



The Local Offer

brings together Information and Advice in one place to make it easier for families of children and young people (aged 0—25 years) with SEND to find the services and support they need.

It has been developed by working with parents, young people, professionals and staff from a wide range of services. This group constantly keeps the local offer under review and is a work in progress.

Access the local offer for Manchester on:

www.manchester.gov.uk/sendlocaloffer

Or

Google: Manchester Local Offer



Information, Advice and
Support Manchester

Helping parents, carers and young people

We are a statutory service, which offers confidential, impartial information, advice and support to parents / carers/ children and young people

(aged 0 to 25) with special educational needs and disability.

How to Contact Us

Helpline: 0161 209 8356

10-3pm Monday to Friday

Email: parents@manchester.gov.uk



Information, Advice and
Support Manchester

Do you have questions about your child's Special Educational Needs , Health or Social Care ?

Would you like to talk to someone to discuss what your options are about your next steps with your child's education?

Do you understand how to access the support you need?

Helpline: 0161 209 8356

10-3pm Monday to Friday

How we work

Our service is confidential and free and we offer support to parents, carers, children and young people up to the age of 25.

What does IAS Manchester do?

We provide the following:

- Advice, information and individual support about the special educational needs system including Education, Health and Care (EHC) plans
- Where appropriate, referral to Independent Supporters to help families and young people going through the process of converting a SEN Statement to an EHC Plan
- Support with education letters and meetings about your child's SEN
- Support to make your views, choices and decisions known
- Confidential and impartial telephone helpline service
- Attendance at Parental/carer drop-ins in community locations
- Encourage partnership and dialogue between parents, Children's Services (Education), schools and voluntary organisations
- Liaise with the Statutory Assessment Team and schools' SENCOs to progress your issues

We also Provide :

- Information on school admissions and appeals
- Information on school exclusion
- Information on disability discrimination
- Support meetings in relation to SEN and disability issues
- Advocacy in meetings
- Informal disagreement resolution and mediation between parents, schools and Local Authority
- Information on formal disagreement resolution and mediation services
- Information on other avenues of support to the voluntary and community sector
- Information on Health and Social care and the Local Offer
- Help to make Parents voices heard to influence changes and developments of services

For Young People

- Our service must be **impartial**. That means we will be unbiased and we will not tell you what to do. We will give you the information you need so you can make your own choices.
- We are a **confidential and free** service. This means that your meetings will be private, unless someone is in danger of being hurt.
- You can contact us on your own or with someone else's help. Your parent can contact our service on your behalf as well but we would need your permission to talk with them from age 16.



- We can also support you on your journey into adulthood and provide advice/signpost to post 16 college and apprenticeships



