

# EAST RIDING



Special Educational Needs & Disabilities Information Advice & Support Service

## COVID-19: What to expect from East Riding SENDIASS?

Our primary aim is to ensure that East Riding SENDIASS can maintain service delivery across the East Riding of Yorkshire whilst keeping everyone safe and well.

As the current situation develops so rapidly we have decided to suspend all face-to-face contact and prepare contingency measures to ensure our service remains available to families in need over the coming weeks and months.

Please see the infographic below that explains how our service will change and continue to provide information, advice and support.

	Normal Provision	COVID-19 Provision	SENDIASS officers use their knowledge and expertise of SEND law to support parents, families, young people and children.
Information	Information and resources on <a href="http://eastridinglocaloffer.org.uk/">http://eastridinglocaloffer.org.uk/</a> twitter @SendiassERYC, via our helpline <b>01482 396469</b> , and at school and community events.	Information and resources on <a href="http://eastridinglocaloffer.org.uk/">http://eastridinglocaloffer.org.uk/</a> , twitter @SendiassERYC and via our email helpline service <a href="mailto:sendiass@eastriding.gov.uk">sendiass@eastriding.gov.uk</a> .	
Advice	Helpline advice within 2 working days on <b>01482 396469</b> and via email <a href="mailto:sendiass@eastriding.gov.uk">sendiass@eastriding.gov.uk</a> Information and advice through SENDIASS drop in sessions at school and community events.	Officer advice within 2 working days via email <a href="mailto:sendiass@eastriding.gov.uk">sendiass@eastriding.gov.uk</a> or via a return phone call*	
Support	Email, phone or face-to-face advice and support from a SENDIASS officer within 2 working days.	Email or phone* advice and support from a SENDIASS officer within 2 working days.	

\* If you would like information, advice and support over the phone, our SENDIASS officers are able to call you back following your initial email into the service. We request that you include the following in your **email** and an officer will contact you within 48hrs:

Your name:

Town:

Contact details:

Reason for contact: