

## What parents and carers say

A relief to find a listening voice on the phone who is approachable, calm and professional



Without your advice and support I would have been telling a very different story



I found it hard going into school but together we cracked it



It really helps parents to know that there is help when it's needed



ABC



## Special Educational Needs and Disability Information, Advice and Support Service

### Contact us:

Helpline: 0191 5873541

Email: [sendiass@durham.gov.uk](mailto:sendiass@durham.gov.uk)

Website: [www.durhamsendiass.info](http://www.durhamsendiass.info)

Lee House,  
Lee Terrace,  
Easington Village,  
County Durham,  
SR8 3AB

Please ask us if you would like this document summarised in another language or format.

**0191 5873541**  
[sendiass@durham.gov.uk](mailto:sendiass@durham.gov.uk)

## Special Educational Needs and Disability Information, Advice and Support Service



Formerly Durham Parent Partnership Service

Providing confidential, impartial support and advice for parents, carers, children and young people up to the age of 25 years in relation to special educational needs and disability.



## For parents

Do you have questions about your child's educational needs?

Would you like more information or support in relation to SEN or Disability?

Do you, as a parent, need help with transfer arrangements, or paperwork, regarding the choice of your child's next education setting?

## For children and young people

Do you have questions about your own educational needs?

Or are you a young person with Special Educational Needs who would like some help and support with deciding on your next education placement?

Do you understand how to access the help and support you need?

## Our services

The Special Educational Needs and Disability Information, Advice and Support Service in County Durham provides:

- A telephone helpline service: 0191 5873541
- Support to work with the educational setting to help your child's education.
- Information about the range of education support services.
- Information about health services and social care.
- Information and support about SEN Support Plans, Statutory Assessment procedures and Education, Health and Care Plans.
- Access to an Independent Supporter.
- Information about Disagreement Resolution and Mediation.
- Information about local support groups.
- Information about the Local Offer, voluntary organisations and national organisations.
- Information sessions for parents/carers.
- Advice about school admissions and the appeals process.

## Special Educational Needs and Disability Information, Advice and Support Service

### Helping parents, carers, children and young people

The Special Educational Needs and Disability Information, Advice and Support Service in County Durham provides:

- By listening to your views and your concerns.
- By working with you to explore your options.
- With preparation for meetings.
- To find the confidence to express your views.
- With dealing with forms, letters and reports.
- To understand your legal rights in relation to Special Educational Needs and Disability
- To work in partnership with schools, services and the local authority to develop positive relationships and outcomes.



Formerly Durham Parent Partnership