

# WIAS&S



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



## Annual Report 2017/2018

Information,  
Advice & Support  
Services Network  
for SEND





# Introduction

## Role of Information, Advice and Support Services (IASS)

All Local authorities have a duty to provide information, advice and support to children and young people, with Special Educational Needs or Disability (SEND) aged 0-25, and their parents/carers.

### Information, Advice & Support Services (IASS) are:

- Statutory- (there must be one in every local authority)
- Free, Impartial and Confidential

From the 1 September 2014 all Parent Partnership Services (PPS) were asked to become Information, Advice and Support Services (IASS) by the Department of Education (DfE), to meet their wider duties.

The obligations and expectations of an IASS are set out in **Chapter 2 of the SEND Code of Practice (2015)**: [www.gov.uk/government/publications/send-code-of-practice-0-to-25](http://www.gov.uk/government/publications/send-code-of-practice-0-to-25)

“Local authorities must arrange for children with SEN or disabilities for whom they are responsible, and their parents, and young people with SEN or disabilities for whom they are responsible, to be provided with information and advice about matters relating to their SEN or disabilities, including matters relating to health and social care”

“Local authorities must take steps to make these services known to children, their parents and young people in their area; head teachers, proprietors and principals of schools and post-16 institutions in their area, and others where appropriate” **SEND Code of Practice 2015, DfE**

## Commissioning responsibilities for IASS

The IASS Network Commissioning Guidance can be found following the link below:

[www.councilfordisabledchildren.org.uk/sites/default/files/field/attachemnt/Commissioning%20Guidance%202018.pdf](http://www.councilfordisabledchildren.org.uk/sites/default/files/field/attachemnt/Commissioning%20Guidance%202018.pdf)

IASS should be jointly commissioned by the LA and Clinical Commissioning Group (CCG) **SEND Code of Practice 2015**.



# Wandsworth Information, Advice & Support Service (WIASS)

WIASS believes that children and young people (CYP) will achieve their full potential if everyone (parents, children & young people and professionals) work together, and the family is at the centre of decision making.

**Our overall aim is to contribute to better outcomes for children and young people and their parents by:**

- **Providing confidential, impartial information, advice and support** to children and young people (aged 0-25) with SEND and their parents/carers who are residents in Wandsworth
- Providing Information, advice and support that is at **arms length** from the LA and CCG
- Ensuring the information, advice and support offered is **accurate** and in formats that are **accessible** and responsive to service user needs
- Staff providing information, advice and support **work in partnership** with children, young people, parents/carers, LA, CCG and other relevant partners/services
- Ensuring provision of information, advice and support **promotes independence and self-advocacy** for children, young people, and their parents
- Working with **young people/youth and parent carer forums** to ensure that the views and experiences of children/ young people & parents **inform local policy and practice**

## Service users:

WIASS works with families of CYP between the ages of 0-25, where there may be a concern about progress and learning needs or where the CYP has been identified with SEN & D. The CYP may require support through a Health Care Plan, SEN support or Education, Health and Care (EHC) Plan.

## Referrals:

We have a self-referral policy. Parents and CYP can contact us directly or they can be signposted by others (with permission), for example, schools, colleges and other services.



## Accountability:

The service works towards the IASS Network Quality Standards\*.

The IASS Network Quality Standards can be found following the link below:

[www.councilfordisabledchildren.org.uk/sites/default/files/uploads/resources/IASS%20Quality%20standards%20FINAL.pdf](http://www.councilfordisabledchildren.org.uk/sites/default/files/uploads/resources/IASS%20Quality%20standards%20FINAL.pdf)

- All IASS' are expected to work towards the IASS Network Quality Standards which supports with planning, implementing, reviewing services & driving service improvements
- The service has an Advisory Group (WASS AG) which is made up of parents and SEND professionals. All service developments/publications are taken to the advisory group for approval and to ensure these reflect the service impartiality and arm's length guidelines.

- A yearly service improvement plan is written which links up to the IASS Network Quality standards and parents feedback.
- Priorities are set on termly basis and reviewed by the team. The WASS AG is provided with termly updates.
- Performance Indicators are set to drive service improvements and to ensure we are meeting our service standards.
- Every month the service seeks formal feedback from parents and CYP (who have been supported directly) via a survey. This includes six questions the DfE requires all IASS' to ask. The feedback responses are reviewed on a regular basis and annually.

