



## **REFERRALS TO THE WANDSWORTH INFORMATION, ADVICE & SUPPORT SERVICE (WASS)**

WASS is the local information, advice, and support service for children, \*young people (aged 0-25) with Special Educational Needs and/or Disabilities (SEND) and their parents.

**\*A young person is defined as an individual over compulsory school age (16) and less than 25.**

All Local Authorities (LA) **must** ensure this service is available to children, young people with SEND and their parents, in the local area.

This is to ensure children and young people with SEND and their parents have access to confidential, impartial information, advice, and support in order to participate and be at the centre of making informed decisions/choices that are related to education, training, health, and social care.

Nationally we are referred to as SENDIASS'

## **Making a referral to Wandsworth Information, Advice & Support Service (WASS)**

### **Referrals by children, young people, or parents**

You can contact us directly to make a referral, by:

- Calling our **Helpline number: 020 8871 8065** (24-hour answer machine) or,
- **Emailing us:** [wass@wandsworth.gov.uk](mailto:wass@wandsworth.gov.uk)



- **Letter:** Wandsworth Information, Advice, and Support Service (WASS)  
Children Services Department  
Town Hall  
Wandsworth High Street  
London  
SW18 2PU
- Or families can ask other people, services/professionals, or schools/colleges to contact us on their behalf.

### **Children, young people, or parents making contact through another person, service/professional or nursery/school/colleges**

Children, young people, or parents can get in touch with WASS by asking another person, service/professional or school/college (ideally the child, young person or parent should be present when contact is made on their behalf) if they would find this helpful.

Before getting in touch, **consent must** be obtained from the child, young person, or parent to pass on their name and contact details to WASS.

All calls/emails and letters received by the WASS from children, young people and parents are confidential and information is only passed on to other professionals or services with children, young people, and parent permission. The only time we may have to pass on information without permission is when an individual is or may be at risk or we have a legal duty to do so.

### **Further Information:**

For more information about WASS, please visit our website: [wiass.org.uk](http://wiass.org.uk)