

Intensive Outreach Support Service Progress Report Autumn 2017 to Spring 2018



The intensive outreach support service (IOSS) has had some significant staff changes during this time period and two new recruitment cycles have ensued. The service was temporarily under staffed. One new worker commenced employment on 22nd November 2017 and a second on 7th December 2017. Both workers had a period of induction before Christmas.

Within this time period they have completed work with two schools and are part way through work with one more school. One worker had to work in a different way with one additional family following a permanent exclusion as instructed by the LA. They have worked with four children and families in total.

The impact of the work carried out is being monitored and measured in several ways

- Does the child maintain their school placement or move to a more appropriate educational provision
- Does the child show progress on behaviour thresholds
- Does the child show progress in their Thrive assessment
- Does the feedback from the school show positive changes
- Does the feedback from the families show positive changes
- Are the advised strategies being implemented
- Are the advised strategies still being implemented on the post service monitoring visit

An additional impact is the wider development in the whole school when working with children with SEMH (Social, Emotional and Mental Health). It has been reported by schools that there has been many benefits including:

- Staff training impacting on whole school approach to SEMH and a transference of strategies for a range of children
- An improved management of unstructured times resulting in fewer incidents
- Improved positive behaviour for learning plans
- Improved communication
- Improved parent engagement
- Improved transitions
- An improved understanding of how schools can avoid the need for specialist provision

Feedback forms and post service evaluations are being updated after each piece of work

Below is a summary of the impact seen so far in each school:

School	Worker	Time allocation	Child remained in school or moves school to a specialist provision	Actions implemented by the school	Reduction on behaviour threshold	Increase in Thrive assessment level	Action still in place on monitoring visit	School Feedback	Family feedback
K	1	29 days	Yes	Limited	High 4 to Low 4	No	TBC	Positive for all aspects	Positive for all aspects
L	2	40.5 days	Yes	Yes	no	4%	TBC	Positive for all aspects	Positive for all aspects
M	2	Started 28.03.18 - ongoing	Yes	Yes	TBC	TBC			

Ongoing progress:

- One worker is currently supporting a child who is Permanently Excluded and was unable to gain a school place. This work is due to complete on 30.04.18
- Facilitate schools to become more attachment aware: many schools have taken on board training from the IOSW which further developed their understanding of attachment difficulties.
- Update the IOSS policy
- Improve strength of child voice in evaluations: the child's voice is heard through reviews, this will be developed further
- Evidence time spent in each school by each worker: IOSW create a termly analysis report, a daily summary and timetable monitored by the IOSS line manager
- Exit and entry from the end of a piece of work to the start of a new piece of work will be dovetailed: Dovetailing has taken place depending on the level of need by the school, family and child. This has been successful.
- Plan for the continuation of family support when the Outreach worker finishes: This is now part of the service agreement, this has met some resistance in terms of school's capacity.

Next Steps:

- Developing a child's evaluation
- Deliver training to all schools around SEMH packs to support all children with SEMH bookings currently being taken
- Working alongside the Troubled Families program to provide better outcomes for vulnerable children and families

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