



**NATIONAL  
CHILDREN'S  
BUREAU**  
Part of the family

## **Torbay: IASS adapting to meet changing service needs during the Covid-19 lockdown**

### **The context**

SENDIASS Torbay caseworkers have successfully adapted ways of working to meet the changing service needs and circumstances of service users during the Covid-19 lockdown. This has meant caseworkers working remotely to deliver the service amid fast-changing legislation and guidance. Daily virtual team meetings have kept everyone up to date and focused on delivering the service to the very best of its efforts.

### **The story**

SENDIASS Torbay received a phone call on April 16, 2020, from a parent who requested a caseworker to help chase up a "Request for Statutory Assessment" made by her child's school eight weeks earlier. While awaiting an outcome from the RSA the parent informed the SENDIASS caseworker the child had been permanently excluded. Before the exclusion, the child was receiving alternative education through an outreach service organised by the school. The caseworker then contacted the LA in an attempt to establish why the RSA was taking so long. During communication with the LA, the caseworker was able to establish that for unknown reasons the school had never actually submitted the RSA. The caseworker then had to explain this to mum. SENDIASS supported mum to gather any professional reports she already had and submit a parental RSA. Mum also mentioned the child was still getting his outreach through the LA's vulnerable learners' team and she also asked for advice about where to get school lunch vouchers from.

### **The outcome**

After a great deal of communication between the parent, SENDIASS and the LA, the SENDIASS caseworker was able to ascertain that it appeared, due to the Covid-19 lockdown, something had slipped and the child was now not actually on roll at any school. This led to virtual meetings about what was best for now. The caseworker did a pre-meeting with the parent to help them set up Zoom. It was then agreed that because the child was already known by the alternative education provider, they would continue with increased hours throughout lockdown. SENDIASS supported the parent to enable them to be engaged and be part of the decision-making process throughout. The parent did not want the child to start a new school during lockdown. The parent was extremely happy with the alternative education outcome because this maintained continuity for the child, while increasing the number of hours of education received. The child is now on roll at a school and an RSA has been submitted and plans are being made for a return to a new school in September 2020.

### **Contact details**

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