



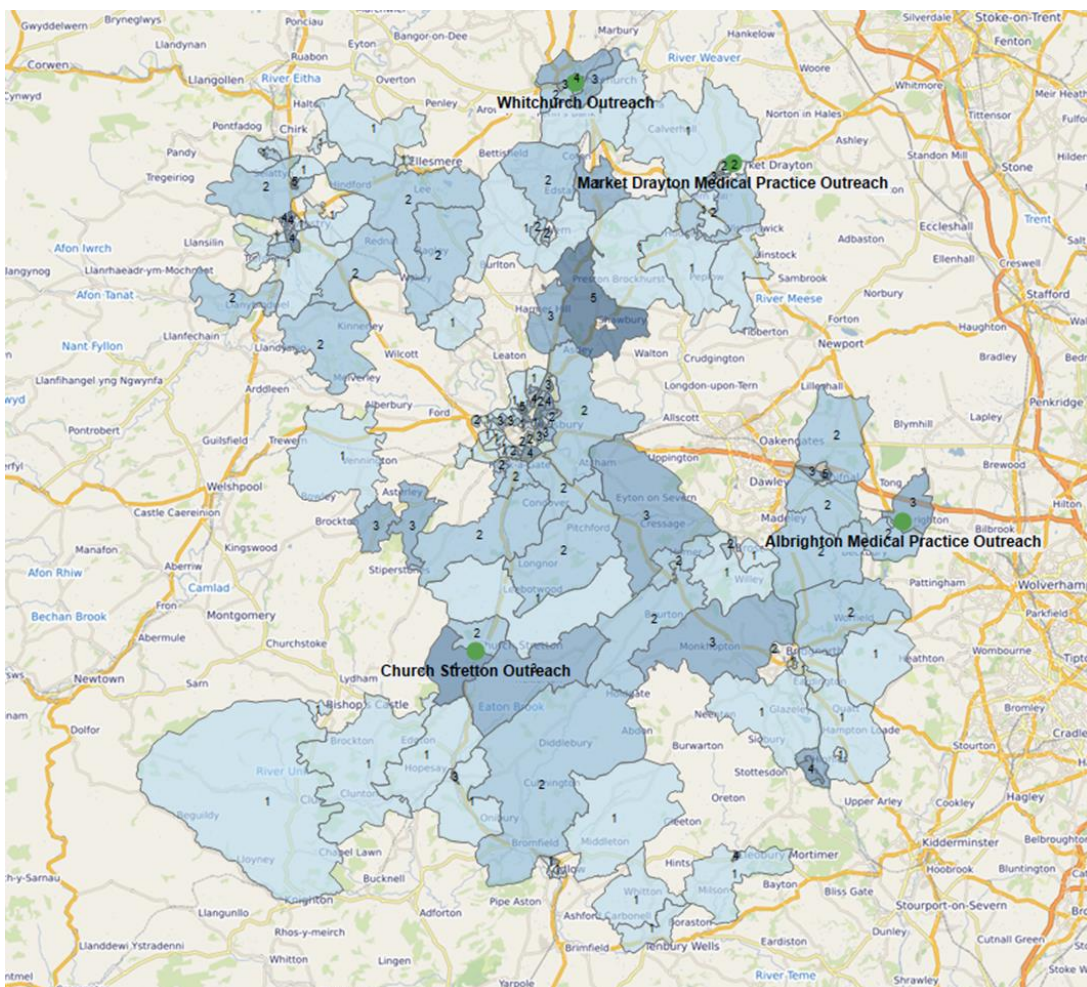
Introduction:

Citizens Advice Shropshire (CAS) is an Independent, Impartial, Confidential Information & Advice service which has had a community presence in Shropshire since 1939. We are the current provider for IASS services in Shropshire, delivering a county wide service since September 2015. In that time, we have supported 1,392 unique clients (parents, carers and young people,) opened 2,400 cases and helped to resolve over 3,000 issues relating to SEND, Education, Health & Social Care.

We have a skilled team consisting of:

- a. 2 FTE IASS Officers/caseworkers (consisting of three members of staff, two of whom have teaching qualifications) trained to IPSEA level 3
- b. Single point of Referral (triage) inc. IPSEA training level 3
- c. Trained youth worker (1 day a week) post 16 engagement which has seen an increase in 15 -19 year olds accessing advice from 19 (2021/22) to 60 (2022/23).

