

WIA & SS

Wandsworth
Information,
Advice &
Support Service



The local SENDIASS working in partnership with Children and Young People (aged 0-25) with SEND and their parents



ANNUAL REPORT 2023-2024

CONFIDENTIAL • IMPARTIAL • FREE

Information,
Advice & Support
Services Network
for SEND





Annual Report 2023-2024

■ Overview

There is a statutory duty for all Local Authorities (LA)- in England, to jointly commission [impartial](#) Information, Advice and Support (IAS) for children and young people with Special Educational Needs and Disability (SEND), and their parents.

This is set out in Section 26 of the Childrens and Families Act 2014 and [SEND Code of Practice 2015](#)

■ Commissioning Responsibilities for IASS

The LA and Health (Integrated Care Boards (ICB)), meets its statutory responsibilities through commissioning the Wandsworth Information, Advice and Support Service (WASS).

WASS provides free impartial, confidential information, advice and support to children, young people (aged 0-25) with special, educational needs and/or disability and their parents on matters relating to education, health and social care.

WASS is expected to be run at [arm's length](#) from the LA and ICB

The obligations and expectations of WASS (SEND Information, Advice & Support Services) are set out in **Chapter 2 of the [SEND Code of Practice 2015](#)**

■ Aim and Values:

WASS is signed up to the Section 19 (Children and Families Act 2014), principles that children and young people will achieve their potential if everyone (parents, children & young people, education settings and professionals) work together, and the family are actively involved and at the centre of decision making.

The overall aim of WASS, is to contribute to **better outcomes for children, young people and their parents** by providing confidential, impartial, information, advice and support.

■ Accountability:

WASS works towards the Department of Education, and Department of Health & Social Care supported IASS Network [Minimum Standards for SEND Information, Advice & Support Services 2018](#):

A yearly service improvement plan is written, which is linked to the national minimum standards, service data and *feedback received from children, young people and parents.

Improvement priorities are set for the year and reviewed on a termly basis by the service.

■ Service users:

WASS provides a direct service to children and young people with or who may have SEND & their parents (who have parental responsibility), who are Wandsworth residents.

■ Referrals:

WASS have a self-referral policy.

Parents, children and young people can contact the service directly or they can be signposted, with their permission by others, for example, family members, education settings, and other professionals/ services/organisations in the LA, Health, and the voluntary sector.



■ Independent Training on Law and Guidance:

All staff who work directly with parents, children and young people **must** complete and pass the IPSEA delivered Legal Training (accredited by the Bar Council), Level 1-3.

■ Strategic Functions:

Are laid out in the [Minimum Standards for SEND Information, Advice & Support Services, 2018](#)

For example,

2.1 Each IASS has a manager based solely within the service, without additional LA/CCG or host body roles. They have responsibility for strategic

planning, service management and delivery, and quality assurance.

2.2 The IASS engages with regional and national strategic planning and training and demonstrates effective working with other IASSs to inform service development.

2.3 The IASS works with local partners, including local parent and young people forums to inform and influence policy and practice in the local area.

The remainder of the report summarises the service activities, challenges, developments, improvements, and successes for this financial year.





WASS Budget and Staffing from 1 April 2023 - 31 March 2024

■ Service Budget

This year's budget was **£233,000** and continued to reflect a three way split in funding, between the, LA (Education & social care) and Health (ICB)-each paying in **33.3%**.

■ WASS Staffing

From 1 April 2023-31st March 2024

- WASS Manager (Monday - Friday)
- Information, Advice & Support Officer (Parent lead) (Monday - Friday) **in post from the 30th of August 2023**
- Information, Advice & Support Officer (Children and Young People lead) (Monday - Friday)
- Helpline Information, Advice and Support Officer (Monday - Friday)
- Business Support Officer (Monday & Friday, term time only)

■ Service Delivery

Intervention Levels

The national IASS intervention levels were revised at the end of 2023 to support individual IASS services to manage the increase in the demand for Information, Advice & Support (IAS) across England.

WASS adapted their service delivery in line with the revised National Intervention levels and local need. The service informed parents of this by developing a Working Together document, which is sent to all families when a referral is opened.

Please see the following documents:

[National IASS Network Intervention Levels 2023](#)

[WASS Working Together Document](#)

■ WIASS Information, Advice and Support offer

This offer has been developed and is reviewed annually with the intention of promoting self-efficacy for parents, children and young people. Also, where appropriate, to promote helpful conversations between families, education settings and professionals.

Table 1: This table summaries what information, advice and support is provided by WIASS.

