

Shropshire IASS Report Autumn Term 14/08/2018 – 31/12/2018

Enquiries: Parent / Carers



1,139

Cases opened since start of the contract (Oct 2015 – end of Autumn Term 2018).



1045

Cases closed from start of contract to end of Autumn Term 2018.



100

Autumn Term 2018 - current active cases.

211 Total new clients supported in Autumn Term 2018.

Children and Young people engagement:



240

Enquiries involving Young People. Oct 2015 – end of Autumn Term 2018.



16

Total number of Young People supported during Autumn Term 2018.



6

Total number of Children we have supported during Autumn Term 2018.



1

New enquiries Autumn Term 2018. Young people working with us in their own right.



1

New enquiries Autumn Term 2018. Young People and parents, both working separately with us in their own right (2 officers allocated to these cases).



15

New enquiries Autumn 2018. Young people working with us in parent's name.

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



26

Cases referred to A4U Autumn Term 2018.



34

A4U cases closed Autumn Term 2018.



35

Current active A4U cases.



4 hrs

Average time spent per client.



£79,481

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



Estimated Total
£89,848

£10,367

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

Complaints: None to report.

Shropshire IASS Report Autumn Term 14/08/2018 – 31/12/2018

Special Education Need or Disability

(Previous term figures in brackets)

- The most prevalent SEND that a child or young person presents with remains by far ASC/Asperger's **36** (40).
- Behaviour issues are the second most common SEND **12** (24), followed by ADHD/ADD **7** (13) and SpLD **6** (9).
- Surprisingly there were only **3** new anxiety cases (19) this term.
- Of the new clients **33** have an EHCP and **1** has a draft Plan. **31** were on SEN Support/EY Support/FE Support and **20** had no SEN Status (child/YP may have an SEN including multiple diagnoses but are not currently receiving support).

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

Main Issues	This term	Last term
School issues including school provision and communication	34	58
Concerned about placement	7	5
EHCPs	5	14
Supported around the Annual Review process	4	6
Social care was the main issue	4	6
Health issue as the main issue	1	1
Health issue as the secondary issue	3	
Main concern school exclusion	3	18
Concerned about lack of progress as the main issue	1	3
Transport was the main issue	1	

Only 22% of casework is at Local Authority level, including social care cases and annual reviews, 78% of our work is at school level.

In the previous 6 terms we had an average of 162 new referrals per term. This term we had 211 new referrals.

Term	Total referrals	Casework	Enquiry Line
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

We now try to help as many clients as possible without the need to record personal details. This reduces administration time spent on processing and these cases, usually lasting a few phone calls and emails, are recorded as Enquiry Line cases. At the beginning of Summer Term 2017 we trialled a new internal referral process. Cases are not routinely allocated to an Officer but are held centrally. Some cases are

Shropshire IASS Report Autumn Term 14/08/2018 – 31/12/2018

allocated if they are complex, if we know that the school will not offer support without our service input or when the client also has needs. The table below shows the start of the shift from in depth casework to Enquiry Line casework from Spring Term, 2018. We can report that the number of Enquiry Line cases has now more than trebled, and there has been a 34% reduction in casework, since Spring Term, 2017, before the new system was introduced.

Events attended:

We held **3 Information Sessions** at which IASS and guest speakers spoke to over **20 parent / carers**. We also held 2 information sessions at Little Rascals. With an LA representative we spoke to about **10 parents about SEN Support** at the Bayston Hill support group. The following month, with the LA representative, **we spoke to about 10 parents about EHCPs**. We also attended several open evenings, transition and other events.

Quality survey results:

The IASS Quality Survey is sent to clients on initial contact with us and on closure of their case. Responses have so far been very positive and show that we are successful in our aims. Parents/carers feel better informed and more able to make well informed decisions as a result of our input. We have worked hard to increase the return rate from 50% to 75% and the satisfaction rate remains 99%.

Question:	😊	Clients responded:
1. How easy was it to get in touch with us?	96%	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?	99%	Helpful or Very helpful.
4. Did the information, at that time, help you to make well informed decisions?	99%	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.

Quotes received from client

"Would like to say a huge Thank You once again to yourself and x, you have given us so much support and it's is appreciated very much. You all do a fantastic job and should be very proud of yourselves. I really don't think we'd have got this far without you!"

"Confidentiality, trust, support, excellent knowledge and excellent listeners."

"Very professional. Helped me deal with the situation."

"Wouldn't be where I am now without the support from IASS and X. Can't thank you enough for all your help."

"IASS have been helping us since last year with our son, the support I have had from x and x has been amazing and we would never be as far as we are without them. Such lovely people can't thank them enough."

"Thanks for all your help and support. Feel much calmer and a weight has been lifted."

"Brilliant. Wouldn't have got anywhere without x and her knowledge."

"Fantastic. Couldn't wish for a better service."

"Brilliant. Amazing Service. X does a great job."

"Really supportive service. Lots of advice and information."

"Felt like I wasn't alone and had someone else to support us. Extremely satisfied and already recommended to others. Wish the service had more funding."

"Thank you for the update - your emails always make me feel empowered and to keep on being an advocate for X. Thanks!"

"IASS are not judgemental. Without the help and support you've given I don't think my kids would have got as far as they have."

"X is absolutely brilliant, can't praise her enough. Appreciate everything she has done."

"Invaluable helpful service, recommended to all parents/carers."

"We couldn't of gone as far as we did without the help of X, she gave us a lot of support and excellent advice on what to do next, our son has learning disabilities and the school kept excluding him."

"Nice to have someone there to listen and be a sounding board. X great support and helped throughout and with what to do next. Lots of knowledge and expertise. Thank you for your support."

"IASS have done everything perfectly. Couldn't have asked for more support from IASS and X."

"I managed to get my son into the nearest school."

"IASS made a huge difference, lots of knowledge and help to know what to do. X had gone above and beyond to help. Extremely grateful with lots of support. Always available on phone or email to listen and made me feel empowered."

"Made a big difference and keep me informed, a big help. X was very helpful and approachable. Great service and really nice."

"X is lovely. Helped explain everything didn't understand. Always available. Thank you X and team, appreciate everything."

"I would have been lost without the support from IASS. They have supported me with information on the wellbeing of my daughter. Pointed me in the direction of others that can help and in particular supported me in meetings with education services."

"X is great. Very grateful for the support. Always got back to me promptly and is very knowledgeable."

"Support was fantastic from X, can't fault her. Helped me at a meeting and gave me all the information I needed. Made a big difference."

"X is marvellous. Helped with everything even referral to A4U. X there whenever I needed anything and was so helpful. Just knowing IASS are there is a great thing and a peace of mind."