

# Newcastle's Local Offer



The Local Offer is all of the services, information and advice that children and young people with Special Educational Needs or Disabilities (SEND) and their families might need to use. Some of these are included in this leaflet. The Local Offer website has much more and makes them easier for you to find because they're all in one place – visit us and find places to go and things to do.



**NHS**  
Newcastle Gateshead  
Clinical Commissioning Group

Newcastle  
City Council 

[www.newcastle.gov.uk/localoffer](http://www.newcastle.gov.uk/localoffer)

# Information, advice and support

These organisations offer information, advice and support for children and young people with SEND aged 0 to 25 years old (unless we give another age range) and their families. They can help direct you to the right information from the most appropriate organisation for your needs.

## Newcastle Families United

The local Parent Carer Forum for families of children and young people with SEND.

Web: [www.newcastlefamiliesunited.com](http://www.newcastlefamiliesunited.com)

Phone: 0191 277 4700

Facebook: [/passitonnewcastle](https://www.facebook.com/passitonnewcastle)

Twitter: [@Families\\_Utd](https://twitter.com/Families_Utd)



## Pass It On Parents

We are a parents group that supports families with children who have additional needs.

Web: [www.newcastlefamiliesunited.com](http://www.newcastlefamiliesunited.com)

[www.skillsforpeople.org.uk](http://www.skillsforpeople.org.uk)

Phone: 0191 281 8737



## Connexions

For careers advice and guidance on a range of opportunities including education, training and employment for young people aged 13 to 19 years old, and up to 25 years old for those with Education Health and Care Plans.

Web: [www.connexions-tw.co.uk](http://www.connexions-tw.co.uk)

Phone: 0191 277 1944



## Northeast Special Needs Network

Provides information, advice, support and training for parents and carers of children and young people with SEND.

Web: [www.nsn.org.uk](http://www.nsn.org.uk)

Phone: 0191 281 2485



## Healthwatch Newcastle

Local consumer champion for health and social care.

Web: [www.healthwatchnewcastle.org.uk](http://www.healthwatchnewcastle.org.uk)

Phone: 0191 338 5720



## **Newcastle Special Educational Needs and Disabilities Information, Advice and Support Service**

Provides free, confidential and impartial information on matters relating to education for children and young people with SEND.

Email: [SENDIASSadmin@newcastle.gov.uk](mailto:SENDIASSadmin@newcastle.gov.uk)

Phone: 0191 284 0480

(You can also use this phone number to reach Disability North for Direct Payment support)



## **Skills for People**

Our Independent Supporters guide you every step of the way through being assessed for an Education, Health and Care (EHC) Plan or transferring from a Statement to an EHC Plan.

Web: [www.skillsforpeople.org.uk](http://www.skillsforpeople.org.uk)

Phone: 0191 281 8737



## **Contact a Family**

Provides advice, information and support for families with disabled children aged 0-19, no matter what their condition or disability.

Web: [www.cafamily.org.uk](http://www.cafamily.org.uk)

Phone: 0191 213 6300



## **Benefits advice**

For full details of the different benefit advice services in Newcastle, and for benefit information, see our website.

Web: [www.newcastle.gov.uk/welfarerights](http://www.newcastle.gov.uk/welfarerights)

Phone Monday to Friday:

Newcastle Welfare Rights Service, from

9.30am to 12 noon, 0191 277 2627, or

Citizens Advice, 03442 451 288 from 10am to 4pm.



## **Patient Advice and Liaison Service (PALS)**

Offers confidential advice, support and information on any aspect of NHS care.

Email: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)

Freephone: 0800 032 0202



# Tell us what you think about Newcastle's Local Offer

Please tell us your views about our Local Offer so that we can take action to improve it when we need to. On our Local Offer website [www.newcastle.gov.uk/localoffer](http://www.newcastle.gov.uk/localoffer), click the feedback button and complete our online form. You can tell us what services you need locally, what works well, and raise any concerns you have about what is in the Local Offer.

## Newcastle City Council

[www.newcastle.gov.uk](http://www.newcastle.gov.uk)

Go online at [www.newcastle.gov.uk](http://www.newcastle.gov.uk) for all council services whenever possible. If you need to phone Newcastle City Council, phone **0191 278 7878** and ask for the person, team or department you need.

### For example:

- Ask for **"Children with Disabilities Team"** for advice and support for children and young people with SEND, to comment on the services you get, to find out about our Short Breaks offer and Get Connected activities or to join the Disabled Children's Register.
- Ask for **"Adult Social Care"** for any questions you may have about social care and community health services for adults aged 18+. Staff can give you information and advice, advise you on local services, or may refer you for further assessment.

### How can I get online?

If you want help to use technology, you can get a basic Internet Taster session at your local library, please phone the Digital Team on **0191 277 4100**.

**If you have difficulty understanding this leaflet, please contact us on 0191 277 7973 and we will do our best to help you.**

## Keeping safe

If you are aged under 19, you can phone **Childline**, whatever your worry, for free confidential advice on Freephone: **0800 1111**.

If you have a concern about the safety of a child or adult please phone:  
**Children's Initial Response Service** on **0191 277 2500** for ages 0 to 17 years old.  
**Adult Social Care Direct** – on **0191 278 8377** for concerns about adults aged 18+.

Date to be reviewed: **January 2019**