

Customer Service Centre

Advisers have access to information on many subjects that can help you, for example, information about special educational needs, your local schools, starting school and much more. If you need the use of an interpreter, please ask the person who answers your call to use **Language Line**.

They can send you a copy of the admissions booklet, tell you which are your nearest schools and send you an appeal pack. If your enquiry about school admissions is more complex, they can refer you to the Admissions and Transport Team who have detailed local knowledge.

Opening hours: 8am to 8pm Monday to Friday and 9am to 4pm on Saturdays



01438 737500 or 01923 471500 if you are calling from 01923 or 0208 areas



hertsdirect@hertscc.gov.uk

WWW www.hertsdirect.org

Parent Partnership

Offer impartial information, advice and guidance to families of children with special educational needs and disabilities.



01992 555847



parent.partnership@hertscc.gov.uk

WWW www.hertsdirect.org/parentpartnership

Admissions Advisers

Offer free, confidential, independent advice and support. The service is available to parents who may need extra support with admissions, for example, if they are new to the area, have English as an additional language or they or their child has additional needs.

Amanda Cassidy covers North Herts, Stevenage, Welwyn Hatfield, East Herts and Broxbourne:



01992 555034



amanda.cassidy@hertscc.gov.uk

Anjana Verma covers Watford, Three Rivers, Hertsmere, Dacorum and St Albans:



01442 453319



anjana.verma@hertscc.gov.uk

WWW www.hertsdirect.org/parentpartnership

Customer Focus



01992 588542 (complaints helpline)

01992 588548 (appeals helpline - school & exclusion appeals)



csf.customerfocus@hertscc.gov.uk

WWW www.hertsdirect.org/csfcustomerfocus

Children's Information Service (CIS)

Provides information about childcare and children's services in your local area, including childminders, pre-school groups, out of school clubs and holiday playschemes. Opening times Mon-Fri 8.30am-4.30pm



01438 737502 or 01923 471502 if you are calling from 01923 or 0208 areas



younginherts@hertscc.gov.uk

WWW www.hertsdirect.org

Children, Schools and Families (CSF) – Financial Help

If your family has a low income, you may be able to get some financial help with school expenses, for example, free school meals, help with transport and the cost of music lessons. You can apply for this help online or over the phone.



01438 737500 or 01923 471500 if you are calling from 01923 or 0208 areas

WWW www.hertsdirect.org (use 'online services' link on the website)

OFSTED

Inspect and report on standards of schools and childcare providers. Reports can be viewed online or by asking the school if you can see a copy.

WWW www.ofsted.gov.uk

Schools Finder

A government sponsored website that provides detailed information about schools, including links to school performance data and the school profile.

WWW www.schoolsfinder.direct.gov.uk

Independent Schools Council

Independent or private schools are schools where you have to pay to attend. More information is available on the website.

WWW www.isc.co.uk

Parenting Support

There are a number of organisations that can offer support and advice to parents:

Parentline Plus

Offer support with parenting issues.



0808 800 222

WWW www.parentlineplus.org.uk

Advisory Centre for Education (ACE)

Offer support with education issues.



0808 800 5793

WWW www.ace-ed.org.uk

Citizens Advice Bureaux

Local offices give free, confidential and impartial information and advice on a variety of issues. You can get information online or use the website to find your nearest office.

WWW www.adviceguide.org.uk

Neighbouring Local Authorities

You may want to apply for schools outside Hertfordshire. Contact the relevant authority for more information.

Barnet

020 8359 7651

www.barnet.gov.uk/school-admissions

school.admissions@barnet.gov.uk

Essex

0845 6037627

www.essexcc.gov.uk

admissions@essexcc.gov.uk

Bedfordshire

01234 228987 / 228140

www.bedfordshire.gov.uk

admissions@bedscc.gov.uk

Harrow

020 8424 1680

www.harrow.gov.uk

Buckinghamshire

01296 383250

www.buckscc.gov.uk

admissions@buckscc.gov.uk

Hillingdon

01895 556644

www.hillingdon.gov.uk

admissionsbenefits@hillingdon.gov.uk

Cambridgeshire

01223 717391 / 717026

www.cambridgeshire.gov.uk/admissions

admissions@cambridgeshire.gov.uk

Luton

01582 548016

www.luton.gov.uk/admissions

admissions@luton.gov.uk

Enfield

0208 3795501

www.enfield.gov.uk

enfield.school.admissions@enfield.gov.uk