\* Please note: From the 1 January 2019 these are now called the IASS Network Minimum Standards





# WASS Activities from 1 April 2017- 31 March 2018:

This report summarises the service developments, successes and challenges over the financial year 2017-2018.

## WASS Staffing

Service staffing was stable up to July 2017 however there were significant staff vacancies from August 2017-March 2018.

### From 1 April – 21 July 2017:

- WASS Manager- (Monday - Friday)
- Senior Information, Advice & Support Officer (Tuesday & Wednesday)
- Information, Advice & Support Officer (Monday – Friday -Term time only)
- Administration Assistant (Tuesday & Friday - Term time only)
- Two volunteer Independent Parental Supporters

### September 2017-March 2018:

- WASS Manager-(Monday-Friday)
- Senior Information, Advice & Support Officer (Tuesday & Wednesday) –vacant from November 2018
- Children & Young Peoples' Independent Supporter(Monday-Thursday)
- Administration Assistant (Tuesday & Friday - Term time only)

## Service Budget

The core budget for the service was **£101,000.00** which funded the permanent positions, (WASS Manager, Senior Information, Advice & Support officer (4 days) and Administration Assistant (one day, term time only).

## Additional Funding

All additional posts were funded by grants from the Dfe Independent Supporter Scheme overseen by the Council for Disabled Children (CDC) and the SEND Reforms grant from the LA (from 1 April -31 August 2017). These posts enabled the service to meet its wider remit outlined in the SEND Code of Practice (2015)

### WASS provided the following services during this period:

- Advice Line (three slots a week) and a Call Back Service
- Advice by Email
- Casework Support
- Direct service to CYP
- Volunteer Independent Supporters
- Attendance at the LA Annual Secondary Transfer Events for Parents of children with EHC Plans (March and September)
- Attendance at LA's, School/College meetings and Education setting visits
- SEND Tribunal Support
- Information and advice on Exclusions
- Attendance at the LA and PPA (Parent Carer Forum) Event on SEND Reforms
- Attendance at the LA Get Set Go Event Ages 14-19

### Independent Training on law and guidance:

All Information, Advice & Support officer staff attended and passed Level 1 & 2 IPSEA Legal Training (accredited by the Bar Council) and the Service Manager passed and completed Level 3 training.

## Key Performance Indicators (Service Standards): 2017-2018

Below is a summary of progress the service made in meeting the Set Performance Indicators for 2017-2018.

Phone Information, Advice and Support	
<p><b>Advice Line</b></p> <p><b>100%</b> calls picked up during or returned by 5pm during Advice line slots</p> <p><b>85%</b> of all service users' calls during Advice line slots in 2017-2018 are answered straight away by IAS officers</p>	<p><b>Met</b></p> <p><b>Not Met: *69% answered immediately</b> *From September 2018 a decrease in the number of calls picked up straight away was due to the vacant posts)</p>
<p><b>Call back Service</b></p> <p><b>100%</b> returned within the set call back time (1 or 2 days)</p>	<p><b>Met</b></p>

WASS Webpage Information, Advice and Support		
<p><b>Total website views</b></p> <p><b>15%</b> increase in the number of service users accessing WASS webpage on WBC and Local Offer website compared to 2016-2017.</p> <p><b>2017-2018: Most Popular Pages viewed</b></p> <ul style="list-style-type: none"> <li>• Information on WASS</li> <li>• SEN Schools landing page</li> <li>• WASS Contact details</li> <li>• WASS downloads/templates pages</li> <li>• School exclusions</li> </ul> <p><b>Most Popular Templates downloaded:</b></p> <ul style="list-style-type: none"> <li>• Schools for pupils with Communication &amp; Interaction difficulties (school lists)</li> <li>• Schools for pupils with Social, Emotional &amp; Behavioural difficulties (school lists)</li> <li>• WASS Download/templates</li> <li>• Making a complaint</li> </ul>	<p><b>2016-2017</b></p> <p><b>3130</b></p>	<p><b>2017-2018</b></p> <p><b>MET: 4053</b></p> <p><b>29%</b> increase compared to 2016-2017</p>

## Parental & CYP Feedback

(The first six performance indicators are taken from the six questions that the DfE expect all IASS' to ask when obtaining feedback from parents & CYP). 97 parents provided formal feedback.

