Special Educational Needs Service

(Education, Health and Care needs assessments, plans and reviews)

Information for Parents/Carers

Contact details:
Special Educational Needs Service
Children and Young People’s Service
Doncaster Council
Civic Office
Waterdale
Doncaster
DN1 3BU

Telephone number: 01302 737209 / 737210 / 737211
Monday to Friday 8:30 am to 5 pm
Fax number: 01302 737342
Email: sen@doncaster.gov.uk
Website: http://www.doncasterchildrenandfamilies.info/thelocaloffer.html
What do we do?

• We co-ordinate and advise upon the new statutory process of assessment of a child’s special educational, health and care needs and the making and maintaining of an Education, Health and Care Plan (EHCP).

• If your child has an existing Statement which is due to be transferred to an EHCP, we will make sure that you are given at least two weeks’ notice of the date of the transfer review process, to give you the best possible chance to be involved and seek support.

• We make sure that your child’s Statement or EHCP is formally reviewed at least once a year.

• For children who are at a transition stage in their education e.g. transferring from primary to secondary school we will ensure that Statutory Review meetings are held during the Autumn Term.

• We ensure that Annual Review meetings for children in Years 9 and above (aged 14 and over) have a specific focus on post 16 goals and beginning to prepare for adulthood.

• We work closely with the SAIDSEND Service – Support, Advice, Information Doncaster. Special Educational Needs and Disabilities - (incorporating Parent Partnership); representative parent/carer forums and groups; Families Information Service; and Independent Supporters to provide clear information to parents and to resolve any concerns arising from a Statutory Assessment process or Annual Review meeting.

• We work in partnership with Parents and Carers, early years settings, schools, post 16 settings and a range of agencies and other practitioners

• All schools have funding to support their children who have special educational needs. Our team advises and supports Headteachers and Principals on matters relating to their SEN budget and management of SEN resources to ensure that the child receives the necessary support.
Our promises to you

• We will treat you with respect and courtesy.

• We will listen, understand and involve you from the very beginning of the statutory assessment process.

• We will respond to requests to consider a statutory Education, Health and Care (EHC) assessment within six weeks.

• We will complete the full statutory assessment process within the maximum time, usually 20 weeks. You will be advised of the important deadlines and when to expect decisions.

• We will name an SEN Officer for your child to co-ordinate the assessment process in partnership with you. The SEN Officer will give you information on the statutory assessment process; listen and seek to understand your queries or concerns and sign post you to other sources of information or support as required.

• We will work closely with early years’ settings, schools, post 16 provision, other supporting agencies and practitioners to obtain up to date information for the assessment.

• We will advise you of any decisions in clear language and make sure that you are aware of your rights if you do not agree with our decisions.

• We aim to acknowledge receipt of letters and emails within three working days and respond fully to these wherever possible within ten working days. If we are unable to respond fully at that time, we will explain the reasons why and advise you of when we will write to you again.

• We will make sure that we tell you of our decision within four weeks of the Annual Review Meeting and make any amendments as soon as we can.
How you can help us

• Complete parental information/advice as far as you are able during the statutory assessment process and return this to us. Your views, wishes and feelings are vital and we can sign post you to sources of support.

• Please try to attend any medical appointments etc. wherever possible. We do understand that at times this may be difficult. Unfortunately cancellations and missed appointments may lead to delays or incomplete information upon which to make a decision about how best to meet your child's special educational needs.

• Complete parental information/advice for Annual Review meetings and always try wherever possible to attend these meetings. This is an ideal opportunity for you to discuss any concerns you may have and for your views to be recorded.

• If you have any concerns about your child’s education, please speak to the school / setting in the first instance, the SAIDSEND Service or the SEN Team – we all want to help and support you and your child.

• Please contact us if you are new to the Doncaster area and your child has a Statement of Special Educational Needs or Education, Health and Care Plan (EHCP), as we will need to obtain your child’s records from the previous authority and let you know what we are going to do next.

• Please let us know if you change your address or contact details