<p>Information</p>	<p>Information based on,</p> <ul style="list-style-type: none"> ■ SEND Law and processes (for example, SEN Support (nursery/school/college base support), Education Health Care (EHC) Needs Assessments, EHC Plans) ■ Government guidance for children and young people with SEND, i.e., suspensions/exclusions, and Home to School transport. ■ How children and young people could be supported in nurseries, schools, and colleges. ■ Parents, children and young peoples’ rights, in relation to education, health, and social care needs and support. ■ *A range of information sheets/templates/school lists and links to other organisations on SEND processes, which can be found on the service website, wiass.org.uk ■ Training on SEND process and working effectively with parents.
<p>Advice</p>	<p>Explore and discuss with parents, children and young people ,</p> <ul style="list-style-type: none"> ■ Their options-so they can make informed decisions about support needed. ■ Discuss next steps, ways forward and priorities.
<p>Support</p>	<p>This may include,</p> <ul style="list-style-type: none"> ■ Contacting/liasing with professionals on children, young peoples and their parents’ behalf ■ Help children, young people and their parents prepare for a meeting with the Local Authority (LA), the nursey/school/college or health. Including independent mediation meetings ■ Look through or support with drafting letters or emails in relation to SEND. ■ Support children, young people and parents with views or ask questions in writing(emails/letter) or in person, at a meeting with the LA, the nursery/school, or college. <p>Please note: The level of support WIASS provide, depends on what parents, children or young people are able to do by themselves, WIASS’ capacity (demand for information and advice) and the child’s or young person’s situation.</p>

* Information Sheets, templates and the Service Website

This includes branded printed information sheets (detailed and short versions) and online resources.

WIAS has a stand-alone website at wiass.org.uk for children, young people and parents which provides useful resources, signposting to other SEND services, and information about how to contact the service.

The new website layout and content was developed with input from local children, young people and parents.

The service website comprises of two dedicated sections, one for parents, and one for children and young people (split into under 16 and Post 16 age groups). The new website went live in July 2023. Prior to this, the service had a webpage within Wandsworth Councils 'website.

The website includes downloadable and printable materials such as the information sheets (long and short versions), service leaflets, links to other organisations, government guidance, template letters and documents to support families provide their views on.

Delivering Information, Advice and Support.

This year the service continued to deliver the service through a triage approach and resumed with its outreach service.



