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## Intervention levels for Information, Advice and Support Services

This guidance is to help IASS differentiate between the levels of information, advice and support that service users may receive. The IASS Network is providing this guidance in order to promote greater consistency, so that the range and extent of the work done by IASS across England can be collated and shared nationally.

All IASS have had an opportunity to comment on a draft version of this guidance and some changes have been made as a result. While it is for individual services to decide how best to record the work that they do, it is strongly recommended that the 4 levels of interventions are used. The term 'intervention level' has been adopted because it encompasses the provision of information, advice and support.

The guidance focuses primarily on casework interventions undertaken by the IASS. The service user will be a parent, young person or child, where the request for information, advice or support leads to an enquiry being registered on the IASS database or a case file opened.

The focus and duration of an intervention should normally (and where possible) be agreed in advance. Over time a service user may request a number of interventions.

Information or advice provided to groups (e.g. giving input at a parents' group) or as training is not included in these level descriptors; IASS should consider alternative ways of recording and reporting on group work and training.

An intervention level should be identified when a parent, young person or child seeks information, advice or support from the IASS. The intervention level may be revised and moved to a higher level if that proves to be appropriate. As long as the intervention is deemed **active** or **inactive** the casework remains at the highest level of intervention that has been necessary during the current intervention period.

If an intervention has been **closed** and the service user makes a further request for support a new intervention is opened and a fresh decision about the appropriate level should be made.

Guidance on the status of interventions can be found at the end of this document.

The needs and interventions listed below are illustrative rather than exhaustive. Selection of the appropriate intervention level should be based on 'best-fit'. Note that the typical time scales shown below each level are offered as additional guidance, but are

only illustrative. The key criteria in determining an intervention level are those listed under **Service user need** and **Support**.

### **How data on interventions may be used**

Recording intervention levels will enable an IASS to analyse:

- the number of interventions at each level at any given point in time, including the number that are active, inactive or closed.
- how many interventions the service has provided over a given period of time
- track longer term changes in the complexity of the work undertaken.<sup>1</sup>

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Acknowledgement is due to Coventry Parent Partnership Service who developed the casework management system on which this guidance builds.

Level	Service user need	Support	Outcome
<b>Level 1</b>	<p>Information and advice about SEND matters, such as:</p> <ul style="list-style-type: none"> <li>• the legal framework</li> <li>• local SEN processes and procedures</li> <li>• support groups</li> <li>• particular special educational needs or disabilities</li> <li>• funding arrangements</li> <li>• local services</li> <li>• web based resources</li> <li>• national organisations</li> </ul>	<p>Phone or email support – tailored to the particular circumstances of the service user.</p> <p>(Note that the provision of general information about the service – e.g. as part of training, distribution of service leaflets, visits to IASS website – are <u>not</u> included.)</p>	<p>Service user confirms that their information and advice needs have been met</p> <p>AND/OR</p> <p>Service user is signposted elsewhere</p> <p>The service user feels confident to access further information and advice and/or to pursue matters independently or with support from other agencies or services.</p>
<p>Typically less than 2 hours of service time as part of a single intervention.</p>			<p>Intervention logged.</p> <p>No further intervention planned.</p> <p>Intervention is either <b>closed</b> or made <b>inactive</b>.</p> <p>Service users are asked to rate responses to Evaluation Questions 1, 2 and 3.</p>

Level	Service user need	Support	Outcome
<b>Level 2</b>	<p><i>Any or all of Level 1 plus:</i></p> <ul style="list-style-type: none"> <li>• help to understand or complete documentation</li> <li>• support in communicating with school, the LA, other services, etc.</li> <li>• detailed and personalised guidance on following SEND or exclusion procedures</li> <li>• assistance in accessing services</li> </ul>	<p><i>Any or all of Level 1 plus:</i></p> <ul style="list-style-type: none"> <li>• phone or email support over a period of time</li> <li>• research and provision of specialised advice and information</li> <li>• home visit by IASS or office visit by service user</li> <li>• provision of support at/for meeting</li> <li>• liaison with other agencies</li> </ul>	<p>Service user confirms that their information and advice and support needs have been met.</p> <p>Service user feels confident to continue without further support from IASS or with support from other agencies or services.</p>
<p>Typically between 2 hours and 2 days of service time within a six month period.</p>			<p>Individual case record opened/maintained.</p> <p>Intervention agreed and recorded.</p> <p>Following the intervention the case record is made <b>inactive</b> or <b>closed</b>.</p> <p>Service user is asked to rate Evaluation Questions 1 to 6.</p>

