



Where do I go if...?

Visit York's Local Offer for SEND to find out what is available in York for children, young people and their families with special educational needs/disabilities

York's Local Offer for SEND
www.yor-ok.org.uk/localoffer

York!



CITY OF

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COUNCIL

I want to find out about what is available for children with special educational needs or disabilities (SEND) in York

Visit York's Local Offer for SEND. You will find up to date information on education, health, care, social activities, support for parents, and how parents can work with the local authority to improve services.

www.yor-ok.org.uk/localoffer

I want to know more about support provided in my area

As well as York's Local Offer for SEND, the Family Information Service (FIS), a free and impartial information service for parents and carers of children and young people aged 0-19 (or up to 25 for disabled children), can help with anything and everything around family life.

Phone: 01904 554444

Email: fis@york.gov.uk

www.yor-ok.org.uk/family-information-service.html

www.yor-ok.org.uk/localoffer

I want to meet other parents, carers or get advice from parent groups supporting families with children and young people with SEND

Please see the Local Offer under Parent Carer Support. There are a number of parent support groups in York including:

- York Parent Carer Forum
- York Down Syndrome Support Group
- York Inspirational Kids
- YADDA York and District Dyslexia Association
- Lollipop for deaf, hearing impaired and friends and families
- York Carers' Centre
- Autism Parent Drop In
- Lives Unlimited

www.yor-ok.org.uk/parent-and-carer-support.htm

www.facebook.com/yorklocaloffer/



I am concerned about my baby's development

Discuss this with your midwife or GP. They may decide to refer you to a consultant obstetrician for further assessment.
www.yor-ok.org.uk/local-offer-before-school-0-5.htm

I have concerns about my child's speech or language development

Speak to your health visitor and others working with your child, such as nursery staff. If you still have further concerns having followed their advice, then ask your health visitor or GP to refer your child to a Speech and Language Therapist (SALT) or you can self-refer through a form on the website. You will be asked what help your child has already received and what your concerns are. The website is:
www.yor-ok.org.uk/childrens-therapy-services.htm

I am concerned about my child's development including their physical development

Discuss this with your midwife, health visitor or GP. Health visitors complete developmental checks with pre-school children. If they or your GP have any further concerns they may refer on to Occupational Therapy, Physiotherapy, Dietician or to specialist consultants if needed.
www.yor-ok.org.uk/TBC
www.yor-ok.org.uk/health-services-lp.htm

I am concerned about my finances

Advice can be found from a number of places including:

- The Carers' Centre - Tel: 01904 715490
- Citizens Advice Bureau - Tel: 0344 4111 444
- City of York Council Benefits Advisors - Tel: 01904 552233
- All Parent Support Groups

You may also be eligible for a Max card which gives children, their carers and other family members free or discounted access to attractions across the UK. The scheme is designed to help parents and carers of disabled children save money on days out at castles, zoos, museums and more.

Search in the Local Offer under Money Matters for information about the Max card as well as other discount cards.

www.yor-ok.org.uk/money-matters.htm



I am concerned about my child's learning needs

The first people to talk to is your child's class teacher/ Early Years practitioner, head of year or tutor at college. You can also talk to the SENCo who will discuss with you potential interventions and whether a school plan, a My Agreed Outcomes Plan or a My Support Plan would be appropriate.

I need independent support about special educational needs

Contact SENDIASS, who can provide:

- Individual casework and representation.
- Support in preparing for and attending meetings.
- Help in filling in forms and writing letters/reports.
- Support in resolving disagreements, including mediation and tribunals.
- Signposting to other local or national sources of advice, information and support
- Links to local parent support groups and forums.

Look in the Local Offer under Parent and Carer Support for information about SENDIASS.

www.yor-ok.org.uk/localoffer

Tel: 01904554319/555698

Email: yorksendiass@york.gov.uk

www.yor-ok.org.uk/copy-of-sendiass-for-children-and-young-people.htm



I have concerns about my child's mental health

Talk to your school pastoral leader or SENDCo as they will be able to consider ways to support your child. Pastoral staff can support children through group or individual interventions to address issues such as bereavement, attachment, anxiety, friendships, self-regulation/anger. They may include support through an Emotional Literacy Support Assistant (ELSA) or School Wellbeing Worker (SWW).

www.yor-ok.org.uk/mental-health.htm

I continue to have concerns about my child's mental health needs

You can contact a single point of access (SPA) at Lime Trees. You will be offered a 30 minutes telephone conversation, during which you may be sign-posted to a different appropriate service or you may be offered a face to face assessment at Lime Trees.

