

# Contact us

Markfield provides the Special Educational Needs and Disabilities Information, Advice and Support Service (SEND IASS) in Haringey. We provide impartial information, advice and support for young people and parents/carers of children with Special Educational Needs and Disabilities.



Call our Helpline for free advice  
**020 8802 2611** (term time only)

Mondays **9:30am to 1:00pm**

Wednesdays **3:30pm to 7:00pm**

Thursdays **2:30pm to 6:00pm**

For further information or to make a booking  
Call Markfield: **020 3667 5233**

Email: [familyadmin@markfield.org.uk](mailto:familyadmin@markfield.org.uk)

Visit our website:  
[www.markfield.org.uk/sendiaass](http://www.markfield.org.uk/sendiaass)

Registered Charity Number: 289904

# How to find us



Markfield's address:  
**Markfield Park  
Markfield Road  
London  
N15 4RB**

Nearest Tube:  
**Seven Sisters, Tottenham Hale**  
[www.markfield.org.uk](http://www.markfield.org.uk)



**Does your child need extra educational support?**

**Free Information,  
Advice and  
Support Service**



***“Now I understand the system,  
I feel more empowered to  
support my child”*** Parent

**Haringey's Special Educational Needs and  
Disabilities Information, Advice and Support Service**

# Who we are

Haringey's Special Educational Needs and Disabilities Information, Advice and Support Service (SEND IASS) is provided by Markfield, an inclusive community hub which promotes disabled, Deaf and autistic people's rights, equality and independence.

## We offer a free, impartial and confidential service:

- **Support** in attending meetings, contributing to assessments and reviews and participating in decisions about outcomes for the child or young person.
- **Directing** children, young people, parents to additional support services where needed, including support relating to preparing for adulthood, such as transition, living arrangements and employment support.
- **Help** when things go wrong, including support in arranging or attending early disagreement resolution meetings.
- **Support** in managing mediation, appeals to the First-tier Tribunal for Special Educational Needs and Disabilities (SEND), school exclusions, and complaints on matters related to SEN and Disability.

This service is funded by Haringey Council and provided by Markfield, please see our impartiality policy on the website.

# Our services

## Advice surgeries

Face-to-face appointments for parents and young people to discuss concerns, prepare for meetings such as Annual Reviews, fill in forms or applications, write letters, and share information about other services. Surgeries are held at Markfield and a number of schools and children's centres in Haringey.

*"We were able to share our experiences and give our own opinions. It was nice because I don't often open up and give my opinions."* Young Person

## Get involved

We run a termly parents and professionals SENDIASS reference group meetings. Both groups support the service by contributing ideas, looking at ways of working and assist with continuous improvement. If you would like to attend the dates of the next meeting and contact details can be found on the SENDIASS website.

## Higher-level support

Sometimes families may find themselves in very difficult circumstances for example children or young people who have been excluded, just had a diagnosis, or carers with a disability themselves. In these cases we aim to allocate a named Family Support Worker who can provide one-to-one support.

## Training workshops

We provide regular training about the SEND system and exclusion guidelines. Training is FREE for carers and young people.

## SEND IASS volunteers

Our volunteers have experience of the SEND system and have been trained to offer support to parents and young people in preparing for and attending meetings.

## Independent Young Advisors

Our steering group of youth volunteers are recruited from Haringey secondary schools, trained and supported to ensure the voice of young people with SEND is at the heart of our service.

*"Family Club is a safe place for the children to play. It's good to meet other parents and share information"* Parent

## Family club

A monthly drop-in at Markfield where children, young people and parents/carers can meet other families, have a fun day out together, and get advice from SEND IASS staff.

