

## Harrow SENDIAS contact details:

Opening hours: 9am-5pm (Monday to Friday, all year)

Helpline: 020 8428 6487

All calls are answered by our caseworkers. If the lines are busy, please leave a message. For out of office hours, your call will be responded within 48 hours.

Email: [harrow.sendias@family-action.org.uk](mailto:harrow.sendias@family-action.org.uk)

Although the team is currently working remotely due to the Covid-19 pandemic and following Government recommendations, we continue to support families.

We continue to book parents/carers and young people for telephone appointments. However, if parents prefer, we also offer support on one-to-one basis on Microsoft Teams and Zoom applications via online video call. Zoom allows screen sharing as well, therefore caseworkers are able to share screen and go through paperwork, and professional reports etc together with parents/young people.

New offer: SEND advice surgeries: Each Tuesday from 10.30 am -12 pm via online link on Zoom (delivered in English and Pashto, Tigrinya, Bulgarian, and in Hindi, Punjabi, Urdu if requested in advance). To participate and enquire – email our team at [harrow.sendias@family-action.org.uk](mailto:harrow.sendias@family-action.org.uk)

New offer: Sessions on complex health and social care support, each Wednesday from 10.30 am – 11.30 pm via video link on Zoom. To participate and enquire – email our team at [harrow.sendias@family-action.org.uk](mailto:harrow.sendias@family-action.org.uk)

New offer: SEND advice surgeries for young people: each Monday from 11am -12pm via video link on Zoom To participate and enquire – email our team at [harrow.sendias@family-action.org.uk](mailto:harrow.sendias@family-action.org.uk)

New offer: Workshops and Training sessions in SEND Law, legislations, EHCP processes, annual reviews, exclusions, health needs and the SEND law, SEN support and many more delivered by Harrow SENDIAS via Zoom link to parents/carers and professionals. To participate and enquire – email our team at [harrow.sendias@family-action.org.uk](mailto:harrow.sendias@family-action.org.uk)

Support online and via the helpline on Tuesdays also available on, Pashto, Tigrinya, Bulgarian and English. On the rest of the days helpline support is provided in English.

### Casework:

We continue to offer support for statutory needs assessment, draft EHC plans, annual reviews, Tribunal appeals, SEND transport, and enquiries around SEN support.

Harrow SENDIAS website [www.harrow-sendias.org.uk](http://www.harrow-sendias.org.uk) for useful SEND factsheets, resources, and [Harrow SENDIAS Facebook](#) updated daily for online resources and information.