

How to use our service:

Email us at
info@sendiassnorthyorks.org

Call our advice line on
01609 536923

Monday—Thursday
9:30 until 4:30pm
Friday
9:30 until 4:00pm

Our telephone and email Advice Line is open to parents & carers, children (0—16), young people (16—25) and professionals.

You can speak to a trained SENDIASS Coordinator who will listen and advise you.

If the line is busy, please leave your name, contact details and a short message and someone will call you back within 3 days at the latest.

Please note that the advice line is open all year, except over the Christmas holidays.

For more information and advice about national or local SEND services, please visit the Local Offer page at:

www.northyorks.gov.uk/send-local-offer



Funded by



Contact us

For further information or to make a compliment or complaint about this service please contact Melanie Leighton – Manager of SENDIASS North Yorks on **01609 532413**.
melanie.leighton@northyorks.gov.uk

If you would like this information in another language or format please ask us.
Tel: **01609 780 780**
email: customer.services@northyorks.gov.uk

SENDIASS

North Yorkshire

Special Educational Needs and/or Disabilities
Information, Advice and Support Service

An arm's length, confidential
and impartial service



Working together with
Parents & carers of
children with SEND (0-16)
and young people with
SEND (16-25)



Who are SENDIASS North Yorkshire?

We are a small team located across North Yorkshire, all professionally qualified and with a significant level of SEND legal training for 0—25 year olds.

SENDIASS is a free, statutory service available to a child or young person with SEND living within North Yorkshire. We can be seen on the Local Offer page that every council must provide on their website. SENDIASS is funded by North Yorkshire County Council but must be at arm's length, confidential and impartial, which means we are not biased towards any person or service.

What to expect

When contacting the SENDIASS advice line by telephone or email a Coordinator will assess and identify with you what is needed, then offer relevant SEND information, advice and support.

SENDIASS North Yorkshire can offer:

Information and advice to parents, carers, children and young people on many issues relating to SEN and Disability

Telephone and email advice, information and support on SEN and Disability law, local policy and practice

Guidance on Special Education Needs and/or Disabilities to include SEN planning and Education, Health and Care Plans (0—25 years)

Signpost to appropriate websites and literature for local and national services or agencies, including the NYCC local offer.

Information on personal budgets and direct payments; personalised plans

Provide letter templates/relevant information packs

Advice on gathering, understanding and interpreting relevant information

Information on understanding the Local Authority's processes; resolving low level disputes and disagreements and seeking resolution, signposting to independent mediation and support you with this process

Refer, with your agreement, to a voluntary organisation /support group or to a local SENDIASS Coordinator or IS volunteer, if appropriate, to offer individual support

Help you to prepare and contribute to paperwork, assessments, reviews and other SEND meetings

Information regarding the Local Authority's services for resolving disagreements; routes



to appeal or complaint on matters of SEN and Disabilities

Identify appropriate routes to make a SEND complaint if requested, ranging from transport appeals to SEND Tribunal, whilst offering support throughout this process until the final decision is reached.

