



This information sheet has been written to help you understand what the Wandsworth, Information, Advice & Support Service(WIASS) does, does not do, and how we can work together.

Who we are,

WIASS is your local SENDIASS (Special Educational Needs and Disability, Information Advice and Support Service).

We are a free and confidential service for Wandsworth residents only(it does not matter if your child(0-16 or young person (aged 16-25) attends a school/college in or out of the borough of Wandsworth).

Our Aim

Is to help you **build your knowledge and understanding of SEND processes and the law**, so you know your rights, are able to give your views and wishes about your child's or young person's SEND and the support they need.

What do we mean by information, advice & support?

<p>Information</p>	<p>Factual information based on,</p> <ul style="list-style-type: none"> • SEND Law, • Government guidance for children and young people with SEND, • How your child or young person could be supported in schools and colleges. • This includes understanding yours and your child's or young person's rights, when it comes to their education, health, and social care needs. <p>Please note: We have a range of information sheets on SEND processes, which you can find on our website, wiass.org.uk</p>
<p>Advice</p>	<p>Explore and discuss with you,</p> <ul style="list-style-type: none"> • Your options and to help you make a decision about your child's or young person's need's and the support they require.



	<ul style="list-style-type: none"> • Discuss next steps and what you would like to prioritise. • Make suggestions about ways forward (however, we will not tell you what to do)
<p>Support</p>	<p>*For example, we may,</p> <ul style="list-style-type: none"> • Get in touch with professionals on your behalf. • Help you to prepare for a meeting with the Local Authority(council), or your child's nurse/school/college. • Look through a draft letter or email that you have written. • Support you to give your views or ask questions in writing(emails/letter) or in person, at a meeting with the LA(Local Authority) or your child's or young person's nursery/school, or college. • Look through a document about your child or young person, so you can give your views on it. <p>*Please note: The level of support we provide you, depends on what you can do, our capacity(demand for our service) and your child's or young person's situation.</p>

What we provide information, advice, and support on,

<p>How children and young people's learning needs are identified in nurseries, schools, colleges or by the LA.</p>	<p>Reduced time tables</p>
<p>The support available for children and young people with SEND in a nursery, school, or college</p>	<p>Suspensions and permanent exclusions from a nursery, school, pupil referral unit(PRU) or college</p>
<p>Education, Health, and Care Needs Assessments (EHC NA)</p>	<p>Your options, when you do not agree with a decision made about your child's or young person's education, health, or social care needs</p>
<p>Education, Health, and Care (EHC) Plans</p>	<p>Looking for a school or college for children and young people with SEND, with and without an EHC plan</p>
<p>Annual Review of an EHC plan</p>	<p>Right of appeal and mediation in relation to EHC NA or EHC plans</p>



Home to school transport	Explain which service to talk to if your child or young person is staying in hospital
Your child's or young person's health and social care needs	Other services that might be able help you if we can't

If you want to discuss something that is not on the above list, please get in touch with us.

What we can't do:

- Make decisions for you or your child or young person.
- Attend meetings without you.
- Arrange or chair meetings(only in exceptional circumstances)
- Discuss or send information about your child or young person without your permission.
- Take minutes or notes at meetings for you.
- Print or photocopy information for you(only in exceptional circumstances)
- Provide housing advice, complete or review DLA or PIP forms.

How do we provide you with information, advice, and support.

Our website	Click on wiass.org.uk to access a number of Information sheets, list of special schools, templates to give your views and/or write letters.
By Phone	This can be done by calling our Helpline on 020 8871 8065 . We respond to all calls within two working days .
By Email	You can email us at wiass@wandsworth.gov.uk
Face to Face (virtually or in person)	Let us know when you call or email us if you would like to meet us in this way.
Coffee mornings	Check our News page, for updates at wiass.org.uk

How we respond when you contact us via our Helpline or service email(wiass@wandsworth.gov.uk,)

Our Helpline Information, Advice and Support (IAS) officer will respond to your call/email within 2 working days.

- They will answer your initial query, and provide you with the information, advice and support you require.
- They will also open up a file in your child's and your name if you give permission to do so.
- In some situations, the Helpline IAS officer, will pass on your query to the either of the IAS officers(Parent or Children and Young People's lead)



- When you contact with the service either by phone or email, please be reassured, that we will make contact with you within the timescale noted in our voicemail and/or email out of office reply.

Outcomes

- We will discuss with you the outcome you are looking for when you speak to us.
- We will try our best to provide you with the information advice and support you require.

When will our work end with you?

- When we have provided the information, advice or support you required, or,
- You have achieved the outcomes you wanted when you got in touch with us, or
- The support you need to achieve further outcomes is outside of our remit, or
- Your issue has progressed as far as we are able to support with.

We hope that the information, advice or support we provided will give you the skills and resources to use in the future.

- Please contact the service again if you need further information, advice, or support.
- If you come back to the service after 6 months or with a new query/question, you will be re-directed to the Helpline IAS officer, who will speak to you first and try and answer your questions.

If you need to speak to someone urgently, please call the National Contact Helpline on 0808 808 3555, 9.30am-5pm, Monday to Friday



The flow chart below explains what happens when you contact us for the first time or after your last contact with us:

