

Frequently Asked Questions

Where can I go if I need SEND advice and support during the consultation?

None of our current sources of advice, support, processes or practice will change during the consultation. Current channels of support remain the same i.e.

- Visit www.hertfordshire.gov.uk/localoffer
- Call: 0300 123 4043 for general enquiries or to reach a member of staff
- SEND IASS – (Special Educational Needs and/or Disabilities Information, Advice and Support Service)

Visit: www.hertssendiass.org.uk

Email: sendiass@hertfordshire.gov.uk

Call: 01992 555847

If your child is at school, that should always be your first option, or your case worker if you have one. KIDS Hubs will still be open until the close of their contract on 31 October 2020.

Why are you closing KIDS HUBS?

KIDS is a national charity (www.kids.org.uk) and will still exist nationally. Their contract in Hertfordshire is to deliver information and support to parents/carers with children/young people who have SEND – the statutory service SEND Information Advice and Support Service (SENDIASS) is required by law to deliver this and we are strengthening this service to meet national minimum standards.

What will happen to the money previously allocated to KIDS Hubs?

The same amount of funding will be transferred to the enhanced SENDIASS service.

SENDIASS always seem so stretched – how will they take on the extra work?

Focusing the investment we make in SEND Information and Advice into one place will reduce duplication and allow an economy of scale which will strengthen the work that SENDIASS do and lead to improved provision in Hertfordshire.

The funding will be used to strengthen the offer within SENDIASS which will include a helpline for callers to receive the information, advice and support at a time that is important to them. The service will also be able to deliver information, advice and support in the community through workshops and face to face sessions.

Does SENDIASS only provide education advice?

No. SENDIASS provides a broad range of impartial and confidential information, advice and support for children and young people with SEN and disabilities up to 25 years and their parents and carers, as well as practitioners. This includes: helping them to understand their rights relating to education, health and social care, express their views, help to prepare for meetings (and attend with them if possible), help with completing forms and understanding reports, help when applying for an EHC needs assessment and support when things go wrong. More detail available on their website <https://www.hertssendiass.org.uk/>

KIDS Hubs offer a toy library for children with SEND – what will happen to those?

In addition to the services we commission from KIDS relating to information and advice, KIDS currently also provide additional SEND related services in Hertfordshire that are **not** commissioned by the County Council. One of these is the specialist toy and equipment library and KIDS may choose to continue this service as part of their charity provision if they wish. Other services such as Hertfordshire's Libraries, Family Centres, charities and local voluntary sector organisations also offer a wide range of inclusive activities. See more on the [Local Offer here](#).

When will KIDS Hubs close and what will happen to the staff?

The council's contract with KIDS to provide KIDS Hubs, is due to come to an end on 31 October 2020. The TUPE (Transfer of Undertakings -Protection of Employment) Regulations 2006 may apply to the KIDS employees working on the Hertfordshire contract.

Is closing KIDS HUBS a temporary measure because of the COVID-19 outbreak?

No. Strengthening our current SEND offer through SENDIASS is part of our improved information, advice and support strategy and is not connected to the current pandemic.

The national charity KIDS will continue but it is the KIDS **HUB** contract with Hertfordshire County Council that is not being renewed. Their contract will end on 31 October 2020.

Why is the consultation being held during the COVID-19 outbreak?

The consultation has long been planned to run from March to June in line with the timeline for existing contracts coming to an end. Of course, we recognise that attention everywhere is focused on more pressing priorities right now and we respect that. For the foreseeable future everyone is going above and beyond and we do not wish to detract from that.

At the same time, parent carer representatives have clearly indicated that we should continue with the consultation as previously planned. The consultation period is for 12 weeks until 14th June which hopefully allows time for everybody to have their say. Towards the end of the consultation, we will consider whether the outbreak means that the consultation period should be extended further if necessary.

Help and further information

Email: csfcommissioning@hertfordshire.gov.uk

www.hertfordshire.gov.uk/iasconsultation

**HERTFORDSHIRE'S SPECIAL EDUCATIONAL NEEDS OR DISABILITIES
(SEND)**

Information, advice and support consultation



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