SENDIASS Engagement Activity

Please scan the QR code above to go to the survey.

Overview

Welcome to our survey! We want to hear from you about the future of our Special Educational Needs and Disabilities Information Advice and Support Services (SENDIASS) in Kingston and Richmond. The current service contract will end in March 2027, so we're planning what happens next - your views are really important to us.

Survey Arrangements

The survey will run from Monday 8th June- Friday 17th July 2026.

Survey link: https://haveyoursay.citizenspace.com/afc/sendiass-26/

About SENDIASS

The Special Educational Needs and Disabilities Information Advice and Support Services (SENDIASS) offers information, advice and support for parents and carers of children and young people with special educational needs and disabilities (SEND). SENDIASS can help with understanding children's rights within education, mediation/disputes and The EHCP (Education, Health and Care Plan) process. This service is also offered directly to young people aged 16 and over.

The service is free, impartial and confidential.

It is a statutory requirement for all local authorities to commission a SENDIASS. In Kingston and Richmond, this service is currently provided by Polaris Children's Services, a national organisation that delivers similar services across the country.

Why are we doing this consultation?

We would like to invite you to complete this brief survey to help us ensure that we continue to commission the right SENDIASS in Kingston and Richmond. By sharing your experiences, you will help us build a clearer picture of the support available and how it can be improved for families like yours. Your feedback will help shape the future of the service; however, while we will carefully consider all responses, it may not be possible to implement every suggestion. Where possible, your views will guide the changes and improvements we are able to make.

How will your feedback be used?

Your responses will help:

- Inform improvements to local advice and support services.
- Shape training and guidance for professionals who support families.
- Contribute to future planning and service development across Achieving for Children (AfC).

Have your say

Your views matter. By sharing your experiences, you'll help us build a clearer picture of the support landscape and how it can be improved for families like yours. Please give us your feedback using the Online Survey link above.

If you need to request a paper questionnaire or any other format, please contact consultation@richmond.gov.uk or call 020 8891 1411 and quote 'SENDIASS Survey'.

What happens next

Once the consultation closes:

- All responses will be reviewed and analysed anonymously.
- Key findings will be used to inform improvements to advice and support services.
- A summary of the results may be shared with stakeholders and, where appropriate, made available to participants.

Thank you for taking the time to share your experiences - your voice can help make a real difference.