

INDEPENDENT SUPPORT IN WANDSWORTH

Referral Protocol

Agreed between

- **Positive Parent Action**
 - **Wandsworth Council**
 - **Wandsworth Information Advice Support Service (WIASS)**
 - **Contact a Family Wandsworth - Independent Support Service**
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- Parents, carers and young people(aged 16-25) can self- refer for Independent Support to either of the two provider services, Contact a Family or WIASS by phone, email or face to face.
 - Schools, children's centres, the local authority and other services may also refer parents/carer or young people using the inter-agency referral form.
 - WIASS and Contact a Family Independent Supporter Service will check with parents/carers/young people, if they are receiving support from another IS service to avoid duplication of service and to maximise the use of limited resources
 - Individual parents/carers/young people may (with their consent) be passed on to the other provider agency, depending on the capacity at the time of each agency, to ensure that families are able to start receiving support as swiftly as possible.
 - Both provider services will endeavour to acknowledge referrals within two working days.

- At the end of the piece of work that Contact a Family Wandsworth Independent Supporters complete with parents/carers/young people- they will give them details about how to access the on-going support from the WIASS.



Wandsworth
Information,
Advice & Support
Service

Providing an impartial information, advice and support service
on Special Educational Needs and Disability (SEND)



Positive
Parent
Action

for disabled children and young people in Wandsworth



contact a family
for families with disabled children