Walsall SEND Service Newsletter

Walsall Council

AUTUMN TERM 2025

WELCOME TO THE WALSALL SEND SERVICE AUTUMN TERM NEWSLETTER

This newsletter is designed for parents and carers of children and young people with Special Educational Needs and Disabilities (SEND). Here, we share important updates, celebrate successes, and highlight opportunities for you to engage with and shape SEND services in Walsall. We are committed to working together to improve support, services, and outcomes for children and young people with SEND. Your voice matters, and we welcome your feedback and involvement.

ARE YOU ON OUR MAILING LIST?

Stay up to date with the latest SEND news, updates, and events in Walsall by joining our mailing list. If you are not already receiving our emails, please contact: **localoffer@walsall.gov.uk**

HELP SHAPE OUR SEND WORKSHOPS

Following feedback from parents, carers, and professionals, we're planning a series of workshops to help build understanding of SEND pathways and processes. We want to make sure these sessions are relevant, accessible, and timed to suit you.

Please take a few minutes to complete this short survey. Your responses will help us decide what topics to cover, how to deliver the sessions, and when to run them, starting with our first workshop before Christmas.

Thank you for helping us co-create something meaningful!

Please use this link: **Workshop Survey** or scan the QR code:

AUTUMN TERM PARTNERSHIP QUALITY ASSURANCE DAY

On Tuesday 30th September, we brought together partners from across education, health, social care, and our parent/carers for our 2nd SEND Quality Assurance Partnership Day of 2025, held at Walsall Art Gallery. It was a fantastic, creative space to explore this important work together.

The focus of the day was to review a broad range of Education, Health and Care Plans (EHCPs) and reflect honestly on what's working well and where we need to improve. This wasn't about perfect plans, it was about real ones and using them to drive forward a shared vision of consistently high-quality, child and young person centred EHCPs across the borough.

The session was another example of our ongoing and impactful approach to coproduction. Parents, carers and professionals played a key role in the discussions, contributing their insight and lived experience to help shape better outcomes for families.

Thank you to everyone who took part. This is part of our continued commitment to improving the quality and consistency of EHCPs in Walsall, making sure every plan tells the real story of a child or young person and supports them to achieve their best possible outcomes. See you all again in the Spring Term!

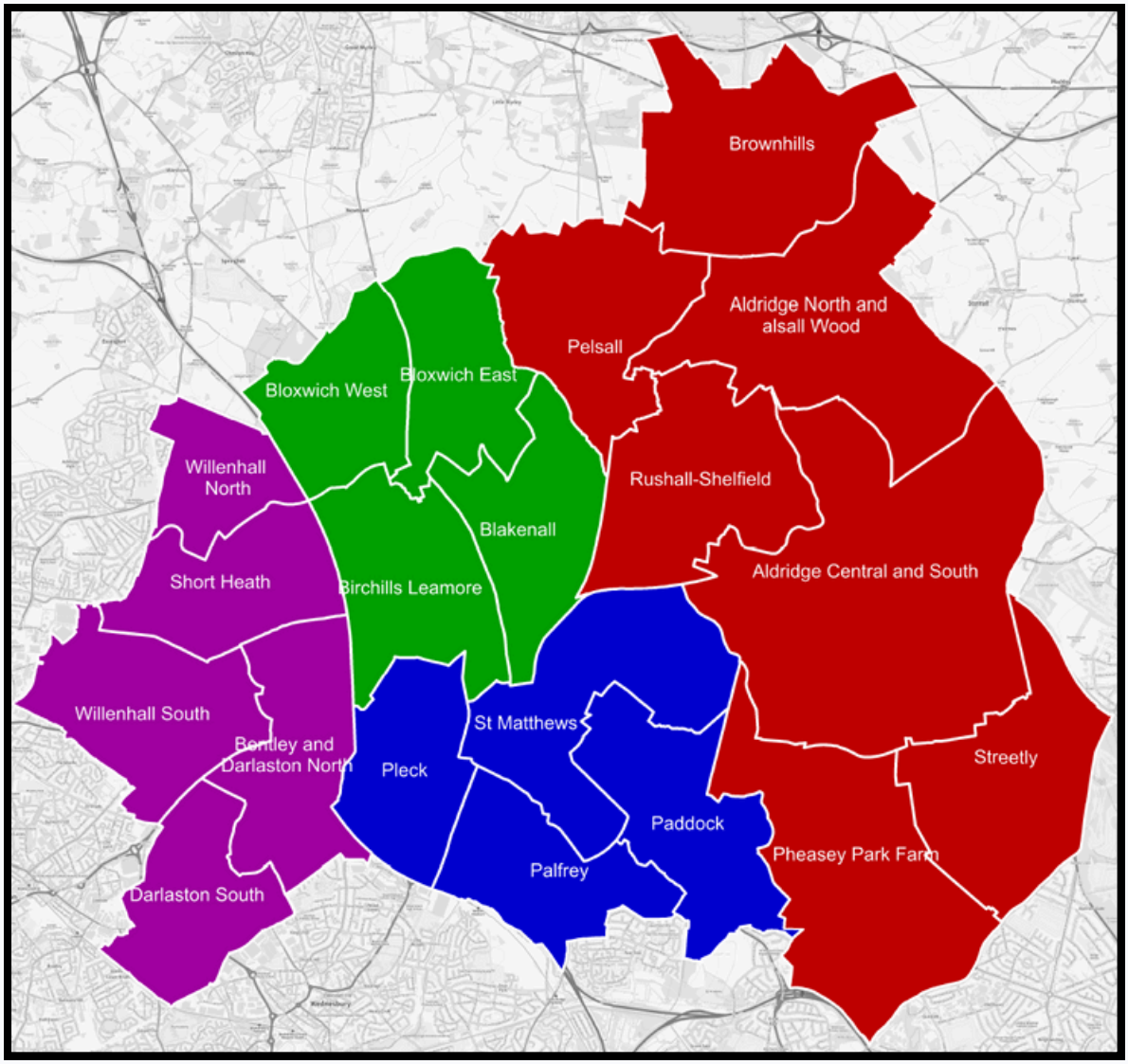
If you'd like to be part of it, please get in touch at **localoffer@walsall.gov.uk**

