

Shropshire IASS Report Spring Term 01/01/2018 – 06/04/2018

Enquiries: Parent / Carers



961

Cases opened since start of the contract.
Oct 2015 – end of Spring Term 2018.



768

Cases closed from start of contract to end of Spring Term 2018.



193

Spring Term 2018 - current active cases.

141 Total new clients supported in Spring Term 2018.

Children and Young people engagement:



205

Enquiries involving Young People.
Oct 2015 – end of Spring Term 2018.



27

Total number of Young People supported during Spring Term 2018.



5

Total number of Children we have supported during Spring Term 2018.



1

New enquiries Spring Term 2018.
Young people working with us in their own right.



1

New enquiries Spring Term 2018.
Young People and parents, both working separately with us in their own right (2 officers allocated to these cases).



18

New enquiries Spring Term 2018.
Young people working with us in parent's name.

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



16

Cases referred to A4U Spring Term 2018.



19

A4U cases closed Spring Term 2018.



27

Current active A4U cases.



3.8hs

Average time spent per client.



£94,301

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

Financial gain generated by benefit entitlement to clients.



£3,801

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

Estimated Total
£98,102

Complaints: None to report.



Events attended:

We have spoken to over 20 parent carers at parent support groups, including delivering a talk on School Attendance. We held 3 Information Sessions at which over 20 parent carers were supported. Guest speakers spoke about the Local Offer and Transition to Social Care. We took part in a Q&A session at the Autism West Midlands Conference and facilitated a group session at a PACC Emotional Health and Well Being Service event.

On occasion we allocate 2 Officers to a case. With the young person's permission an Officer will work with the young person to ensure that their views are heard and understood and another Officer will work with the parent who may already be working with the professionals involved. This is also offered when there is conflict of views between parent and young person. Each Officer offers a confidential service to their client.

Quality survey results:

The IASS Quality Survey is sent to clients on closure of their case. We took part in the national IASS pilot around collecting this data. Our score of 99.4% of "percent of max possible score" was amongst the highest nationally. We have worked hard to increase the return rate from 28% to 63% and the satisfaction rate is currently 100%.

Question:



Clients responded:

1. How easy was it to get in touch with us?	100% Very easy.
2. Was the information about Education, Health and Social Care accurate and up to date?	100% Quite or Very.
3. How helpful was the information, advice and support we gave you?	100% Helpful or Very helpful.
4. Did the information, at that time, help you to make well informed decisions?	100% 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?	100% Some or Great deal of difference.
8. Overall how satisfied are you with the service we gave?	100% Satisfied or Very Satisfied.
9. How likely is it that you would recommend the service to others?	100% Likely or Extremely likely.

Quotes received from client

"Great service :) made a big difference to me and my family."

"The support I received helped take away my stress".

"Fantastic service! I could not have resolved my situation without your continued advice and support. Thank you again."

"Made me realise my concerns were not all in my head"

"I went to the IASS coffee morning which had lots of information. I have recommended the service to others"

"Very happy with the service and would recommend to others. IASS are very helpful and knowledgeable"

"IASS made a big difference. They were very supportive and made me more confident as well as giving me better understanding"

"A big thank you to your Officer who has been invaluable in resolving our situation & a great source of support to our family. We couldn't have reached this point without her!"

