





Shropshire IASS Report Summer Term 11/04/2020 – 31/07/2020

Enquiries: Parents / Carers

			
New clients supported in Summer Term 2020.	Current active cases in Summer Term 2020.	Total people supported since start of the contract (Oct 2015 – end of Summer Term 2020)	Cases closed from start of contract to end of Summer Term 2020.
50	73	2,327	1,522
Previous term	Previous term	Previously	Previously
146	38	2,277	1,506

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
Summer Term 2020	50

Comments:

"This is a vital service."

"Excellent service and would not hesitate to recommend."

"IASS are the first people I contact."

"Came out to school, support was excellent. Supported e.g. 'what do you want out the meeting?'"

"IASS gives you confidence to ask the right questions."

"Very helpful."

"Very positive."

"Very happy with the service."

"Good tips to get things moving."

Shropshire IASS Report Summer Term 11/04/2020 – 31/07/2020

Children and Young people engagement:



304

Enquiries involving Young People.
Oct 2015 – end of Summer Term 2020.



0

Total number of Young People individually supported during Summer Term 2020.



0

Total number of Children we have supported individually during Summer Term 2020.



0

New enquiries Summer Term 2020.
Young people working with us in their own right.



0

New enquiries Summer Term 2020.
Young People and parents, both working separately with us in their own right (2 officers allocated to these cases).



9

New enquiries Summer Term 2020.
Young people working with us in parent's name.

Complaints: None

Education, Health & Social Care case elements:

Main SEN	This term	Last term
Autistic Spectrum Disorder/ Asperger's	10	4
Medical or Health condition	4	9
Specific Learning Difficulty (Dyslexia)	3	7
Moderate Learning Difficulty	1	1
Social / Emotional / Mental Health	2	6
Anxiety	2	4
ADHD	3	22
Development Delay	3	1
Dyspraxia	3	0
Genetic	2	5
Physical Disability	0	3
Behaviour	0	4
Sensory Impairment	2	0
Severe LD	0	0
Other	1	0

Shropshire IASS Report Summer Term 11/04/2020 – 31/07/2020

SEND Support Level	This term	Previous term
EHCP	9	32
Draft EHCP	1	3
None	7	27
SEN Support	14	53
Early Years Support	0	4
Further Education Support	1	0
Not known	4	0

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

Issues	This term	Last term
School issues including school provision and communication	11	60
Supported around the Annual Review process	0	1
EHCPs	15	12
Concerned about placement	3	8
Social care was the main issue	1	4
Health issue as the main issue	0	3
Disability Discrimination	0	1
Main concern school exclusion	0	3
SEND Tribunal	0	1
Transport was the main issue	0	0
Bullying	0	1

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



5

Cases referred to A4U
Summer Term 2020.



21

A4U cases closed
Summer Term 2020.



11

Current active A4U
cases.



8 hours

Average time spent per client.



Financial gain generated by benefit
entitlement to clients.

£86,135

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



Estimated Total
£127,809

£41,674

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

Operational issues:

This term, most of our work involved **Local Authority decisions** around Education, Health and Care Plans. This could have been due to the limited school access for children on SEN Support, which usually provides the majority of IASS work. Clients primarily wished to challenge decisions not to conduct an Education, Health and Care Needs Assessment or to issue an Education, Health and Care Plan. Concerns re school's risk assessments were also brought.

We have cemented our policies and practices for delivering the service while working from home. Previously, parent requests for us to attend meetings had far exceeded capacity. Due to a reduction in the number of referrals we have been able to increase our capacity for supporting parents around attending meetings online, which is a new experience for many parents. Also, there are some services, including some schools that do not appear to take clients seriously unless they have IASS in attendance. This change might increase our ability to **challenge areas of poor practice**.

While we are now unable to deliver face to face training throughout the County, as we had previously been doing, we are investigating different methods of delivering training to parents. We will deliver training sessions on Transitions and Early Years. This training delivery forms part of the IASP contract, with Council for Disabled Children, but also reflects a continuation of our mission to become a more **proactive service**, rather than the reactive service that we often offer to clients on a one to one basis. We are determined to continue to inform parents and make readily available the information that they need.

Like many services, we saw a steep decrease in the number of referrals at the beginning of lockdown. Although we have reported another decrease, the number of referrals has increased this term, since the beginning of lockdown.

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 **83%**.



Shropshire IASS Report Summer Term 11/04/2020 – 31/07/2020

3. How helpful was the information, advice and support we gave you?	92%	96%	Helpful or Very helpful.
4. Did the information, at that time, help you to make well informed decisions?	95%	96%	Quite or Very much so.
5. How neutral, fair and unbiased do you think we were?	98%	96%	Quite or Very.
6. Was the information, advice and support tailored to your individual needs?	95%	100%	Quite or Very.
7. What difference do you think our information, advice or support has made for you?	95%	96%	Some or Great deal of difference.
8. Overall how satisfied are you with the service we gave?	95%	96%	Satisfied or Very Satisfied.
9. How likely is it that you would recommend the service to others?	95%	100%	Likely or Extremely likely.