



Durham SENDIASS have devised a guide to help parents, carers and young people (16-25) to continue to access the service during the COVID-19 Outbreak.

As the current COVID-19 situation develops so rapidly Durham SENDIASS will be operating as follows from Monday 23<sup>rd</sup> March 2020.

Our primary aim is to ensure that we can maintain service delivery in County Durham whilst keeping everyone safe and well.

We are moving all our available resources to a telephone, email and website service delivery model.

We have decided to suspend all face to face contact. This means that we are suspending face to face contact with families and also attending meetings.

We will only allow face to face appointments (at service coordinator's discretion) where it is absolutely critical that advice cannot be delivered over the phone, by email and where resources allow.

Parents, Carers and Young People can continue to access SENDIASS by:

- The SENDIASS helpline (0191 5873541) continues to be operational. Please telephone as normal. If the phonenumber is busy, please leave a voicemail on the answer machine. The answer machine will be checked each day and calls returned promptly.
- Parents, carers and young people can request a telephone appointment.
- Parents, carers and young people can email SENDIASS with your queries or concerns. The team have full access to emails and will respond promptly. Email: [SENDIASS@durham.gov.uk](mailto:SENDIASS@durham.gov.uk)
- Parents, carers and young people can access information relating to SEND via the SENDIASS website [www.durhamsendiass.info](http://www.durhamsendiass.info)
- Information relating to SEND is also available on the Durham Local Offer [www.durham.gov.uk/localoffer](http://www.durham.gov.uk/localoffer)