

Special Education Needs and/or Disability Information, Advice and Support Service (SEND IASS)

Family Action is delighted to have been awarded the Walsall **Special Education Needs and/or Disability Information, Advice and Support Service (SEND IASS)**, which will launch in September 2020.

About Family Action

Family Action is a national charity that delivers support services to local communities. We have been transforming lives and building stronger families since 1869.

We empower children, young people and adults; helping communities and families overcome their individual challenges through a range of practical, emotional and, wherever we can, financial help.

We have been delivering SENDIAS services in Family Action since April 2013. We are based across the country and have a history of influencing policy and legislation such as the SEND Code of Practice reforms 2014, Department for Education funding for independent support and the development of children/young person/young adult focused support

Currently Family Action delivers the National School Breakfast Programme in 11 schools in Walsall and offers support and advice through our national FamilyLine telephone, email, online chat and 24/7 text service. Walsall Council has recently subscribed to Family Action's Special Guardian Support Service. The service provides one-to-one specialist support via telephone, web chat, text or email. Monday to Friday 9am – 9pm. Our crisis text messaging service is available outside these hours 365 days a year. Special Guardians also have access to a dedicated website offering comprehensive and up-to-date information as well as downloadable resources. Furthermore, people in Walsall can also benefit from our education and welfare grants services.

The service

Family Action 0808 802 6666
walsallsendiass@family-action.org.uk

Family Action is working closely with Walsall Local Authority (LA) to launch the new **Special Education Needs and/or Disability Information, Advice and Support Service (SEND IASS) in September 2020**. The service will work in line with the Walsall Right 4 Children Programme, which puts a restorative approach at the heart of our work. With shared aspirations and ambitions for Walsall, we aim for all children to have the best start in life, to be safe from harm, happy, and learning well. We will listen, be respectful and value the contribution of parents/carers, children and young people. Our service will be about 'doing with, not to' and will put children, young people and their families at the heart of everything we do, informed by evidence-based research and practice. We will play our part in the shared vision and strategy for Walsall, contributing to the development of a well-planned, effective, and respected system that works across education, health and social care to improve outcomes for children and young people with SEND, and their families. (*Walsall SEND Written Statement of Action (WSOA) Feb 2019*).

Our service will focus on the specific priorities below:

- To provide children, young people (aged 0–25) and their parent/carers with free impartial, confidential and accurate information, advice and support services about education, health and social care matters as it relates to their special education needs and disability. This provision will support independence and self-advocacy for children, young people and parents, enabling them to take part effectively in discussions and decisions relating to their education, health and care provision.
- We will ensure that the service has the capacity to reach a large number of children, young people and their parents/carers within the Borough and is delivered in a way that ensures parents, children and young people understand their legal entitlement to education, health and care support under the SEND Code of Practice and related legislation.

The service will be made available directly to parents/carers, children and young people who request our support. We will also deliver training to professionals across the area to raise awareness of SEND issues and how agencies can work together to support children with Special Educational Needs and/or Disabilities.

We very much look forward to working collaboratively with you over the coming months to build upon and improve services and outcomes for children and young people with SEND in Walsall.

Best Wishes,

Catherine O'Melia

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