

## **Information, Advice and Support Service (IASS)**

### **Annual Report – August 2019**

#### **Intro and Overview**

From 2005 Full of Life has developed three services, Family Support Service, Parent Partnership Service (now IASS) and Carers Advocacy Service. The services were developed in partnership with RBKC and Health and were based on gaps in support for local families. The Children and Families Act came into being in 2014 which highlighted the importance of independent support in relation to Education Health and Social Care for families 0-25. Full of Life were already delivering these services but needed to ensure we were developing them in line with the Act.

The Information, Advice and Support Service has had a year of reflection; there have been three reviews of the service between July 2018 and July 2019. The first review was a self-evaluation; this dovetailed nicely with a local authority review of the service following the tri-borough/bi-borough disaggregation.

Due to the implementation of the Children and Families Act 2014, expectations for the work carried out by IAS Services have widened, significantly. Therefore, Full of Life wanted to ensure we were developing the service in line with these changes.

The self-evaluation and RBKC review led us to commission a further independent review, to help us focus in greater detail on a few targeted areas in relation to the IASS Quality Standards.

We will be using the reviews as a springboard for developing the service in relation to the IASS Quality Standards. We are meeting the vast majority of these standards very well, but changes brought in by CFA 2014 necessitate that all IASS services undergo further development as the scope of the services has widened significantly.

#### **In the coming year we will be:**

- Working on reaching the outcomes in the service development plan. These will be drawn from recommendations from the various reviews of the service.
- We will continue to deliver high quality information, advice and support to members of the community in the Royal Borough of Kensington and Chelsea.
- We will also continue to work with our colleagues in the local authority and health services to bring forward issues as they arise, and to represent the views and experiences of parents, children and young people in order to shape local services to meet the needs of the community.
- We will continue to work with and plan parent events with the Parent Carer Forum here at Full of Life.

## **Our Main Areas of Work**

- Responding to telephone and email enquiries
- Casework management; often complex and involving multiple issues per family/child/young person
- Face- to- face meetings to go through documents/prepare for meetings/discuss complex situations and decisions
- Attending meetings with parents/carers/children/young people, supporting them to participate
- Managing data and personal information in line with the laws around data protection.
- Participating in meetings with SEN, social care and health about local policy and practice
- Working in partnership with PCF to plan and organise parent trainings
- Outreach and networking: coffee mornings, forums, TACC meetings, etc.
- Producing termly data-rich reports to the Full of Life Management Committee and presenting these reports to the committee.



## IASS SERVICE AIMS:

To empower parents/carers, children and young people with the information they need in order to participate as fully as possible in decisions around their/their child's education, social care and health care provision.

To enhance awareness and understanding of local and national policy and practice; to increase participation of parents/carers, children and young people in planning provision.

To improve outcomes for children and young people in education as well as in health and social care

To influence local policy in ways which will bring real positive changes to people's lives across education, health and social care

To encourage dialogue and early resolution of differences

### Staffing:

- Family Support Service (Early Years) and Information Service- Julia McSweeney
- IASS (education)- Allison Ambrogi
- Carer's Advocacy- Samantha Peters

## **Website, Social Media and Publicity**

We will be making changes over the coming months to the Full of Life website, aimed at increasing the visibility/recognition of IASS on the website. We will be adding relevant information about the IASS including an updated description of the IAS services we offer, IASS policies, and this Annual Report.

We have been busy writing new mini guides on a range of subjects such as bullying and exclusion; these will be added to the IASS section of the website and new content will be added throughout the year.

The management of social media and website is primarily done by the Information Service. This year the Information Service has also updated the Transition Guide and Early Years guides as well as other mini guides. Hard copies of the Transition Guides have been printed and the Early Years guides will be printed shortly. Full of Life has a continued presence on Twitter and Facebook with an annual reach on Facebook of over 2,000 people.

New leaflets for IASS will be ready for September and will be delivered during the autumn term to nurseries, schools and colleges.

## **Commissioning, Governance and Management**

Termly reports to management committee will continue and each of us will present our report in future committee meetings.

