



Richmond
& Kingston
SENDIASS

www.RKsendiass.co.uk

What is SENDIASS?

Richmond & Kingston SENDIASS is a free and confidential service offering impartial information, advice and support on issues relating to a child's or young person's special educational needs or disability. We work with parents, carers, and with children and young people from 0 to 25, in Richmond & Kingston.

What We Do

We aim to empower people to play an active and informed role in their own or their child's education. We do this by providing the following services:

Information and Advice: Via our helpline and email services.

Support: From an assigned support worker or volunteer either on the phone, on email or face to face.

This service is available to children and young people with SEND and parents who are unable to advocate for their child.

We can provide information, advice and support about a range of topics including:

- Listen to your views and concerns and help you to explore your options.
- Your own or your child's rights around education, health and care.
- SEND support in schools, early years and post 16 settings.
- Exclusions.
- Preparing for and attending meetings.
- The statutory assessment process towards an Education Health and Care Plan (EHCP).
- Disagreements, mediation and appeals to the SEND tribunal.
- Local services and support groups.

Confidentiality

We aim to ensure that children, young people, parents and carers are able to access support and information in complete confidence. We will only share information with others if:

- you have given your consent for us to do so;
- the information given to us leads us to believe that a child/young person is at risk.

Impartiality

The guidance we give will always be impartial. This means we will:

- provide factual information and advice based on the law and guidance so that you are able to make your own decisions;
- not guide you towards a particular course of action or offer our own opinions;
- respect your decisions without making a judgement.

What does SEND mean?

The term SEND (Special Educational Needs or Disabilities) is a broad description for anyone who needs additional help to progress and achieve in education. Children and young people might need extra help because they have:

- A medical condition or health needs.
- A learning difficulty like dyslexia or dyspraxia.
- Difficulties with communication.
- Difficulties with social interactions.
- A physical disability.



Opening Hours

Monday: 09:00 - 17:00

Tuesday: 09:00 - 17:00

Wednesday: 09:00 - 17:00

Thursday: 09:00 - 17:00

Friday: 09:00 - 16:00

We are a small team and operate a 24 hour answer phone. If we do not answer your call, please leave a message so that we can get back to you.

