

**Woodlands Children's Centre  
Newton Place  
High Heaton  
Newcastle  
NE7 7HD**

**Phone: 0191 211 6255**

**[sendiassadmin@newcastle.gov.uk](mailto:sendiassadmin@newcastle.gov.uk)**

**[www.newcastlesendiass.co.uk](http://www.newcastlesendiass.co.uk)**



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



**Advice for Professionals**

**Phone: 0191 211 6255**

**Email: [sendiassadmin@newcastle.gov.uk](mailto:sendiassadmin@newcastle.gov.uk)**

**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 children,  
young people, parents and carers to use.**

**The service is confidential and impartial.**

## Frequently Asked Questions

Q: Can I refer a family to you?

A: No! We can only accept referrals directly from families, so please give them our contact details.

Q: What if the parent, young person or child finds it difficult to call?

A: Please sit down with the family member, call our number 0191 211 6255 and pass the phone over

Q: What if they would prefer to email initially?

A: They can email us at [sendiassadmin@newcastle.gov.uk](mailto:sendiassadmin@newcastle.gov.uk)

Q: You provided support to the family at their Early Help meeting. Can we invite you to their next meeting?

A: No, only the family can invite us to attend.

Q: Can we discuss specific families with you?

A: No! Any professional is welcome to contact the service for general advice and information but we will not ask for or discuss any personal details.

