

# Shropshire IASS Report Spring Term 01/01/2020 – 10/04/2020

## Enquiries: Parents / Carers

			
New clients supported in Spring Term 2020.	Current active cases in Spring Term 2020.	Total people supported since start of the contract (Oct 2015 – end of Spring Term 2020)	Cases closed from start of contract to end of Spring Term 2020.
<b>146</b>	<b>38</b>	<b>2,277</b>	<b>1,506</b>
Previous term	Previous term	Previously	Previously
<b>212</b>	<b>38</b>	<b>2,131</b>	<b>1,404</b>

Term	Total referrals
Autumn Term, 2016	178
Spring Term, 2017	164
Summer Term, 2017	141
Autumn Term, 2017	154
Spring Term, 2018	141
Summer Term, 2018	193
Autumn Term, 2018	211
Spring Term, 2019	197
Summer Term, 2019	167
Autumn Term, 2019	212
Spring Term 2020	146

## Feedback Comments:

- "IASS do a brilliant job, wouldn't have got through it all without your help and support. Thank you."
- "You give the young person a voice and an opportunity to explain how their needs affect them. You listen to young people."
- "Greatly appreciated all the support for children with disabilities."
- "Great source of knowledge and support during time of need."
- "Gave real advice and empowered me and gave me confidence."
- "Believe that funding is an issue. More staff are required."
- "Extremely pleased with service. Would very much recommend. Only concern was not knowing IASS existed."
- "Thank you for all the help and support in resolving my issues."
- "Unaware of existence until saw on Facebook as nothing mentioned by school or GP that this help was available."
- "Someone always there, even last minute and helped give me confidence and back-up with the school."
- "Told all my friends about the service and help to sort out issues."



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**Complaints: None to report.**

## Education, Health & Social Care case elements:

Main SEN	This term	Last term
Autistic Spectrum Disorder/ Asperger's	48	49
Medical or Health condition	7	9
Specific Learning Difficulty (Dyslexia)	4	7
Moderate Learning Difficulty	5	1
Social / Emotional / Mental Health	1	6
Anxiety	15	4
ADHD	6	22
Development Delay	2	1
Dyspraxia	1	0
Genetic	1	5
Physical Disability	2	3
Behaviour	4	4
Sensory Impairment	3	0
Speech and Language	1	0

SEND Support Level	This term	Previous term
EHCP	33	32
Draft EHCP	1	3
None	28	27
SEN Support	35	53
Early Years Support	2	4
Further Education Support	0	0

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

Issues	This term	Last term
<b>School issues</b> including school <b>provision and communication</b>	35	60
Supported around the <b>Annual Review</b> process	5	1
<b>EHCPs</b>	19	12
Concerned about <b>placement</b>	14	8
<b>Social care</b> was the main issue	3	4
<b>Health issue</b> as the main issue	2	3
<b>Disability Discrimination</b>	0	1
Main concern school <b>exclusion</b>	2	3
SEND <b>Tribunal</b>	0	1
<b>Transport</b> was the main issue	0	0
<b>Bullying</b>	3	1

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## Children and Young people engagement:

On occasion we allocate 2 officers to a case. With the young person's permission an Officer will work with the young person to ensure that their views are heard and understood and another Officer will work with the parent who may already be working with the professionals involved. This is also offered when there is conflict of views between parent and young person. Each Officer offers a confidential service to their client.

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



**6hours  
30minutes**

Average time spent per client.

**£** Financial gain generated by benefit entitlement to clients.



## Operational issues:

This has been an unprecedented time for IASS and the country. Earlier in the term the County was drastically affected by severe flooding and the number of referrals decreased. Referral figures increased again, but on March 23<sup>rd</sup> lockdown was imposed and the service has operated from home bases since that time. IT equipment was ordered, and new systems established. We have remained operational throughout the term. Meetings are now attended online or via telephone conference calls only. Citizens Advice Shropshire has established new policies to ensure safety around working from home including Health and Safety and GDPR. Communication within the service is maintained including a weekly virtual Team Meeting and information is communicated to parents and young people via Facebook and the Shropshire IASS website. Since lockdown new referrals issues have been about Education, Health and Care Plans and LA decisions; i.e. refusal to carry out an Education, Health and Care Needs Assessment, refusal to issue a Plan. An Officer will return from maternity leave next term, on a part time basis.

We continue to be reliant on **IASP funding** and there is huge uncertainty around its continuation. Citizens Advice Shropshire's Trustee Board have again agreed to maintain the service at its current capacity until June 2020 and cover this potential funding shortfall from reserves. We have concerns about the ability to meet all IASP KPIs due to lockdown, however, we believe, and hope, that IASP will be understanding of the current, unavoidable, situation.

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## Feedback:

The IASS Quality Survey contains 9 questions. It 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. The response rate is 54%.



**80** Quality Surveys sent out



**43** were returned (54% response rate)

### Question:



Previous Term



**Clients responded:**

Question:	Previous Term	Current Term	Clients responded:
1. How easy was it to get in touch with us?	<b>100%</b>	<b>95%</b>	Very easy.
2. Was the information about Education, Health and Social Care accurate and up to date?	<b>100%</b>	<b>97%</b>	Quite or Very.
3. How helpful was the information, advice and support we gave you?	<b>100%</b>	<b>92%</b>	Helpful or Very helpful.
4. Did the information, at that time, help you to make well informed decisions?	<b>100%</b>	<b>95%</b>	Quite or Very much so.
5. How neutral, fair and unbiased do you think we were?	<b>100%</b>	<b>98%</b>	Quite or Very.
6. Was the information, advice and support tailored to your individual needs?	<b>100%</b>	<b>95%</b>	Quite or Very.
7. What difference do you think our information, advice or support has made for you?	<b>100%</b>	<b>95%</b>	Some or Great deal of difference.
8. Overall how satisfied are you with the service we gave?	<b>100%</b>	<b>95%</b>	Satisfied or Very Satisfied.
9. How likely is it that you would recommend the service to others?	<b>100%</b>	<b>95%</b>	Likely or Extremely likely.