Parent/carer and Children & Young People Feedback on the Information, Advice and Support provided	
100 of the total number of service users (parents/carers & CYP) who used the service in 2017/2018 provide formal feedback on the information, advice and support (IAS) received.	<b>Nearly Met: 97</b> formal feedback received compared to 75 in 2016-2017
100% of service users (responses to survey) able to access WIASS easily on first contact in 2017/18	<b>Nearly Met: 94%</b> of parents/carers (responses to survey) able to access WIASS easily on first contact in 2017-2018
100% of service users (response to survey) In 2017-18 agreed (scale 3-5) service provided was impartial.	<b>Nearly Met: 98%</b> of parents/carers (response to survey) in 2017-18 agreed the service provided was impartial (scale 3-5).
100% parent/carers in (response to surveys) 2017-18 found IAS provided helpful (scale 3-5)	<b>Nearly Met: 95%</b> parent/carers in (response to surveys) 2017 - 2018 found IAS provided helpful (scale 3-5)
100% of parents/carers in 2017-2018 (response to surveys) were satisfied with the service provided to them (scale 3-5).	<b>Nearly Met: 95%</b> of parents/carers in 2017-2018 (response to surveys) were satisfied with the service provided to them (scale 3-5).
100% of parents/carers 2017-2018 (response to surveys) would recommend the service to others (scale 3-5)	<b>Nearly Met: 96%</b> of parents/carers 2017-2018 (response to surveys) would recommend the service to others (scale 3-5)
80% of parents/carers in 2017-2018 (response to surveys) agreed that IAS provided made a difference to their situation (ticked one or more of statements)	<p><b>Not Met: *22%</b> of parents/carers in 2017-2018 agreed that IAS provided made a difference to their situation (ticked one or more of statements)</p> <p><b>*The figure is low – partly because some parents/carers explained it was too early to say.</b></p> <p>Below are the top four differences the information, advice &amp; support made to their child and young person and or them.</p> <ol style="list-style-type: none"> <li>1 I have a greater understanding of my child's and my rights, the law and the support that should be made for children and young people with Special Educational Needs or a Disability</li> <li>2 I feel more involved in decisions about my child's education</li> <li>3 I am happier/less worried about my child's future</li> <li>4 I feel more confident about giving my views to the Local Authority/School/College other services</li> </ol>



### Parental/CYP Formal Feedback: Additional Information

- Telephone calls generated the highest returns of **69%** compared to **29%** by post.
- On average **32** formal feedbacks were received per term
- **28%** parents had heard about WIASS via their child's school & **22%** via the Internet

### Service users (mainly parents) also said the following

- We listened to their views - **96%**
- We treated them with respect (were we polite) - **99%**
- We informed them of our role, who we were and what our role was - **99%**
- We provided a confidential service - **99%**
- We gave them information, advice and support that met their needs - **96%**
- We did everything we agreed to do - **99%**

For the full summary report of feedback provided, please visit our web page:  
[www.wandsworth.gov.uk/wiass](http://www.wandsworth.gov.uk/wiass)

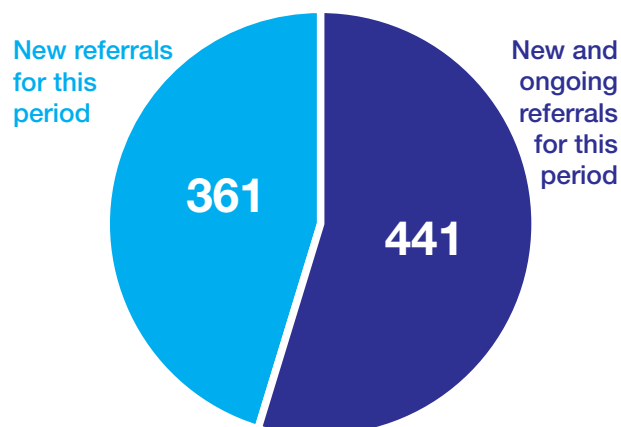
### Number of Families

During this period **441** families were supported which includes \*new referrals and ongoing cases compared to **411** in the previous year.

