

## Impartiality

### Information, Advice and Support

**Kent (IASK)** provides a service at arm's length from the local authority and Clinical Commissioning Groups, offering an impartial service to all users by:

- *not favouring one side over another*
- *treating all parties respectfully; and*
- *not having any rights or power over the outcome of any discussions or decisions.*

## Confidentiality

### Information, Advice and Support Kent (IASK)

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.

## How to contact us

The Helpline is open Monday to Friday 9am-5pm (answer phone and email are available 24 hours).

**IASK** staff are happy to meet with you at a time and place that is mutually convenient. The office site provides disabled access and facilities.

Visit us at your local **drop-in** or **information event** (*ring the office or check online for dates and venues*)

On request, this information can be provided in alternative formats and languages.

Helpline **03000 41 3000**

Office: Shepway Centre  
Oxford Road  
Maidstone  
Kent ME15 8AW

Office Tel: **03000 412 412**

Email: [iask@kent.gov.uk](mailto:iask@kent.gov.uk)

Website: [www.kent.gov.uk/iask](http://www.kent.gov.uk/iask)



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Information  
Advice and  
Support  
Kent



Information,  
Advice & Support  
Services Network  
*for SEND*

Information, Advice and Support Kent is part of the Information, Advice and Support Services Network (IASSN) which is hosted by the Council for Disabled Children.

## Information Advice and Support Kent

A service for Special Educational Needs and Disabilities  
- helping you to make informed choices  
(formerly Kent Parent Partnership Service)



Free  
impartial  
confidential

# About Information Advice and Support Kent (IASK)

We provide a special educational needs and disabilities information, advice and support service for parents\* of a child or young person with special educational needs or a disability, and children\*\* or young people\*\*\* up to the age of 25 with special educational needs or a disability.

Our trained staff can give you legally based advice, information and support on educational matters relating to special educational needs and disabilities, including health and social care.

We aim to provide information and support to enable parents, children and young people to:

- fully participate in discussions and make informed decisions
- express their views and wishes about education and future aspirations
- promote independence and self-advocacy
- develop positive relationships with schools, colleges, the local authority and voluntary organisations to achieve positive outcomes.

## Parents:

If you have any questions about your child's educational needs we will work with you to provide confidential and impartial, information, advice and support. Many children and young people will get information, advice and support from their parents, but some children, especially older children and young people may wish to access our support separately. We can work individually and impartially with children and young people if requested.

## Young people:

If you have any questions about your educational needs, you can receive the same confidential and impartial, information, advice and support as parents. We will work in partnership with you so you can participate fully in decisions relating to your education and other outcomes you want to achieve.

We can work separately and impartially with you and your parents if this is what you would like. We can also signpost you for other support.

\*parent includes all those adults with parental responsibility and carers

\*\*children 0-16 and of compulsory school age

\*\*\*young people post compulsory school age 16 to under 25

# How can we help?

We can be available to answer questions, listen to your views and discuss any issues you have about special educational needs.

*We can:*

give you time to discuss issues and explore your options

help you to put across your views or concerns

give you advice about SEN support in schools

provide advice about education law relating to SEN, disability, health and social care

support you during the Education Health and Care needs assessment process

help you write letters and complete forms

help you prepare for and support you at meetings, including annual reviews

explain disagreement resolution processes

provide support to manage mediation

help you with appeals to the Special Educational Needs and Disability Tribunal

provide information about other agencies and processes including social care and short breaks

signpost to other sources of information, advice and support.

# How do we provide the service?

## Telephone Support

Provided by trained and experienced staff. Please call our Helpline 03000 41 3000

## Face-to-Face Support

Including individual casework provided by trained and experienced staff. We also train volunteer independent supporters to help you.

## Email Support

Contact us with your queries at [iask@kent.gov.uk](mailto:iask@kent.gov.uk) We will respond to emails within 2 working days.

## Support in the Community

Provided at local drop-in and information sessions. We also attend support groups and community events by invite.

## Written Information

A range of fact sheets are available - contact the Helpline 03000 41 3000 or download from our website [www.kent.gov.uk/iask](http://www.kent.gov.uk/iask)

## Training

- Parents Participating Confidently
- Communication Skills
- SEN Processes