

Special Educational
Needs & Disabilities
Information, Advice
and Guidance Service
for parents, carers,
children and young
people (up to 25 years)



Supporting families to access our service – Advice for Practitioners

Hackney SENDIAGS provides free confidential and impartial information, advice, support and guidance for parents, carers, children and young people. We operate at arm's length from Hackney Learning Trust.

Frequently Asked Questions

Q Do you have a referral form?

A. We do not have a referral form. Families are expected to self-refer.

Q. Can I refer a family to you?

A. Parents are expected to self-refer by calling our advice line (020 7275 6036), accessing our service email (SENDIAGS@learningtrust.co.uk) or attending our drop-in sessions.

Q. What if the parent, young person, carer finds it difficult to make contact by themselves?

A. In the first instance please meet with the family, call our number (020 7275 6036) and pass the phone to them. If this is not possible please email (SENDIAGS@learningtrust.co.uk) confirming that the family has given their permission to pass on their contact details to our service.

Q. What if the family prefer to email?

A. Please assist them in emailing our service (SENDIAGS@learningtrust.co.uk). A brief email outlining the support they are requesting with a contact number we can call them on.

Q. You provided support to the family at their Team Around the Child meeting. Can we invite you to the next meeting?

A. Only the family can ask us to attend, and if they do we will attend, where possible.

Q. Can we discuss specific families with you?

A. We are happy to give you general advice and information but we will not ask for or discuss any personal details. We will discuss families known to both services, when families give us permission to do so.

What we provide:

- A telephone advice line
- A dedicated confidential email address
- Support at meetings as and when appropriate
- Information, advice, support and guidance in relation to school admissions, exclusions and Education, Health and Care Plans, SEN Support, Education Health Care Needs Assessments and appeals
- Drop-in sessions
- Knowledge is Power information sessions for parents and carers and for young people
- Written information leaflets available online at www.hackneylocaloffer.co.uk

We help parents, carers, children and young people:

- By listening to their views and concerns
- By working with them to explore their options
- To find the confidence to express their views
- With preparation for meetings
- By helping them to think about their contribution to any assessments
- To deal with forms, letters and reports

- To understand their rights in relation to SEN and Disability
- To attend parent support groups and forums
- To work in partnership with schools, colleges and early years settings and the local authority to develop positive relationships
- By signposting you to other relevant local and national services for information, advice and support

Contact Us

Telephone

020 7275 6036

Monday to Thursday (10:00am to 3:00pm)

Friday (10:00am to 1:00pm)

Email

SENDIAGS@learningtrust.co.uk

For further information go to

www.hackneylocaloffer.co.uk/senddiags