

Coventry SEND Information Advice and Support Service



Providing impartial and confidential information, advice and support for parents/carers, children and young people around issues relating to Special Educational Needs and Disabilities.

Sometimes it may be necessary to leave a message on our 24hr answer phone as we are often out and about supporting parents. Please leave a message and someone will get back to you - our service standard is to respond to all messages within 2 working days.

SEND Information Advice and Support Service is a statutory service supported and funded by Coventry Local Authority. The service is impartial and operates at 'arms length' from the Local Authority.

If you need this information in another format or language please e-mail:
communications@coventry.gov.uk

If you attend school or live in Coventry please contact us at:

SEND Information, Advice and Support Service
Limbrick Wood Centre
Thomas Naul Croft
Tile Hill, Coventry
CV4 9QX

Tel: 024 7669 4307
e-mail: iass@coventry.gov.uk
Visit: www.coventry.gov.uk/iass

 [@coventry_IAS](https://twitter.com/coventry_IAS)

What is SEND Information, Advice and Support Service?

The service offers impartial information, advice and support to:

- parents/carers,
- children and young people (0-25)

Our independently trained staff can help explain Special Educational Needs, Disability or exclusion processes and procedures in straight forward language, so you know what to expect and what part you can play in your/your child's education.

We provide accurate, unbiased information to build your confidence and help you make informed decisions.

We aim to:

- Help develop and encourage good communication and relationships between all parties – parents/carers, children, young people, educational settings, the Local Authority, voluntary organisations – to achieve the best possible outcomes for children and young people and prepare them for adulthood
- Ensure the views, wishes and feelings of parents/carers, children and young people are heard and valued
- Provide impartial information and support to enable participation in decision making

Can we help you?

- Does your child or young person have Special Educational Needs (SEN) or a Disability?
- Are you a young person with Special Educational Needs (SEN) or a Disability?
- Do you have concerns about your/your child's progress at nursery/school/college?
- Do you need help preparing for or participating in a meeting with professionals to discuss your/your child's SEND?
- Do you need help in understanding or writing reports/letters?
- Are you finding it difficult to get your views across?
- Would you like to learn more about Special Educational Needs and services available locally?
- Has your child been excluded from school?

If you answered "Yes" to any of the above, then there's a good chance that we can help you. We won't make decisions for you – we will talk through the options available, the possible outcomes and help you make an informed decision.

We provide a confidential telephone/email service to talk through any issues you may have. Whether your request seems simple or complex, we aim to help you to understand your situation and work with professionals to achieve a successful outcome.



"Easy and understandable advice. Someone who can see what my concerns are and offers advice straight away"

Parent

"The advice was informative and impartial, never giving false hope: it didn't matter how many times I asked the same question, they were happy to help! The support for me has been invaluable."

Parent

