

# What parents and carers say...

'Easy to talk to  
and acted very quickly  
& efficiently'

'Very reliable advice,  
professional  
attitude'

'I shared my concerns and  
feelings with WIASS and the information given  
helped me to make the right decision for  
my child's better future'

'Understood my situation as always  
and reassured me as a person and a  
parent more importantly'

'Over the years I have contacted  
the service at different points of my journey,  
they have always been able  
to assist which allowed me to get to  
the next step.'

## How to contact us:



**Advice line: 020 8871 5237** (school term time only)  
Monday: 10am -1pm, Wednesday: 1.30-4.30pm, Friday: 10am-1pm.



**Call back service: 020 8871 8065**  
(24 hour answer machine)



**Email: [wiass@wandsworth.gov.uk](mailto:wiass@wandsworth.gov.uk)**



**Web: [www.wandsworth.gov.uk/wiass](http://www.wandsworth.gov.uk/wiass)**

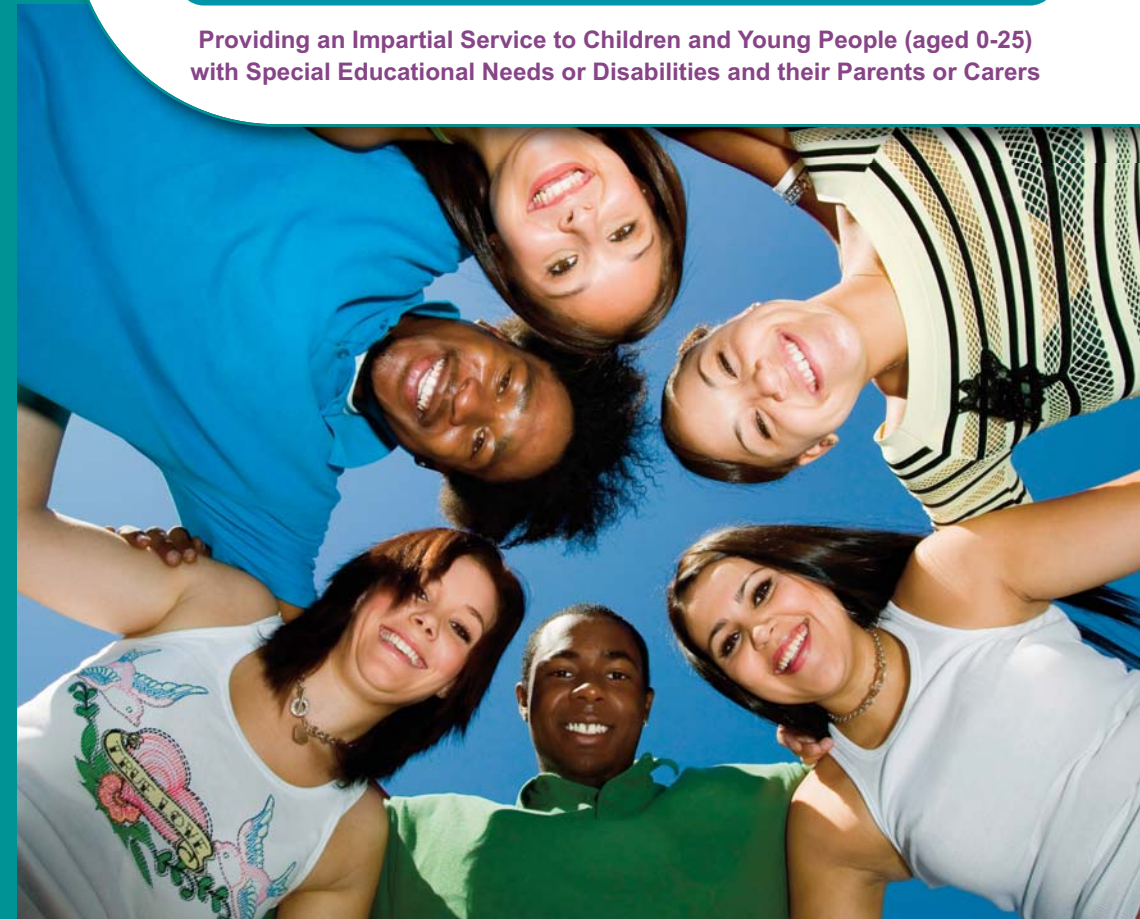


# WIASS



Wandsworth Information, Advice & Support Service

Providing an Impartial Service to Children and Young People (aged 0-25)  
with Special Educational Needs or Disabilities and their Parents or Carers



**CONFIDENTIAL  
IMPARTIAL  
FREE**

Information,  
Advice & Support  
Services Network  
for SEND

# Does your child have special educational needs or a disability (SEND)?

## Do you need information, advice and support on:

- How education, health and social care services can help your child?
- Deciding on which nursery/school/college for your child and young person?
- What to do if you are worried about your child's progress at nursery/school/college?
- What to do if you do not agree with a decision made about your child's education, health and or social care?
- Understanding letters, forms or reports to do with your child's SEND?
- Preparing for a meeting to do with your child's SEND?

If yes, please contact us

## Who we are

We are a free service for parents/carers, children and young people (aged 0-25) with SEND who live in Wandsworth.

## How we can help

### We can provide information, advice and support on:

- Special Educational Needs (SEN) Support
- Education, Health and Care (EHC) Needs Assessments/ Plans & Statements of SEN
- Personal Budgets
- Annual Reviews
- SEND Appeals
- Transport for Education
- Exclusions
- Transitions to nurseries/schools/ colleges/training/apprenticeships
- Resolving disagreements
- Other services that might be able to help you

We believe that working together supports positive outcomes for children, young people and parents/carers

## We can provide you with information, advice and support through:

- Our Advice Line/Call Back service
- Email
- Information sheets/leaflets (available from our webpage)
- Face to face meetings with WIASS staff
- Possibly attending meetings with you at schools/colleges, services or with the council

We also provide a service to children and young people, please contact us to find out more about this

We are independently trained in the law on Special Educational Needs and Disability

## Our Aims and Values To work in partnership with you by

- Listening to your children's and your views and concerns
- Exploring your options, rights and responsibilities
- Providing you with information to help you make informed decisions about your child's education, health or social care

