



The Bromley Children Project

Safer, more secure and happier families
are at the heart of everything we do.

Information, Advice & Support Service

Helplines: 020 8461 7630

Email: iass@bromley.gov.uk
or choiceservice@bromley.gov.uk

IASS: Free, impartial information, advice and support offered in confidence to children and young people with Special Educational Needs and Disabilities (SEND) and their parents or carers.

Choice Service: Free advice for all parents and carers with the moves from pre-school to primary school and on to secondary school.

Information,
Advice & Support
Services Network

Information, Advice & Support Service: Bromley

If you have concerns about your child or young person's special educational needs we can provide free, impartial information, advice and support in confidence. If you are a young person with concerns around SEND, we can also offer you this service.

We offer support from birth to 25 years old:

- **Early Years: 0 - 4**
- **Primary: 4 - 11**
- **Secondary: 11 - 16**
- **Post 16: 16 - 25**

Our services:

- ▶ *Helpline and email support (phone lines are open between 9.30am - 1pm and 2pm - 4pm)*
- ▶ *Thursday evening drop-in sessions at Bromley Library 5-7pm*
- ▶ *Meetings in a local Children & Family Centre or central Bromley to discuss difficulties*
- ▶ *Independent Volunteer Supporter (IVS) assistance at meetings*
- ▶ *Help communicating with professionals (letter writing, emails, phone calls)*
- ▶ *Support to achieve positive outcomes at meetings and reviews about your child*
- ▶ *Help understanding reports by professionals*
- ▶ *Advice on SEN systems, procedures and processes*
- ▶ *Guidance on Education Health & Care Plans (EHCPs) and Transition Reviews*
- ▶ *Mediation at all stages with schools and the Local Authority*
- ▶ *Information on Health and Social Care policies and procedures*
- ▶ *Support with the transition between each educational stage*
- ▶ *Support and advice with Post 16 options*
- ▶ *Support with SEND Tribunals*
- ▶ *Signposting to other support services*
- ▶ *Website and information leaflets (limited information available)*

Independent Volunteer Supporters

An Independent Volunteer Supporter (IVS) is a volunteer who has completed training provided by the Information Advice and Support Service (IASS).

- An IVS can accompany you to meetings with professionals e.g. school meetings or meetings with the Local Authority.
- An IVS can also meet with you at our office or any of the six children and family centres across the Borough to talk through any difficulties.

NB: IVS support is subject to volunteer availability at the time of the request.

Children & Young People's Support Worker

Children & young people (CYP) can meet with us, too. We have a designated CYP Support Worker who can meet with children and young people and talk to them *in private* if wanted.

- Listening to what young people want and talking through their options
- Help young people have their say and be included in discussions

Young people can text us on 07970 595 739

Choice Service

We offer support with making a realistic and informed decision about your preferred choice of school including:

- Telephone helpline and email support
- Help with understanding the school admissions process and school applications
- Guidance on admissions policies for specific schools
- Help with completing forms (eg. Common Application Form)
- Support preparing an admissions appeal

Contact Us

Telephone Helpline

→ **020 8461 7630**

Monday to Friday 9.30am - 1pm and 2pm - 4pm

Email

→ **iass@bromley.gov.uk**

→ **choiceservice@bromley.gov.uk**

Web

→ ***www.bromley.gov.uk and search for "IASS"***

Text IASS team: 07834 106 347

Text CYP Support Worker: 07970 595 739

Thursday drop-in sessions

6th Floor, Bromley Central Library, 5-7pm

These services are provided on behalf of Bromley Local Authority by the Bromley Children Project and are for residents living in the London Borough of Bromley