Tel: 01904 615345

www.yor-ok.org.uk/mental-health.htm

**I have a concern that a young adult (18 year old +)
is vulnerable or at risk of significant harm**

Please contact Adult Social Care:

Phone: 01904 555111

**Post: Adult Social Care, West Offices,
Station Rise, York, YO1 6GA**

Outside office hours, at weekends and on public holidays,
contact the Emergency Duty Team on: 01609 780780
If a young person is in immediate danger, please dial 999.

**I am concerned about my son or
daughter as they prepare for adulthood.**

There are many aspects young people will be planning for: moving into employment or supported volunteering, housing, whether to continue education after school and so on. Search on the Local Offer under Preparing for Adulthood and Growing up and have a look at the 9 videos of young adults who are living locally and have been to school in York. Hear about the range of experiences and opportunities they have had in York. Live Well York is a new website for adults and has a wealth of information about community activities and support available:
www.livewellyork.co.uk
www.yor-ok.org.uk/preparing-for-adulthood-2.htm



I have a concern that a child is vulnerable or at risk of significant harm

Please contact the Children's Front Door:

Phone: 01904 551900

Email: childrensfrontdoor@york.gov.uk

**Post: The Children's Front Door, West Offices,
Station Rise, York, YO1 6GA.**

Outside office hours, at weekends and on public holidays contact the Emergency Duty Team. Telephone: 01609 780780

You may also contact the Children's Front Door to speak to the Local Area Team practitioners about Family Early Help Assessments and interventions. If a child is in immediate danger, please dial 999.

www.yor-ok.org.uk/workforce2014/Concerned%20about%20a%20child/concerned-about-a-child-or-young-person.htm

I want to find out about what support is available for an adult aged 18 plus

You can contact the Customer Access and Assessment Team, Monday – Friday 8.30am-5pm, by:
telephone number 01904 555111

textphone 07534 437804

or email adult.socialsupport@york.gov.uk.

You will be able to have a conversation with one of the Customer Contact Workers who will give you information and advice and sign-post you to other organisations or invite you along to have a face to face conversation at one of the Talking Point venues across the city.

You can also find lots of useful information and advice about what is available in your local community, events across the city and general information and advice about day to day living on the Live Well York website at:

www.livewellyork.co.uk

www.yor-ok.org.uk/preparing-for-adulthood-2.htm

I would like to know more about short breaks for my child

If you think your disabled child or young person may need help to access social and leisure opportunities in a safe and appropriate way, watch the video of parents describing what short breaks are on the Local offer. You can then decide whether to complete the on-line self-referral form.

www.yor-ok.org.uk/short-breaks-2.htm

I want some useful information about days out and things to do

If you would like to find out ideas about activities, clubs and activities in York visit the Local Offer. There is also information about changing places, radar keys, safe spaces, JAM card, wheelchair service, shopmobility and Access Able - a map of accessible York.

www.yor-ok.org.uk/leisure-and-play-lp.htm

www.yor-ok.org.uk/changing-places.htm

I am concerned about transport

If you think your disabled child or young person may be eligible for assistance with transport, please read the City of York Council's Transport Policy (section B) for pupils requiring special arrangements.

Any queries relating to transport should be directed to:

**City of York Council School Services, West Offices,
Station Rise, York, YO1 6GA.**

Telephone: 01904 551554 email: education@york.gov.uk

www.yor-ok.org.uk/education-services.htm

I would like my child to travel more independently

Contact YILTS if your child or young person currently accesses a taxi to school. YILTS will assess and support them to become independent travellers. Many young people have gained great confidence through becoming an independence traveller.

www.yor-ok.org.uk/supported-adulthood.htm

Key telephone numbers and contact details

Citizens Advice Bureau. Tel: 0344 4111 444

City of York Council Benefits Advisors. Tel: 01904 552233

Customer Access and Assessment Team for adults.

Tel: 01904 555111, textphone 07534 437804,

Monday to Friday, 8.30am - 5.00pm.

Email: adult.socialsupport@york.gov.uk

Family Information Service. Tel: 01904 554444.

Open 10am - 4:00pm, Monday – Friday. Email fis@york.gov.uk

www.yor-ok.org.uk/family-information-service.html

Front Door Children’s Social Care. Tel: 01904 551900

during office hours. Outside office hours, at weekends and on public holidays contact the Emergency Duty Team. Tel: 01609 780780.

Email: childrensadvise@york.gov.uk

Information on parent groups: York Parent Carer

Forum Tel: 07751 828369 / 07342 103715

Email: info@yorkparentcarerforum.org.uk

SENDIASS. Tel: 01904 554319/55569

Email: yorksendiass@york.gov.uk www.yorksendiass.org.uk

Single Point of Access: CAMHS. Tel: 01904 615345.

The Carers’ Centre. Tel: 01904 715490

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