

## Special Educational Needs and Disabilities Team, London Borough of Hounslow Service Standards

### 1. Introduction

We know that getting your child assessed for an Education, Health and Care plan and keeping that plan under review is important. Our service standards set out our commitment to working with you, informs you how long it will take us to call or e-mail you back and provides links to other services that can also help you.

### 2. Our commitment to you

We are committed to putting children and young people with special educational needs and disabilities and families first. Our staff are here to support you. Our aim is to get things right first time.

### 3. Our Special Educational Needs and Disabilities (SEND) Team is committed to:

- Responding professionally and clearly to all enquiries within the timescales set out below
- Keeping you informed of progress
- Listening to feedback and improving services
- Ensuring our staff are skilled and provide high quality services
- Working with other departments, when we need to, in order to provide a better service

### 4. Working Together

- We are committed to delivering our service standards to the best of our ability
- We will not tolerate aggressive or intimidating behaviour; we may end the call or meeting if necessary
- Please provide full details of your query when you contact us (including the full name of your child and date of birth) so that we are able to support and respond in a timely manner

### 5. About the SEND Team in Hounslow

In Hounslow, our SEND Team supports over 3,000 children and their families. In addition, the team also manages requests made for Education, Health and Care needs assessments. This means that each officer is responsible for between 200 to 270 children and young people on their caseload. Therefore, officers may not be able to respond to all enquiries as quickly as they would like to.

### 6. When can I expect to hear back from you?

- We will respond to your e-mail or your voicemail within **5 working days**
- We will respond to your letter within **10 working days**

### 7. How can I give a compliment about the Council's SEND service?

If you would like to provide some positive feedback on the service you have received, please e-mail [send@hounslow.gov.uk](mailto:send@hounslow.gov.uk)

### 8. How can I make a complaint about the Council's SEND service?

We are sorry that you have not been satisfied with the service you have received from the Council's SEND service. We do welcome your feedback as this helps us with our continuous improvement to maintain our service standards. Please refer to our [Corporate Complaints Policy if you need to make a complaint.](#)