During the period 1st May 2022 to 30th April 2023 the team has supported 289 unique clients with 337 cases relating to SEND Education, Health & Social Care.



Appendix 2 is a break down of where our clients come from at ward level.

Appendix 2 shows the break down the types of issues we have supported our IASS clients with

We provide a Single Point Of Contact (SPOC) Telephone number available 5 days a week, 9 till 5pm, plus an out of hours messaging service. We also have a website page embedded into our Shropshire Citizens Advice website where all our SEND related information and support tools can be found. We have a social media presence on Facebook and training resources on Youtube.

<https://www.cabshropshire.org.uk/shropshire-iass/>

<https://www.facebook.com/IASSShropshire>

<https://www.youtube.com/@shropshireiass6692/about>

We use a number of channels once a client has contacted us and tailor our methods of contact to meet their needs going forward. These channels can be in person, email, text, telephone or online meetings.

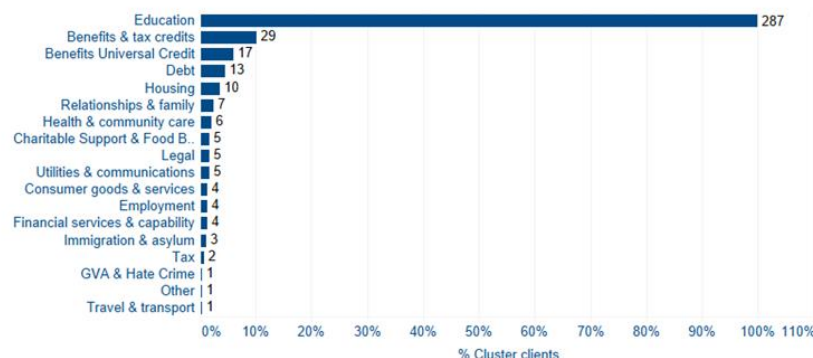
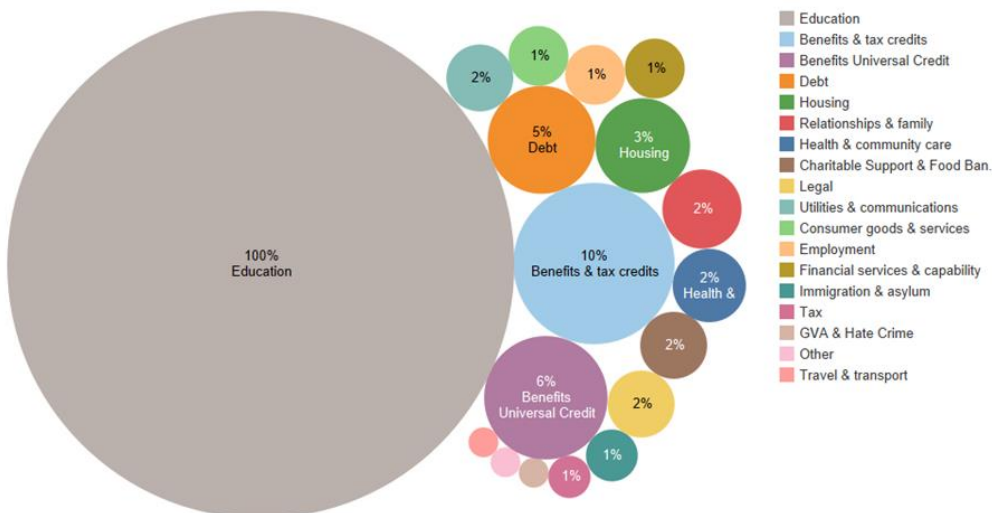
Following advice, clients report less anxiety, less stress, fewer worries, fewer panic and anxiety attacks, and said advice had helped them and the subsequent extra income reduced anxiety and stress. See Appendix 3 for our latest client satisfaction survey



Cluster report - Education part 1 issues



Office group: Shropshire (member)
Issues (part 1): Education
Start date: 01/05/2022
End date: 31/03/2023



Vary rarely do problems come along on their own and being hosted by Citizens Advice Shropshire also means that IASS service users have access to other areas of advice.

Appendix 2 Break down of clients by ward May 22 to April 2023.

