

## WHAT PARENTS AND CARERS SAY

Meetings were far more positive and less intimidating with support from SENDIASS.

I am so relieved I rang SENDIASS! They helped me to understand things and make the right decisions for my child.

It's lovely to know there is someone to talk to who can help me through this.

SENDIASS made the whole process far easier to understand.

## HOW TO CONTACT THE SERVICE

The service can only take referrals directly from parents/carers, children and young people. Whilst SENDIASS welcomes professional recommendations, referrals must come direct from the parent/carer, child or young person unless the circumstances are exceptional, and is at the managers discretion.

Telephone and face to face appointments may be offered and upon request.

Telephone: **0191 537 5764**

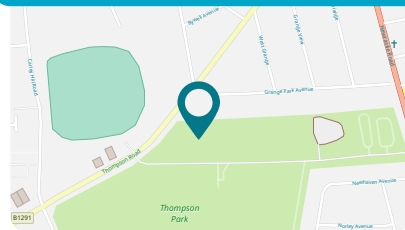
Email: [contactus@sunderlandsendiass.co.uk](mailto:contactus@sunderlandsendiass.co.uk)

Website: [sunderlandsendiass.co.uk](http://sunderlandsendiass.co.uk)

Facebook: [@sunderlandsendiass](https://www.facebook.com/sunderlandsendiass)

Twitter: [@SundSENDIASS](https://twitter.com/SundSENDIASS)

**SENDIASS, Sunderland Carers Centre,  
Thompson Park, Thompson Road,  
Sunderland, SR5 1SF**



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

**0191 537 5764**

[contactus@sunderlandsendiass.co.uk](mailto:contactus@sunderlandsendiass.co.uk)

# SUNDERLAND SENDIASS

## SUNDERLAND SPECIAL EDUCATIONAL NEEDS AND DISABILITIES INFORMATION ADVICE AND SUPPORT SERVICES (SENDIASS)

is a free statutory service which offers information, advice and support for parents and carers of children and young people with special educational needs and disabilities (SEND).

This service is also offered directly to young people.

## OUR SERVICE IS

**Impartial** – we don't take sides; we provide you with information and options to help you choose.

**Confidential** – we will never share your information without your consent.

**Informative** – we offer information on an extensive range of topics in relation to Special educational needs and disability (SEND).

## THE SPECIAL EDUCATIONAL NEEDS AND DISABILITY INFORMATION, ADVICE AND SUPPORT SERVICE IN SUNDERLAND PROVIDES:

A telephone helpline service:

**0191 537 5764**

Supporting you to work with the educational setting to ensure your child is supported in their education.

Advice in relation to the range of education support services available.

Information about health and social care services supporting children with SEND.

Support in relation to SEND provision, Statutory Assessment procedures, and Education, Health and Care Plans.

Information advice and support around Disagreement Resolution, Mediation and Appeals.

Information on local support groups, the Local Offer, voluntary and national organisations.

Information sessions for parents/carers.

Information, advice and support with school SEND issues.

As an impartial service, we are unable to advise you of the right decision to make – however, we can offer you the information, advice, support and guidance so you that you are in a position to make an informed decision.

Whilst we are unable to make any decisions regarding you, or your child's/young person's education, health or social care needs, we can support you to work with those professionals who do in order to achieve the best possible outcomes.

## WE

**Offer Advice** – we help you to understand all the options available to you so you can then make an informed choice.

**Give Support** – we enable you to understand and make effective use of the information and advice provided.

**NB safeguarding and child protection concerns and duties take priority over every other consideration.**