

Southwark Information, Advice and Support Team

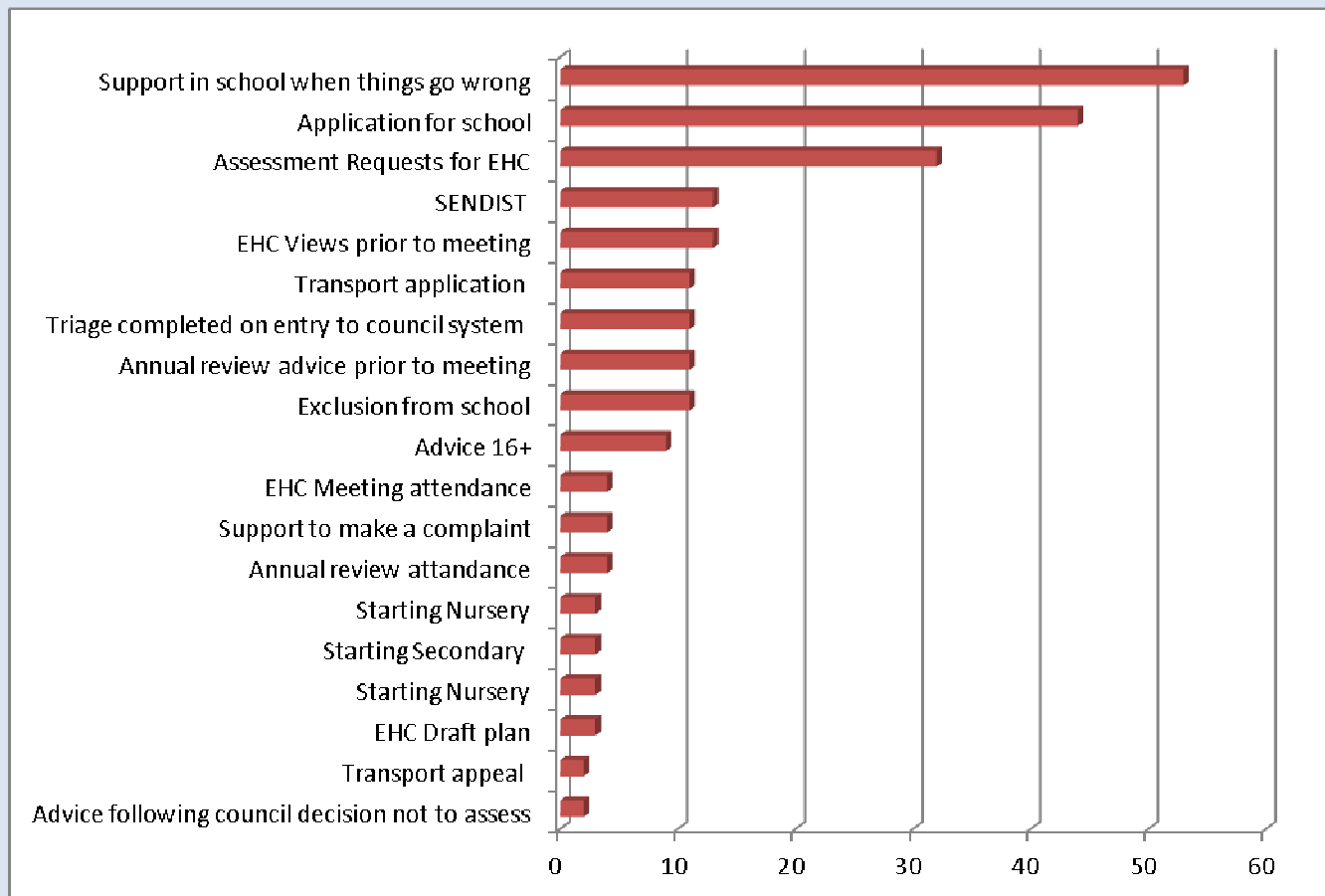
For parents and young people with SEND, 0-25

QUARTERLY REPORT
1st September to 31st November 2014

The team provide Information, advice and support in a variety of ways including face to face, telephone, specialist casework and training. The team also manage Southwark's Local Offer and provide school preference advice for all families. We work with families and young people upto the age of 25. Although the service is funded by the council it is impartial and at arms length to the council. The line management of this service is separate to the services which make decisions and policy. Our market is **7,500** children and young people with SEND in Southwark. The cost of the service is **£7.60** per head per quarter.