On average 80-100 cases per month. An average of **29** new referrals per month. 7 out of the 12 months – the average new referral rate was 30 peaking at 52 in January 2018.

\*A **new referral** is when a family has contacted us for the first time or contacted the service after six months of their last contact. **Cases are considered ongoing** when case work support has been provided (i.e. follow up) outside of the month of referral. **Casework** is when family is provided with follow up support.

### Number of families supported 2017-2018



Most parents and CYP initially contacted us by telephone, followed by emails.

Most new referrals per month require a level of follow up work (case work) support by phone/emails, liaising with other services, the SEN team, education settings; looking through professional's reports, EHC Needs Assessment forms and draft EHC plans, supporting parents prepare for & attend meetings.

The level of support provided is dependent on parental/CYP need and staff availability.

# Trends for the year

Below is a breakdown of key data gathered and trends when supporting families.

## Complexity of cases

From the 1 April the service adopted the National \*IASS Network Intervention levels for IASS' to identify and monitor the complexity of case work support provided by the team - monthly and annually.

The table below shows that **63%** of total families required **Level 2 or 3 support** during the year.

On average the team carried out **575** actions per month (which includes phone calls/emails/attendance at meetings peaking at **915** actions in May and June 2017.

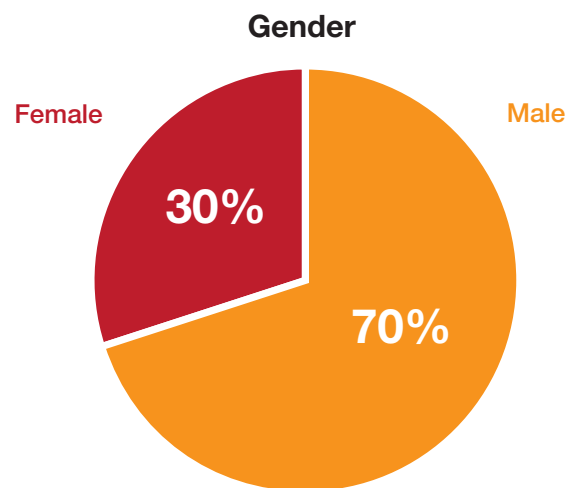
### Case work: Intervention Levels

Total number of cases	441
Level 1	31%
Level 2	38%
Level 3	25%
Level 4	5%

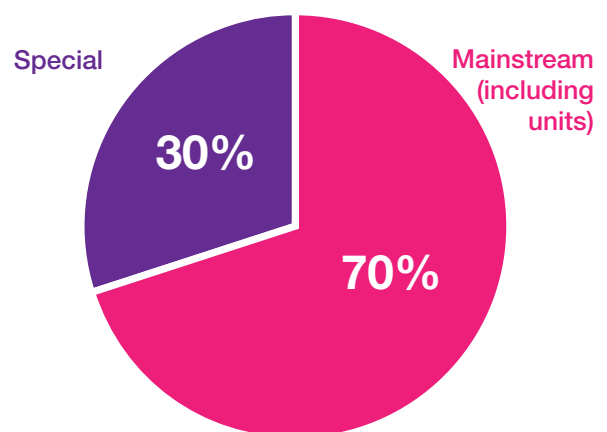
\*The IASS network intervention levels document provides a descriptor for each level (1-4) with Level 3 and 4 being the most complex:  
[www.councilfordisabledchildren.org.uk/sites/default/files/uploads/documents/iass\\_network/Intervention%20levels%20for%20IASS%20August%202016.pdf](http://www.councilfordisabledchildren.org.uk/sites/default/files/uploads/documents/iass_network/Intervention%20levels%20for%20IASS%20August%202016.pdf)

## Gender

**70%** percent of all referrals were male CYP compared to **65%** the previous year.



## Types of education settings



## Education Settings

70% of referrals were related to CYP who attended a mainstream provision a 2% decrease from the previous year.

