



Durham SEND Information Advice and Support Service is a statutory service supporting parents/carers of children with special educational needs and disabilities (SEND) and children and young people with SEND.

Durham SEND Information Advice and Support Service provides free, confidential, impartial and 'arm's length' information advice and support about:

- Who parents and young people can talk to in a school or the Local Authority about their concerns or worries about education.
- How special educational needs are identified and assessed by educational settings and the local authority.
- The SEND Code of Practice 0 – 25, SEND Support Plans, the statutory assessment process and Education Health and Care Plan (EHC Plan).
- Parents/carers and young person's rights and responsibilities.
- What parents, carers or young people can do if they are not happy with a decision made about SEND support or educational provision.

During the current COVID-19 pandemic Durham SENDIASS will continue to operate Monday to Friday during office hours. Whilst we have suspended all face to face contact parents, carers and young people (aged 16-25) can continue to contact us in the following ways:

- The SENDIASS helpline (0191 5873541) continues to be operational. Please telephone as normal. If the phoneline is busy, please leave a voicemail on the answer machine. The answer machine will be checked each day and calls returned promptly. Parents, carers and young people can request a telephone appointment.
- Parents, carers and young people can email SENDIASS with your queries or concerns. The team have full access to emails and will respond promptly. Email: SENDIASS@durham.gov.uk
- Parents, carers and young people can access information relating to SEND via the SENDIASS website www.durhamsendiass.info
- Information relating to SEND is also available on the Durham Local Offer www.durham.gov.uk/localoffer
- Useful Organisations:
 - Advisory Centre for Education (ACE) www.ace-ed.org.uk
 - Council for Disabled Children www.ncb.org.uk
 - IPSEA www.ipsea.org.uk
 - Contact www.contact.org.uk