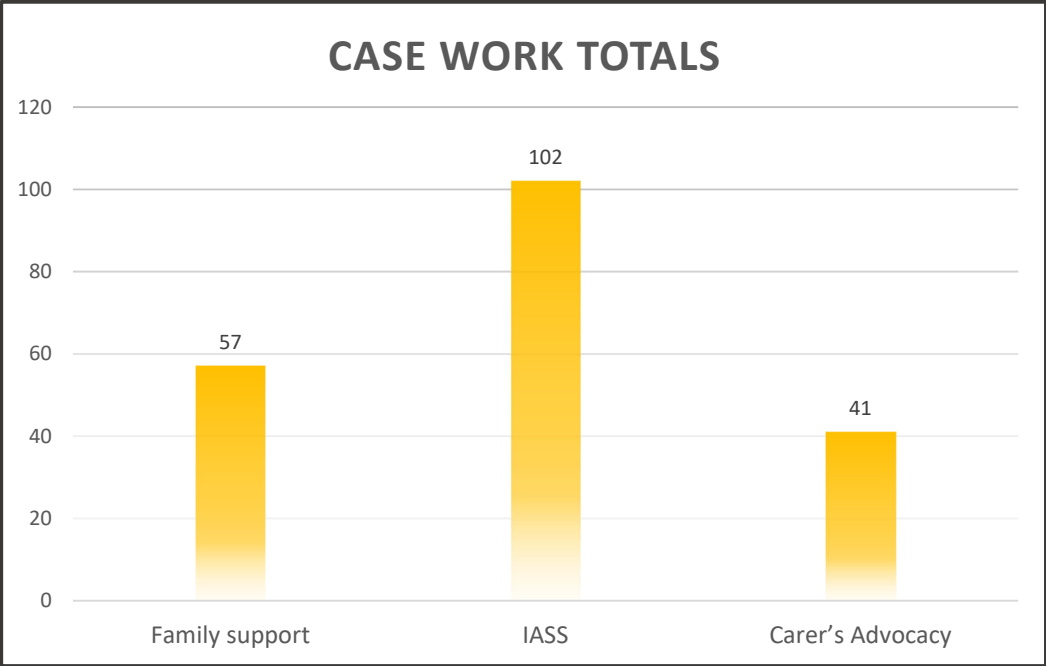
Memorandum of Understanding will be developed in partnership with RBKC SEND, Health and Social Care.

### **Management Structure for IASS:**

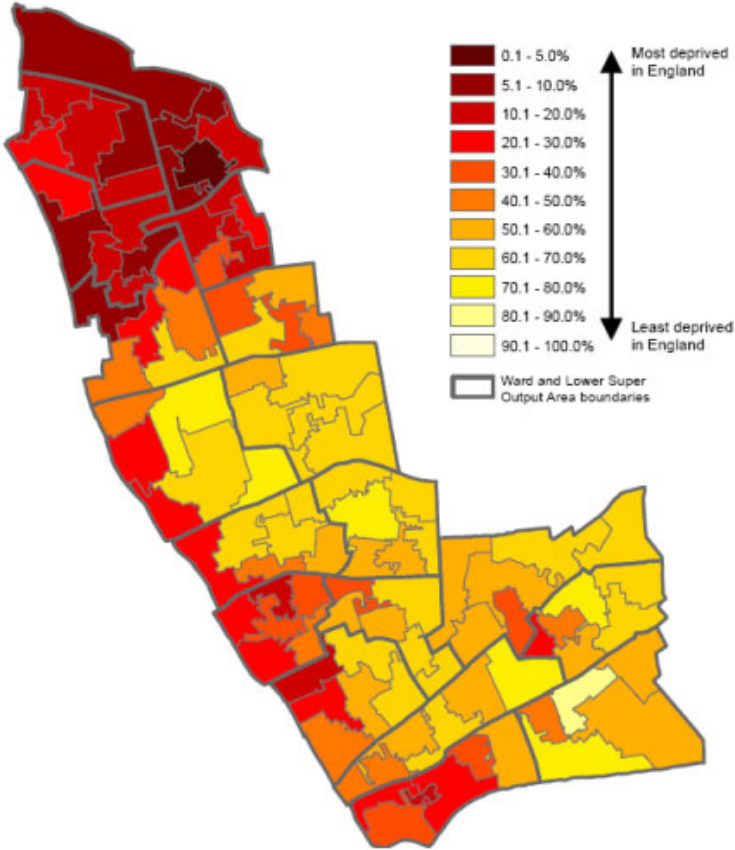
- Budget will continue to be managed by Full of Life.
- Quarterly CPD with the IASS service (Alison Julia and Sam) will be carried out by Barney Angliss Independent Consultant in Special Educational Needs and Disability. These sessions will ensure Full of Life IASS service has an independent professional ensuring it is advising/working with parents appropriately as well as anticipating potential difficulties/demands or conflicts. Meetings will be scheduled from November 2019. Barney will also provide a report for the Full of Life Management Committee which will help us to develop our service. Individual Professional Development Plans will be created during these meetings.
- Virginie Isbell, Joint Chair of FOL will meet yearly with the IASS service in a performance management role.

