



Free, impartial and confidential information, advice and support about special educational needs and disabilities (SEND) for children and young people up to age 25, and their parents and carers.

Call us on 020 8461 7630

or visit www.bromleyiass.org.uk



In partnership with



About us

If you have concerns about your child or young person's special educational needs or disabilities (SEND) 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:

Aged 0 to 5	Aged 5 to 11	Aged 11 to 16	Aged 16 to 25
Early years	Primary	Secondary	Post 16

We provide impartial advice to parents whose children have SEND to support with the admissions process.

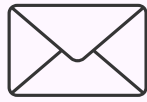
We offer:

- telephone helpline and email support
- help with the school admissions process, including in-year admissions
- individual meetings and help completing forms

What we do



Telephone
helpline



Email
helpline



Face-to-face
meetings



Drop-in
sessions

We can:

- provide an Independent Volunteer Supporter (IVS) to help you at meetings
- help you communicate with professionals, such as writing letters and emails, or making phone calls
- support you to achieve positive outcomes at meetings and reviews
- help you understand reports from professionals
- offer advice on the systems, procedures and processes for SEND
- signpost you to other support services
- provide guidance on Education, Health and Care (EHC) Plans
- provide mediation at all stages with schools and the Council
- provide information on policies and procedures for health and social care
- provide support with the transition between each educational stage
- provide support and advice with Post 16 options
- provide support with SEND Tribunals

Our IVS are volunteers who have completed training. They can:

- accompany you to meetings with professionals
- meet with you at our office or any of the six Children and Family Centres across the borough to talk through any difficulties

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

Get in touch with us



Call us on 020 8461 7630

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



Email us on iass@bromley.gov.uk



Alternatively, you can text us on 07834 106 347

Did you know?

Our Children and Young People Support Officer can:

- meet with children and young people directly
- talk to them in private, if needed
- talk young people through their options
- help young people to have their say and be included in discussions

Young people can text us on 07970 595 739

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