Your Voice Matters!

UNDERSTANDING YOUR WALSALL WARDS & LOCALITIES

There are 4 localities in Walsall. The North, East, South and West. Within these localities there are wards. There are 20 wards within Walsall.

North	
East	
South	
West	



Here is a list which locality each ward sits in

North	East	South	West
Birchills Leamore Blakenall Bloxwich West Bloxwich East	Aldridge Central & South Aldridge North & Walsall Wood Brownhills Pelsall Pheasey Park Farm Rushall Shelfield Streetly	Paddock Palfrey Pleck St Matthews	Bentley & Darlaston North Darlaston South Short Heath Willenhall North Willenhall South

SEN CASEWORK OFFICER ASSIGNMENT

The EHC team is split into two smaller teams. We have a team of SEN casework officers who work on EHC New Assessments, another that works on EHC Annual Reviews.

The annual review teams are split into localities and SEN Caseworker Officers are allocated to the wards of Walsall. Each team of SEN Caseworker Officers has a Senior SEN Casework Officer. Please see the list below of which caseworker works in which ward.

Please note that due to the nature of the role, there may be changes to staffing, including movement between roles, staff absences, or staff leave. We will provide updates as necessary.

Please see below table for the EHC Team Structure

EHC Team Manager: Rebecca Shaw					
Senior SEN Casework Officer	**Olivia Dodd**	**Alison Hancox**	**Nicola Mitchell**	**Michelle Stafford**	**Amy Male**
Team	**North Annual Reviews**	**East Annual Reviews**	**New Assessments**	**West Annual Review**	**Tribunals & Complaints**
SEN Casework Officers	Sharon Henry	Rachael Holdcroft	Lisa Small	Tiffany Smith	Josie Morgan
	Takunda Mugabe	Lisa Tanner	Sophie Dowson	Holly Parsons	
	Mia Porter	Lauren Askey	Laura Bevan	Emma Humphries	
		Lucy Varley	Bethan McGarrie		

SEN CASEWORK OFFICER WARD ASSIGNMENT

North Locality			
Birchills Leamore	**Bloxwich East**	**Bloxwich West**	**Blakenall**
Sharon Henry	Mia Porter	Mia Porter	Takunda Mugabe

East Locality						
Aldridge Central & South	**Aldridge North & Walsall Wood**	**Brownhills**	**Pelsall**	**Pheasey Park Farm**	**Rushall Shelfield**	**Streetly**
Rachael Holdcroft	Laura Askey	Rachael Holdcroft	Lisa Tanner	Lisa Tanner	Lauren Askey	Lisa Tanner

Central & South Locality			
Paddock	**Palfrey**	**Pleck**	**St Mathews**
Lucy Varley	Lucy Varley	TBC	TBC

West Locality				
Bentley & Darlaston North	**Darlaston South**	**Short Heath**	**Willenhall North**	**Willenhall South**
Holly Parsons	Emma Humphries	Tiffany Smith	Holly Parsons	Tiffany Smith

CONTACTING THE SEND TEAM

If you need to get in touch about SEND (Special Educational Needs and Disabilities) matters, please follow the process outlined below.

