












Shropshire IASS Report Spring Term 01/01/2019 – 18/04/2019

Enquiries: Parents / Carers

 New casework in Spring Term 2019. 87	 Additional clients were given information via the IASS Enquiry Line. These clients were supported without the need for casework. 110	Total new clients supported in Spring Term 2019. 197	Cases opened since start of the contract (Oct 2015 – end of Spring Term 2019). 1,226	 Total people supported since start of the contract (Oct 2015 – end of Spring Term 2019). 1,752	 Cases closed from start of contract to end of Spring Term 2019. 1,162
Previous term 86	Previous term 125	Previous term total 211	Previous term 1,139	Previously 1,555	Previously 1,045
		 Current active cases in Spring Term 2019. 70	Enquiry line cases since start of the contract (Oct 2015 – end of Spring Term 2019). 526		
		Previous term Current active cases 100	Previous enquiry line cases since start of the contract 416		

Children and Young people engagement:

 265 Enquiries involving Young People. Oct 2015 – end of Spring Term 2019.	 25 Total number of Young People supported during Spring Term 2019.	 6 Total number of Children we have supported during Spring Term 2019.
 6 New enquiries Spring Term 2019. Young people working with us in their own right.	 1 New enquiries Spring Term 2019. Young People and parents, both working separately with us in their own right (2 officers allocated to these cases).	 19 New enquiries Spring Term 2019. Young people working with us in parent's name.

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A4U (referrals for welfare benefits, claims & appeals, community care, forms: PIP, DLA & ESA):



36

Cases referred to A4U
Spring Term 2019.



30

A4U cases closed
Spring Term 2019.



37

Current active A4U cases.



4 hrs 35 mins

Average time spent per client.
Financial gain generated by benefit entitlement to clients.



£80,119

(recorded income for clients as a result of our work)



Estimated Total
£97,747

£17,628

(further *estimated* income for clients as a result of our work)

Complaints: None to report.

Education, Health & Social Care case elements:

Main SEN	This term	Last term
Autistic Spectrum Disorder/ Asperger's	39	36
Medical or Health condition	9	
Specific Learning Difficulty (Dyslexia)	9	6
Moderate Learning Difficulty	7	
Social / Emotional / Mental Health	5	
Anxiety	4	3
ADHD	2	7
Development Delay	2	
Dyspraxia	2	
Genetic	2	
Physical Disability	2	
Behaviour	1	12
Sensory Impairment	1	
Severe LD	1	

SEND Support Level	This term	Previous term
EHCP	32	33
Draft EHCP	1	1
None	18	
SEN Support	31	31 (SEN, EY&FE sup)
Early Years Support	4	
Further Education Support	1	



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New clients came to us for support about the following issues:

Issues	This term	Last term
School issues including school provision and communication	34	34
Supported around the Annual Review process	5	4
EHCPs	3	5
Concerned about placement	1	7
Social care was the main issue	2	4
Health issue as the main issue	1	1
Personal Budgets	1	
Main concern school exclusion	3	3
Concerned about lack of progress as the main issue		1
Transport was the main issue		1

Only 24% of casework is at Local Authority level. In the previous 7 terms we had an average of 169 new referrals per term. This term we had 197 new referrals. Referral numbers significantly exceed the capacity of the core IAS Service.

Term	Total referrals	Casework	Simple Queries
Autumn Term, 2016	178	138	40
Spring Term, 2017	164	131	33
Summer Term, 2017	141	101	40
Autumn Term, 2017	154	125	29
Spring Term, 2018	141	93	48
Summer Term, 2018	193	92	101
Autumn Term, 2018	211	86	125
Spring Term, 2019	197	87	110

Last term we reported that we had worked with the LA and submitted a successful bid for IASP (Information Advice and Support Programme). This funding, plus additional LA funding from their Burdens Fund, enabled us to be fully operational until the end of March 2019.

Although we were successful with the IASP bid, the funding levels have decreased, which resulted in redundancies. CAS invested their reserves to extend the transition period to allow the redundancy consultation to take place. The redundancy process is nearly complete and moving forward we will be operating with around two thirds of previous capacity. We are, however, making efficiency changes and the service continues to evolve with maintaining quality as the priority, as we embed these changes. We will continue to monitor client feedback and make any changes necessary to ensure service user needs are met, based on the feedback received.

Events attended:

We held our last **Information Session** in Shrewsbury in the current format. The IASS team attends many events including open evenings, support groups, conferences etc. and we deliver training sessions. If you would like us to attend an event, meeting or deliver training to a group, please contact us to discuss this.



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Quality survey results:

The IASS Quality Survey contains 9 questions. The response rate remains 50% and show that we are successful in our aims.

Question:	 98%	Clients responded:
1. How easy was it to get in touch with us?	98%	Very easy.
2. Was the information about Education, Health and Social Care accurate and up to date?	100%	Quite or Very.
3. How helpful was the information, advice and support we gave you?	100%	Helpful or Very helpful.
4. Did the information, at that time, help you to make well informed decisions?	100%	Quite or Very much so.
5. How neutral, fair and unbiased do you think we were?	100%	Quite or Very.
6. Was the information, advice and support tailored to your individual needs?	100%	Quite or Very.
7. What difference do you think our information, advice or support has made for you?	100%	Some or Great deal of difference.
8. Overall how satisfied are you with the service we gave?	100%	Satisfied or Very Satisfied.
9. How likely is it that you would recommend the service to others?	100%	Likely or Extremely likely.

Comments:

“All of you at IASS have given my family so much support and you are all exceptional at your job and we just can't thank you enough. If there is anything we can do to help promote, etc. then please ask as we couldn't of got through the past couple of years without you all.”

“We could not have got through the last 6 months without the support from IASS team and especially X. We have found the EHCP pathway very stressful at times and frustrating. However, X's knowledge and support have got us through a very tough period of time.”

“X was absolutely brilliant. A really good service and support. Couldn't have coped without her. Thank you X! Has made a million percent difference to our life.”

“Recommended to a friend. IASS are absolutely brilliant in getting to the bottom of education needs. Support has meant everything.”

“Absolutely fantastic service. Extremely helpful. Brilliant support. Definitely recommend.”

“Gave me the info I needed to sort out my situation, great help to my fam.”

“You are an invaluable resource of advice and information in Shropshire; such a great help to my family in a troubling time, thank you!!!”

