

## Health and Wellbeing Board

Meeting Date 14/1/21

### Paper title: Shropshire Information, Advice and Support Service

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#### 1. Summary

As part of the Children and Families Act 2014 it is a legal requirement that all local authorities ensure children and young people with Special Educational Needs and/or Disabilities (SEND) and their parents have access to an impartial Information, Advice and Support Service.

Shropshire Information, Advice and Support Service (IASS), part of Citizens Advice Shropshire, provides information, advice and support to children and young people and their parents, around education, health and social care, by telephone, email and online e.g. Teams. Our support includes preparing for meetings such as Annual Reviews, appealing decisions and we support to develop good communication between clients and services and organisations. Cases vary from simple enquiries for information to complex cases.

#### 2. Recommendations

Discussions of how health and social care leaders can make best use of the statutory service, within IASS capacity.

### REPORT

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Shropshire Information, Advice and Support Service (IASS) your statutory service, provides information, advice and support to children and young people and their parents, around education, health and social care. We take a solution focused approach and our advice is based on law. We receive intensive training on the law from IPSEA, which is equivalent to CPD points for solicitors, but predominantly our role involves trying to mediate and negotiate with parties at the lowest possible level. Often clients call us around provision being provided at school, whether that is educational needs, pastoral support, equipment, health services, or enquiries about social care and respite. We signpost to other services, particularly the Local Offer.

Our service is now provided by telephone, email and online e.g. Teams. Our support includes preparing for meetings such as Annual Reviews, appealing decisions and we support to develop good communication between clients and services and organisations. Cases vary from simple enquiries for information to complex cases, involving complaint procedures, LGO, and SEND Tribunals. It is an achievement of the IASS team and Shropshire SEND team that we maintain a good mutually respectful working relationship as part of the role of the IASS can include challenging the Local Authority, the very organisation that provides its core funding.



We provide useful data to the Shropshire SEND team and termly reports, highlights of which are available on the Shropshire Local Offer.

Last year we averaged nearly 50 new referrals / enquiries a month, but this drastically reduced during the first lockdown in March 2020. We took the opportunity to become a more proactive rather than reactive service and have learnt new skills to offer training to parents on line via narrated slides.

<https://www.youtube.com/watch?v=hRJU3xNi4vM&feature=youtu.be>

<https://www.youtube.com/watch?v=LtnICUj3cWI&feature=youtu.be>

Feedback about the service is positive, 95% – 100% of people would recommend the service to others. Most recent feedback includes ““This is a vital service”, “Excellent service and would not hesitate to recommend” and “IASS are the first people I contact”.

Question:			Clients responded:
	Previous Term	Current Term	
1. How easy was it to get in touch with us?	<b>95%</b>	<b>92%</b>	Very easy.
2. Was the information about Education, Health and Social Care accurate and up to date?	<b>97%</b>	<b>100%</b>	Quite or Very.
3. How helpful was the information, advice and support we gave you?	<b>92%</b>	<b>96%</b>	Helpful or Very helpful.
4. Did the information, at that time, help you to make well informed decisions?	<b>95%</b>	<b>96%</b>	Quite or Very much so.
5. How neutral, fair and unbiased do you think we were?	<b>98%</b>	<b>96%</b>	Quite or Very.
6. Was the information, advice and support tailored to your individual needs?	<b>95%</b>	<b>100%</b>	Quite or Very.
7. What difference do you think our information, advice or support has made for you?	<b>95%</b>	<b>96%</b>	Some or Great deal of difference.
8. Overall how satisfied are you with the service we gave?	<b>95%</b>	<b>96%</b>	Satisfied or Very Satisfied.
9. How likely is it that you would recommend the service to others?	<b>95%</b>	<b>100%</b>	Likely or Extremely likely.

A member of our team is a qualified Youth Worker and we worked in colleges directly with young people. Unfortunately, our work with Young People was severely disrupted at the start of lockdown in March 2020. We would welcome discussions around further joint working with young people.

Prior to the pandemic we offered a presence at e.g. coffee mornings in schools, parents' evenings, transition events and spoke at SENCO Network meetings etc. We have spoken to health professionals and social worker teams, but this remains an area for development. Please contact us if you have an online event that you feel would benefit from our presence.

We provide daily up to date information via our Facebook page, please like and share us!  
<https://www.facebook.com/IASSShropshire>

And do please visit our website where you'll find information sheets on a variety of information  
<https://www.cabshropshire.org.uk/shropshire-iass/>

We are proud, and benefit, from being a part of Citizens Advice Shropshire and the wealth of knowledge and support it provides to the County. We also work in partnership with A4U to provide advice on welfare benefits and finance matters.

Our national body, IASS Network (IASSN) sits within the Council for Disabled Children and they work closely with the DFE. Most recently the focus of their work has been joint funding of services, by Health and Social Care as well as Education, in accordance with the Children and Families Act 2014.

	Last year	This year
Joint funded with Health only	4	15
Joint funded with Social Care only	0	9
Joint funded with both Health and Social Care	7	26
Total	11	50

There are some significant regional differences in the level of joint commissioning

Region	<b>(rounded) Percentage of joint funded services in region</b>
West Midlands	20 % of services are joint funded
South West	40 % of services are joint funded
South East	40 % of services are joint funded
North West	30 % of services are joint funded
North East	10 % of services are joint funded
Yorkshire and Humber	30 % of services are joint funded
London	30 % of services are joint funded
East Midlands	60 % of services are joint funded
East of England	60 % of services are joint funded
<b>Average</b>	30 % of services are joint funded

Shropshire IASS was one of the first services to be jointly commissioned and we are working towards joint funding as we are the IASS service for both health and social care in Shropshire. We would welcome discussions about how we can be of most use in these areas.

IASSN also provide Minimum Standards that we must work to. These sit under the Children and Families Act and SEND Code of Practice 2015.

<https://councilfordisabledchildren.org.uk/sites/default/files/field/attachemnt/Minimum%20Standards.pdf>

For further information please do contact us directly for further information or discussions.

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