



This information sheet explains what the Wandsworth, Information, Advice & Support Service (WASS) can and cannot do when working with you.

Who we are,

WASS 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, can 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?

Information	<p>Information based on the law and government guidance on</p> <ul style="list-style-type: none"> • How your child or young person could be supported in their school or college. • 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 different SEND processes, which you can find on our website, wiass.org.uk</p>
Advice	<p>Explore and discuss with you,</p> <ul style="list-style-type: none"> • Your options, so you can make decisions about your child's or young person's needs and the support they may require. • Next steps and what you would like to prioritise. • Make suggestions about ways forward (however, we will not tell you what to do).



Support

***Please note: The level of support we provide to you, depends on what you can do, our capacity (demand for our service) and your child's or young person's situation.**

*For example, we may,

- Contact professionals on your behalf.
- Help you to prepare for a meeting with the local authority (LA) or your child's nursery/school or college, about their needs and support they may need.
- Look through a draft letter or email that you have written about your child or young person's SEND.
- Support you to give your views or ask questions in writing(emails/letter) or in person, at a meeting with the LA or your child's or young person's nursery/school/college.
- Look through a document about your child or young person's SEND so you can understand and provide your views on it.

What we provide information, advice, and support on,

How children and young people's learning needs are identified in their nurseries, schools, colleges or by the LA.	Reduced timetables
The support available for children and young people with SEND in a nursery, school, or college	Suspensions and permanent exclusions from a nursery, school, pupil referral unit (PRU) or college
Education, Health, and Care Needs Assessments (EHC NA)	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
Education, Health, and Care (EHC) Plans	Looking for a school or college for children and young people with SEND, with and without an EHC plan
Annual Review of an EHC plan	Right of appeal and mediation in relation to EHC NA or EHC plans
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 cannot

If you want to discuss something that is not on the above list, please contact us.



What we cannot do:

- Make decisions for you or your child or young person.
- Discuss or send information about your child or young person without your permission.
- Attend meetings without you.
- Arrange or chair meetings (only in exceptional circumstances)
- 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.
- Represent or attend complaint meetings with school governors/or board of trustees or the Local Authority (LA)

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 will 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 try to provide you with the information, advice and support you require.
- They will also open a file in your child's and your name if you give permission to do so.
- If you agree for a file to be opened, you will be sent our Welcome Pack.
- In some situations, the Helpline officer, will pass on your query to either the Parent or Children and Young People's lead Information, Advice & Support officers.
- When you contact the service either by phone or email, please be reassured, that we will contact you within the timescale noted in our voicemail and/or email out of office reply.



Outcomes

- We will discuss with you what you are hoping to achieve for your child, when you speak to us
- We will try to provide you with the information and advice to help with moving the situation forward for your child.

When will our work end with you?

- When we have provided you with the information, advice(options) and/support to try and move your situation forward
- The information, advice or support you require is not within our remit, or
- There is no further information, advice or support we can provide

Feedback

We will ask for your feedback when we have provided the relevant information, advice, and or support, so we can check how helpful it's been to your child's or young person's situation.

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

- Please contact the service again if you need further information, advice, and or support.
- If you come back to the service after 6 months or with a new query/question, you will be redirected 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:

