Solihull SENDIAS
Referral and Exit Criteria.

Every child and young person with special educational needs and/or disabilities (SEND) and their parents and carers, are entitled to receive information, advice and support from Solihull SENDIAS which is provided:

> ➢ Free of charge
> ➢ Confidentially
> ➢ Impartially and
> ➢ At arm's length of the local authority.

Referrals:

We accept self-referrals from young people with SEND and from their parents/carers. Other services can support young people and/or their parents to make a referral to us. Other services can also contact Solihull SENDIAS for general advice around SEND legislation and processes. In exceptional circumstances, we may accept referrals from 3rd party agencies, where they have permission from the young person or their parent.

Referrals to our service are easy (we do not have a referral form) they can be made via

- email to solihullsendias@family-action.org.uk
- telephone by calling 0121 516 5173
- in person at any event that we are attending.

(Please note we do not offer a drop in facility at our office base).

Exit Criteria:

Exit procedures will take place when

1. The young person &/or their parent no longer wish to engage with Solihull SENDIAS.
2. The case is resolved to the satisfaction of the young person &/or their parent.
3. The case has gone to SENDIST tribunal & the outcome has been agreed.
4. The young person &/or their parent has employed the provision of another service to offer information, advice & support around the same issue(s).

Please note that upon exit we will contact the young person &/or their parent/carer informing them that we have closed their case & ask them to complete feedback on our service.

Re Entry Criteria:

A case can be reopened at any point should the young person &/or their parent/carer need further support regarding SEND. This can be for the same SEND issue we previously supported with &/or a different SEND issue(s).