



Merton Information, Advice & Support Service

provides free, confidential and impartial information, advice and support to children and young people (aged 0-25) with special educational needs or disabilities (SEND) and their parents/carers who live in Merton.



**Information,
Advice & Support
Services Network**

NHS
South West London
Clinical Commissioning Group

WHAT WE DO

Ensure our service users have access to information and confidential, impartial advice and support all for free.

We may:

- Help you understand any SEN your child may have
- Answer questions about paperwork you receive
- Advise you on the legal framework
- Attend meetings, if we can't attend, support you in preparing for them
- Accompany you on school visits
- Advise you through any appeal process including informal mediation with the Local Authority
- Advise you on how to apply for personal budgets and for transport to school
- Signpost you to services including the complaints process
- Advise you on schools and types of schools
- Provide impartial advice and guidance on the EHCP process
- Encourage and support your child or the young person to express their view

HOW WE DO IT

- Available to answer calls and pick up messages if not – call **0208 543 8854** 9am to 5pm Monday to Friday 24 hour answer machine available.
- By email – miass@merton.gov.uk.
- Arrange telephone appointments and meetings at the office or other places that suit you. We can also arrange meetings via video eg Microsoft Teams, Zoom etc.
- Home visits if necessary - early mornings and evenings to fit around your work or education.
- Talk to the SEN department if you agree.
- Drop in sessions at Youth clubs, Children Centre's and with the parent/carers forum Kids First: <http://www.mertonmencap.org.uk/kidsfirst.htm>.



WHO WE ARE

Fran Turko

Manager and caseworker 0 to year 5 and complex cases including appeals

We are independently trained in the law on Special Educational Needs and Disability.

Shazia Khan

Child and Young Person (CYP) Support Worker Year 6 and above

TESTIMONIALS:

Thank you for your time again today. I can't tell you how helpful it was and how reassuring it was to have you go through it all with me. I now wish I'd contacted you sooner.

Primary parent SEN Support,
November 2019



நேற்று நீங்கள் கழித்த உங்கள் நேரத்துக்காக நன்றி கூற நான் உங்களுக்கு ஒரு மின் அஞ்சலை அனுப்ப விரும்பினேன். அது எவ்வளவு உதவியாக இருந்தது என்பதையும் அவை அனைத்தையும் நீங்கள் என்னுடன் சரிபார்த்தனால் அது எனக்கு எவ்வளவு தைரியத்தை வழங்கியது என்பதையும் என்னால் உங்களுக்கு சொல்ல முடியாது. மிக விரைவில் நான் உங்களுடன் தொடர்பு கொண்டிருக்கவேண்டும் என நான் விரும்புகின்றேன். நீங்கள் எனக்கு வழங்கிய அற்புதமான உதவிகளுக்கும் ஆலோசனைகளுக்கும் நான் எப்போதும் மிகவும் நன்றியுள்ளவனாக இருக்கின்றேன்.

Chciałem napisać do Pana/Pani emaila i podziękować za czas poświęcony mi wczoraj.

Nie umiem wyrazić jak bardzo pomocne i dodające otuchy było to, że mogłem przejść przez wszystko z Panem/Panią. Teraz żałuję, że nie skontaktowałem się z Panem/Panią wcześniej. Jestem wdzięczny za całe to wspaniałe wsparcie i porady, jakie Pan/Pani mi zapewniła.

"آپ نے کل جو وقت مجھے دیا اس کا شکریہ ادا کرنے کے لئے میں آپ کو ای میل کرنا چاہتا تھا۔"

میں بیان نہیں کر سکتا کہ آپ نے میرے ساتھ جو وقت گزرا وہ میرے لیے کتنا مددگار اور اطمینان بخش تھا۔ اب میں سوچتا ہوں کہ کاش میں نے آپ سے

جلد رابطہ قائم کیا ہوتا۔ میں واقعتاً ان تمام معاونت اور مشوروں کے لیے جو آپ نے مجھے فراہم کیے ہیں آپ کا شکر گزار ہوں۔"

WHERE WE ARE BASED

Our office is based at Joseph Hood Primary School.

Bus: 163, 164, 152

Train: Thameslink and Southern Railway – Wimbledon Chase Station



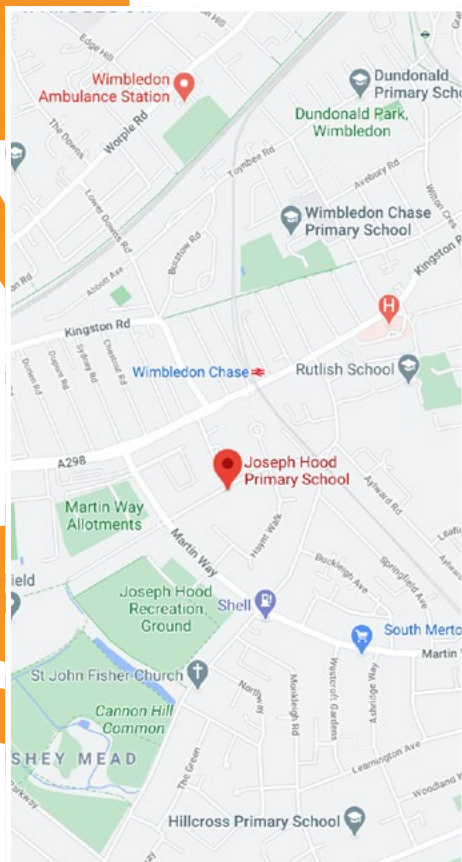
If you are coming to see us in the office, this is a picture of the entrance.

Come through the left red arch and press the buzzer next to the steel gates.

We have space for your children to come to the meeting if they need to but there are two sets of stairs.

We can meet in an accessible ground floor room if we need to and at other venues or attend meetings with you.

We look forward to meeting you and your family.



Merton
IASS

If you need any more information, please see below website which may help:

www.merton.gov.uk/localoffer