

Information, Advice And Support Services

From the 1st September 2014 Parent Partnership Services (PPS) in every local authority will evolve 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 Services – Key Points

- They are statutory services that provide information, advice and support to disabled children and young people, and those with SEN, and their parents.
- They are 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.

What kind of things should they provide?

- IAS on subjects including local policy and practice, the Local Offer, personalisation, Personal Budgets, the law on SEN and disability, health and social care.
- IAS through the EHC assessment and planning process.
- A phone helpline.
- Confidential and impartial IAS 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.

How can you contact your local IASS?

A full list of all Information, Advice and Support Services is available on the IASS Network website - www.iassnetwork.org.uk