

**East Riding of Yorkshire mental and emotional health services for  
children and young people**

**Name of service**

**Families Information Service Hub (FISH)  
Special Educational Needs and Disabilities Information, Advice and Support Service (SENDIASS)**



**Service provided**

The friendly, helpful FISH team operates a helpline offering free, impartial information for young people, parents and carers and professionals who have a role in supporting families. FISH is a 'one-stop-shop' where you can get information on Activities, Childcare, Free Early Education including the 30 hours extended entitlement, Money matters and all other services available for Families. FISH also have a Family Service Directory which provides information on: Emotional Health and Wellbeing, Childcare, Education, Health, Money, Parent/ Carer Support, Safety and Parent and Toddler Groups.

The Special Educational Needs and Disabilities Information Advice and Support Service (SENDIASS) provide information, advice and support to parents and carers of children and young people with special educational needs or disabilities. The service provided is impartial and confidential. SENDIASS provide information on: SEN support in the early years, schools and further education providers, assessments and Education, Health and Care (EHC) Plans, health and social care law, choosing a school/post 16 education, preparing for adulthood, personal budgets, Disability Living Allowance and grant giving organisations, local parent carer support groups, social and leisure opportunities for children and young people with SEND, resolving disagreements, mediation and appeals and more.

**Applicable age group for service**

Parent, carers of 0 – 25 year olds. Professionals, Practitioners working with parents of 0 – 25 year olds

**Who is the service for (ie threshold)**

FISH - Everyone living/working in the East Riding.

SEND IAS – This service is for parent carers with a child/young person aged 0 – 25 years with SEND. The child/young person does not need a diagnosis or a statement/EHC plan to access the service.

**Who can refer a child or young person?**

Anyone can contact the FISH team.

The SEND IAS is for parents, carers, professionals to contact regarding children and young people aged 0-25 years who have SEND.

**How do you refer?**

Call the FISH and SEND IAS helpline on (01482) 396469

Email [fish@eastriding.gov.uk](mailto:fish@eastriding.gov.uk) Website – [www.fish.eastriding.gov.uk](http://www.fish.eastriding.gov.uk)

Website – [www.eastridinglocaloffer.org.uk](http://www.eastridinglocaloffer.org.uk)

Location of service

ERYC, County Hall Beverley HU17 9BA

What happens after a referral is made?

A referral is not required to access the FISH and SEND IAS service.

What happens if a child / young person is not accepted for treatment following a referral?

N/A

Information re registered service and regulatory body (if applicable)

Accredited with the National Families First Quality Award

Any other information