



Johan's Story

An example of the impact of WIIASS's person-centred support, effective communication, and strong multi-agency working in enabling a young person with complex needs to access education for the first time.

Johan and his family arrived in Wolverhampton as refugees with limited knowledge of the UK education system and faced significant language barriers. Through ongoing support, interpreters, home visits, and regular communication, Johan's mother gained a much better understanding of SEND processes and became an active participant in decision-making about her son's future. She felt listened to, understood, and reassured that professionals were acting in Johan's best interests.

The support reduced the family's anxiety about accessing services and gave them confidence to engage with professionals. Securing a school placement also provided practical support for the family, particularly as Johan's mother was expecting another child and caring for younger siblings, helping to alleviate some of the pressure associated with Johan's full-time care needs.

WIIASS worked collaboratively with the family, education services, health professionals, and SEND colleagues which resulted in a significantly positive outcome for Johan. An Education, Health and Care Needs Assessment was agreed, ensuring Johan's needs could be formally assessed and understood. Most importantly, a specialist school placement was secured to meet his complex educational, physical, health, and care needs. The family were also supported to access home-to-school transport, removing a key barrier to education and enabling Johan to attend school safely.

The intervention has transformed Johan's access to opportunities. Having never attended school before, Johan now has access to a specialist educational environment where he can receive personalised learning, therapeutic support, specialist equipment, and care tailored to his needs. This placement provides opportunities for communication development, stimulation, social interaction, and inclusion that were previously unavailable to him. It also ensures that his complex needs are recognised and supported through a coordinated multi-disciplinary approach.

For the first time, Johan has a clear pathway into education and access to support that can promote his independence, wellbeing, and quality of life.

The impact can be evidenced through several clear outcomes:

- Agreement to undertake an Education, Health and Care Needs Assessment.
- Successful allocation of a specialist school placement appropriate to Johan's needs.
- Home-to-school transport arrangements established to support attendance.
- Increased parental understanding of the SEND system and confidence in participating in meetings and decision-making.
- Positive engagement from the family throughout the process and sustained involvement in planning for Johan's future.
- Effective multi-agency collaboration leading to informed and person-centred decisions.

Without intervention, Johan was at risk of remaining out of education and without appropriate specialist support. Through advocacy, relationship-building, and coordinated working across services, Johan was able to access education for the first time in a setting that understands and can meet his complex needs. The family were empowered to voice their wishes, navigate an unfamiliar system, and secure the support their son requires, resulting in improved outcomes for both Johan and his family.

Johan's mother shared that...

"Before we had support, we did not understand how to get help for Johan or what we needed to do. Everything was new to us. Having someone explain things in our language made a big difference."

"We felt listened to and included in every decision. The home visits helped us trust the process and gave us confidence to talk about what Johan needs."

"We are happy that Johan will finally be able to go to school and receive the support he deserves."