

Special Educational Needs and Disabilities Information, Advice and Support Service

“It was a lifeline.
Amazing job.”

“There is no other
service like it.
Someone there
supporting through
the whole process.”

“We are over the
Moon and can’t
Thank you enough
for all your support,
time and guidance.”

Woodlands Children’s Centre

Newton Place

High Heaton

Newcastle

NE7 7HD

Phone: 0191 211 6255

sendiassadmin@newcastle.gov.uk

www.newcastlesendiass.co.uk



Newcastle Special Educational Needs and Disabilities Information, Advice and Support Service



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Newcastle Special Educational Needs and Disabilities Information, Advice and Support Service offers **impartial** and **confidential** information, advice and support to parents, carers, children and young people about matters related to their or their child's special educational needs and/or disabilities.

Staff are trained and have accurate and up to date knowledge of

- Education, social care and health law relating to SEND
- National and local policy and practice in meeting SEND
- SEND processes including Tribunal

Support is tailored to the individual service user, with the aim to build on that individual's skills, knowledge and confidence to promote independence and self-advocacy.

**The service is free for
young people, parents and carers to use.**

**You choose whether or not to use the service – you
contact us not the other way around.**

The service is confidential and impartial.

If your child has Special Educational Needs or a disability you can contact the service. Your child doesn't need to have a confirmed diagnosis. It is the same for young people who would like to access the service independently.

The service responds to a wide range of issues including

- Breakdown of communication
- Breakdown of trust
- Needs not being met
- Part-time timetables
- Provision at risk of breaking down
- Assessment of need
- Education, Health and Care Plans
- Behaviour management
- Youngsters out of school
- Placement
- Exclusions
- Lack of special educational needs paperwork
- Poor understanding of procedures
- Breach of equalities legislation

And anything else relating to SEN that you have questions or concerns about.