### **Yearly total of service users reached:**

*The numbers of service users do not reflect numbers of issues as many service users will be seeking support with three or more issues at any time. It also does not include some of the work carried out by the Family Support Service and the Carers Advocacy Service as at the time of writing this report a memorandum of understanding with RBKC and the CCG has not been completed. But we expect that it will be in the coming weeks.*

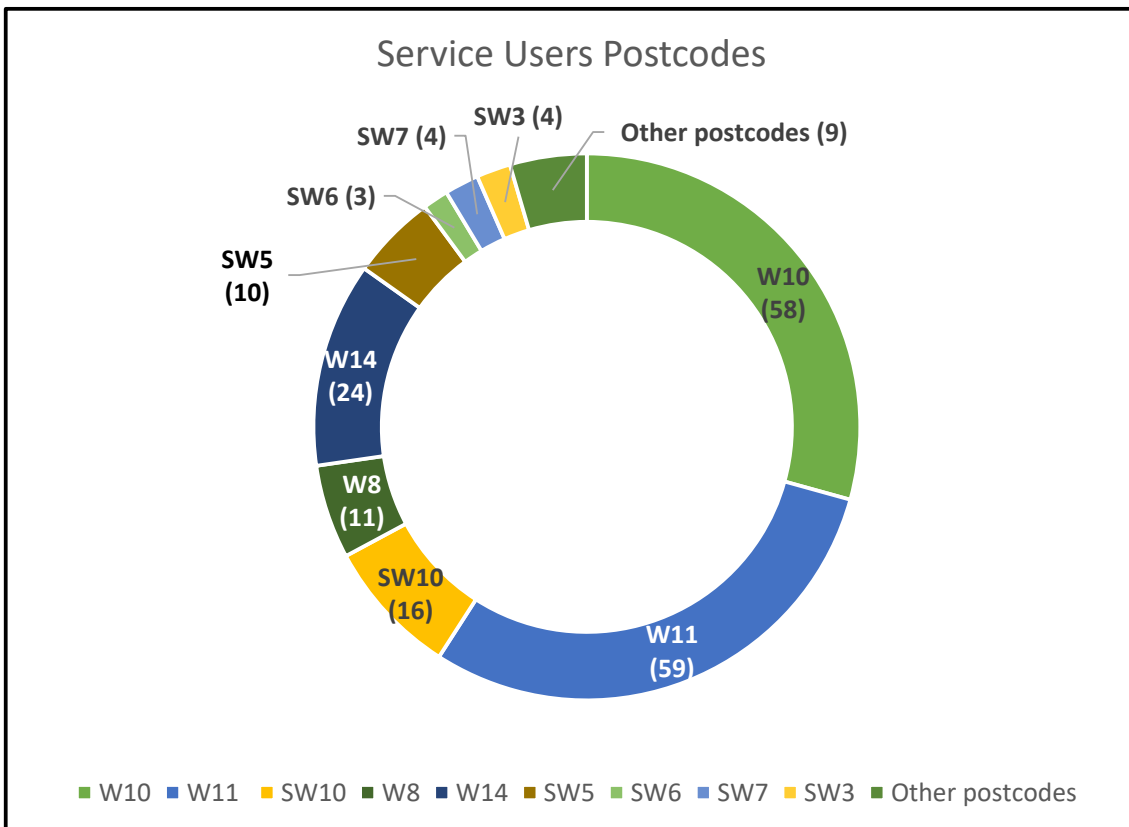


**Deprivation Map RBKC**

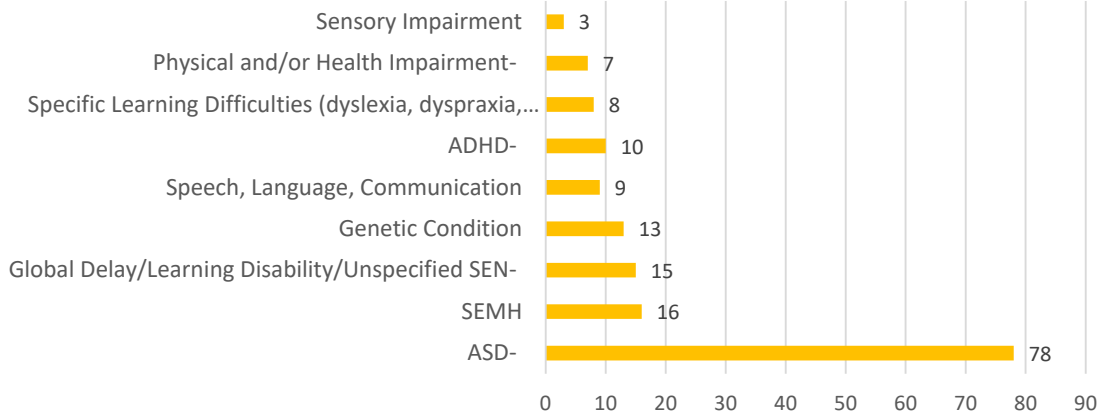


**Analysis of our service- users by postcode and ethnicity:**

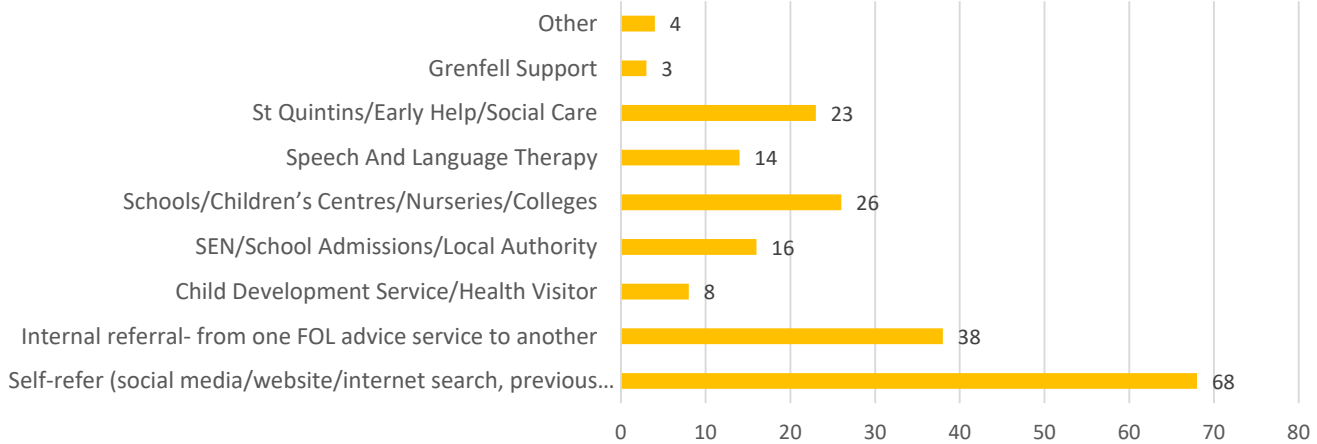
When compared with the Map of areas of deprivation in RBKC, our postcode graph illustrates that our highest areas of uptake are from the most deprived areas of RBKC. Our service-user database includes a wide range of cultural and ethnic groups that reflect the diversity of the borough. Some of the ethnic/cultural groups represented are Moroccans, Somalis, and Eritreans, as well as members of the traveller community.



### Diagnosis (Primary Need)



### REFERRALS TO THE SERVICE



## Top Four Issues for Each Service

### IASS

- Child/YP out of school or on part-time timetable
- Annual Reviews
- Support and advice on communicating with school
- Draft EHC

### Carer's Advocacy

- Understanding information/going through documents
- Liaising with professionals
- Form filling
- Appeals/Tribunals/ Mediation and Complaints

### Family Support

- EHC Request
- Form Filling
- Health (diagnosis)
- Social Care

## Feedback

We are developing a more systematic approach for getting regular feedback; this will be reflected in our development plan. We have occasionally used IPADs to gather feedback at the conclusion of meetings with parents but, having analysed these results, feel that parents are more likely to only give completely positive feedback in these circumstances. Therefore, we will be setting dates twice a year to send out a survey monkey. An anonymised