Diagram 1: WIASS' Triage Approach

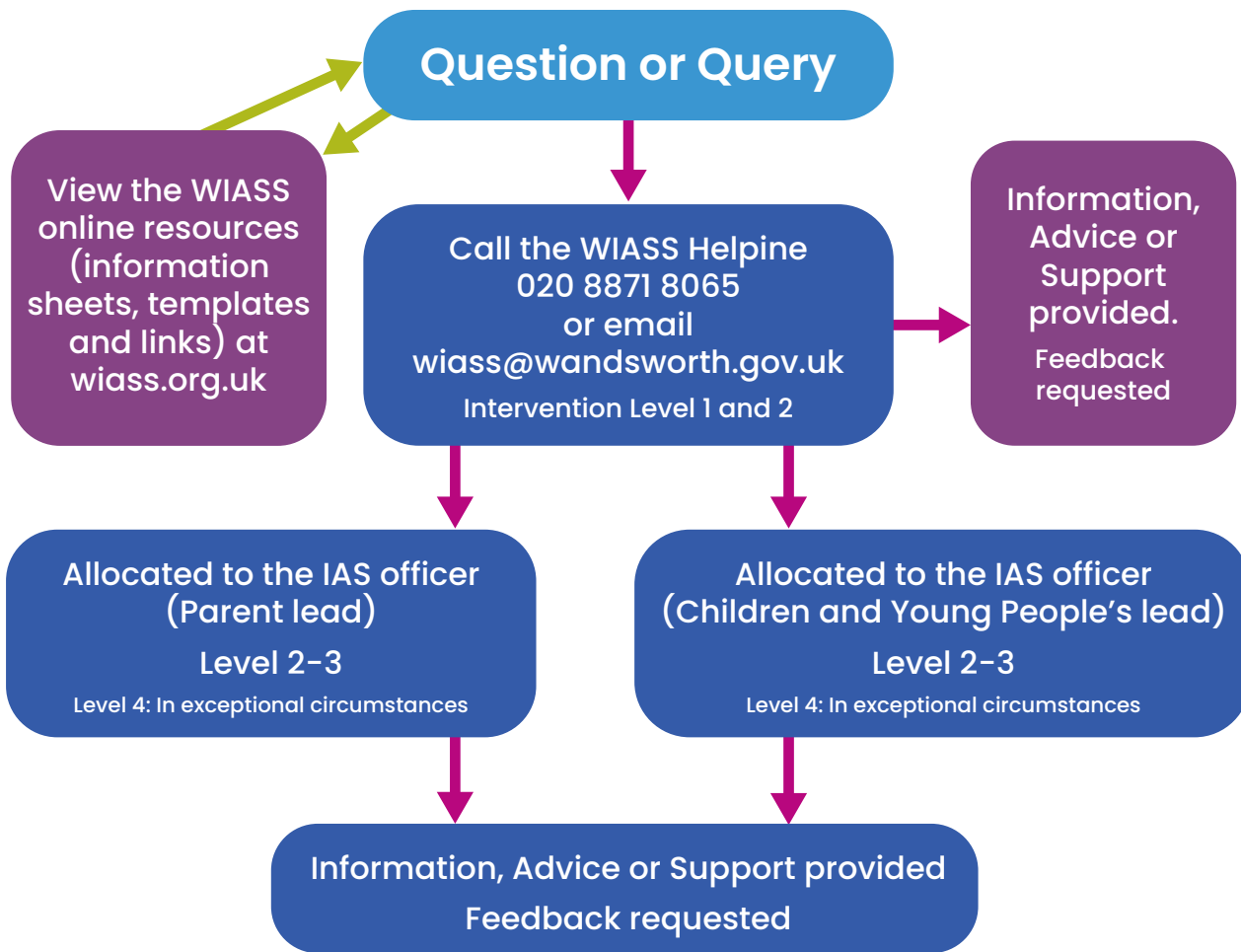


Table 2: WIASS Outreach and Training offer

<p>Outreach Service and Training</p>	<ul style="list-style-type: none"> ■ Fortnightly Young people's Drop In at South Thames College (Wandsworth site) ■ Termly Parent Coffee Mornings ■ Attendance at Local Authority events for parents, children and young people ■ Training for parents and professionals on SEND processes and working effectively together
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The aim is for the Helpline Information, Advice and Support officer to answer parents initial query at intervention Level 1 and Level 2 (where appropriate).

For other Level 2 and 3 queries, the Helpline IAS officer, will then pass these on to the Parent or Children and Young People's lead officers, for more in-depth information, advice, and support.

■ How Parents, Children and Young People can Contact WIASS:

Table 3: How to contact WIASS.

By Phone	Service Helpline on 020 8871 8065. Monday to Friday: Open from 9.30am-5pm. 24 hour answering machine. All calls are responded to, within two working days.
By Email	wiaass@wandsworth.gov.uk All initial enquiries are responded to, within two working days.
In person (virtually or in person)	Depending on the parents, children and young people needs and situation.

■ Parent Feedback:

Parents, children and young people are asked for formal feedback via a survey.

The survey includes six questions the DfE expects all IASS' to ask when obtaining feedback from parents, children and

young people:

Unfortunately, WIASS did not receive any formal feedback responses from children and young people this year.

186 survey responses were received from parents (the majority of surveys were completed over the phone with the WIASS Business Support officer)

Table 4: Summary of Parents Feedback

It was easy to contact WIASS	77%
WIASS were very impartial – (score of 3 or 4)	*61%
The information, advice and support were extremely helpful	80%
Were very satisfied with the service provided	76%
Were likely to recommend WIASS to others	83%

Please note: The variation in percentage reflects that not every parent answered each question on the survey sent to them.

*Difficulty with understanding the term impartial.

The service also asks for feedback on the impact of the information, advice or support provided, on the child, young person and parent.

Table 5: This table provides a summary of parental responses on the impact the information, advice & support provided had. Starting with the highest response.

I feel more involved in decisions about my child's education	132
I have a greater understanding of my child and my rights, the law and the support that should be made for children and young people with Special Educational Needs or a Disability	124
My child's needs are better understood than they were before	74
I feel less confused or overwhelmed	66
I feel more confident about giving my views to the Local Authority/School/College other services	61
My child is getting support and doing better at nursery/school/college	60
I am happier/less worried about my child's future	58
I now have a better relationship with the Local Authority (Council) or services working with my child	47
I now have a better relationship with my child's nursery/school/college	45
My child is happier at nursery/school/college	41
No response	16



■ Comments provided by Parents.

“ Thank you for your help and support in what would have been a very stressful situation. ”

“ You change a lot of things for the parents. ”

“ Really appreciate your word and advice. Thank you. Made the process extremely easy. really appreciate this. ”

“ A good service for parents of children with disability. ”

■ Improvements suggested by Parents.

Increasing the service' outreach offer within localities.

The service delivered four coffee mornings this year, and targeted key areas within the borough.

Some parents asked for quicker access to the Parent and Children lead officers.

Unfortunately if WIASS provided this, it would significantly reduce the number of meetings and

other support provided to parents, children and young people.

Increasing the services' attendance at meetings.

WIASS are unable to attend each meeting request. Instead staff will support parents to prepare for a meeting when the service cannot attend.

Key Activities and Data from 1 April 2023 - 31 March 2024

■ Strategic Activity:

Nationally and Regionally

- The WIASS Manager continues to be a member of, attended and contributed at the termly London Region IASS Manager's network meetings.
- The WIASS Manager submitted the required termly data reports to the national IASS network, for example, service reach, feedback on the six Dfe feedback questions from service users and intervention levels.

