

Haringey IASS : Benefits of designated children and young people case workers

The context

The service employed designated Children & Young People's (CYP) advice workers in June 2019. The position/s are specifically designated to increase the work with CYP including direct face-to-face work with young people, including and support to transition to adulthood. Prior to this we were supporting one young person, and to date we are currently directly supporting seven young people aged between 15 and 24 years.

How IASP funding has improved the IAS service offer to it service users

Positive feedback has been received in relation to IASS from CYP, especially teenagers. The designated CYP Advice Worker has had the opportunity to undertake case work about Preparing for Adulthood, education within college, supported internships, independent living, community inclusion and health.

The service has encountered families and CYP who describe feeling “lost” within the Education, Health and Social Care system, unable to easily access, navigate or understand what should be happening for them in relation to SEND. The continuous work with CYP through designated workers is increasing the joined up approach with Social Care and Health as SENDIASS navigates the transition to adult services with CYP, parents and carers. This is resulting in an increase in information and advice being given about transition, Section 17, and parent carer assessments, all of which were unknown resources to CYP and their families. In addition the CYP service offer is being further developed to reflect the actual “lived experiences” in order that the advice and the ways in which the service works is relevant and effective, with a future aim of mapping and developing some outcomes, with CYP feedback a core part of the service improvement plan and lessons learnt.

Parents carers and young people have said this new approach of having CYP Advice Worker/s advising holistically on all aspects of SEND and especially transition including access to education after secondary education, has increased morale and decreased anxiety, as parents, carers and CYP feel that they are not being bypassed or passed “from pillar to post” within a complex system. Instead they have stated that their views, wishes and needs are taken on board by SENDIASS and acted upon and that they feel increasingly knowledgeable and more empowered about what should be happening.

The SENDIASS professionals reference group that has been set up earlier this year, has meant it is now better positioned to have ongoing discussions about service improvements with local partners and progress joint working ventures. This new development has representation so far from Youth Justice team, Health and the Language and Autism Team.

Ways in which improvements have positively enhanced the service user experience

- By starting to implement the minimum standard 3.1 by expanding work with young people. This work has increased from one young person to seven young people so far.
- BY targeting children/young people in promotional material and at events - talking about the service and explaining they can receive information, advice and support individually.

- Talking with parents to explain that the SENDIASS service can also work directly with children and young people if they wish to receive one-to-one information, advice and support on their own.
- By devising a young person's consent form for use with young people i.e. 16+.

Lessons the service has learnt making service improvements

- Parents require support and a holistic explanation how IAS can also work directly with their children if that is the desired choice of the child or young person. In addition the service is holding holistic supportive conversations with parents regarding confidentiality and data protection.
- There is a need to establish strong links with adult social services and the transition team to create partnerships to effect smooth transitions for young people.
- Some young people due to their health needs are unable to attend meetings in the community and therefore, home visits are offered in order to provide direct IAS.
- The service offer to young people is much lengthier as there are several areas of support that cross over. Young people also prefer to see the same advice worker each time, although that is not always possible.
- There is a need to be creative and quickly assess how to support all enquiries given that all enquiries differ so a triage approach has been introduced and is now being piloted.

The approach we will take to sustain the improvements achieved

- Continued direct support for children and young people from the CYP Advice Worker
- The CYP Advice Worker attends relevant young people training and works jointly with the SENDIASS Manager to develop an enhanced young peoples' service offer
- CYP advice worker is engaged in joint working with the Markfield Children & Youth Services Manager and the Markfield Transitions and Participation Lead
- A protocol has been developed so the CYP Advice Worker has responsibility for developing links and delivering outreach in local colleges
- CYP Advice Worker will be linked to the youth justice professional who sits on the SENDIASS professionals reference group
- CYP Advice Worker will have involvement in working with young people when reviewing publicity and setting up the information on the refurbished Markfield SENDIASS website.

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