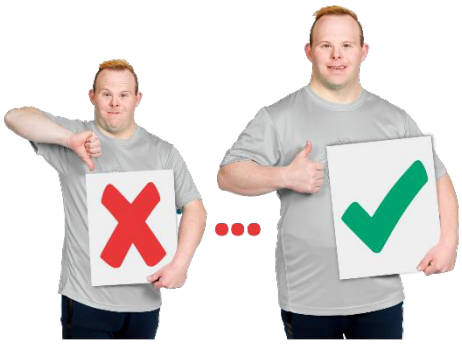
	• How to complain if IASS is not working properly
	• Where to find the **Local Offer** website for your area
	The **Local Offer** website should have information for children and young people with SEND and their families
	IASS should be able to give children, young people and parents **advocacy support**
	Advocacy is when a person called an **advocate** helps someone else to talk about what they want and need You can find out more about advocates and advocacy here

	They can help with:
	• Being excluded from school
	• Making a complaint
	• SEND appeals An **appeal** is when somebody wants to change a decision that has already been made
	• Tribunals A **tribunal** is a group of people who listen to an **appeal** about a decision and decide what to do

	IASS must offer training to help people understand:
	• The law about SEND
	• How things work in your area
	• Getting your voice heard

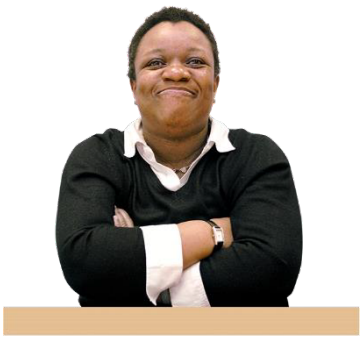
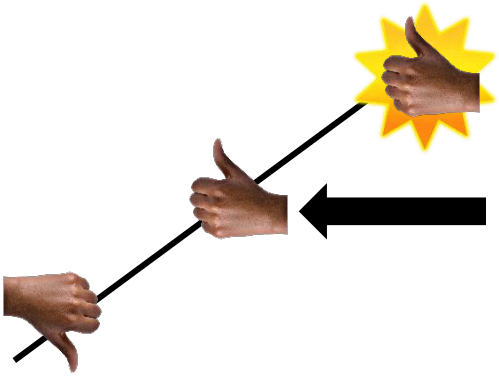
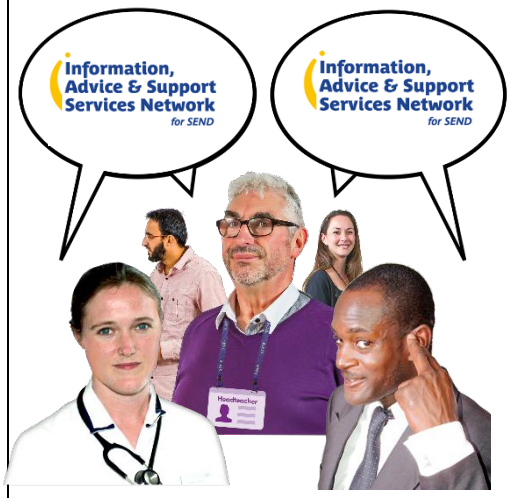
	Different people can do this training: • Children • Young people • Parents • Professionals

4. Helping IASS staff learn

	Everyone who works for IASS giving advice has to do training when they first start
	IASS must ask the children, young people and families who use IASS what they think about it
	IASS must use these thoughts to make their work better

Hard words

	Advocacy When a person called an **advocate** helps someone else to talk about what they want and need
	Appeal When somebody wants to change a decision that has already been made
	Impartial advice **Impartial** means that it should be the right advice for you It does not matter what other people think is the right advice
	Local Offer A website which has information for children and young people with SEND and their families You can find out more about the Local Offer here

	**Manager** This is the person who is in charge
	**Minimum standards** The least the IASS service should do It can do more but it should not do less
	**Professionals** Adults who work with children and young people in a special way like • School or college staff • Social care workers • Health workers
	SEN Special educational needs You have **special educational needs** if you need extra support to learn things

	Tribunal A group of people who listen to an **appeal** about a decision and decide what to do

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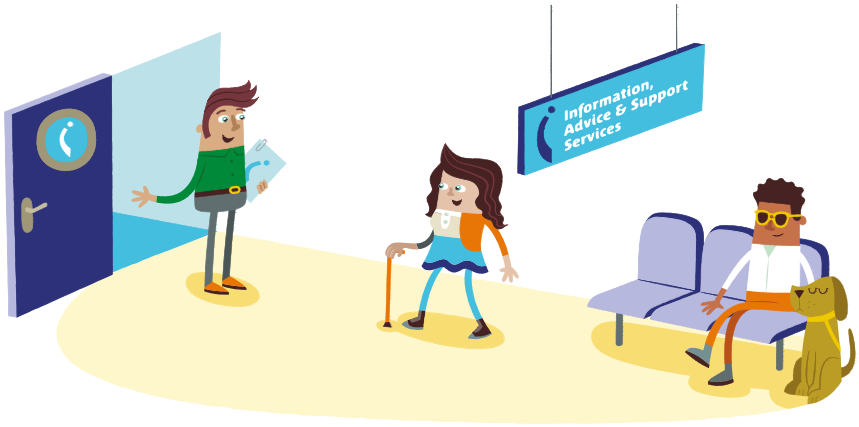

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