

## **A selection of some of the compliments received into SEND IASS 2022-23.**

### **Caseworkers:**

1. (From a parent)

*"Thank you (caseworker's name) for.....*

*Telling me...it's ok, we can do this, tell me everything that has happened*

*It's ok, let's have the video call with the Head of year, who didn't see the bigger picture*

*It's ok, let's document and take the mini steps we need.*

*It's ok, I've read through the 1000,s of words in every document that could help you get what V needs*

*It ok, let's see how we can capture the different ways of what V needs even though she has been to 3 schools.*

*It's ok, I understand because I listened to every difficult step regarding the police protection, mental health, schools voice and no voice, social services, domestic abuse, and some of the most horrendous situations, when my vulnerable daughter was a victim...*

*It's ok, because (caseworker) got me though the complex maze. And was the only 1 consistent person through 10 different agencies, people, processes."*

2. (From a SENCO)

*"It was lovely to meet you during the session which we were having to advise one of our parents on the best way forward in respect of a possible transition for her child to a school offering more specialist provision.*

*Your knowledge of the process to go through and legal requirements was really detailed and enabled all of us at the meeting to extend our own understanding of what we need to do next.*

*Thank you for letting us ask so many questions and supplying such a lot of useful information. This will be really helpful for the child, whose parent we are working with at the moment, but is also going to enable us to help and support other parents in the future."*

3. (From parent)

*"Many thanks for this, and for your call this morning. I really appreciate your input and insight and have taken lots of notes and will have a look at the links this afternoon.*

*I have sent my email off to school; your call has helped confirm for me that I was on the right track with it. I have included details regarding the inclusion partners. I am very hopeful we can get things sorted out for (child's name) soon if we continue to engage positively with the school, we have got a long way this term.*

*Just wanted to also say that I find the IASS service really invaluable. I am actually over half way through a part time MA in Education with SEND at ARU and getting 70-80% grades for most of my assignments, but it doesn't tell you how to manage the practical aspect of getting SEND support, which I find is often the key to it all. "*

## **Helpline:**

1. *(Parent) I sincerely thank you for taking so much time out of your day to help us and provide us with such extensive information. This is very very helpful. Thank you so much. You have provided us with so much Information and help and we are extremely grateful for this. Thank you for your time and kindness with your phone call yesterday too.*

2. *(Parent reported to caseworker about Helpline support received)*

*The parent reported a complete turnaround in the support in place for her son at school following the information and knowledge she had received from (Helpline worker). The parent said she had felt empowered and that the school have even held their hands up and admitted that they should have been doing more to support, rather than threaten perm ex and reduced timetables.*

3. *(Parent) Thank you so much for your very speedy reply. I've just stood here, read it and cried.*

*It's taken less than 24 hours for someone to get back to me, which after my sons last 9 school months is amazing.*

*Some of your suggestions are amazing and I'm so grateful, (child's name) is a terrible trouble when he is ramping up to blow , he isn't able to vocalise anything and only growls, or we get the full mother load of swear words and hysterical screams.*

*I'm going to print off and keep this email as my bible right now, and gradually go through it all again.*

*(Child's name) deserves so much more than the last 9 months of school have shown him, none of this is good enough. They have let him down massively, but today I've been given the slightest bit of hope in your very informative email, so thanks again .*

*Thank you for not leaving me to stew , and some brilliant information too!*

## **Appeals:**

1. *I just want to take this opportunity to say thank you so much for all the support and guidance you gave me, you were so reassuring when I felt so overwhelmed and out of my depth .You are amazing at your job and your service is invaluable. I'm so happy we got the outcome we hoped for. Thank you, I'm sure (child's name) will be amazing when he is all settled at (Essex special school).*
2. *We can never ever thank you enough for what you have done for (child's name) for his future life and the whole family. Words don't seem to be enough and our not even close to what we want to express for what you have done. We will always be grateful for this you have been (child's name) voice the words he can't say. Your determination dedication is (child's name) future and from what have done and doing , he has a brighter happier safer future. So thank you .*

3. *I wanted to say thank you for all of your help in getting us through the stages of the EHCP tribunal. I was really stressed and worried and unsure how to navigate such a confusing process. Your calm weekly calls talking us through each step and suggesting amendments to make to my sons ehcp helped us so much.*

*The court order was issued today, amending the plan and naming (Essex special school), so avoiding court on Friday.*

*Thank you so much!!*