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

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Family Action

Walsall SENDIAS Service

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

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



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Vice Patrons: Christine Davies CBE. Dr Andrew McCulloch. Dame Denise Platt DBE. Katie Vanneck-Smith. Professor Harriet Ward CBE.

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

Who we are:

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

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

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 straightforward 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.

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 to resolve disagreements
- Provide training on SEND
- Provide support to prepare for meetings
- Support you through the EHC assessment process
- Answer questions around statement's or EHC Plans
- Support to complete relevant paperwork
- Signpost you to other services, including support groups



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 Walsall services for young people and parents.