Initial Contact

Please send your enquiry to the SEND Admin mailbox at SEN@walsall.gov.uk Your message will be directed to the most appropriate team member, and we aim to respond within 5 working days. Alternatively, you can contact the **SEND switchboard** on **01922 652871**. If your query is urgent, please let the team know , they will do their best to find an alternative team member who can assist you sooner.

If you have your SEN Casework Officer's email address, you are welcome to contact them directly. However, please copy SEN@walsall.gov.uk into your message so we can track your enquiry and ensure it is followed up if needed.

If You Haven't Received a Response

We aim to respond to all enquiries within 5 working days. If you haven't heard back after this time, please send a follow-up email to the SEN@walsall.gov.uk with the subject line: Follow-Up Enquiry – For the Attention of the Senior Casework Officer. This will alert a senior member of the team to review your message and ensure it is picked up promptly.

If You Still Need Support

If your enquiry remains unresolved or you need further assistance, please email SEN@walsall.gov.uk with the subject line: For the Attention of the EHC Team Manager. Our EHC Team Manager, will review your message and make sure it is directed to the right person for a timely response.

Please Note

To help us manage correspondence efficiently, individual staff email addresses are not routinely shared. All communication should go through SEN@walsall.gov.uk to ensure your enquiry is properly logged, tracked and followed up.

Respectful Communication

We understand that some situations can be frustrating, and we're here to help.

We ask that all communication remains courteous and respectful so that we can work together to resolve issues effectively. Aggressive or inappropriate behaviour will not be tolerated and calls may be ended if necessary.

Thank you for your understanding and cooperation.

PARENT/CARER SUPPORT

More Info: **MettaMinds**

More Info: **Collingwood**

BARRIERS TO EDUCATION: HELPING EVERY CHILD FEEL SAFE AT SCHOOL

BARRIERS TO EDUCATION

The Barriers to Education website is a supportive resource for families and professionals working with children who struggle to attend school. It's built on real experiences and offers practical advice to help children feel safe, understood, and included.

Explore tools, stories, and ideas to help your child thrive, whether they're in school, out of school, or somewhere in between. For more info use this link: **BarrierstoEducation**

PARENT/CARER SUPPORT

WALSALL SENDIASS DROP IN SESSIONS & WORKSHOPS

For more info and book your space contact Walsall SENDIASS here: **WalsallSENDIASS**

Drop In Date	Time	Venue
Tuesday 21st October	10am - 11am	South & Central Family Hub, WS3 1HJ
Thursday 20th November	1pm - 2pm	East Family Hub, WS8 6HA
Tuesday 9th December	11am - 12pm	West Family Hub, WS10 8AE

Date	Time	Session	Venue
Tuesday 11th November	12:30pm - 2pm	Workshop 3 How to make a request for a parent led EHCP	Manor Farm Community Association, WS4 1EU
Thursday 11th December	10am - 12:30pm	Workshop 4 What is an EHCP and what do all the sections mean?	Manor Farm Community Association, WS4 1EU

CONTACT - SUPPORT FOR FAMILIES OF CHILDREN WITH ADDITIONAL NEEDS

Contact offers trusted advice and support for families raising children with additional needs. From a free helpline and a Listening Ear service to downloadable guides and email newsletters.

They also run fun and informative workshop, both online and in-person across the UK - covering topics like benefits, sleep, wellbeing, and more.

Find out more at **Contact**

HEALTH SUPPORT

SUPPORTED WAITING NETWORK DATES

The supported waiting partnership network meetings will be running every month where there will be guest speakers to advise on a variety of monthly topics and many services who support with access to additional support for you and your child.

Each monthly meeting will be held on the **Last Wednesday of the month** at **Manor Farm Community Association, Rushall, WS4 1EU**

Next Dates:

- **Wednesday 29th October**
- **Wednesday 26th November**

For more information or further advice please call: **01922 656463** or email **pals.officer@nhs.net**

SPEECH & LANGUAGE THERAPY (SALT) DROP INS

Do you have questions about your child's speech or language development?
Are you worried that your child is not talking or does not understand you?
Would you like some advice on general strategies to help?

If you're worried about your child's communication skills and your child is not already known to our service, please come to one of our drop-in sessions for advice and support.