Clients by Ward

03/05/2022 28/04/2023

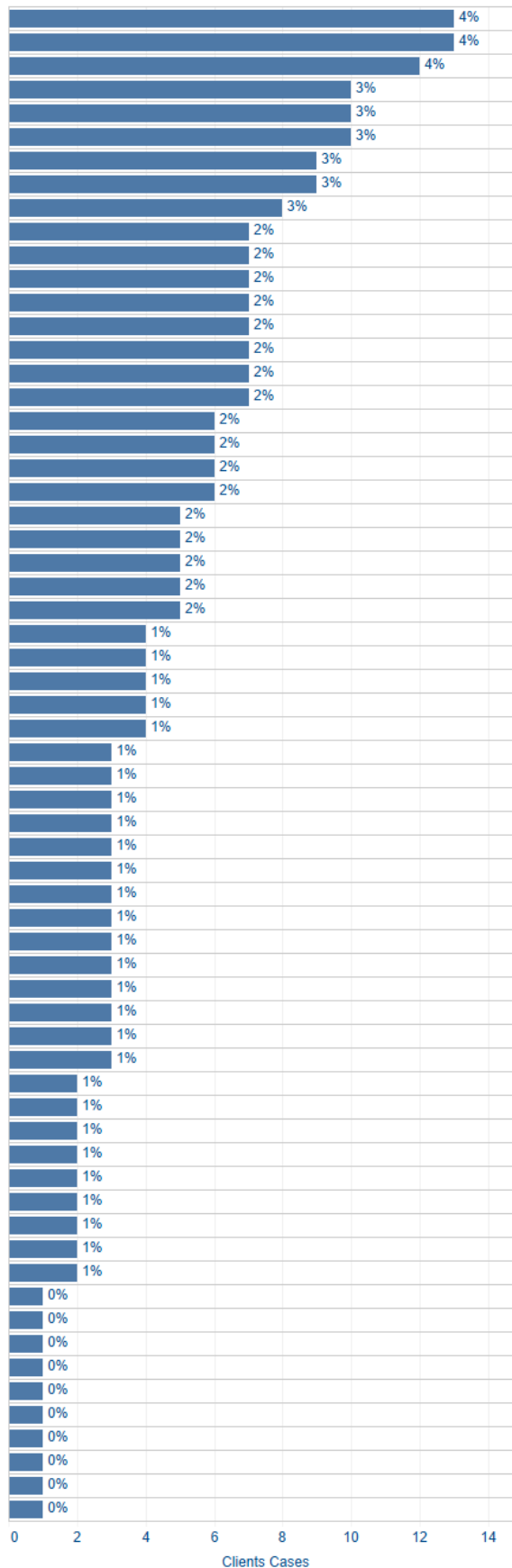


Clients (set minimum number to display)
From 1

You can click on the data picker to set the minimum number of clients seen (this will filter out wards with lower numbers of clients and allow you to focus on the areas with the highest volumes)

Ward

Local Authority Ward	Local Authority	Count
Bayston Hill, Column and Sutton	Shropshire	13
Church Stretton and Craven Arms	Shropshire	13
Oswestry East	Shropshire	12
Shifnal North	Shropshire	10
Sundorne	Shropshire	10
Whitchurch North	Shropshire	10
Gobowen, Selattyn and Weston Rhyn	Shropshire	9
Underdale	Shropshire	9
Shawbury	Shropshire	8
Albrighton	Shropshire	7
Bagley	Shropshire	7
Battlefield	Shropshire	7
Corvedale	Shropshire	7
Highley	Shropshire	7
Market Drayton West	Shropshire	7
Monkmoor	Shropshire	7
Wem	Shropshire	7
Abbey	Shropshire	6
Rea Valley	Shropshire	6
Severn Valley	Shropshire	6
Whitchurch South	Shropshire	6
Bridgnorth West and Tasley	Shropshire	5
Cleobury Mortimer	Shropshire	5
Harlescott	Shropshire	5
Much Wenlock	Shropshire	5
Porthill	Shropshire	5
Hodnet	Shropshire	4
Ludlow East	Shropshire	4
Meole	Shropshire	4
Quarry and Coton Hill	Shropshire	4
Worfield	Shropshire	4
Alveley and Claverley	Shropshire	3
Bridgnorth East and Astley Abbots	Shropshire	3
Broseley	Shropshire	3
Burnell	Shropshire	3
Clee	Shropshire	3
Copthorne	Shropshire	3
Oswestry West	Shropshire	3
Prees	Shropshire	3
Radbrook	Shropshire	3
Shifnal South and Cosford	Shropshire	3
St. Martin's	Shropshire	3
St. Oswald	Shropshire	3
The Meres	Shropshire	3
Whittington	Shropshire	3
Belle Vue	Shropshire	2
Bowbrook	Shropshire	2
Brown Clee	Shropshire	2
Castlefields and Ditherington	Shropshire	2
Cheswardine	Shropshire	2
Ellesmere Urban	Shropshire	2
Llanymynech	Shropshire	2
Ludlow North	Shropshire	2
Not recorded/not applicable	Not recorded/not applicable	2
Bishop's Castle	Shropshire	1
Bronington and Hamner	Wrexham	1
Clun	Shropshire	1
Longden	Shropshire	1
Loton	Shropshire	1
Ludlow South	Shropshire	1
Market Drayton East	Shropshire	1
Oswestry South	Shropshire	1
Ruyton and Baschurch	Shropshire	1
Tern	Shropshire	1



