

# Shropshire IASS Report Summer Term 07/04/2018 – 13/08/2018

## Enquiries: Parent / Carers:

 **1,053**

Cases opened since start of the contract (Oct 2015 – end of Summer Term 2018).

 **945**


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

 **108**

Summer Term 2018 - current active cases.

**193** Total new clients supported in Summer Term 2018.

## Children and Young people engagement:

 **224**

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

 **19**

Total number of Young People supported during Summer Term 2018.

 **10**

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

 **1**

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

 **1**

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

 **18**

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

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

 **31**

Cases referred to A4U Summer Term 2018.

 **25**


A4U cases closed Summer Term 2018.

 **32**

Current active A4U cases.

 **8 hrs**

Average time spent per client.

 Financial gain generated by benefit entitlement to clients.

**£99,496**

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

**+**

Estimated Total  
**£109,282**

**£9,786**

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

## Complaints: None to report.

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## Events attended:

We held **5 Information Sessions** at which IASS and guest speakers spoke to over **73 parents**. Subjects included Transition to Secondary School-what to expect, the Emotional Health & Wellbeing Service update and How to Manage the Summer Holidays. We also held information sessions at Little Rascals and with a representative of the Local Authority we spoke to about **15 parents** about Graduated Support Plans to a support group in Bayston Hill.

## Quality survey results:

The IASS Quality is sent to clients on closure of their case. Parents/carers feel better informed and more able to make well informed decisions as a result of our input. We have worked hard to increase the return rate to 50%

### Question:



**Clients responded:**

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

## Quotes received from client

"Amazing service. Can't say enough good things about X and the service. Definitely wouldn't be in this position without X and all her support. Thank you – IASS are such a valuable resource."

*"IASS made a big difference and gave me great advice and support."*

"Thank you so much for all your support. X was fantastic. Happy with everything IASS have done."

*"Help and service were great in sorting out my problem :) thank you."*

"Thank you so much for your help, it certainly has moved things on more."

*"Thank you so much for your excellent help and support, when I thought there was no help and support for me as a parent. I heard about you through an occupational therapist as a by the way. You need to blow your own trumpet and let everyone know what good work you do!"*

"Everything is going well after IASS involvement and thanks to X for all her support and advice at the meeting"

*"Support and information were great, thank you."*

"I would have been lost without the support from IASS. They have supported me with information on the wellbeing of my daughter. Pointed me in the direction of others that can help....."

*"Service is brilliant. Information X have was fantastic."*

"Great service, easy to talk to and very knowledgeable. Thanks for all your help."

*Having IASS involved, things suddenly happened. Very happy with the support and outcome from IASS who were supportive, open and friendly. X was fantastic."*

"Absolutely brilliant...."