Performance Information advice and support

273 parents and young people accessed our **drop in services** at Sunshine House and Peckham Service Point and received specialist casework support in the following areas;



Specialist casework service

58 Meetings were attended with parents and young people including TAC meetings, appointments at Tooley Street, Social Care meetings, informal mediation sessions

3000 incoming and outgoing telephone calls taken at Tooley Street office. **83%** of incoming calls were answered first time.

Triage service

In September 14 we implemented a system that we designed and developed after winning a national bid with the Council for Disabled Children to think about the delivery of Independent Support (IPS). This **unique** system is designed to welcome each new family into the council system and for us to assess the type and level of support that all families require developing a personalised approach to support our most vulnerable families.

61 new families entered the council system this quarter and **19** attended their triage appointment.

378 Parents, young people and staff attended events, training and seminars organised or presented by SIAS

In the autumn term we held information sessions at the Maudsely for staff, Southwark Sickle Cell Family Day, Governor training, CAMHS @ Sunshine House for staff, Co-design workshop, **6 week Cygnet course for parents, local offer launch**, Inset at Summerhouse PRU, Transition team meeting, **starting primary school event, starting secondary school event**, preparing for adulthood, specialist family focus team meeting.

Sessions for parents held at the following schools; Southwark Park Primary School, Townsend Primary School, Charles Dickens Primary School, Heber Primary School, St Peters Walworth Primary School, St Mary Magdalane Primary School, St James The Great Primary School, St Josephs Borough Primary School, Ilderton Primary School, Peter Hills Primary School, Camelot Primary School, Alfred Salter Primary School, Goodrich Community, Little Saints, Rotherhithe Primary School, Kintore Way

Highlights from this quarter

- The Children and families act 2014 came into legislation in September. During the first quarter the team were busy being trained, reading and working with Parents, Carers and other Council Teams to implement the new laws.
- On 1st September 2014 we went live with Southwark's Local Offer which was implemented by the SIAS team and designed in conjunction with Parents, Young People, Schools and Colleagues from across services.
- The team are involved with projects across services providing specialist support based on our everyday experience working with families. This quarter we were involved with the on-going work on personal budgets 0-25, preparation for adulthood pathway,

Our focus for the next Quarter

What's new and different next quarter?

- Youth Offer modelling our Local Offer but for young people 16-25 launching in April 15
- Young Offenders Offer responding to the guidance assisting young offers with SEND from April 15
- The development of SEND Training course to be delivered to parents, young people and staff to learn about the law, processes, services in Southwark.