Locally

- The WIASS Manager continues to be a member of and attended the SEND Strategic Partnership board meetings over the year.
- The WIASS Manager attended and contributed to the LA Annual Review of EHC plan workstream workshop, with the view of improving the process for parents, children and young people. The WIASS Manager provided feedback-based on views that the service had collected from parents, children and young people.
- The services CYP lead officer is a member of the Employment Pathways group and attended a meeting this year to provide views on behalf of children, young people and parents on the difficulties experienced with finding appropriate work experience and good practice.
- The WIASS Manager worked with the Parent Carer forum facilitator and SEND in MIND Team lead to use local knowledge and data (post codes) to decide where to target joint coffee mornings (for example, where schools had a high SEND population however there was a low uptake of information, advice and support from parents whose children attended these schools). This year WIASS targeted schools in SW16 compared SW8 in the previous year.
- The WIASS Manger worked with the Parent Carer forum and LA to look at joint training programmes over the year. Three training session were delivered two online (Secondary Transfer and Annual Review of an EHC plan) and one in person- "Working Effectively with your child's SENCo."
- The WIASS Manager was invited to speak to SENCo's (completing their SENCo qualification) about the work of WIASS and "How to Build Good Partnerships with Parents."
- The WIASS Manager worked with Contact, -local voluntary organisation (before their contract ended at the end August 2023) to obtain feedback from parents, on how they would prefer information advice and support to be delivered by local services. The responses were circulated to SEND stakeholders in the LA and Parent carer forum leads.

Table 6: This table provides a summary of the responses collected from parents about how they would like to receive Information, Advice and Support.

46 parents responded to the feedback survey.

How do you prefer to get information, advice, and support for your child?	
Phone	17
Online (website)	15
Email	31
Leaflet/Information Sheet	9
Online Chat	5
in person options:	
Parent Coffee Morning	23
Parent Workshop/Training	19
Drop-in Session (no-appointment needed)	20
Booked Appointment with a Service	30

If you answered in person to the previous question, where would you like to meet in person?	
Wandsworth Locality Hub (Tooting, Battersea, or Roehampton)	27
Child's nursery, school, college, or education provision	23
Wandsworth Town Hall	15
Library	18
Via Zoom or Teams	11
Somewhere else – please describe	Siward Road A park outside – during summer The Wandle Centre – SEN Talk Home visit

■ Key Improvements, Success and Challenges

Improvements and Successes for this year

The following improvements were based on parental feedback, compliance with the national minimum standards, service data and trends.

- A full staff team from September 2023 to March 2024
- The service Business Support officer obtained **186** parent feedback responses on the IAS provided to parents this year.
- Developed and finalised the service Quality Assurance framework to monitor the individual IAS provided to parents, children and young people on a regular basis.
- Commissioned the local Baked Beans theatre group to film six rights-based videos for children and young people with SEND, on What is Advocacy and the five main SEND Processes. All actors were adults with additional needs, who also reviewed our script and suggested changes.
- Finalised all new and revised service leaflets, information sheets (short and long versions), school lists and content for the new WIASS website (which included the new branding and logo)
- The new service standalone website went live in July 2023
- A six-month review of the new website was completed by the service Business Support officer. The feedback will inform next year's service improvement plan.
- Creating and circulating a parent Working Together document, which informed parents of the services' triage approach and what to expect from the service's limitations.
- Delivering three joint coffee mornings (with Contact/SEND in MIND, the Parent Carer forum) within the three Wandsworth localities. This was to ensure parents, children and young people were able to access information, advice, and support in venues that were easy for them to reach,
 - For example,
 - Battersea
 - Tooting
 - Roehampton
- IAS officers attending a range of SEND events for parents, children and young people organised by the LAs Local Offer team.

■ Challenges for this year:

- There was a staff vacancy from May to August 2023
- Significant increase in referrals compared to the previous year.
- Increased requests for intervention Level 3 support (liaising with professionals, services, to attend meetings and supporting parents, children and young people give their views in writing and in person)
- Continued increase in the complex nature of the children, young peoples' and parental need.
- Reducing the service young people Drop in at South Thames College from weekly to fortnightly due to a 50% decrease in take up of this service since the pandemic. The service worked with the college leads to try and increase attendance numbers.

Key Data and Activity Data for 2023-2024

Below is a breakdown of key data collected and analysed when parents or children and young people made their first contact with the service or returned for further support:

■ Number of Families provided with IAS:

- During this period **488** families were provided with IAS compared to **401** the previous year.
- Initial contact by parents continued to be made by phone or email.
- *New referrals for this period were **444** (via phone/email and young peoples' Drop in's) which meant that the majority of cases had come to the service the first time or returned after six months, resulting in an **18%** increase from 2022-2023.

*New referrals and ongoing cases:

A new referral is when a family has contacted WIASS for the first time or contacted the service after six months of their last contact. An ongoing case where IAS is provided outside of the month of referral.

- WIASS further provided **139** parents, children and young people with IAS in each of the Wandsworth localities, via the service's Outreach programme (Coffee mornings/LA events/Training).

