











# Shropshire IASS Report Autumn Term 17/08/2019 – 31/12/2019

## Enquiries: Parents / Carers

			
New clients supported in Autumn Term 2019.	Current active cases in Autumn Term 2019.	Total people supported since start of the contract (Oct 2015 – end of Autumn Term 2019)	Cases closed from start of contract to end of Autumn Term 2019.
<b>212</b>	<b>38</b>	<b>2,131</b>	<b>1,404</b>
Previous term	Previous term	Previously	Previously
<b>167</b>	<b>38</b>	<b>1,919</b>	<b>1,284</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

## Children and Young people engagement:

	<b>304</b>		<b>9</b>		<b>0</b>
Enquiries involving Young People. Oct 2015 – end of Autumn Term 2019.		Total number of Young People individually supported during Autumn Term 2019.		Total number of Children we have supported individually during Autumn Term 2019.	
	<b>3</b>		<b>1</b>		<b>14</b>
New enquiries Autumn Term 2019. Young people working with us in their own right.		New enquiries Autumn Term 2019. Young People and parents, both working separately with us in their own right (2 officers allocated).		New enquiries Autumn Term 2019. Young people working with us in parent's name.	

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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	49	35
Medical or Health condition	9	8
Specific Learning Difficulty (Dyslexia)	7	4
Moderate Learning Difficulty	1	3
Social / Emotional / Mental Health	6	5
Anxiety	4	8
ADHD	22	9
Development Delay	1	7
Dyspraxia	0	0
Genetic	5	0
Physical Disability	3	5
Behaviour	4	4
Sensory Impairment	0	0
Severe LD	0	0

SEND Support Level	This term	Previous term
EHCP	32	30
Draft EHCP	3	1
None	27	28
SEN Support	53	27
Early Years Support	4	1
Further Education Support	0	1

Every year demand for the service increases. During **2017** demand had increased to **348** cases. The **last 2 years** have seen unprecedented increases. **During 2019 we supported 575 cases.**

Issues	This term	Last term
<b>School issues</b> including school <b>provision and communication</b>	60	36
Supported around the <b>Annual Review</b> process	1	0
<b>EHCPs</b>	12	9
Concerned about <b>placement</b>	8	14
<b>Social care</b> was the main issue	4	4
<b>Health issue</b> as the main issue	3	0
<b>Disability Discrimination</b>	1	0
Main concern school <b>exclusion</b>	3	7
<b>SEND Tribunal</b>	1	0
<b>Transport</b> was the main issue	0	1
<b>Bullying</b>	1	0

## Operational issues:

Feedback on our latest training sessions, 1) Getting the right support for your child in school and 2) Education, Health and Care Plans (EHCPs), was overwhelmingly positive.

This training meets KPIs within the IASP contract 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. This will be discussed at the Advisory Board.

To meet increasing demand we continuously evaluate the effectiveness and efficiency of our referral process and other work streams to ensure that we operate as efficiently as possible. Referral numbers significantly exceed the capacity of the core IAS Service. Last term we reported "In the previous 8 terms we had an average of 171 new referrals per term. This term we had 167 new referrals. This reflects the reduction in service offer." Due to reduced capacity we have minimised publicity around IASS, however, this term we received the **highest number of referrals** ever recorded for Shropshire IASS, **212** referrals in one term.

We have made efficiency changes and the service continues to evolve while maintaining quality as the priority, as we embed these changes. We continue to monitor client feedback and try to make any changes necessary to ensure service user needs are met. Client satisfaction remains high but we have seen a reduction in satisfaction with how easy it is to get in touch with us. However, feedback shows that changes to the service are proving effective in continuing to meet the needs of service users. The most common complaint is that we are unable to **attend many meetings**. We work hard to prepare clients for meetings, however, there are some services, including some schools that do not appear to take clients seriously unless they have IASS in attendance. This change is therefore affecting our ability to **challenge areas of poor practice**.

We continue to rely on IASP funding to help our team with much needed extra capacity. Unfortunately the funding situation is uncertain year in year. Whilst we are waiting to hear from CDC about IASP funding from April 2020, Citizens Advice Shropshire have agreed to provide funding to maintain the level of the current service until the end of June 2020.

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



31

Cases referred to A4U  
Autumn Term 2019.



26

A4U cases closed  
Autumn Term 2019.



25

Current active A4U  
cases.



5hours

30minutes

Average time spent per client.



Financial gain generated by benefit  
entitlement to clients.

£112,904.10



£5,764.20



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## Quality Survey Results:

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 76%.



**70** Quality Surveys sent out



**53** were returned (76% response rate)

### Question:

Question:	Previous Term	Current Term	Clients responded:
1. How easy was it to get in touch with us?	95%	91%	Very easy.
2. Was the information about Education, Health and Social Care accurate and up to date?	97%	100%	Quite or Very.
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%	94%	Quite or Very much so.
5. How neutral, fair and unbiased do you think we were?	98%	100%	Quite or Very.
6. Was the information, advice and support tailored to your individual needs?	95%	94%	Quite or Very.
7. What difference do you think our information, advice or support has made for you?	95%	94%	Some or Great deal of difference.
8. Overall how satisfied are you with the service we gave?	95%	100%	Satisfied or Very Satisfied.
9. How likely is it that you would recommend the service to others?	95%	100%	Likely or Extremely likely.

## Comments:

"One to one contact occasionally would be useful. Having face to face meetings."

"It would be nice if IASS members could attend meetings as it would have been useful."

"Can't always attend individual meetings is the only slight negative."

"My life has changed for the better. Didn't know where to turn and this changed my life. Such a positive experience. The courses were an asset too."

"Empowers you with all the facts going into the meetings so can't be fobbed off. Can't believe it's a free service. X was brilliant."

"Quick to get back. Very helpful. Expert advice. Grateful for emails to reiterate information given."

"X is an asset. Always there for you and made me feel more confident, even when she wasn't in the room. Cuts to IASS service make me heart broken."

