

# Information, Advice and Support You Can Get

## What should happen?



Are you **aged 25 or under**?

Are you **disabled** or do you have **special educational needs**?

**Special educational needs** are when you need extra support to learn things.



The law says that you can get **information, advice and support**.



You can come to us if you want some **help** with getting the right kind of:

- Support at **school**, college or training
- **Health** services
- **Care** and support

Most people who are 16 years old or more and have finished Year 11 can make their own decisions about their school or support.



If you would like a **parent or carer** to help then that is OK. It is up to you.

If you are **under 16** years old, then we will need to talk to your **parents or carers** before we make any decisions.



Our service is impartial. This means we will not tell you what to do. **We will not take sides.**

We will give you the information and support you need to make your **own choices.**



Our service is confidential. That means our meetings will be **private**. We will only tell people what we talk about if you say it is ok. We also need to tell someone if we think you are in danger of being hurt.



If you are **not happy** with our support then please **tell us** how we can make it better!

**Who can I contact if I need further help or advice?**

**Derbyshire Information, Advice and Support Service for SEND  
Chesterfield Register Office  
New Beetwell Street  
Chesterfield S40 1QJ  
Tel: 01629 533660**

**Helpline:  
Monday – Friday 9.30 -3.00pm  
Tel. 01629 533668**

**Or 01629 532029**

**Messages can be left outside this time and all calls will be returned  
as soon as possible**

**Email: [ias.service@derbyshire.gov.uk](mailto:ias.service@derbyshire.gov.uk)  
[childrens.rights@derbyshire.gov.uk](mailto:childrens.rights@derbyshire.gov.uk)**

**Website: [www.derbyshireparentpartnership.co.uk](http://www.derbyshireparentpartnership.co.uk)**