

Who is the Information, Advice & Support Service for?

Parents & carers

If you are a parent or carer of a child or young person, who has or may have SEND, we will work in partnership with you to explore your options in order to help you make the best decisions for your child.

Although in many cases, your child will access information, advice and support via you, some children, especially older children, may want to have it separately and we can help with this.

Young people

If you are a young person aged between 16 to 25 years old with SEND, we will work in partnership with you to help you be fully involved in decisions affecting you and your future.

We can work separately with parents and young people where there is a difference of opinion on any issue related to SEND.

Impartial • Free • Confidential



Bracknell Forest Information, Advice & Support Service

(formerly Parent Partnership)

For more information contact

Bracknell Forest Information, Advice & Support Service (formerly Parent Partnership)

Confidential Helpline: 01344 354011

Email: SEND.Support@bracknell-forest.gov.uk

Visit our website www.bracknell-forest.gov.uk/informationadviceandsupportservice

for downloadable factsheets and up to date SEND information.



Copies of this leaflet may be obtained in large print, Braille, on audio tape or in other languages. To obtain a copy in an alternative format, please telephone 01344 352000.



Impartial information, advice and support for parents, carers, children and young people with Special Educational Needs and/or Disabilities (SEND).

What is the Information, Advice & Support Service?

- We provide advice, information and support on all matters relating to SEND, including health, education and social care issues.
- Our service is impartial, confidential, free, arms-length and accessible.
- We are available face to face, by telephone and by email.



How can the Information, Advice & Support Service help you?

We will listen to your views, explain your options, rights and responsibilities and provide tailored information, advice and support to enable you to make the best decisions for your circumstances.

We will provide information and advice on:

- The Law - education, health & social care law relating to SEND
- Personal Budgets – how to take up and manage personal budgets
- Local Offer – support groups and activities that are available locally
www.bracknell-forest.gov.uk/localoffer

We will support you by:

- Offering you a home visit to discuss your individual circumstances
- Supporting you in writing letters and filling in forms
- Helping you to prepare for meetings and support during and after meetings as required

Independent Supporters

We offer additional support for families transferring from a Statement of SEN to an Education, Health & Care Plan (EHCP) or starting the EHCP process for the first time. In partnership with Adviza, Independent Supporters are available to provide free and confidential assistance to you during the process.

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What parents say about the service...

Fantastic service. I'm glad I found out about you through a friend.

Thank you so much for this service - it is invaluable.

I can't thank you enough for the great support I have received from you. As a result I was able to understand the SEND process.