7% of the CYP we worked with were out of school (up to compulsory school age) or NEET (Not in Education, Employment or Training) aged 16 or over)

## Age Range

The main age ranges supported this year was between the ages 5-16.

There was a 50% increase in the number of families of CYP supported between the ages of 16-25 compared to the previous year.

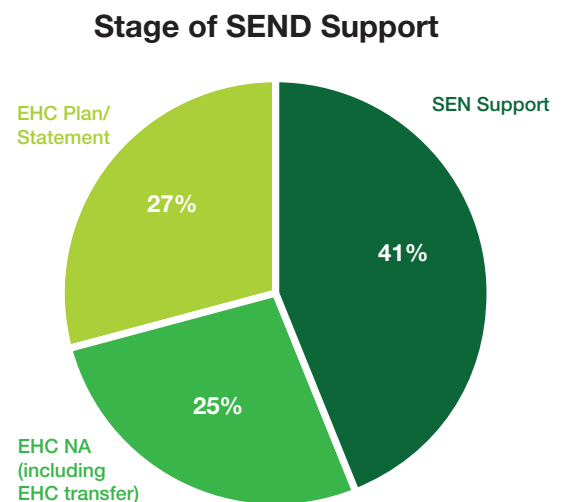
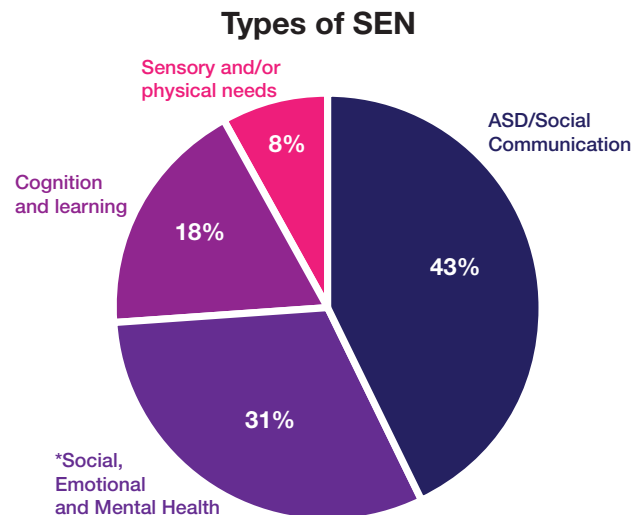
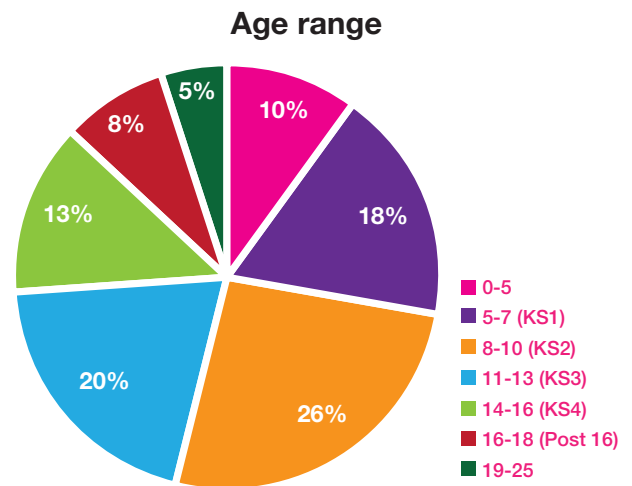
## Type of SEN

Since April 2016 there was a steady increase in the number of families of CYP with ASD and \*Social, Emotional Mental Health (this category has taken over cognition and learning needs compared to the previous year)

\*Please note that there was a significant number of CYP who had ADHD, ADD diagnosis under the Social & Mental Health category.

## Stage of SEN Support

The highest number of families supported were of CYP on SEN Support (without an EHC plan) however when EHC needs Assessment and EHC plan data is combined, then we have supported more families of CYP with EHC plans.





## Reasons for Referrals:

The six top reasons the service was contacted at the referral stage where the following (see below). EHC Advice, EHC Needs Assessments & EHC Plans being the highest reasons for getting in touch.

