



Cheshire East Information Advice and Support (CEIAS) team

What is Cheshire East's Information, Advice and Support team (CEIAS)

The key aim of Cheshire East's Information, Advice and Support (CEIAS) team is to empower you, as a parent/carer, by giving you the information and support you need so that your child receives an education relevant to their Special Educational Needs or Disability (SEND). We will help you to work positively with your child's educational setting, local authority staff and other professionals to ensure your child's needs are met.

There is no charge/cost for you to access our service.

What do we do?

- Signpost you to relevant laws and guidance which all professionals working with children and young people with SEND must have regard to.
- Signpost you to, (and explain if you need us to), the formal process the local authority follows to see whether your child or young person may need an Education, Health and Care Needs Assessment (EHCNA)
- Help you to go through, and understand, official documents relating to your child's special educational needs.
- Signpost you to advice on what to do if you do not agree with decisions regarding your child's special needs or disability.
- Signpost to details of support groups and useful organisations
- Deliver workshops on a range of topics/themes, for parents and carers, around SEND.

Is the service confidential?

Yes it is! We will not share your information with anyone unless you tell us we can. The only exception would be if there was a safeguarding concern. We often work with parents and their child together; sometimes we will work with them separately; when we do this the same confidentiality rules apply.

The service is impartial, what does that mean?

Although we are funded by Cheshire East we are not biased towards them; we provide the information you need and are entitled to; it is clear, accurate and relevant. We do not give priority to any particular impairment, disability or special educational need, nor do we campaign for any particular approach to education.

What are the “National Standards” for IAS?

CEIAS follow a national set of Quality Standards for services providing impartial information, advice and support developed by the Network of Information, Advice and Support Services. This helps us to monitor the effectiveness of the service we provide and ensure that it is “at arm’s length” from the local authority. By this we mean that we act, and are seen to act, separately and impartially.

To see the standards follow this link: [Minimum Standards for Information Advice and Support Service | Council For Disabled Children](#)

We promote the “Local Offer”, what is that?

The Local Offer includes information about the sources of information, advice and support for parents, children and young people with SEND and how this is resourced. In Cheshire East this is part of “Live Well Cheshire East” - an online resource on topics such as education, staying healthy, care and support and community activities, along with a directory of services.

It can be viewed online at www.cheshireeast.gov.uk/localoffer

Do you provide a service for young people?

Yes we do; we offer the same service to young people in their own right; they just need to get in touch with us; leaflets are available on our website.

Where can I find out more?

Look at the Cheshire East Information, Advice and Support website for copies of our publications,.





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(CEIAS)

Website: www.ceias.cheshireeast.gov.uk

Telephone: **0300 123 5166**