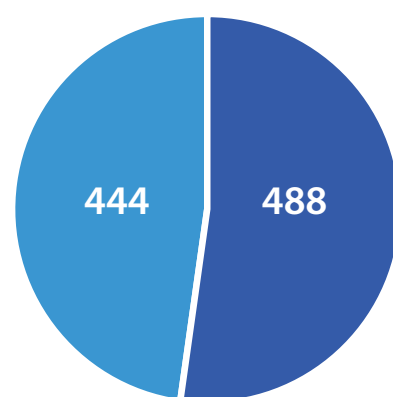
■ How Families Heard of WIASS:

The main ways parents, children and young people found out about WIASS were:

Parents (starting with the highest):

- Used the service before **(same as 2022-2023)**
- The Special Educational Needs Assessment Section (SNAS) via letters or signposted by staff **(a steady increase compared to 2022-2023)**
- The internet and signposted by Education settings (nursery/school or college) **(equal split and a steady increase of education settings referring families over to WIASS compared to 2022-2023)**

Number of families supported 2023-2024



- New referrals for this period
- New and ongoing referrals for this period



Direct work with children and young people

- From their parents
- Their education setting (colleges)
- WIASS YP Drop in at South Thames College

■ Service Reach (Post codes):

Most families who contacted the service lived in the following localities, (starting with the highest)

- Battersea (compared to Roehampton and Putney in 2022-2023)
- Roehampton/Putney/Tooting (even split compared to in 2022-2023 and a significant increase in referrals from SW16)
- Wandsworth/Southfields (even split for this year)
- An increase in *SW8 area
- Lowest uptake was from Balham, SW12 (part of the Balham area includes SW17 too.)

***An increase in the number of families from SW8, could be the result of delivering a Parent Drop In at the Yvonne Carr Centre(SW8), in 2022-2023.**

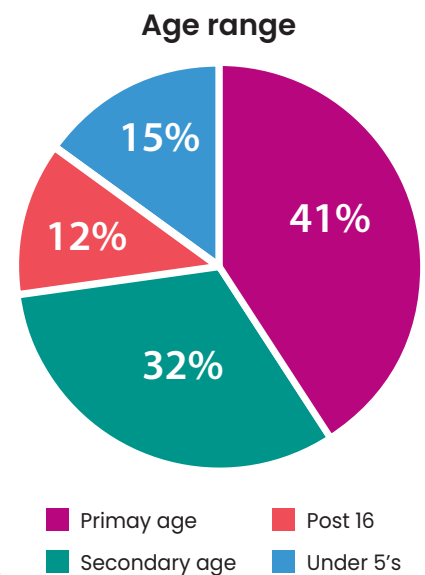
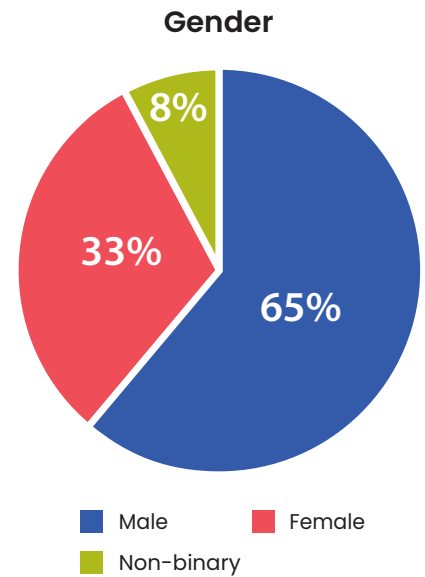
■ Gender

- **65%** of all referrals were for male CYP (similar to 2022-2023)
- **33%** of all referrals were for female CYP (similar to 2022-2023)
- **8%** of all referrals identified as non-binary.

■ Age Range

- **41%** Primary age
- **32%** Secondary Age
- **12%** Post 16 (50% increase from the previous year)
- **15%** Under 5's

The above percentages are similar to the previous year.



Education Settings

Most referrals were related to children and young people who were attending a mainstream education setting.

However, ***5%** of the families we worked with, the children and young people were out of school or were NEET (Not in education, employment or training).

***24 children were out of school and eight were young people who were NEET)**

Reasons for children being out of school or being withdrawn were:

- A lack of places in special schools or bases, especially for children with a diagnosis of Autism and an EHC plan-at key transition phases, i.e., reception transfer.
- Emotional based school avoidance

Reasons why Young People were NEET:

- Late applications for college (without an EHC plan)
- Colleges informing young people that they needed an EHC plan, to be enrolled on a course because the college felt it could not provide the support the young person needed.

The service provided information, advice and support to the parent, child or young person to get back into an education or training setting.