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### Main reasons for intial referral

EHC Advice, EHC Needs Assessments & EHC Plans

Elective Home Education

SEN Support  
(CYP without EHC Plans)

Home School/  
LA communication

School/Post 16 Placement/  
choice/change Secondary Transfer

Exclusions

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## Ethnicity:

The data below shows an increase in the number of families supported from ethnic groups other than white British compared to 2016-2017 (however this should be taken with caution because 61 families either opted out in providing this information or were not asked about their ethnicity).

*Parent/CYP	2016-2017	2017-2018
White British	51%	*47%
Other	49% Highest group Black British	*53% Highest group Black British

# Breakdown of Case Work Data

## Meetings with Parent/Carers: 2017-2018

We do not guarantee that we will be able to attend every meeting request. We prioritise meeting requests from CYP.

When we are unable to attend meetings, we can provide support with preparing questions, views, setting an agenda, before the meeting and support after a meeting.

The total number of meetings attended was **173** compared to **199** the previous year. This year there was an increase in the number of direct meetings with CYP.

This year we have improved our data collection on the types of meetings attended with parents and CYP.

The data below shows there has been a decrease in the number of direct 1:1 meetings offered however we have attended more meetings at education settings and with the LA with parents and CYP.

Our main aim when attending meetings is to support parents and CYP to provide their views and ensure they are at the centre of decision making.

One to One Meetings with parents/carer and WIASS Staff (of children under 16)	
General	12
EHC NA Assessment Request	6
Section A (EHC PPlan/AR)	11
Draft EHC Plan	5
Discuss the EHC Process	4
<b>Total</b>	<b>38</b>

## Meetings WIASS Staff have attended with parent/carers (of children under 16) at schools

SEN Support (school)	16
EHC Assessment/Plan/TAC/ EHC Transfer Review	11
Annual Reviews	6
School Placement Meetings	5
School/college visits/Training providers	12
<b>Total</b>	<b>50</b>

## Appeals Work with parent/carers

One to One meetings with parent/carer (Complete Appeal Application form)	7
One to One with meeting parent/carer (Case Management after the appeal is registered)	6
Informal Disagreement Resolution meeting with Tribunal Manager	5
Informal Dis Res with LA Tribunal Manager & school and TAC	2
<b>Total</b>	<b>20</b>

## Meeting directly with Children & Young People: 2017-2018

One to One Meetings with CYP	
Joint with Parent & CYP	11
One to One with YP	5
EHC Needs Assessment Request (mainly parent/joint)	2
Section A (EHC Plan/AR/CYP Directly)	15 (mainly 16+)
Draft EHC Plan (mainly parent)	4
Discuss the EHC Needs Assessment Process	2 (16+)
<b>Total</b>	<b>39</b>

## Meetings parents/carer 2016-2017

Meetings 2016-2017	
One to One Meetings with Parents/carer and WIASS Staff	103
Attendance at EHC Needs Assessment/Plan/TAC	39
Attendance at EHC Transfer Review	6
Annual Reviews	10
School Meetings	20
College Meetings	9
School/college visits	12
<b>Total</b>	<b>199</b>

### Other types of meetings which WIASS staff have attended with parent/carers & CYP

SEN-Support (school/TAC)	9
EHC Assessment/Plan/TAC/ EHC Transfer Review	4
Annual Review of an EHC Plan	5
School/College Placement Meetings	4
School/College/Training providers visits	4
<b>Total</b>	<b>26</b>

### Total number of meetings attended from 2017-2018

173

## Exclusions and Managed Moves:

### Exclusions

There has been an increase in the number of parents who have wanted support to challenge exclusions and support at governor's meetings and or Independent Review Panels (IRP) meetings.

All parents who contacted us for this type of support were provided with advice on their rights, responsibilities and procedures that schools and the LA must follow regarding their child's or young person's exclusion.

They would have also been sent a copy of our exclusion leaflets and an offer to liaise with the SEN team in Wandsworth where a CYP had an EHC plan.

Unfortunately, due to staffing capacity we do not directly support with challenging exclusions including attendance at governors or IRP meetings. However we do signpost parents to organisations that might.



