



Walsall Information Advice and Support Service (SEND)

Free, impartial, confidential information, advice, support and guidance for parents/carers of children with SEND aged 0 – 25 and independently for young people with SEND aged 16 to 25.

Advice **EHCP** **Guidance**
Outcomes **Parents/Carers**
Signposting **Aspirations**
Co-production **Support**
Young people **Confidential**
Impartial **Information** **SEND**

Contact Information

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Walsall Information Advice and Support Service Special Educational Needs and Disability (SEND)

Information and advice about matters relating to SEND, for parents and carers of children and young people with SEND and also independently for young people aged 16 to 25 with SEND

Local authorities must arrange for this service as part of their duties under The Children and Families Act 2014

(SEND Code Practice 2, and Children and Families Act Part 3, Section 32 refers)

The service provides:-

- Accurate, impartial and up to date information and guidance on SEND via our telephone helpline or email.
- Help with preparing for meetings with the school or the local education authority.
- Information and advice about communicating with professionals in regard to SEND with a view to achieving positive outcomes at meetings and reviews
- Advice and information on systems, procedures and processes related to SEND including Education Health and Care (EHC) needs assessment and EHC plans, the Local Offer, Personal Budgets and Direct Payments.
- Access to Independent Support when undergoing EHC needs assessment or Statements being transferred to an EHC plan.
- Help with resolving disagreements with schools and the local authority in regard to SEN, including appeals to the SEND Tribunal.
- Information on Health and Social Care policies and procedures.
- Advice, information and guidance about transition at each educational stage.
- Signposting to other support services, local and national organisations and parent support groups.

The service is confidential*, so information relating to a particular child, young person or family will not be discussed with anyone unless we have permission to do so from the parent/carer or young person. However, the support may be limited if we are not able to discuss concerns with other professionals involved.

**The only exception to this is where the information we receive indicates that a child/young person may be at risk, then we have a legal obligation to pass on any concerns regarding child protection to the relevant agencies.*