



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](mailto:iass@bromley.gov.uk)  
or [choiceservice@bromley.gov.uk](mailto:choiceservice@bromley.gov.uk)

**IASS:** Free, impartial information, advice and support offered in confidence for parents and carers of children with Special Educational Needs and Disabilities (SEND). Support also offered to children and young people with SEND.

**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 Service: Bromley

If you have concerns about your child's special educational needs we can provide free, impartial information, advice and support in confidence. If you have concerns about a young person or 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)*
- ▶ *Meetings in a local Children & Family Centre or in 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 (limited information available)*
- ▶ *Information leaflets (limited information available)*

## Independent Volunteer Support-

**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 or Local Authority to support mediation.
- An IVS can also meet with you at 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.*

## Choice Service

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

- Telephone helpline and email support  
*(phone lines are open between 9.30am and 1pm and 2pm and 4pm)*
- Individual meetings at local Children & Family Centres
- Help with understanding the school admissions process
- Guidance on admissions policies for specific schools
- Advice about applying for a school place
- Assistance with completing the Common Application Form
- Help with supplementary forms
- Support preparing an admissions appeal

# Contact Us

## Telephone

→ **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](http://www.bromley.gov.uk) and search for "IASS"**

## Text messages

→ **07834 106347**

*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*

