

# SEND Information and Advice Providers

Special  
Educational  
Needs &  
Disabilities

Information  
Organisations  
Group

Name and Description of Organisation	Is the support provided impairment specific?	Who can access support?	Support provided on:					How is support provided?			
			Education	Health	Social Care	Benefits	Housing	Phoneline	Email	Website	Other
<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.	No	Parents & professionals	X					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>	PDF info booklets
<b>Civil Legal Advice (Legal Aid)</b> - Free legal advice on education law matters paid for by legal aid. SEN, discrimination and judicial review (e.g. for children not receiving education/unlawful exclusions etc.) remain in scope.	No	Anyone financially eligible for legal aid	X					0345 3454345: Monday to Friday 9am-8pm. Saturday 9am-12 noon.			Face to face advice - on an exceptional basis
<b>Contact a Family</b> - Supports families with disabled children across the UK, providing up to date medical information on over 400 health conditions and disabilities, including rare conditions.	No	Parents, young people & professionals	X	X	X	X	X	0808 808 3555: Monday to Friday, 9:30am-5pm	<a href="mailto:helpline@cafamily.org.uk">helpline@cafamily.org.uk</a>	<a href="http://www.cafamily.org.uk">www.cafamily.org.uk</a>	Face to face Advice
<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.	Down's syndrome	Parents & professionals	X	X	X	X	X	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>	
<b>Information, Advice and Support Services - IAS Services</b> 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 and are free, impartial and confidential.	No	Parents, children & young people	X	X	X			Check local service details	Check local service details	<a href="http://www.iasnetwork.org.uk/find-your-ias/">www.iasnetwork.org.uk/find-your-ias/</a>	
<b>Independent Support</b> - An Independent Supporter provides time limited impartial information and support to families and young people with SEN who are going through the process of developing an Education, Health and Care (EHC) Plan.	No	Parents, children & young people	X	X	X			Check local service details	Check local service details	<a href="http://www.councilfordisabledchildren.org.uk/finmyis">www.councilfordisabledchildren.org.uk/finmyis</a>	
<b>IPSEA</b> - Independent Parental Special Education Advice, a charity which offers legal advice, support and training to ensure children and young people with Special Educational Needs and Disabilities (SEND) access the right education.	No	Parents & professionals	X					2 helplines. Full details on the 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>	Tribunal Representation

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<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.	Autism, including Asperger syndrome	Parents, young people, Professionals	x					0808 800 4102	<a href="mailto:educationrights@nas.org.uk">educationrights@nas.org.uk</a>	<a href="http://www.autism.org.uk">www.autism.org.uk</a>	
						x		0808 808 3555	<a href="mailto:welfare.rights@nas.org.uk">welfare.rights@nas.org.uk</a>		
					x			0808 808 3555	<a href="mailto:communitycare@nas.org.uk">communitycare@nas.org.uk</a>		
			x					0808 800 0027	<a href="mailto:transitionsupport@nas.org.uk">transitionsupport@nas.org.uk</a>		
<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.	Deaf children and young people aged 0 - 25.	Parents, children, young people & professionals	x	x	x	x		0808 800 8880: Monday to Thursday 9.30am-9.30pm and Friday 9.30am-5pm	<a href="mailto:helpline@ndcs.org.uk">helpline@ndcs.org.uk</a>	<a href="http://www.ndcs.org.uk">www.ndcs.org.uk</a>	Face to Face, Tribunal Representation
<b>Sense</b> - Give legal advice and assistance to deafblind individuals or their family members and supporters.	Deafblind and multi-sensory impaired CYP & adults	Parents, children, young people & professionals	x		x	x		0207 520 0957: Monday to Thursday 9am-5pm	<a href="mailto:legal@sense.org.uk">legal@sense.org.uk</a>	<a href="http://www.sense.org.uk/content/legal-support-service">www.sense.org.uk/content/legal-support-service</a>	
<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 to, particularly in the education system.	No	Parents, children & young people	x	x	x			0208 538 3731: Weekdays during term-time, 9.30am-12.30, 2-5. Wednesdays 8:30-10:30 pm	<a href="mailto:admin@sossen.org.uk">admin@sossen.org.uk</a>	<a href="http://www.sossen.org.uk">www.sossen.org.uk</a>	Face to face, Tribunal Representation, parent workshops

The SEND Information Organisations Group is a network of national organisations who provide free information, advice and support to children and young people with SEND and/or their families