





# Shropshire IASS Report Summer Term 19/04/2022 – 14/08/2022

## Enquiries: Parents / Carers

 New clients supported in Summer Term 2022.	 Current active cases in Summer Term 2022.	 Total people supported since start of the contract (Oct 2015 – end of Summer Term 2022)	 Cases closed from start of contract to end of Summer Term 2022.
<b>123</b>	<b>44</b>	<b>2,891</b>	<b>2,117</b>
Previous term	Previous term	Previously	Previously
<b>111</b>	<b>42</b>	<b>2,891</b>	<b>2,013</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
Summer Term 2020	50
Autumn Term 2020	138
Spring Term 2021	82
Summer Term 2021	78
Autumn Term 2021	90
Spring Term 2022	90
Summer Term 2022	123

## Children and Young people engagement:

 <b>374</b> Enquiries involving Young People. Oct 2015 – end of Summer Term 2022.	 <b>14</b> Total number of Young People individually supported during Summer Term 2022.	 <b>0</b> Total number of Children we have supported individually during Summer Term 2022.
 <b>0</b> New enquiries Summer Term 2022. Young people working with us in their own right.	 <b>0</b> New enquiries Summer Term 2022. Young People/parents, both working separately with us in their own right (2 officers allocated to these cases).	 <b>14</b> New enquiries Summer Term 2022. Young people working with us in parent's name.

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## Education, Health & Social Care case elements:

Main SEN	This term	Previous term
Autistic Spectrum Disorder/ Asperger's	43	33
Medical or Health condition	4	3
Specific Learning Difficulty (Dyslexia)	2	5
Moderate Learning Difficulty	2	3
Social / Emotional / Mental Health	10	3
Anxiety	14	16
ADHD	12	12
Development Delay	2	5
Dyspraxia	2	2
Genetic	0	0
Physical Disability	3	3
Behaviour	3	2
Sensory Impairment	1	1
Severe LD	0	0
Other	4	1
Speech and Language	3	1

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

Issues	This term	Previous term
<b>School issues</b> including school <b>provision and communication</b>	46	40
Supported around the <b>Annual Review</b> process	5	0
<b>EHCPs</b> , including assessment, drafts	26	29
Concerned about <b>placement</b>	7	1
<b>Social care</b> was the main issue	8	4
<b>Health issue</b> as the main issue	1	0
<b>Admission</b>	0	0
Main concern school <b>exclusion</b>	3	3
<b>SEND Tribunal</b>	1	0
<b>Transport</b> was the main issue	1	3
<b>Bullying</b>	2	3
<b>Personal Budgets</b>	1	0
<b>Refusal</b> to attend due to <b>anxiety</b>	4	6
<b>Other</b>	0	1

SEND Support Level	This term	Previous term
EHCP	29	17
Draft EHCP	2	4
None	24	27
SEN Support	43	35
Early Years Support	3	1
Further Education Support	2	1
Further Education No Support	1	1
Not known	1	4

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## Operational issues:

This term the Service Manager SEND and Inclusion SEN Team joined an IASS team meeting and was welcomed to Shropshire. It was important that the team and SEND service manager met directly and it is hoped that closer working links between the LA and IASS can be formed moving forward. We are happy to work hard to this aim as we strongly believe in the benefits of collaborative working and hope that this will be carried forward

Shropshire IASS has been reporting data for seven years during which the needs of the LA have occasionally changed. IASS believes that we can provide more detailed informative data for the LA and CCG but we need to understand the current requirements of the LA and CCG. We therefore invite Shropshire representatives to meet with us to discuss their needs.

In our last report we wrote “10 years ago, annual IASS referral figures were around 180. In the build up to the 2014 reforms the referrals had increased to 350 a year and remained around this figure. In 2018 and 2019 there was a significant increase to over 550, however during the pandemic figures fell to around 350 again, and 290 in 2021. We hope to see these figures increase again.” I am pleased to report that by August we have had an increase of 80 clients compared to last year and expect this increase to continue.

Future funding remains uncertain as we still wait to hear about recommissioning.

Like many services, this term we were affected by sick leave due to Covid, however, the core service continued to operate smoothly throughout

As the local statutory information service around SEND, it is vital that we are kept up to date about changes in local services, policies etc., to enable us to accurately inform clients. As well as attending a team meeting, Service Manager, SEND and Inclusion, meets regularly with the IASS manager. Attendance at the Early Years Implementation Working Group 0-6 has proven a good way to increase our local knowledge, as has attendance at the SENCO network meetings.

## Feedback Comments:

“Gave me confidence to challenge the school with lots of information with relevant sections of Code of Practise pointed out to me“.

“For us the support was just brilliant and made a massive impact“.

“2 of my children have educational needs. The person I spoke to was caring and empathetic and well informed“.

“X was fantastic. Her help was invaluable. Support in such an arena was vital to us“.

“We wouldn’t have got mediation without you. Before contact with IASS I was being ignored. X was excellent“.

“Extremely helpful – I don’t think I could have done it without IASS“.

“Helpful and the first people I turn to for this sort of issue“.

“Information gave me confidence. Incredible service. A huge thank you“.

“The government needs to give IASS more funding so they can help more people“.

“Helpful and caring – really took the time to listen“.

“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“.

“Given us roads to look at and go down“.

“Really helpful, good to talk. Not rushed. Gave me information I hadn’t thought about before“.

“The information given clarified what we already knew. We are now waiting for the results“.

“We didn’t know about IASS from the beginning which would have been helpful“.

“It was nice to be able to talk to someone who was familiar with the situation. X was empathetic and knowledgeable about our case and our calls never felt rushed“.




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## IASS Quality Survey:

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 57%.

 **70** Quality Surveys sent out

 **40** were returned (57% response rate)

Question:	 Current Term	 Previous Term	Clients responded:
1. How easy was it to get in touch with us?	<b>98%</b>	<b>94%</b>	Very easy.
2. Was the information about Education, Health and Social Care accurate and up to date?	<b>98%</b>	<b>100%</b>	Quite or Very.
3. How helpful was the information, advice and support we gave you?	<b>98%</b>	<b>100%</b>	Helpful or Very helpful.
4. Did the information, at that time, help you to make well informed decisions?	<b>95%</b>	<b>97%</b>	Quite or Very much so.
5. How neutral, fair and unbiased do you think we were?	<b>100%</b>	<b>100%</b>	Quite or Very.
6. Was the information, advice and support tailored to your individual needs?	<b>100%</b>	<b>97%</b>	Quite or Very.
7. What difference do you think our information, advice or support has made for you?	<b>90%</b>	<b>91%</b>	Some or Great deal of difference.
8. Overall how satisfied are you with the service we gave?	<b>98%</b>	<b>97%</b>	Satisfied or Very Satisfied.
9. How likely is it that you would recommend the service to others?	<b>100%</b>	<b>100%</b>	Likely or Extremely likely.

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

 **2**


Cases referred to A4U Summer Term 2022.

 **2**

A4U cases closed Summer Term 2022.

 **2**

Current active A4U cases.

 Financial gain generated by benefit entitlement to clients.

**£10,981**

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

**+**

Estimated Total,  
**£13,136**

**£2,155**

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