



## REFERRALS TO WANDSWORTH INFORMATION, ADVICE & SUPPORT SERVICE (WIAS&S)

WIAS&S is the local information, advice and support service for children, \*young people (aged 0-25) with Special Educational Needs or Disabilities (SEND) and their parents/carers.

All Local Authorities (LA) **must** ensure this service is available to children, young people with SEND and their parents/carers.

The role of WIAS&S is to ensure children and young people with SEND and their parents/carers have access to confidential, impartial information, advice and support in order to participate and be at the centre of making informed decisions/choices that are related to education, training, health and social care.

*\*A young person is defined as an individual over compulsory school age (16) and fewer than 25.*

## Making a referral to Wandsworth Information, Advice & Support Service (WIAS&S)

### Referrals by children, young people or parents/carers

Can contact us directly to make a referral by:

- **Telephone:**  
020 8871 8065 (Call back line-24 hour answering message) or  
020 8871 5237(Advice line: Monday & Friday (10am -1pm), Wednesday (1.30-4.30pm))
- **Email:** [wias&s@wandsworth.gov.uk](mailto:wias&s@wandsworth.gov.uk)
- **Letter:** Wandsworth Information, Advice, and Support Service (WIAS&S)  
Children Services Department  
Town Hall  
Wandsworth High Street  
London  
SW18 2PU



- Or they can ask other people, services/professionals or schools/colleges to make the referral for them.

All calls/emails and letters received by the WIAS&S from children, young people and parents/carers are confidential and information is only passed on to other professionals or services with children, young people's and parent/carer permission.

*(The only time we may have to pass on information without permission is when an individual (child, young person, or adult) is or may be at risk (safeguarding) or we have a legal duty to do so).*

### **Children, young people or parents/carers making contact through another person, service/professional or nursery/school/colleges**

Children, young people or parents/carers **can get in touch with WIAS&S** by asking another person, service/professional or school/college (ideally the child, young person or parent/carer should be present when contact is made on their behalf) if the child, young person or parent/carer would find this helpful.

Before getting in touch, **permission must** be obtained from the child, young person or parent/carer to pass on their **name and contact details** to WIAS&S.

### **Wandsworth Information, Advice & Support Service (WIAS&S) Contact Details:**

Wandsworth Information, Advice & Support Service (WIAS&S)  
Children Services Department  
Town Hall  
Wandsworth High Street  
London  
SW18 2PU

#### **Telephone:**

020 8871 8065 (Call back line-24 hour answering message) or  
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**Email:** [wiass@wandsworth.gov.uk](mailto:wiass@wandsworth.gov.uk)

#### **Further Information:**

For more information about WIAS&S, please visit our webpage:  
[www.wandsworth.gov.uk/wiass](http://www.wandsworth.gov.uk/wiass)