

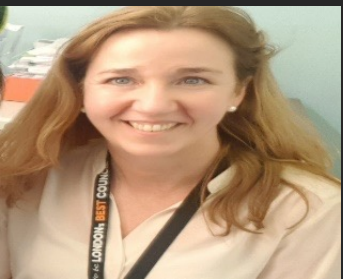


Merton
IASS

INTRODUCTION OR REMINDER OF MIASS

MERTON INFORMATION, ADVICE AND SUPPORT SERVICE FOR MERTON
FAMILIES WITH CHILDREN WITH ADDITIONAL NEEDS AGED 0-25





MIASS STATUTORY FUNCTION commissioned by Health and LA



FRAN TURKO

- Manager, usually takes cases year 5 and below, appeal cases and complex cases
- Full time
- Presence at Children's Centres once a week due to be a drop in and oversees Post 16 drop in at local FE colleges

SHAZIA KHAN

- Child and Young Person Support worker
- Usually takes cases year 6 and above and appeals
- Full time
- Regular drop in sessions at youth club and FE Colleges started in the Summer term

Operates in accordance with DfE and DoH minimum standards and trained to give advice and guidance on the law and process



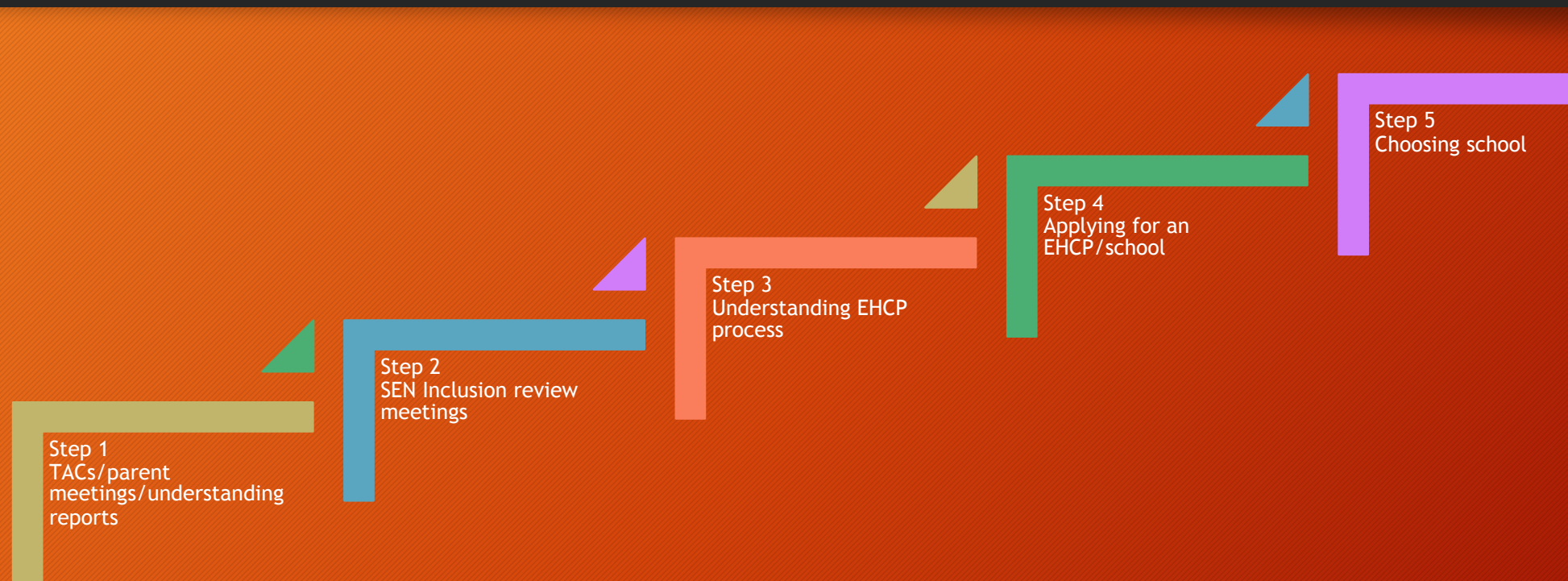
MIASS CASEWORK



- Receive between 8 and 10 phone calls a day and concentrate limited resources on complex cases and appeals.
- Try to respond to phone calls and emails in date order within 10 days but sometimes two weeks due to caseload 😞
- We do keep records of calls received and rarely miss one so please be patient with us! If its an emergency we will prioritise eg safeguarding and appeals.
- Offer telephone appointments usually but can arrange face to face meetings and attend meetings if essential.



When can MIASS help?



Majority of our service users have a diagnosis of ASD (55%) and many more are on the waiting list. We signpost regularly to MAPs and other support services.

We don't double up ie if you already have an advisor we find it is confusing to have two ! We don't provide an official advocacy service or formal legal advice as we aren't lawyers. We do support up to and including appeals.

Next steps meetings are popular.

We regularly liaise with the LA and Health so can escalate cases with parental consent or where there are concerns about a school or support agency.

Confidential service for parents and don't have access to health, education or social care records unless parents give consent and/or send it to us



Remember the local offer!
Contact has a very useful
Website and helpline.

- Contact details
- Office landline 0208 543 8854
- Email miass@merton.gov.uk
- We have leaflets, social media and website
- Casework recorded on a confidential paperless database.
- Aim to return non urgent calls/emails within 5 working days
- Can only work with a family which consents
- Doesn't "double up".
- Welcome feedback and thank you!