email survey provides the opportunity for parents to give their feedback without worrying that they could be identified. We did gather feedback via a survey monkey about 18 months ago and the results were extremely positive. In order to proceed with sending yearly surveys, we must be consistent in gathering the email addresses of service users. We have also created an area of the Website where service users can provide feedback, in addition to this we have sought feedback via the Full of Life Facebook page.



**Here are some of the things that families have had to say about our services over the last 12 months:**

*Can you believe he's that old and you've been supporting me for over 11 years now! I couldn't have done it without your calm, kind and understanding help!*

*Finally, my son started at his new school today. I have not seen him this happy in a long time, thank you for your support.*

*It was so helpful speaking to you yesterday. Even with my legal background I would not have been able to navigate the paperwork without you!*

*Thank you so much for your ongoing support; we are really happy with the outcomes of the meeting.*

*I just wanted to say thanks for listening. It really helps.*

*Thank you so much for helping to put through the Music Therapy application. I really appreciate your support.*

*One thing I am absolutely certain about is that without your incisive knowledge, forensic scrutiny of every detail, advice and foresight, we would not have got the happy outcome we were*

*That's great news, thank you for taking the time to call them for me. I'm so grateful.*

*Thank you so very much to you all for your support with this. I honestly thought I'd have a real fight on my hands, but my prayers were heard & I'm full of gratitude. It's true what they say about it taking a whole village to raise a child. I thank you for being part of that village, we would be lost without you.*

*We couldn't have done this without your support, thank you so much!*

*This has been so stressful, thank you for helping me through it.*