











Shropshire IASS Report Summer Term 19/04/2019 – 16/08/2019

Enquiries: Parents / Carers

 New clients supported in Summer Term 2019. 167	 Current active cases in Summer Term 2019. 38	 Total people supported since start of the contract (Oct 2015 – end of Summer Term 2019) 1,919	 Cases closed from start of contract to end of Summer Term 2019. 1,284
Previous term 197	Previous term 70	Previously 1,752	Previously 1,162

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

Children and Young people engagement:

 286 Enquiries involving Young People Oct 2015 – end of Summer Term 2019.	 31 Total number of Young People individually supported during Summer Term 2019.	 0 Total number of Children we have supported individually during Summer Term 2019.
 5 New enquiries Summer Term 2019. Young people working with us in their own right.	 0 New enquiries Summer Term 2019. Young People and parents, both working separately with us in their own right (2 officers allocated).	 14 New enquiries Summer Term 2019. Young people working with us in parent's name.

Shropshire IASS Report Summer Term 19/04/2019 – 16/08/2019

Complaints: None to report.

Education, Health & Social Care case elements:

SEND Support Level	This term	Previous term
EHCP	30	32
Draft EHCP	1	1
None	28	18
SEN Support	27	31
Early Years Support	1	4
Further Education Support	1	1

Main SEN	This term	Last term
Autistic Spectrum Disorder/ Asperger's	35	39
Medical or Health condition	8	9
Specific Learning Difficulty (Dyslexia)	4	9
Moderate Learning Difficulty	3	7
Social / Emotional / Mental Health	5	5
Anxiety	8	4
ADHD	9	2
Development Delay	7	2
Dyspraxia		2
Genetic		2
Physical Disability	5	2
Behaviour	4	1
Sensory Impairment		1

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

Issues	This term	Last term
School issues including school provision and communication	36	34
Supported around the Annual Review process		5
EHCPs	9	3
Concerned about placement	14	1
Social care was the main issue	4	2
Health issue as the main issue		1
Personal Budgets		1
Main concern school exclusion	7	3
Concerned about lack of progress as the main issue		
Transport was the main issue	1	

Only approximately 20% of IASS work is at Local Authority level, including social care cases, and the Local Authority may therefore have little or no involvement in **80%** of our work.

Approximately 70% of enquiries have an education issue and 30% have a social care issue.



Shropshire IASS Report Summer Term 19/04/2019 – 16/08/2019

Events attended:

We held our first 2 module **training sessions for parents**, at a Parents Supporting Parents group at Bayston Hill. These will be repeated throughout the county next term. We also attended The Future of SEND Workshop and Citizens Advice Shropshire County Day.

Operational issues:

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. In the previous 8 terms we had an average of 172 new referrals per term. This term we had 167 new referrals. This reflects the reduction in service offer.

IASS was fully operational until the end of March 2019. Following redundancy process IASS is operating with less than two thirds of previous capacity. We employed maternity cover from July. We are making efficiency changes and the service continues to evolve with maintaining quality as the priority, as we embed these changes. We will continue to monitor client feedback and try to make any changes necessary to ensure service user needs are met, based on the feedback received, within service capacity.

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



19

Cases referred to A4U
Summer Term 2019.



35

A4U cases closed
Summer Term 2019.



20

Current active A4U
cases.



6 hrs 12 mins

Average time spent per client.



Financial gain generated by benefit
entitlement to clients.

£143,514,25

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



Estimated Total

£152,585.25

£9,071

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



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Quality Survey results

The IASS Quality Survey contains 9 questions. 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 51%.



73 Quality Surveys sent out



37 were returned (51% response rate)



Clients responded:

Question:

1. How easy was it to get in touch with us?	95%	Very easy.
2. Was the information about Education, Health and Social Care accurate and up to date?	97%	Quite or Very.
3. How helpful was the information, advice and support we gave you?	92%	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?	98%	Quite or Very.
6. Was the information, advice and support tailored to your individual needs?	95%	Quite or Very.
7. What difference do you think our information, advice or support has made for you?	95%	Some or Great deal of difference.
8. Overall how satisfied are you with the service we gave?	95%	Satisfied or Very Satisfied.
9. How likely is it that you would recommend the service to others?	95%	Likely or Extremely likely.

Comments:

"Couldn't have done it without the support and advice from X and IASS over the past 3 years. Has been invaluable! X is happy and looking forward to college. IASS has empowered me".

"Wouldn't be able to achieve what I have achieved without the help and advice I received".

"IASS are amazing. X was worth his weight in gold".

"Fantastic service, so helpful and supportive in my time of need. Can't thank you all enough for everything".

"Confidentiality, trust, support, excellent knowledge and excellent listeners".

"Brilliant service. Already recommended to others".

