

**ATTENTION
PLEASE** !



The Specialist Education Needs Assessment (SENA) team in Leicestershire has developed a new and improved service to help you contact the service and deal with any enquiries.

From 2 June 2025, you will be able to contact the service in different ways. These include an updated contact us form, a new and improved telephone management system and an online system allowing bookable slots for talking to a SENA Case Officer.

The slots will be accessible from an updated webpage as of 2 June. Details are:

- Online 'contact us' form available 24/7
- Join a call system to speak to a SENA Duty Case Manager available:
 - Mon – 2-4.30 pm
 - Wed – 12-2.30 pm
 - Thurs – 9 -11.30 am
- Make a MS Teams online booking with a SENA Case Manager

Available 9-11 am on a Tuesday of each week. These slots can also be booked via the website

Education Health and Care Needs Assessments (EHCNA)

For any new Parental EHCNA request a new online form has been designed and tested with your local parent carer forum – the SEND Hub. The form has been developed to help you give us a better understanding of your child's needs to enable us to make a quick and informed decision. When you complete the form a decision can be made quickly ensuring a timely response to you. The form requires you to have an account which can be easily set up.