Type of Exclusion	
Fixed Period (for a set number of days)	20
Permanent	3

### Managed Moves

We have seen an increase in the number of parents/carers who have contacted the service regarding managed moves (transferring to another school) because their child is at risk of being excluded. The majority of these CYP had ADHD or SEN that had not been identified.

### Appeals Work (SEND)

All IASS' have been expected to offer impartial support up to and including SEND tribunal to parents and young people.

Since September 2016 the service has endeavoured to provide needs led support upto SEND tribunal where capacity has permitted (previously the

service supported only up to registering the appeal and sign posted parents to national independent organisations for case management and support at a hearing, i.e. IPSEA and or National Autistic Society). This year case management and support with the tribunal hearing were provided by the WIASS Manager.

A significant number of parents that contacted the service when they had a right of appeal were for primary aged children. For this age range parents wanted to either challenge the LA's decision on Section I (name of school named in the EHC Plan) followed by refusal to carry out an EHC Assessment.

Additionally there were a number of families supported before they received their right of appeal to resolve disagreements, for example, a potential change to the EHC plan (needs, support or name of school).

Right of Appeal	
Parents who contacted WIASS for support with appealing (SENDIST tribunal Services)	64
Main Reason for appealing	<ul style="list-style-type: none"> <li>• Section I (name of school/education setting)</li> <li>• Section B and F</li> <li>• Refusal to start an EHC Needs Assessment</li> </ul>
Parents supported to complete an appeal form	21(in person or via email)
Parents supported from lodging an appeal & case management (when the appeal was registered and before the tribunal hearing)	11
Number resolved with WIASS Support before hearing	6
Number that went to a tribunal hearing	5 (3 in favour of the LA)
Number of parents supported at a tribunal hearing	2
Number supported to resolve informally where parents did not lodge an appeal.	12
Before the Right of Appeal	
Supported informally before right of appeal	16 (some became a Right of Appeal)
Resolved before the right of appeal with WIASS support	7



# Key Developments/Success

## Children and Young People Development work:

- We completed our CYP consultation on how they would like IAS to be delivered to them locally: see CYP Consultation Summary 2016-2017 [www.wandsworth.gov.uk/downloads/file/13726/children\\_and\\_young\\_people\\_consultation\\_summary\\_report](http://www.wandsworth.gov.uk/downloads/file/13726/children_and_young_people_consultation_summary_report)
- Consulted CYP on our policies and leaflets for them.

## Using the feedback provided by CYP to us we:

- Revised the CYP Independent Supporter's job profile including the Person Specification
- Invited pupils with SEND from Southfields Academy (local secondary school) to support us with interviewing potential candidates (the pupils formed an interview panel and devised their own interview questions to ask)
- Appointed our new CYP Independent Supporter in September 2017
- Revised our Local offer to CYP
- Created templates for CYP to provide their views on their EHC Needs Assessments, EHC Plan & Annual Reviews (Section A)
- Created a template for YP to Request an EHC Needs Assessment
- Wrote a proposal to deliver a student "Drop In" service at STC College
- Added our CYP leaflet and the above templates to our webpage
- Revised our Welcome letter for CYP and policies on Impartiality, Confidentiality and Data Protection

- From July 2017 we sent out feedback surveys to CYP who we had worked directly with.
- Updated our specialist colleges, sixth forms and local colleges' lists
- Publicised the service's work with CYP at the joint LA and Positive Parent Action (Local Parent Carer Forum) "Get Set Go" event
- Increased the number of CYP supported directly to understand and obtain their views (including supporting them to provide their views in writing and in person)

### For example:

- Their future aspirations
- Support they may need, what's going well for them and what they are finding difficult in and outside of their education setting or where support is not working well in their education setting
- An increase in the number of CYP directly supported at Team Around the Child/Young person meetings to provide their views

## Independent Supporter Grant Contract Reporting


All four mandatory reports (required by the funding contract) were submitted including the IS Exit Plan when the scheme came to an end in March 2018.