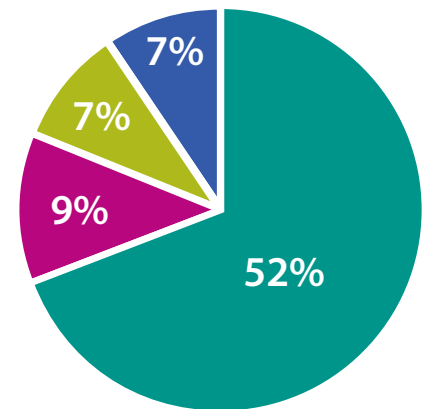
Type of SEN

The number of children and young people supported this year,

- **52%** had a diagnosis of Autism.
- ***20%** had a diagnosis of ADHD/ADD
- **9%** had Cognition and Learning needs.
- **7%** had Social, Emotional and Mental Health needs.
- **7%** Speech and Language needs

***Significant increase in the number of children and young people with ADHD/ADD compared to 2022-2024.**

Types of SEN



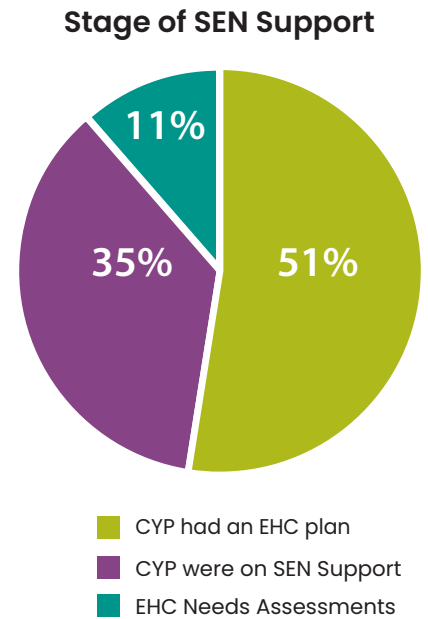
■ Male ■ Female
■ Non-binary



■ Stage of SEN Support (type of support children and young people were receiving at referral)

This year

- **51%** of the children & young people, had an EHC plan (an increase from 2022-2023).
- **35%** of the children & young people, were on SEN Support
- **11%** were undergoing EHC Needs Assessments



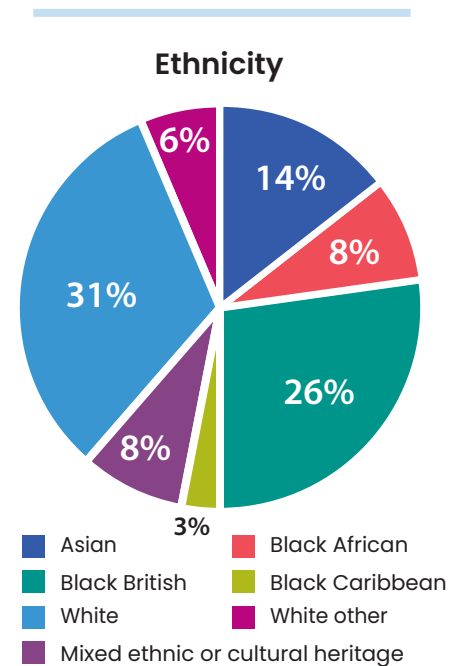
■ Ethnicity:

***467** families consented to providing this information.

Below is a break down of the main groups.

- **14%** Asian (Pakastani, Indian, Bangladeshi, Chinese, Filipino) British families
- **8%** Black African (Somali, Ghanaian, Nigerian, Caribbean and other) families
- **26%** Black British families
- **3%** Black Caribbean families
- **8%** Mixed ethnic or cultural heritage (highest group white and Black Caribbean) families
- **31%** White (English/Welsh/Scottish) British families.
- **6%** White other (Western/Eastern European or other) families

Like the previous year it is encouraging to see that the families the service worked with, were from diverse cultural ethnic groups.



■ Main reasons Parents, Children and Young People contacted WIASS and the Level/Types of Information, Advice & Support provided:

0-16 age group

- EHC Needs Assessments (requests, process, timescales and looking through a draft EHC plan)
- School based support (SEN Support) or issues with EHC plan provision not being fully delivered.

- Suspensions and permanent exclusion or risk of
- Support with challenging (mediation/lodging an appeal) LA decisions i.e., refusal to start EHC Needs assessment or name of school in Section I of the EHC plan.

Key issues impacting parents, children and young people this year.

- Reduced timetables with no end time. There was a continued trend for some under-fives being placed on a reduced timetable due to their SEND at the start of the academic year. With some children being placed on a reduced table for over a term. WIASS supported parents to challenge these decisions, by informing them of national guidance, and informing the child’s setting at meetings. WIASS also supported parents to raise questions on SEN support (early years-based support) and applications for the SEN inclusion fund directly with the early years setting.
- Issues with Section F provision (from an EHC plan), being delivered at the education setting.
- Continued issues with the lack of Speech and Language and Occupation therapy being delivered to children and young people.
- A long wait time for obtaining a decision from the Emerging Needs pathway in relation to a Multi-Disciplinary Assessment (MDA).
- An increase in parents wanting support to challenge fixed term suspensions and permanent exclusions compared to the previous year.

Table 7: Level of support provided to parents and children and young people.