Thursday 6th November	Thursday 20th November	Monday 24th November	Monday 15th December
9:30-11:30am	**9:30-11:30am**	**9:15-11:30am**	**9:15-11:30am**
Oak Park Leisure Centre WS9 9PQ	Willenhall Library WV13 2EX	South Family Hub WS2 8NF	Virtual Drop In Session

For more info, email the SaLT team: **walsall.slt@nhs.net** or call: 01922 605400

NHS Black Country Integrated Care Board

MENTAL HEALTH SUPPORT

EBSNA' - Emotionally Based School Non- Attendance

A free 45 minute webinar for parents and carers

'Emotionally Based School Non-Attendance, or EBSNA for short, refers to young people who struggle to attend school because of a range of emotional factors.

These can include struggling with issues like low mood, anxiety and loneliness. The impact of EBSNA can range from the young person experiencing an occasional reluctance to attend school, to complete non-attendance. It can start suddenly or develop gradually over time.

Kooth have developed this free webinar for families to explore EBSNA as a complex issue and will give guidance on how digital mental health support can help.

For more information in how to access please use think link:
KoothBytes

CAMHS Parent/Carer Workshops

Come and join our Parent/Carer Workshops, run by Black Country CAMHS services (on Zoom for 1.5hours)! Groups held 12pm - 1.30pm.

We know that suffering from mental health difficulties does not only affect the person struggling, but also the family around them. Parenting a child/young person with mental health difficulties can create additional challenges for parents.

We are running workshops exploring a range of difficulties that children/young people may experience, that can impact their emotional wellbeing.

- 11.06.25 - Anxiety
- 09.07.25 - Low Mood / Depression
- 17.09.25 – Autistic Spectrum Conditions
- 15.10.25 - Trauma and Attachment
- 12.11.25 – Anger / Conduct Issues
- 10.12.25 – Self Harming Behaviours
- 14.01.26 – Anxiety / OCD

To register your interest telephone **Andrea Ehgartner** on **01922 607400**

bchft_camhs @CAMHS_BCHFT www.blackcountrychildrens.nhs.uk/

CHILDREN/YOUNG PERSON OPPORTUNITIES

The Youth SEND Forum will be meeting in person this half term!

If you or a young person you know aged 8-16years old would like an opportunity to share your thoughts, experiences and meet other like minded young people please get in touch

We are really excited to meet all the young people in person and hear directly from them!

Please contact Sam on: samantha.house@walsall.gov.uk to get involved.

WINTER PORTAL GOES LIVE: TUESDAY 11TH NOVEMBER @ 10AM

The HAF offer for this winter for you to choose is up to **4 pick & mix/family sessions per child**

We have a range of activities that may include: Bowling, Cinema, Summer Sensory Sessions, Swimming & Adventurous Activities.

IMPORTANT MESSAGE FROM THE HAF TEAM:

Please **check your account/s** to ensure your **details are up to date** (we have had a number of parents not being able to participate in the sessions as they have not updated their child/ren's details)

If you need any support please contact the HAF team via; wr4c@walsall.gov.uk

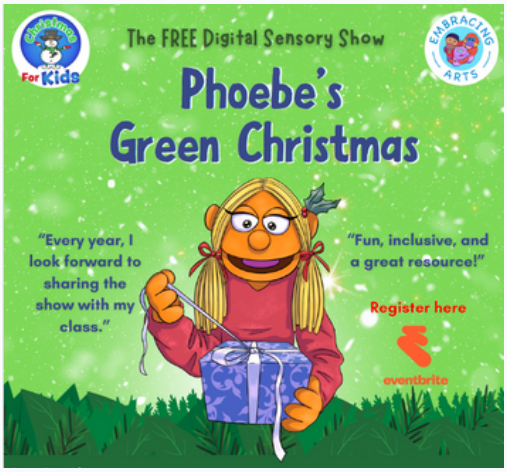
CHILDREN/YOUNG PERSON OPPORTUNITIES

You Matter - Mental Health and Wellbeing Programme for 11-15 year olds in Walsall.

This is a 9 week course that will take place in person.

5pm - 6:30pm Tuesday evenings.

