SEND

Information, Advice and Support Service

Herefordshire & Worcestershire

Providing FREE impartial information, advice and support on matters relating to children and young people with special educational needs and/or disabilities (SEND).

Herefordshire Council

worcestershire county council

Find out more online: www.hwsendiass.co.uk

What is the SENDIASS service?

The SENDIASS service provides FREE, impartial, confidential and accessible support for parents and carers of children, and young people up to the age of 25, with special educational needs and disabilities (SEND). SENDIASS stands for Special Educational Needs and/or Disability Information, Advice and Support.

The service is also available for young people to access independently from their parents or carers. Our team members are fully trained through IPSEA in three levels of legal practice and attend regular training sessions to keep up to date with current legislation.

How can the SENDIASS service help me?

Our SENDIASS team offers an empowerment service providing FREE information, advice and support on all matters relating to SEND, including health and social care.

We can:

- Help you understand what you should expect from statutory services and other agencies, especially at key stages, for example, moving from primary education to secondary education or college
- Provide support and advice during Education, Health and Care Plan assessment
- Support you to make sure your views or those of your child are heard and understood
- Help you complete forms, write letters and support you when dealing with organisations, agencies and professionals
- Offer advice and guidance through education and training
- Assist you with appeals and tribunals
- Signpost other service providers and resources that may be of help

When would I need the service?

We can provide assistance if:

- You have concerns about progress at nursery, school or college
- You need information and guidance on education, health and care plans, including education law and personal budgets
- You need help preparing to participate in meetings with professionals to help you get your views across or you need help to understand reports and/or letters
- You need information on how to resolve disagreements, including complaints and mediation
- You need information on non-curriculum issues such as bullying, exclusions, admissions and elective home education
- You would like to know more about Herefordshire's and Worcestershire's SEND policies and procedures

When are the SENDIASS team available?

Our work location and opening hours are:

Herefordshire:

Town Hall, 10 St Owen Street, Hereford HR1 2PJ

Monday to Friday 8.30am – 4.00pm

Worcestershire:

Young People's Support Services, Tolladine Road, Worcester WR4 9NB

Monday to Friday 8.30am – 4.00pm

Herefordshire Office

SENDIASS
Town Hall
10 St Owen Street
Hereford
HR1 2PJ

Monday to Friday 8.30am – 4.00pm

Call: 01432 260 955

(24 hour answering machine service is available)

Email:
SENDIAS@herefordshire.gov.uk

Worcestershire Office

SENDIASS
Young People's Support Services
Tolladine Road
Worcester
WR4 9NB

Monday to Friday 8.30am – 4.00pm

Call: 01905 768 153

(24 hour answering machine service is available)

Email:
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www.hwsendiass.co.uk
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