Intervention level	%
Level 1	19%
Level 2	44%
*Level 3	35%
**Level 4	1%

*Read the [National IASS Network Intervention Levels 2023](#) document for a full descriptor of each of the above intervention levels

***In comparison to last year there has been a significant increase in the number of families needing support at Level 3 due parental need and complexity of the situation.**

The Level 4 group were mainly young people.



■ Meetings Attended:

The service attended ***197** meetings with parents and or children and young people.

Below is a breakdown of the most popular reasons.

***A slight decrease compared to last year due to staff vacancy for four months and an increase in demand for IAS in general.**

1:1 Meetings with Parents

33% of these meetings were 1:1 meetings, with parents (virtually or in person)

The main reasons for meeting with parents were.

- Support with looking through an EHC plan.
- Preparing for independent mediation meetings
- EHC Needs Assessment advice and processes.

8% of meetings were 1:1 meetings with children or young people.

The main reasons for meeting with children and young people, were,

- To obtain their views
- EHC Needs Assessments
- Support with Post 16 options

Attending LA, or Education setting meetings with parents, children and young people

59% of all meetings attended were from this category.

Of these.

- **26%** were school based support meetings
- **22%** were annual reviews of EHC plans meetings.
- **18%** were team around the child or family (TAC/F)
- **14%** were independent mediation or disagreement resolution meetings (mediation meetings, were higher in 2022-23).
- **12%** were joint parents and children or young people meetings or school or college visits.
- **8%** to support parents or young people with travel assistance applications or appeals.



■ Direct work Children and Young People

The SEND Code of Practice 2015, Chapter 2 and IASS Network Minimum Standards, clearly states that all IASSs must provide Information, Advice & Support directly to children and young people with SEND, with or without their parents.

The direct work continues to be carried out by the services Information, Advice and Support officer (Children & Young Peoples' lead).

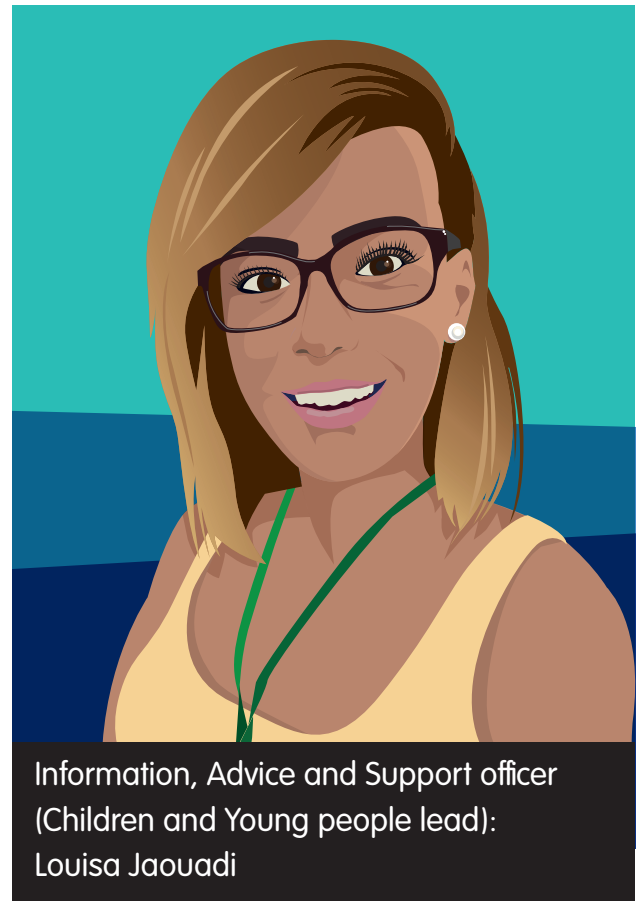
This year the number of children and young people provided with direct information, advice and support, increased compared to last year.

88 children and young people were supported either independently and or jointly with their parents by the lead officer. A **35%** increase from the year before.

The majority of data collated when working directly with children and young people has been included in the data summaries earlier in this report.

■ WIASS Young Peoples' Drop In, at South Thames College

WIASS decided to change its offer at South Thames College to fortnightly due to the continued decrease in uptake since 2021, despite the Children and Young peoples' lead and college management publicising the Drop In's to students.



YOUNG PEOPLES' DROP IN'S

Do you have questions about your Education, Health, or Care needs?

If yes, come and have a chat?

Mainstream Drop in
Where: Education Advice Centre, Room E237
When: 23 Sept, 21 Oct, 18 Nov and 16 Dec
Times: 9.30am - 4.30am

Foundation Drop in
Where: Room 313
When: 7 Oct, 4 Nov and 2 Dec
Times: 9.30am - 4.30am

If you would like to book an appointment with Louisa, you can call, text, email or just drop in!
07917 504390
louisa.jaouadi@richmondandwandsworth.gov.uk

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Information, Advice & Support Network for London
WI&SS
The local SENDS offering in partnership with Children and Young People (aged 2-25) with SEND and their parents.