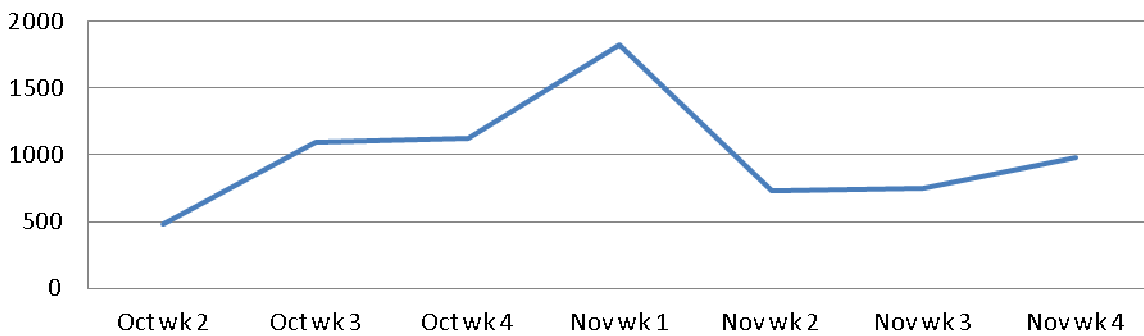
LOCAL OFFER

LONDON BOROUGH OF SOUTHWARK

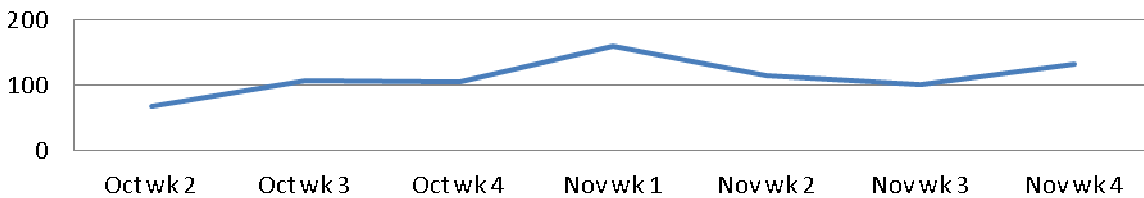
The Local Offer sets out in one place all of the services and information that parents and young people might need to access in Southwark. This is a statutory requirement which has its own legal framework in which we must operate. Please visit the site www.localoffer.southwark.gov.uk

6984 Pages were viewed on the local offer website since the analytics were installed mid October. **791** users accessed the Local Offer during this time.

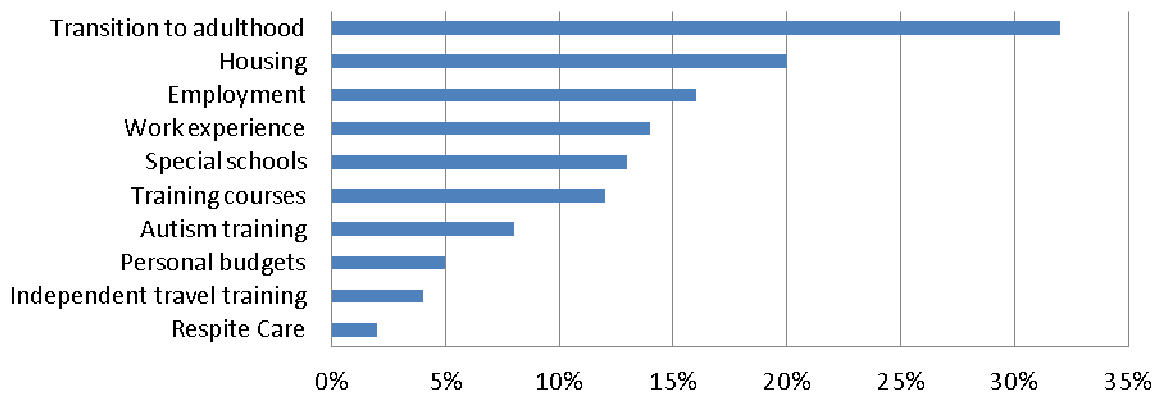
Local Offer Page Views

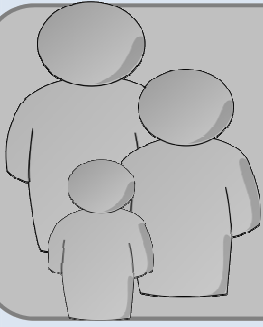


Local Offer Users



Top ten most searched items on LO





“what our families have been saying”

'I just want to thank you for all your advice and support throughout this time, it really helped us and kept me motivated in fighting for my child. I guess with organisations like yours, there are success stories.

Thanks again and keep up the good work.' (Mum SE22)



“English is not my first language so the team helped me with reading and writing during the assessment process” (mum SE15)



“We’re ok in meetings but when it comes to writing we need help with that” (Mum and Dad SE1)



“I’m not the kind of person to ask for help I’ve been very independent all my life but now I need help for my children” (Mum SE5)



“I was completely frustrated I didn’t know where to go for help” (Mum SE15)



Twitter: @swklocaloffer
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