For more information please contact:
ebony@vision-for-all.com

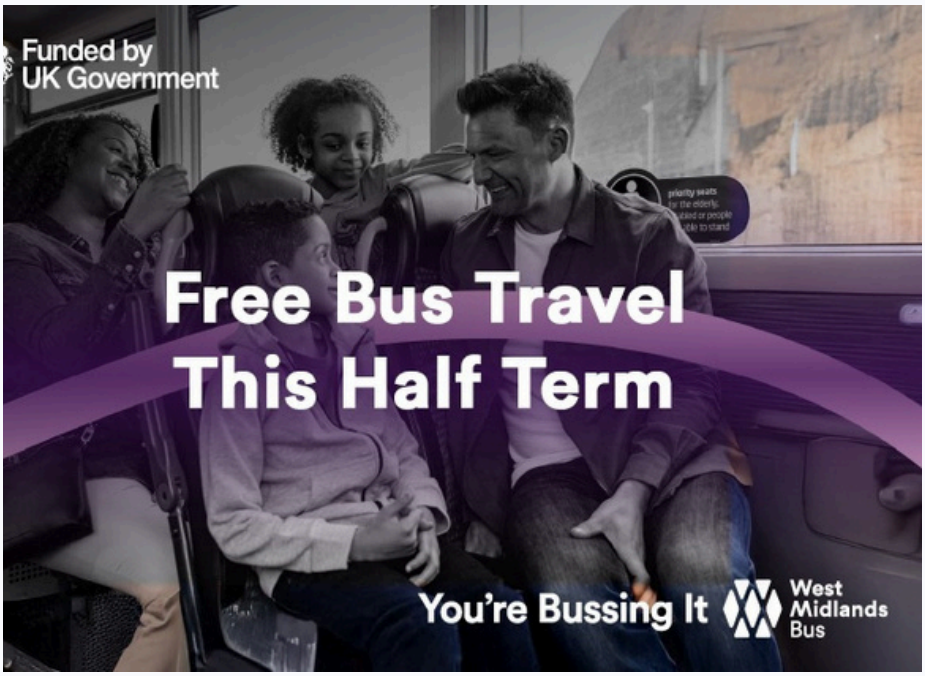


Phoebe's Green Christmas is a **free,** digitial festive show created especially for neurodiverse children, those with profound and multiple learning disabilities (PMLD), and children with life-limiting conditions. It's designed to be enjoyed wherever your child feels most comfortable, at home, in school, hospital, or hospice.

Expect music, puppets, sensory fun, and lots of Christmas cheer! The show is available to watch from **3rd November 2025 to 9th January 2026.**

For more information in how to book a slot please use this link: **EmbracingArts**

FAMILY EVENTS/OPPORTUNITIES



FREE bus travel for parents this October half-term

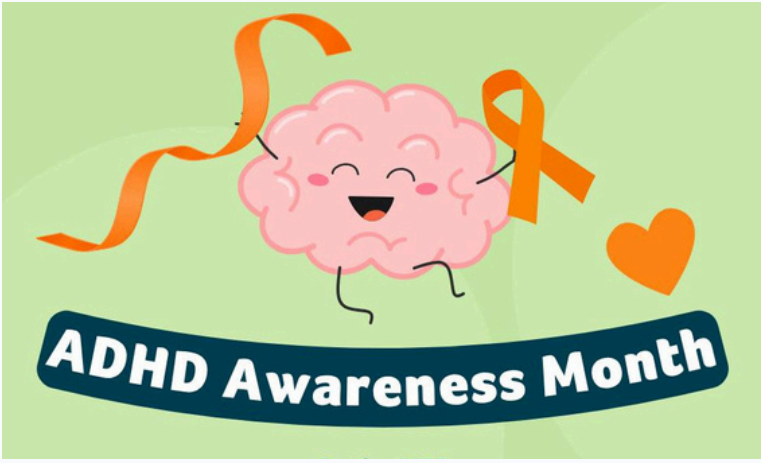
From 27 October to 2 November 2025, Transport West Midlands are offering parents, guardians or carers a whole week of unlimited free bus travel across the West Midlands.

For more info:
TransportWM

EVENTS

This is an event is designed for parent/carers to come along and to be able to chat to those who offer services to our children/ young people in Walsall

When - Friday 7th November - 10am - 12pm
Where - Bloxwich Active Living, High St, Bloxwich, Walsall WS3 2DA



SEND SERVICES FEEDBACK

Please could you spare a few minutes to complete this feedback form on your experience with the SEND Services. Please use the QR code or link below. Your feedback is greatly appreciated.

SENDServiceFeedback

FEEDBACK

If you have any feedback or wish something to be included in the next SEND Communications please do not hesitate to get in touch.

Next Issue: SEND Services Communications Autumn 2

Submit your updates by 5th November to be included!

Please use the below emails

Sam: **samantha.house@walsall.gov.uk**

Local Offer: **localoffer@walsall.gov.uk**

Thank you for being part of the Walsall SEND community!

Walsall Council

FACE WALSALL PARENT CARER FORUM

SEN and Disability Information, Advice and Support
Walsall sendias

NHS Black Country Integrated Care Board

Walsall Right 4 Children