



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 give 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)

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, advice and support that may help with what you have contacted us about.

If you would like to read more about how the service triages your call or when our work will end with you, please follow the link below to the longer version of this Working Together Document:

[WIA&SS Longer version: Working Together](#)



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

