



- ✓ You live in Shropshire
- ✓ You are a child or young person up to 25 years old and have a Special Educational Need or Disability (SEND) or related health and social care needs
- Or
- ✓ You are a parent/carer for a child or young person with SEND or related health and social care needs

Shropshire IASS can help you.

We offer information, advice and support across the full range of needs and includes those families or young people who may be experiencing initial concerns.



Working
in
partnership



To access Shropshire IASS

Phone: 01743 280019

Referral line is open:
Monday to Friday 10am till 4pm

Web: www.cabshropshire.org.uk

Call in at one of our offices:

- Ludlow Youth Centre, Lower Galdeford, **Ludlow**, SY8 1RT
- 34 Arthur Street, **Oswestry** SY11 1JN
 - Fletcher House, 15 College Hill, **Shrewsbury** SY1 1LY
 - Louise House, Roman Road, **Shrewsbury**, Shropshire, SY3 9JN

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Free, confidential and impartial information, advice and support for children, young people (0 to 25) and their parents and carers about special educational needs and disabilities (SEND), including social care and health.

Contact us:

Phone: 01743 280019

Web: www.cabshropshire.org.uk

What does this service provide?

Shropshire IASS acts as a first point of contact to:

- Impartial information and advice about special educational needs (SEN) or disabilities (D), including health and social care.
- Information about the laws relating to SEND, as it applies to education, health and social care.
- Advice and support on the take up and management of Personal Budgets and how to navigate the Local Offer.
- The information and support necessary to empower participation in decisions about their individual support and about local provision.
- Information and support around welfare benefits, finance, independent living, employment and debt and money management advice.



What is a Special Educational Need ?

A child or young person has Special Educational Needs if they have a learning difficulty or disability requiring special educational provision.

If your child has a significantly greater difficulty in learning than the majority of others of the same age, or has a disability that prevents him or her from making use of mainstream school facilities, then he or she may have a Special Educational Need (SEN).

How can you get our help?

- Phone: 01743 280019
- Web: www.cabshropshire.org.uk
- Call at one of our offices

If, when you call, you're not immediately given the information that you need, or if you require further information and support, you will be allocated an IASS Case Worker.



Who is involved?

Citizen Advice Shropshire work in partnership with A4U, OSCA and Taking Part to deliver the service across the whole of Shropshire. This combines many years of experience of providing impartial information and advice on a wide range of issues.

Shropshire IASS supports the council's Early Help Offer for families and compliments Shropshire's Local Offer for families and the existing Information, Advice and Advocacy (IAA) Service for Shropshire adults. It also compliments existing information and advice services commissioned by the NHS.