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KIDS Richmond and Kingston SEND Information, Advice and Support Service (SENDIASS)

Organisation Details

Description of activity

SENDIASS is friendly team of local advisors who offer impartial advice and support on all matters relating to Special Educational Needs and or Disability. Our aim is to enable you to make informed decisions. We provide impartial, confidential advice and information for families around Education, Health and Care.

We offer support with Education, Health and Care Plans, personal budgets, person centred planning and how to use the Local Offer, plus:

- Support with understanding reports and letters, attending meetings and preparing for assessments and reviews.
- Information and signposting to support services in your area.
- Support with Transition and Preparing for Adulthood.
- Support with and signposting to our specialist mediation team.
- Advice and support on benefits.

Benefits advice

We have a part-time Benefits Advisor who supports families of children and young people (up to 18 years) to complete Disability Living Allowance (DLA) applications and Personal Independence Payment (PIP).

When you receive an application form for one of these benefits from the Department of Works and Pension they will give you a date by which you need to return the completed form. To avoid disappointment, should you require our help, contact us promptly as there is high demand for appointments. Waiting time may be between 2 - 4 working weeks.

Who we support:

Our service is available to parents and carers of children with special educational needs and/or disability who are resident in Kingston or Richmond. Our support is also available to young people over the age of 16.

We're based at The Croft Centre, Windham Road, Twickenham TW9 2HP and at The Moor Lane Centre, Moor Lane, Chessington KT9 2AA.

About KIDS

KIDS is a national charity providing a wide range of services for disabled children, young people and their families across the country.

KIDS vision is a world in which all disabled children and young people realise their aspirations and their right to an inclusive community which supports them and their families.

Our new phone number (as from September 2019)

The new number for contact with SENDIASS or our Benefits advice service is 020 3793 9596

You will then be able to choose from 5 options

Option 1: Benefits Advice

Option 2: Richmond SEND Information Advice and Support Service

Option 3: Kingston SEND Information Advice and Support Service

Option 4: Service Manager

Option 5: All other enquiries.

Contact Details

Telephone

See above

Email Address

RichmondKingston@kids.org.uk

Website

<http://www.kids.org.uk/richmond-and-kingston-sendiaass>

Social Media Links

Twitter Link

<https://twitter.com/KIDScharity>

Facebook Link

<http://www.facebook.com/profile.php?id=100016055835653>

Accessibility

Accessible building

Yes

Accessible toilets

Yes

Availability Details

Days and times of activity / opening

Monday	from 10:00	to 17:00	
Tuesday	from 10:00	to 17:00	evening helpline until 22:00
Wednesday	from 10:00	to 17:00	evening helpline until 22:00
Thursday	from 10:00	to 17:00	
Friday	from 10:00	to 17:00	

When is the activity or service available

All Year Round

Description of Eligibility or Referral Criteria and Pathways (if applicable)

SENDIASS revised hours during the Summer Holidays.

Richmond and Kingston SENDIASS will be operating slightly different hours during the school holidays.

Beginning on 23/7/20 at least one member of the team will be working every day but we will be working slightly more restricted hours and will not be providing our usual Evening Telephone Hotline on Tuesdays and Wednesdays.

Please contact on the telephone via on 020 3793 9596 and or via email to richmondkingston@kids.org.uk and if someone is unable to answer someone will get back to you.

If you need an evening call then please request this when you contact us and we will try and accommodate this.

Thank You
SENDIASS Team

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