





Shropshire IASS Report Autumn Term 01/08/2020 – 31/12/2020

Enquiries: Parents / Carers

 New clients supported in Autumn Term 2020. 150	 Current active cases in Autumn Term 2020. 66	 Total people supported since start of the contract (Oct 2015 – end of Autumn Term 2020) 2,465	 Cases closed from start of contract to end of Autumn Term 2020. 1,657
Previous term 50	Previous term 73	Previously 2,327	Previously 1,522

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
Autumn Term 2020	138

Feedback Comments:

“The advice on risk assessment and medical conditions was brilliant. Gave me the confidence to speak to school. I am always recommending the service to others.”

“Invaluable service letting us know rights are available for my daughter.”

“Helped to talk things through and get a better perspective.”

“My query was very urgent and service dealt with it very fast.”

“Always very helpful and got back to me with relevant information in timely manner. X was always very calm when you rang with a crisis.”

“Good information. Before someone came to meetings but unable to do this time due to staff availability.”

“Very happy with knowledge and information provided.”

“IASS was very supportive.”

“The advice and support would have made a great deal of difference but unfortunately the school couldn’t do anything at the time.”

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Children and Young people engagement:



328

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



0

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



0

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



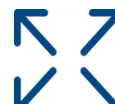
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New enquiries Autumn Term 2020. Young people working with us in their own right.



0

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



8

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

Complaints – none to report.

Education, Health & Social Care case elements:

Main SEN	This term	Last term
Autistic Spectrum Disorder/ Asperger's	43	10
Medical or Health condition	12	4
Specific Learning Difficulty (Dyslexia)	10	3
Moderate Learning Difficulty	5	1
Social / Emotional / Mental Health	14	2
Anxiety	15	2
ADHD	17	3
Development Delay	0	3
Dyspraxia	3	3
Genetic	0	2
Physical Disability	3	0
Behaviour	4	0
Sensory Impairment	9	2
Severe LD	0	0
Other	2	1

SEND Support Level	This term	Previous term
EHCP	42	9
Draft EHCP	1	1
None	51	7
SEN Support	34	14
Early Years Support	2	0
Further Education Support	0	1
Not known	4	4

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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	68	11
Supported around the Annual Review process	0	0
EHCPs	29	15
Concerned about placement	5	3
Social care was the main issue	2	1
Health issue as the main issue	3	0
Disability Discrimination	0	0
Main concern school exclusion	1	0
SEND Tribunal	0	0
Transport was the main issue	0	0
Bullying	3	0

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



31

Cases referred to A4U Autumn Term 2020.



21

A4U cases closed Autumn Term 2020.



24

Current active A4U cases.



6 hours 3 minutes

Average time spent per client.



Financial gain generated by benefit entitlement to clients.

£103,486

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



Estimated Total
£107,817

£4,331

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

Operational issues:

In previous reports we have asked that the Shropshire Information, Advice and Support Service be kept up to date about changes in local services, policies etc., to enable us to accurately inform clients. I believe that this has been significantly helped more recently by the regular meeting of IASS manager and SEND Team Manager. IASS believes that greater communication between IASS and Local Authority Officers would be beneficial. IASS also suggests that it would also be appropriate for representatives of Health and Social Care to meet with IASS.

Within this term we were able to recruit and begin training a new IASS Officer following the retirement of an experienced Officer.

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Since lockdown in March 2020 IASS continues to adjust and adapt to new ways of working. We now ordinarily offer telephone and email support and sometimes join online meetings that we are invited to. If necessary we can also offer online one to one advice sessions with clients.

Following the successful production of two training videos on Transitions and SEND in the Early Years, as part of the IASP contract with Council for Disabled Children, we are continuing to improve these new skills and are looking to provide further training opportunities using this format. This helps IASS to maintain our mission to be a more **proactive service**, rather than the reactive service that we were before lockdown earlier in the year.

At the beginning of term a very experienced Officer retired and we unavoidably operated on reduced capacity. We had no previous experience of recruiting virtually, but online interviews were held and a new Officer was successfully recruited. Online induction and training has commenced, and also appears to be successful.

We continue to be reliant on **IASP funding** and there is huge uncertainty around its continuation, but we continue to meet IASP KPIs and all other requirements.

Like many services, we saw a steep decrease in the number of referrals at the beginning of lockdown but this is starting to increase again.

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 **55%**.



75 Quality Surveys sent out



41 were returned (55% response rate)

Question:

Question:	Clients responded:		
	Current Term	Previous Term	
1. How easy was it to get in touch with us?	88%	92%	Very easy.
2. Was the information about Education, Health and Social Care accurate and up to date?	100%	100%	Quite or Very.
3. How helpful was the information, advice and support we gave you?	88%	96%	Helpful or Very helpful.
4. Did the information, at that time, help you to make well informed decisions?	98%	96%	Quite or Very much so.
5. How neutral, fair and unbiased do you think we were?	100%	96%	Quite or Very.
6. Was the information, advice and support tailored to your individual needs?	100%	100%	Quite or Very.
7. What difference do you think our information, advice or support has made for you?	93%	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?	100%	100%	Likely or Extremely likely.