

## **IASS Advisory Group Annual Statement 2024**

Wolverhampton IASS take a considered approach to its development and despite referrals increasing year on year, it continues to deliver an excellent service. The service is responsive to the needs of young people and their families across the city and continue to guide them through difficult situations, resulting in positive outcomes. This year has seen the service successfully restructure to better meet the increased demands placed upon it. Wolverhampton IASS Advisory Group are incredibly proud of this development - it is a real achievement for the service and the families that it serves.

Collectively, members feel very involved in the work they have committed on delivering and able to contribute to the work of the group, supported through timely information and preparation provided by the IASS manager. Feedback about the service is acted upon, which has created a culture of transparency, openness and trust where members feel listened to and valued. Members of the advisory group also feel their membership furnishes them with a greater awareness of the nature of the work being undertaken by IASS and commented on the advantage it brings in terms of the links into their respective service areas.

### Member quotes:

“IASS Wolverhampton are doing an amazing job supporting parents/carers of SEND children within the city. Their immense contribution in supporting parents/carers of SEND children cannot be overemphasized.”

“It feels that the service now has better capacity to offer more targeted support to families which is excellent, for example, the Makaton sessions, as well as the brilliant advocacy and advice work with individual families.”

“IASS are often a lifeline to families. In fact, for such a small team they achieve so much and make a huge difference. Going forward it would be good to see more funding offered to IASS to grow the service even further.”

“The discussion and documents shared in the meetings provide a really clear overview of the work that is happening in the service and allows space for discussion and ideas to be shared for future developments.”

“A suggestion for development will be having more posts on their website and Facebook page that shows some of their works within the community. This will help improve engagement and provide more publicity.”

“My experience of the service is a responsive one. I have heard positive feedback from individual parents/carers that I have worked with about the support and guidance they offer, I have also received really helpful advice and support myself as a professional when I have needed their advice, and I have also been really grateful for their input and contribution to shared events and training for professionals and parents/carers.”