



These services are provided on behalf of North Yorkshire County Council and are for parents/carers and young people living within the boundaries of North Yorkshire. For families living just outside the borders of North Yorkshire advice can be provided about relevant services offered by their home county.

### The North Yorkshire Parent Partnership SEND Service - Local Offer

#### If you have concerns about special educational needs and disabilities (SEND) we can provide:

- Free, impartial, confidential information advice and support for parents/carers of children with SEND.
- Free, impartial, confidential information, advice and support for young people with SEND in education aged 16 – 19
- We offer support from birth to 19.
  - **Early Years:** 0-4
  - **Primary:** 4-11
  - **Secondary:** 11-16
  - **Post 16:** 16-19

#### We offer:

- Enquiry Line support – open between 9.00am – 4.30pm Monday to Friday all year
- Open referral service including telephone and email support
- Home visits and attendance at meetings to discuss difficulties
- Signposting to independent support if requested through national and local voluntary groups
- Support communicating with professionals e.g. writing letters, emails and telephone calls
- Support to achieve positive outcomes at meetings and reviews about your child
- Help in understanding professional reports
- Advice on systems, procedures and processes related to SEN
- Guidance on Statements of SEN and Education, Health and Care Plans (EHCP's)
- Mediation at all stages with schools and the Local Authority
- Information on Health and Social Care policies and procedures
- Support with transition at each educational stage
- Support and advice with Post 16 options alongside specialist careers advice where available
- Support with SEND Tribunals
- Signposting to other support services
- Website information [www.northyorks.gov.uk/parentpartnershipservice](http://www.northyorks.gov.uk/parentpartnershipservice)

#### Independent Parental Supporters (IPS):

An Independent Parental Supporter (IPS) is a volunteer who has completed training provided by the Parent Partnership Service. In North Yorkshire most IPS's work or volunteer within local Parent groups or charitable organisations.

- An IPS from a voluntary organisation can provide parents and young people with information specific to their own disabling condition and circumstances
- Details about the voluntary groups in North Yorkshire and their activities can be found on the website for the Parent Forum (NYPACT) [www.nypact.co.uk](http://www.nypact.co.uk)
- The Parent Partnership Service is happy to take referrals on behalf of parents and young people (with their consent) from voluntary groups and to provide confidential/anonymous advice to assist IPS's in supporting families where requested.

### Parent Partnership Service Contact details

#### North Yorkshire Parent Partnership Service: (SEND and Choice Advice)

Enquiry Line – **0845 034 9469**  
(Monday – Friday between 9am and 4.30pm) throughout the year

Website:  
[www.northyorks.gov.uk/parentpartnershipservice](http://www.northyorks.gov.uk/parentpartnershipservice)

**Helen Rogers – Senior Parent Partnership Coordinator** – [helen.rogers1@northyorks.gov.uk](mailto:helen.rogers1@northyorks.gov.uk)  
Direct Line – 01609 534472

**Sue Gibbons – PPC Scarborough, Ryedale and Whitby** - [sue.gibbons@northyorks.gov.uk](mailto:sue.gibbons@northyorks.gov.uk)  
Direct Line – 01609 534611

**Jane Clark – PPC Hambleton/Richmondshire** – [jane.clark@northyorks.gov.uk](mailto:jane.clark@northyorks.gov.uk)  
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**Vivien Nowell – PPC Craven** – [vivien.nowell@northyorks.gov.uk](mailto:vivien.nowell@northyorks.gov.uk)  
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