

# SEND Information and Advice Providers

## Update Spring 2020 with Coronavirus specific information

Special  
Educational  
Needs &  
Disabilities

**Information  
Organisations  
Group**

Organisation name and description	Who can access the support:	Support provided on:	Phone line:	Website:	Email:	Coronavirus specific information:
<b>ACE</b> - Provides independent advice for parents/carers of children aged 5-16 in state schools in England. We aim to help parents and carers understand an increasingly complex education system so that they can help their children to achieve the best possible outcomes.	Parents & professionals	Education	0300 0115 142: Monday to Wednesday 10am-1pm (term-time only) Check website for opening hours	<a href="mailto:enquiries@ace-ed.org.uk">enquiries@ace-ed.org.uk</a>	<a href="http://www.ace-ed.org.uk">www.ace-ed.org.uk</a>	
<b>Contact</b> – Provides advice and information to families with disabled children across the UK to enable them get the right support. Brings families together to support each other, and helps	Parents and carers of children and young people 0 to 25 in the UK	Education, health and social care	0808 808 3555: Monday to Friday, 9:30am-5pm Press 1 for education issues Press 2 for anything else	<a href="mailto:helpline@contact.org.uk">helpline@contact.org.uk</a>	<a href="http://www.contact.org.uk">www.contact.org.uk</a>	Everyone at Contact is working from home, some teams who were delivering face-to-face workshops have begun doing these online. Helpline hours remain the same, however, will instigate weekly team meetings which will affect these. Contact have a COVID-19 page on their website,

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families to campaign, volunteer, and fundraise.						which is regularly updated and are continually looking for things that would help families. Currently are looking to develop webinars.
<b>Down's Syndrome Association</b> - The aim of the DSA is to help people with Down's syndrome to live full and rewarding lives.	Parents , professionals, members of the public	Education, health and social care	0333 1212 300: Monday to Friday 10am-4pm	<a href="mailto:info@downs-syndrome.org.uk">info@downs-syndrome.org.uk</a>	<a href="http://www.downs-syndrome.org.uk">www.downs-syndrome.org.uk</a>	After Easter will be launching webinars and their Speech and Language Therapist will be launching webinars too. Recently hired a participation officer to promote the voice of those with DS. Online services – consultancy and training being offered. Updating website daily, today will be updating on health concerning parents not seeking medical advice.
<b>Information, Advice and Support Services</b> - IAS Services have a duty to provide information, advice and support to disabled children and young people, and those with SEN, and their parents. They are statutory services	Parents, children & young people	Education, health and social care	Check local service details	Check local service details	<a href="http://www.iassnetwork.org.uk/find-your-iass/">www.iassnetwork.org.uk/find-your-iass/</a>	Some services have severely reduced capacity, others have been redeployed, others working from home. All in different boats, biggest challenge has been to support all services in the work they are doing and get guidance out as soon as possible.

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Organisations  
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and are free, impartial and confidential.						
<p><b>IPSEA -</b> Independent Provider of Special Education Advice, a charity which offers legally-based advice, support and training to ensure children and young people with Special Educational Needs and Disabilities (SEND) access the right education.</p>	Parents & professionals	Education	2 helplines. Full details on their website	A web based submission form is used rather than an email address	<a href="http://www.ipsea.org.uk">www.ipsea.org.uk</a>	<p>Have been operating as normal, both helplines are running and support services are running.</p> <p>Keeping website updated almost daily</p> <p>Delivering face-to-face via Zoom from this week. Financial issues are a concern.</p>
<p><b>Kids –</b> KIDS are a national charity providing a wide range of support services to disabled children, young people and their families. We offer our support to the whole family with the aim of giving disabled children a brighter future</p>	Parents, young people, Professionals	Education, Health and Social Care		<a href="https://www.kids.org.uk/">https://www.kids.org.uk/</a>		<p>All staff working remotely.</p> <p>In terms of the mediation service, it has been business as usual. Within week 1 did intensive training for all mediators on remote platforms.</p> <p>Being really flexible to work on a case by case basis to see what works. Had remote mediation with technical challenges, but there is an understanding that we are all in this</p>

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Organisations  
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						<p>together so people are being adaptable.</p> <p>Working round everything on a case by case basis, the message to put out there is that everything is up and running.</p>
<p><b>National Autistic Society</b> - We are the leading UK charity for people with autism (including Asperger syndrome) and their families. We provide information, support and pioneering services, and campaign for a better world for people with autism.</p>	<p>Parents, young people, Professionals</p>	<p>Education</p>	<p>0808 800 4102</p>	<p><a href="mailto:educationrights@nas.org.uk">educationrights@nas.org.uk</a></p>	<p><a href="http://www.autism.org.uk">www.autism.org.uk</a></p>	
		<p>Transition Support</p>	<p>0808 800 0027</p>	<p><a href="mailto:transitionsupport@nas.org.uk">transitionsupport@nas.org.uk</a></p>		
<p><b>National Deaf Children's Society</b> - The National Deaf Children's Society is the leading charity dedicated to creating a world without barriers for deaf children and young people.</p>	<p>Parents, children, young people &amp; professionals</p>	<p>Education, health and social care</p>	<p>0808 800 8880: Monday to Thursday 9.30am-9.30pm and Friday 9.30am-5pm</p>	<p><a href="mailto:helpline@ndcs.org.uk">helpline@ndcs.org.uk</a></p>	<p><a href="http://www.ndcs.org.uk">www.ndcs.org.uk</a></p>	<p>They now offer BSL and live interpreters. The live chat is up and running, as well as a daily blog on COVID-19. Community engagement work has decreased but looking at webinars for this. The appeals team has been going on as normal, getting evidence from</p>

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						<p>schools is more difficult than usual.</p> <p>This week there will be some remote assessments taking place with YP, will see how these go.</p> <p>Looking at what needs to be done in line with implications of new legislation.</p>
<p><b>Network 81</b>- An organisation that gives practical advice and advocacy via a helpline on education. Also provides training courses for parents, and campaigns for properly resourced education</p>	<p>Parents, children, young people &amp; professionals</p>	<p>Education</p>	<p>0845 077 4055</p>	<p>Advice@network81</p>	<p><a href="http://www.network81.org.uk/">http://www.network81.org.uk/</a></p>	<p>Normally goes to people's homes to talk to them, but cannot at the moment. Biggest challenge has been trying to get hold of people. Success has been the tribunal with Sutton. Helpline on mobile phone, which has been effective.</p>
<p><b>SOS SEN</b> - A national charity aiming to empower parents and carers of children and young people with SEN and disabilities to access the help they are entitled</p>	<p>Parents, children &amp; young people</p>		<p>0208 538 3731: Weekdays during term-time, 9.30am-12.30, 2-5. Tuesdays and Wednesdays 8-10pm</p>	<p><a href="mailto:admin@sossen.org.uk">admin@sossen.org.uk</a></p>	<p><a href="http://www.sossen.org.uk">www.sossen.org.uk</a></p>	<p>Still running advice lines, with capacity to expand these and will be running throughout the Easter period. When new term starts will be looking at more online webinars/options to keep meetings going amongst volunteers etc.</p>

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to, particularly in the education system.						
<b>The Challenging Behaviour Foundation (CBF)</b>						