



## Information, Advice and Support Service

Working together in the best interests of children and young people

### Service overview

From the 1<sup>st</sup> September 2014 Parent Partnership Services (PPS) in every local authority have evolved into Information, Advice and Support (IAS) Services. Each IAS Service will provide support similar to that of a PPS, although the type of support, and who is entitled to receive it, has been significantly expanded.

### Information Advice and Support Service – Key Points

- The IAS Service is a statutory service that provides information, advice and support to disabled children and young people, and those with SEN, and their parents.
- Required to be impartial, accessible and free.
- Parents, children and young people should be involved in the design of their local IAS Service.
- IAS staff should be independently trained.
- The obligations and expectations of an IAS Service are set out in Chapter 2 of the [SEND Code of Practice](#)
- The standards expected of IAS Services can be found in the [IASSN Quality Standards](#)
- IAS Services will differ greatly from authority to authority, with variation in size, capacity and resources.

### Cheshire West and Chester Information Advice and Support Service provides

- Information advice and support on subjects including local policy and practice, the Local Offer, personalisation, personal budgets, the law on SEN and disability, health and social care.
- Provide information advice and support through the Education Health and Care Assessment and planning process.
- A phone helpline.
- Confidential and impartial information advice and support to young people (16+) on their own, if requested.
- Individual casework and representation.
- Support in preparing for and attending meetings.
- Help in filling in forms and writing letters/reports.
- Support in resolving disagreements, including mediation and tribunals.
- Signposting to other local or national sources of advice, information and support.
- Links to local parent support groups and forums.



Cheshire West & Chester Council

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### In Cheshire West and Chester, the Information Advice and Support Service also provides information on

- Available childcare in Cheshire West and Chester.
- Benefits and grants such as Tax Credits, Childcare Vouchers, Early Years Foundation Stage Grant, Statutory Maternity and Paternity pay.
- Parenting support, family matters; this may include providing information on services relating to family mediation, legal issues, support groups, health ... and many more.
- Registering as a Childcare Provider - information about the courses, qualifications, and legislation as well as grants that you may be entitled to. We can advertise your service to parents and carers looking for childcare in the area free of charge.

We offer a **Childcare Matching Service** – we can contact childcare providers on your behalf to try and find suitable childcare that meets your specific requirements, for example if you have a varied work pattern, have a child with additional needs, or require childcare at short notice.

**The Local Offer** this is a requirement on the local authority to publish what is expected to be available locally for children and young people with Special Educational Needs and Disability (SEND). The Local Offer includes, information, services and activities. If you have feedback about the Local offer, have any difficulty finding any service, activity or information or require any further information please contact us.

### How to get in touch.....

If you have any questions, would like support with a forthcoming meeting or would like to go on the parent / carer forum's mailing list, please do contact us:

- **Tel: 0300 123 7001 (if the answer phone is switched on, please do leave a message)**
- **E-mail: [iasservice@cheshirewestandchester.gov.uk](mailto:iasservice@cheshirewestandchester.gov.uk)**
- **The Council Offices, 4 Civic Way, Ellesmere Port, CH65 0BE**

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Council information is also available in Audio, Braille and Large Print formats. If you would like a copy in any of these formats or in another language, please email [equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk).

We are also able to provide a British Sign Language (BSP) interpreter to support customers with accessing council services. Tel: 0300 123 8123, Email: [equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk)