



Building  
stronger  
families

SEN and Disability  
Information, Advice  
and Support

Walsall  
sendias

## Walsall 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 Walsall 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 Walsall SENDIAS for general advice around SEND legislation and processes. In exceptional circumstances, we may accept referrals from 3<sup>rd</sup> 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) & can be made via

- email to [walsallsendiass@family-action.org.uk](mailto:walsallsendiass@family-action.org.uk)
- telephone by calling 01922 612008
- 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 Walsall 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 is 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 online feedback on our service.



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### 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 &/or a different SEND issue(s).