Appendix 2 Shropshire IASS

Number of cases by issue: May 2022 – April 2023

Attendance

Attendance - Issues with attendance	32
Attendance - School refusal	50

Complaints

Complaint - Health	2
Complaint - LGO	2
Complaint - Local Authority	5
Complaint - School	10
Complaint - Social Care	2

EHCP & GSP

EHCP - Annual Review	26
EHCP - Cease to maintain EHCP	1
EHCP - Difficulty accessing statutory assessment	6
EHCP - Draft	28
EHCP - Has an EHCP	76
EHCP - Mediation	13
EHCP - Parental request for EHCNA	46
EHCP - Personal Budgets	4
EHCP - Provision in an EHCP	16
EHCP - Refusal to assess	18
EHCP - Refusal to issue an EHCP	6
EHCP - School request for EHCNA	12
EHCP - Statutory Assessment	3
EHCP - Tribunal	6
EHCP - Unhappy with Draft EHCP	16
Graduated Support Pathway	1
GSP funding	4

Behaviour and Exclusion

Behaviour	48
Exclusion - Appeal	1
Exclusion - At risk of exclusion/permanent exclusion	18
Exclusion - Excluded	5
Exclusion - Grey/illegal exclusion	3
Exclusion - Part-time timetable	12
Exclusion - Permanent Exclusion	5

Placement

Lack of Provision at Placement	33
Lack of Provision at Placement - EHCP	28
Lack of Provision at Placement - SEN Support	32
Wants a change of Placement	46

SEN Support

SEN Status not known	2
SEN Support	50
No SEN Support	52

Early Years & Further Education

Early Years Support	6
Further Education - No Support	2
Further Education - Support	3

Other

Bullying	17
Difficulty accessing Early Help	1
Difficulty accessing Social Care	3
Disability discrimination	4
Pre-Mediation Meeting	1
School – Communication Issues	60
Social Care Issues	4
Transport	8

Appendix 3 Shropshire Client satisfaction and feedback (57% response rate)

Question:		Clients responded:
1. How easy was it to get in touch with us?	98%	Very easy.
2. Was the information about Education, Health and Social Care accurate and up to date?	98%	Quite or Very.
3. How helpful was the information, advice and support we gave you?	98%	Helpful or Very helpful.
4. Did the information, at that time, help you to make well informed decisions?	95%	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?	90%	Some or Great deal of difference.
8. Overall how satisfied are you with the service we gave?	98%	Satisfied or Very Satisfied.
9. How likely is it that you would recommend the service to others?	100%	Likely or Extremely likely.
<p>“Gave me confidence to challenge the school with lots of information with relevant sections of Code of Practise pointed out to me“.</p> <p>“For us the support was just brilliant and made a massive impact“.</p> <p>“2 of my children have educational needs. The person I spoke to was caring and empathetic and well informed”.</p> <p>“X was fantastic. Her help was invaluable. Support in such an arena was vital to us”.</p> <p>“We wouldn’t have got mediation without you. Before contact with IASS I was being ignored. X was excellent”.</p> <p>“Helpful and the first people I turn to for this sort of issue”.</p> <p>“Information gave me confidence. Incredible service. A huge thank you”.</p> <p>“The government needs to give IASS more funding so they can help more people”.</p> <p>“Helpful and caring – really took the time to listen”.</p> <p>“Information made me more sure of our rights regarding our child’s education and it has got the Welfare Officer more involved for a while”.</p> <p>“Given us roads to look at and go down”.</p> <p>“Really helpful, good to talk. Not rushed. Gave me information I hadn’t thought about.</p>		