

SEN and Disability
Information, Advice
and Support

Solihull
sendias



About us

Family Action is a charity committed to building stronger families by delivering innovative and effective services and support that reaches out to many of the UK's most vulnerable people.

We seek to empower people and communities to address their issues and challenges through practical, financial and emotional help

Family Action also have [FamilyLine](#) which is a free service available to support adult family members on all aspects of family life issues via telephone, text message and email. Whether it's emotional support or practical advice on any aspect of parenting or broader family issue.

The helpline is open Monday to Friday: 9am – 9pm. The helplines will be covered by SHOUT our text crisis line outside these hours including weekends and bank holidays.

Telephone: 0808 802 6666
Text: 07537 404282
Email: familyline@family-action.org.uk

Service address

11-13 Land Lane
Marston Green
Solihull
B37 7DE
Tel: **0121 516 5173**

Email: solihullsendias@family-action.org.uk

Main Webpage:

www.solihull-sendias.org.uk

YP webpage

www.solihull-sendias.org.uk/youngpeople

Facebook

www.facebook.com/SolihullSEND

You Tube [Solihull SENDIAS](#)

Solihull SENDIAS Service

Special Educational Needs and Disability
Information Advice and Support Service
(SENDIAS)

Supporting children and young people with SEND
and their parents/carers



Family Action Head Office, 24 Angel Gate, City Road, London, EC1V 2PT
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Patron: Her Majesty the Queen. Chair: Bryan Portman MBA FCCA FCIS. Chief Executive: David Holmes CBE

A free confidential and impartial service for children and young people with Special Educational Needs & Disability (SEND) and their parents and carers.

Getting the help you need with SEND can be a confusing and emotional experience. The thought of working with schools, the local authority and other professionals can be daunting.

We offer the information advice and support you need to make informed decisions and play an active role in your child's education. We explain SEND processes and procedures in straight-forward language so you know what to expect and what part you can play.

Our aim is to empower and support you to work in partnership with schools and the local authority to ensure that children's needs are met.

We provide information and advice on:

- the law on SEND
- applying information to your own situation
- SEND support in early years, mainstream, special schools and post-16 institutions
- statements and education, health and care (EHC) plans and procedures
- personalisation and personal budgets
- what to do when things go wrong
- managing mediation, appeals to the first-tier tribunal (SEN and disability), exclusions and complaints
- where to go for additional support locally or nationally, including voluntary services

In addition the "Local Offer" gives information about Solihull services for young people and parents www.socialsolihull.org.uk/localoffer

Who are we

We are a team of experienced professionals, with diverse backgrounds in education, health and care. We have all undertaken SEND legal training, some of our team also have personal experience of SEND.

Our diversity is our strength, we are all passionate about our work.

What we do:

- Listen to your questions and concerns
- Provide clear impartial information and advice about SEND
- Offer support with SEND procedures
- Explain the process of SEN support in schools
- Help you to understand your child's support plan
- Help you prepare for meetings (we may be able to attend with you)
- Support you through the EHC assessment process
- Answer questions around EHC Plans
- Support you to complete relevant paperwork.
- Signpost you to other services, including support groups
- Help you to resolve disagreements
- Provide training on SEND

We often work with children and their parents together, but also offer a direct and separate impartial and confidential service to young people.

What we don't do

- × Discuss you or your child without your permission;
- × Assess you, your child or your family;
- × Tell you what to do;
- × Judge you;
- × Attend medical appointments;
- × Attend meetings in your absence;
- × Act as Lead Professional.
- × Provide statutory advocacy support