Level	Service user need	Support	Outcome
<b>Level 3</b>	<p><i>Any or all of Levels 1 and 2 plus:</i></p> <ul style="list-style-type: none"> <li>• detailed and continuing assistance and guidance with statutory processes</li> <li>• complex, multi-agency needs</li> <li>• assistance in overcoming serious breakdown in communications with school/LA/other services</li> <li>• requires intensive support due to personal circumstances (e.g. low literacy levels, learning or sensory difficulties, English as a second language)</li> </ul>	<p><i>Any or all of Levels 1 and 2 plus:</i></p> <ul style="list-style-type: none"> <li>• provision of support at/for a series of meetings over a period of months</li> <li>• ongoing support and guidance through statutory processes (EHC needs assessment, disagreement resolution, mediation etc.)</li> <li>• assistance with preparation for an exclusion appeal and support at the appeal meeting</li> <li>• IASS undertakes key working role with other agencies</li> </ul>	<p>Service user confirms that support has enabled them to participate in processes.</p>
<p>Typically more than 2 days intervention in any 6 month period.</p>			<p>Individual case record maintained.</p> <p>After 6 months the record remains <b>active</b> if further intervention is planned. Otherwise the record becomes <b>inactive</b> (if further intervention is likely but has not been requested) or <b>closed</b>.</p> <p>Service user is asked to rate Evaluation Questions 1 to 6.</p>

Level	Service user need	Support	Outcome
<b>Level 4</b>	<p><i>Any or all of Levels 1,2 and 3 plus:</i></p> <p>Detailed and continuing assistance and guidance with preparation and support during:</p> <ul style="list-style-type: none"> <li>• First Tier Tribunal (SEND), including DDA complaints to Tribunal</li> <li>• Complaints to Ombudsman</li> <li>• Judicial Review</li> <li>• Disputes about Child Protection</li> </ul>	<p><i>Any or all of Levels 1,2 and 3 plus:</i></p> <ul style="list-style-type: none"> <li>• provision of intensive support for the service user(s) during the legal processes. This may include assistance with preparation for the legal process and support at, for example, a Tribunal hearing</li> </ul>	<p>Service user confirms that support has enabled them to participate in processes.</p>
<p>Typically more than 3 days intervention in any 6 month period.</p>			<p>Individual case record maintained.</p> <p>After 6 months the record remains <b>active</b> if further intervention is planned. Otherwise the record becomes <b>inactive</b> (if further intervention is likely but has not been requested) or <b>closed</b>.</p> <p>Service user is asked to rate Evaluation Questions 1 to 6.</p>

## Some examples

### Example A

A parent phones to ask for advice about the sort of SEN provision that schools should make and how to ask for further assessment of the child's needs.

The IASS provide information over the phone, signpost the parent to more information on the IASS website and offer to post details of a local parent support group.

The IASS seeks to clarify whether or not further intervention from the IASS is likely to be requested.

The IASS log the enquiry and subsequently ask the service user to provide ratings on Evaluation Questions 1, 2 and 3.

#### **INTERVENTION LEVEL 1**

*If the parent does not expect to need to contact the service again the Intervention should be recorded as **closed**. If further involvement of IASS seems likely (but no intervention has been agreed at this stage) the record is made **inactive**.*

### Example B

The same parent phones again several weeks later to explain that a meeting has taken place at school. School had raised concerns about the child's behaviour and had referred to the risk of exclusion. A review meeting was agreed in 1 months time. The parent expresses concern about this meeting and asks for support to prepare for the meeting and at the review. The parent also expresses concern about managing some aspects of the child's behaviour at home.

The IASS agrees to provide a volunteer to accompany the parent to the review meeting. The volunteer is asked to contact the parent in advance to help them prepare. The IASS also agrees to find out whether the local CAMHS service is currently running any groups that may be relevant.

If the earlier intervention (Example A) was recorded as **closed** a new intervention is opened and recorded as **INTERVENTION LEVEL 2 – Active**.

If the earlier intervention was recorded as **inactive**, the intervention record is now amended to **INTERVENTION LEVEL 2 – Active**

On conclusion of the agreed intervention:

- the IASS ask the service user to provide ratings on Evaluation Questions 1 to 6.
- the intervention is **closed** or made **inactive** (i.e. no further intervention is planned but it is agreed with the service user that

the IASS will make a follow up call after an agreed period to decide whether or not the intervention should be closed).

### **Example C**

A young person requests support to visit a college that has been recommended to them.