Table 8: Provides summary data on the young people who attended the Drop In this year.

South Thames College YP Drop In's (every two weeks)	Attendance	Age range	Stage of SEN	Key Areas of support
Summer term	5	17-22	SEN and EHC plan	<ul style="list-style-type: none"> • College base support • Being on the right course • Emotional needs not reflected in the EHC plan.
Autumn term	5	16-20	SEN and EHC plan	<ul style="list-style-type: none"> • Placement breakdown • Support with getting SEN met at college. • Mental Health Needs
Spring term	4	16-20	SEN and EHC plan	<ul style="list-style-type: none"> • EHC Needs Assessment • College base support • Education and Employment after college, referrals to Work match
Total	14			

The CYP lead, WIASS Manager and the college leads meet termly to discuss trends, issues, good practice, and outcomes achieved for the young people. This is captured in termly reports written by the WIASS Information, Advice and Support officer (Children and Young peoples lead).

WASS New Standalone Website Data 2023-2024

This year's report only contains data from August 2023, because the service switched to its new standalone website, wiass.org.uk, at the end of July 2023.

Table 9: Show key information based on visits to the website (starting with the highest):

MOST POPULAR PAGES VISITED		
Pages Visited	Number	%
Wandsworth Information, Advice and Support Service -	1912	30%
Parents - Wandsworth Information, Advice and Support Service	930	15%
Contact us - Wandsworth Information, Advice and Support Service	588	9%
About WASS - Wandsworth Information, Advice and Support Service	549	9%
Children and young people - Wandsworth Information, Advice and Support Service	393	6%
Finding a school if your child has SEN and has an education, health, and care (EHC) plan - Wandsworth Information, Advice and Support Service	421	7%
Education, health, and care (EHC) needs assessment - Wandsworth Information, Advice and Support Service	295	5%
Are you aged sixteen or under? - Wandsworth Information, Advice and Support Service	125	2%
Challenging decisions and appealing - Wandsworth Information, Advice and Support Service	121	2%
Transport support - Wandsworth Information, Advice and Support Service	120	2%
Annual reviews of education, health, and care (EHC) plans - Wandsworth Information, Advice and Support Service	111	2%

Website Data 2023-2024

Pages Visited	Number	%
Referrals to WIA&SS	80	10%
EHCNA Information Sheet	42	5%
EHC plan and looking through a draft plan	37	5%
Annual Review of EHC Plan	31	4%
Independent and non-maintained primary and secondary schools for pupils with ASD	31	4%
Choosing a Wandsworth primary school	29	4%
Parent EHC Needs Assessment Request letter template	29	4%
Secondary schools maintained and independent for pupils with emotional and behavioural difficulties	28	3%
Wandsworth school list mainstream and special	27	3%
Choose a Wandsworth secondary school	26	3%
Total	360	45%

Parent Review of the New Standalone Website: [wiass.org.uk](https://www.wiass.org.uk)

The services' Business Support officer carried out a review of the new website.

A selected group of parents were asked to review the new website, via a questionnaire.

19 parents responded to the questionnaire.

Below is a summary of parental responses to the questions that were sent to them.

- **33%** of the respondents felt the website was good and overall respondents liked it, felt it was informative, easy, helpful, clear, and were able to navigate.
- **50%** of the respondents did not feel any changes were required to the website. However, the addition of testimonials or cases/stories from other parents about how the service has helped them would be useful.
- **44%** of the respondents rated their visit to our website as "very good" and **94%** would use our website to obtain information and advice they needed rather than contact us.
- **52%** of the respondents' reason for visiting our website was for information and advice and **38%** for our contact details.

■ Looking Forward

This year has been a busy year for WIASS, where many projects and tasks have been completed alongside service delivery, and staff vacancies.

Below are a lists of improvements that the service are hoping to work on in the following year.



Improvements for 2024 -2025 based on parental feedback and data collected this year.

- Implementing the new WIASS Quality Assurance Audit Framework every half term.
- Finalising the advocacy-based films for children and young people (produced and directed by the Baked Beans theatre company) and uploading on to the WIASS website.
- Ask local children and young people to review the current WIASS children and young people information sheets and make necessary amendments.
- Explore ways to increase children and young peoples' feedback on the information, advice and support provided to them.
- Review and formalise the service Outreach service (coffee mornings/parent drop in's) with key partners, including the services training offer to parents and services.
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- Improve the service data collection and analysis of the types of information, advice and support provided
- Conduct the second part of the website review, to seek views from parents on what advice and support could look like on the service website.
- Create a children and young peoples working together / expectations document
- Create “How WIASS supported children and young people” examples.



WIA&SS

Wandsworth
Information,
Advice &
Support Service



The local SENDIASS working in partnership with Children and Young People (aged 0-25) with SEND and their parents



■ How to contact us:

Helpline number: **020 8871 8065** (24 hour answer machine)

Email: wiaas@wandsworth.gov.uk

Web: wiaas.org.uk