## Parent work:

### In partnership with local parent/carers we:

- Updated the contents of and uploaded revised documents on to our webpage. For example, we updated and created the following templates/documents for parents/carers:
  - Section A: Templates to provide their views





for EHC Needs Assessments, EHC Plan & Annual Reviews

- Secondary Transfer parent/carer checklist
- Specialist SEND schools list
- Parental request letter for an EHC Needs Assessment (making it parent/carer friendly)
- Devised a termly WIASS parent/carer training format /programme on SEND Processes
- Reviewed and obtained parental/carer feedback on the Parent/Carer Drop In's delivered at Tooting Library. A summary report was written

### Other Developments:

- Recruited and inducted the new CYP Independent Supporter who came into post in September 2017
- Staff completed relevant IPSEA and Independent Supporter Legal training
- Recruited two Information, Advice and Support officers at the end of February 2018

### Continuing to work collaboratively with a range of services and educational settings:

- Positive joint working examples between parents/SEN case managers & WIASS – where there have been issues with school placements
- Attending the LA Parents of children with EHC Plan secondary transfer meetings
- A slight increase in health professionals informing parents & CYP of WIASS

### Issues/challenges/endings:

#### Volunteer IPS Scheme:

Sadly, we had to end the services' volunteer independent parental supporter (IPS) scheme from January 2018 due to on-going issues with capacity in administering this alongside uncertainty about staffing levels over the next 12 months


We said good bye to our two long standing IPS who between them had directly worked with many local families of children and young people over the years and supported directly with,

- School visits
- Parental EHC Needs assessment requests
- Looking through Statements of SEN and EHC plans
- Attendance at school meetings (SEN Support, Annual Reviews & Exclusions)
- Providing their views for their child's EHC Needs Assessment

Their support was invaluable to the families they worked with and feedback was 100% positive every year. The WIASS team would like to thank them for their commitment, time and "Can do" approach.

#### An increase in the number of parents/carers wanting support with

- Complaints (schools/LA)
- Waiting for responses to their queries and or feedback from LA services
- Exclusions or (manage moves)-mainly secondary school aged children
- Primary Aged-Year 5 - (EHC Plan) - where the school had asked parents/carers to find an alternative placement

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- Secondary Aged-Year 7 & 8 (EHC plan) where schools had informed parents/carers they cannot meet SEND (early on in Year 7) or provide a suitable academic curriculum from Year 10 onwards
  - CYP who were out of school or not attending related to anxiety & emotional health difficulties
  - Education settings not agreeing to put there child or young persons' name down to see the Educational Psychologist (due to other CYP being prioritised)
  - Outreach work with families who may have difficulties in accessing services for them
  - Deliver parents SEND training sessions
  - Put in a business case to develop a standalone WIASS Website which is not hosted on the Wandsworth Council website (to further ensure the services Arms' Length)
  - Bidding for external funding for IASS from the Department of Education when released
  - Agreeing joint commissioning, reviewing and monitoring arrangements with the LA and CCG including a Service Level Agreement (SLA)
  - Setting up a system to regularly feedback on trends/good practice & issues coming up for families to inform & influence local practice and policy.
- Plans for 2018-2019**
- To induct the new Information, Advice & Support officers once in to post from April 2018
  - To deliver CYP Drop In's at South Thames College including workshops on SEND process

## Final comments from the WIASS Manager:

This year has been successful, although very challenging at times due to staff vacancies

I would like to thank...

The team and volunteer IPSs for their commitment and hard work in ensuring that the service continued to provide a core service to local families and bring in new developments & improvements despite some of the challenges & issues we encountered over the year.

All the parents, children and young people for their views and ideas during various focus groups, consultations and responses to formal feedback surveys. These have been invaluable in

moving forward with improvements and we are grateful for your time.

The WIASS Advisory Group's members for your support, encouragement and commitment; a special thank you to our parent members for contributing to service interviews and your patience during these.

I hope that the work of the service has in some way contributed to better outcomes for local children and young people.

# Appendix 1

## Comments from the families we have worked with 2017-2018

I felt empowered/listened to at the meeting because the IPS was there.

I no longer have anxiety about my children's future as thanks to this excellent service.

Having someone informed to speak to, to help to clarify one's thoughts.

I am clear about my rights and feel at ease knowing this service advice is a call away.

Service was extremely useful.

I was given information needed to make decisions.

They gave advice in relation to appeal procedures, which was very helpful.

They pointed me into getting my children into school after no schooling for six months.



## How to contact us:

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

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