It is clear that the young person needs a considerable amount of support because of their disabilities and does not want the family directly involved. The IASS agrees to provide support for the visit to help the young person obtain answers to the questions that they have. The IASS explains how they can continue to support the young person and also informs the young person of the availability of an advocacy service and agrees to send further information.

An intervention record is opened.

#### **INTERVENTION LEVEL 2 – Active**

On conclusion of the agreed intervention:

- the IASS ask the service user to provide ratings on Evaluation Questions 1 to 6.
- the intervention is **closed** or made **inactive** (i.e. no further intervention is planned but it is agreed with the service user that the IASS will make a follow up call after an agreed period to decide whether or not the intervention should be closed).

### **Example D**

A parent who had support from the IASS over 12 months ago (at Intervention Level 2) contacts the service again to request help in appealing to the Governing Body in the event that a current fixed term exclusion is made permanent.

The IASS provide information and advice on exclusion procedures and agree to support the parent at a meeting at school to discuss the most recent incident that led to the fixed term exclusion.

The IASS opens a new intervention record.

#### **INTERVENTION LEVEL 2 - Active**

Before the meeting takes place a further incident occurs at school and a permanent exclusion follows. The parent requests help to prepare for the appeal and for the IASS to provide a supporter if that is possible.

The IASS agree a home visit to help the parent prepare for the appeal and assist them in collating their child's views. A decision to provide a supporter is deferred until after this preparatory meeting had taken place. The IASS also agree to liaise with the local authority officer responsible for exclusions.

#### **INTERVENTION LEVEL 2 - Active**

After a long home visit the parent requests support at the appeal hearing. The IASS agree to provide a supporter.

Over the following weeks the IASS provides telephone advice and support and liaises with the local authority's exclusion service.

Approximately 2.5 days IASS time has been give to this intervention.

### **INTERVENTION LEVEL 3 – Active**

On conclusion of the agreed intervention:

- the IASS ask the service user to provide ratings on Evaluation Questions 1 to 6.
- the intervention is **closed** or made **inactive** (i.e. no further intervention is planned but it is agreed with the service user that the IASS will make a follow up call after an agreed period to decide whether or not the intervention should be closed).

*Note that this is a single intervention, not three separate interventions. As the involvement of IASS becomes greater the Intervention Level is amended from 2 to 3 to reflect the complexity of the intervention needed – but the additional work needed does not count as a new intervention because the intervention record had not been closed (nor would it have been appropriate to close it).*

### **Example E**

A young person who had support from IASS to prepare and attend a Tribunal (Intervention Level 4) 18 months ago, and whose intervention record was subsequently **closed**, requests support from IASS to participate in the next review of his EHC plan. He asks for some help to understand the review procedures and support at the review meeting.

The new intervention record is opened.

### **INTERVENTION LEVEL 2 – Active**

On conclusion of the agreed intervention:

- the IASS ask the service user to provide ratings on Evaluation Questions 1 to 6.
- the intervention is **closed** or made **inactive** (i.e. no further intervention is planned but it is agreed with the service user that the IASS will make a follow up call after an agreed period to decide whether or not the intervention should be closed).

### **Example F**

A parent requests advice about a transport issue. The IASS spends some time dealing with the initial call, checking the local authority's policy, and providing information and feedback to the parent. Subsequently the parent phones again to ask for information about family support in the local area. The IASS checks what is currently available, provides information and advice and signposts to a relevant local service.

In total approximately 2 hours is spent in responding to the enquiries. However the work done by the IASS primarily involves the provision of information, is all on the phone or by email and it is decided that no case file should be opened as it was agreed with the parent that no direct intervention from IASS is needed.

The IASS log the enquiry and subsequently ask the service user to provide ratings on Evaluation Questions 1, 2 and 3.

### **INTERVENTION LEVEL 1 - Closed**

## **Guidance on intervention record status**

### **Open**

A record is **open** when an intervention is planned or in process.

### **Inactive**

A record becomes **inactive** when an intervention is finished and no further intervention has been agreed, but there is an expectation that further intervention will be requested within the next 6 months. It is good practice for the IASS to make a follow up call (or email the service user) after an agreed period to decide whether or not the intervention record should be closed.

While the use of an **inactive** category is recommended services that choose not to use it may opt to make a case **closed** at the end on an intervention.

### **Closed**

A record becomes **closed** at the end of an intervention if no further intervention is planned or expected. A record should be automatically closed if it has remained inactive for more than 6 months.

## **Evaluation questions**

The IASS Network recommends that all IASS use the standard set of 6 core questions to obtain feedback from service users. The core questions are available from the IASS Network.