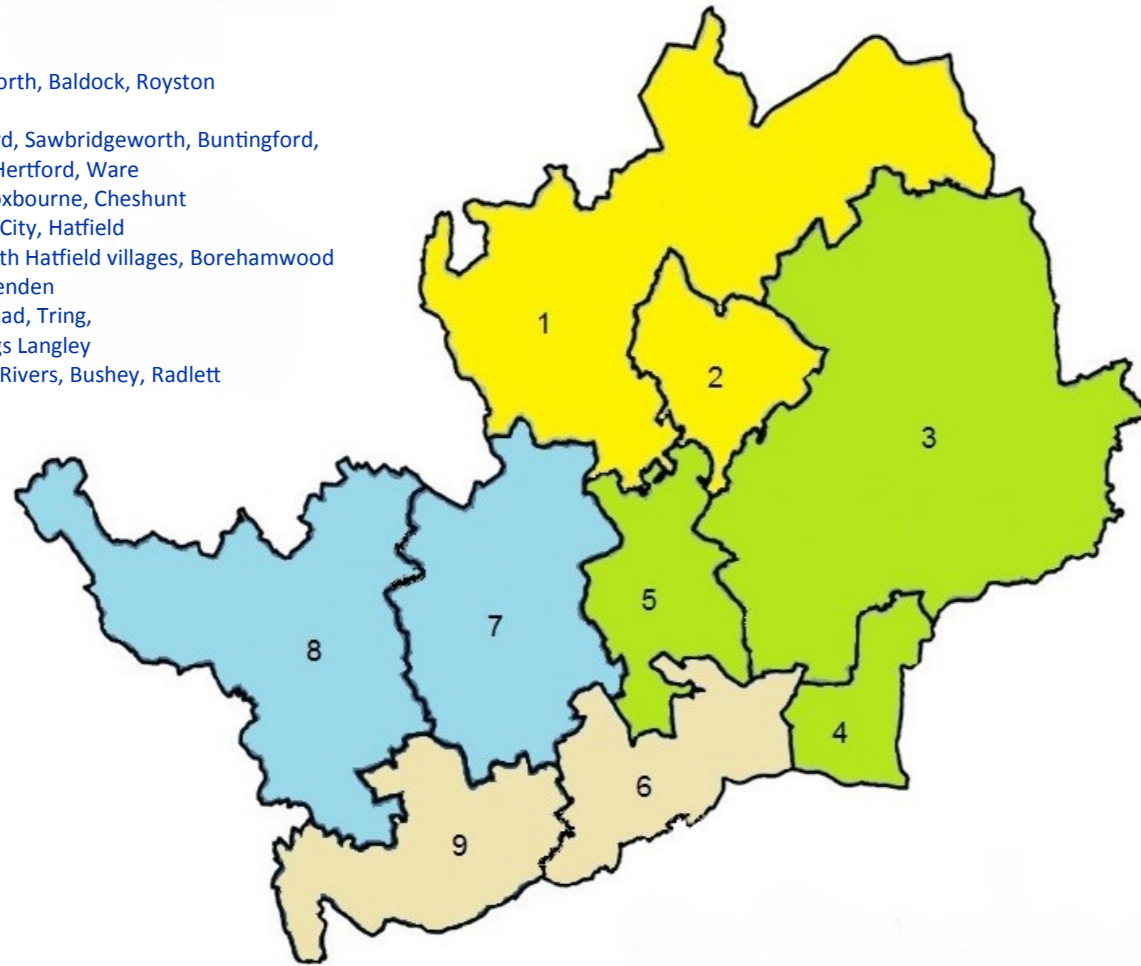


We work closely with the Delivering Special Provision Locally (DSPL) partnerships. The map below shows which DSPL partnerships are covered by the ISL areas.

DSPL Areas

- 1) Hitchin, Letchworth, Baldock, Royston
- 2) Stevenage
- 3) Bishops Stortford, Sawbridgeworth, Buntingford, Watton at Stone, Hertford, Ware
- 4) Hoddesdon, Broxbourne, Cheshunt
- 5) Welwyn Garden City, Hatfield
- 6) Potters Bar, south Hatfield villages, Borehamwood
- 7) St Albans, Harpenden
- 8) Hemel Hempstead, Tring, Berkhamsted, Kings Langley
- 9) Watford, Three Rivers, Bushey, Radlett



Compliments and complaints

Compliments are always welcome and valued. They help us to plan service development. If you would like to pay a compliment to a member of one of the teams in ISL please do contact that member of staff. If you would like your compliment to be shared more widely then please contact the Team Manager of the particular ISL team that has been supporting your child or young person.

If you have a concern about the process or the service you have received please discuss directly with the member of staff who has been working with you in the first instance. If this does not resolve the issue please contact the Team Manager of that particular team.

SEND Services Survey

Your feedback is extremely important to us and will be used to help shape the services that you can access. If you would like to provide feedback on any SEND service that you have received please do so here:- <https://surveys.hertfordshire.gov.uk/s/SENDfeedback/>

ISL aims to provide an outstanding service to schools, settings and families so that children and young people succeed in their learning and are well prepared for adult life.

Working together locally in integrated teams we provide services for children and young people aged 0-25 who experience significant difficulties accessing or participating in learning. Our work includes direct intervention with individuals as well as advice and systemic support.

ISL Senior Management Team



Jennie Newman, Interim Head of ISL
01438 845074
jennie.newman@hertfordshire.gov.uk



Sally Glossop, Interim Area Manager
North Herts and Stevenage
Strategic Lead for Statutory SEND 0-25
01442 453531
sally.glossop@hertfordshire.gov.uk



David Canning, Area Manager
St Albans and Dacorum
County Lead for SEND Specialist Advice and Support
01442 454160
david.canning@hertfordshire.gov.uk



Ann Ricketts, Area Manager
East Herts, Broxbourne, Welwyn and Hatfield
Principal Educational Psychologist
01992 588582
ann.ricketts@hertfordshire.gov.uk



Richard Woodard, Area Manager
Watford, Three Rivers and Hertsmere
County Lead for Access & Inclusion
01442 453224
richard.woodard@hertfordshire.gov.uk



Integrated Services for Learning (ISL)

East Herts, Broxbourne, Welwyn & Hatfield: working with Delivering Special Provision Locally (DSPL)

Area 3 (East Herts) Area 4 (Broxbourne) and Area 5 (Welwyn and Hatfield)



Ann Ricketts

Area ISL Manager and
Principal Educational Psychologist
01992 588582
ann.ricketts@hertfordshire.gov.uk

ISL Integrated
Services for
Learning
working together locally

The different teams providing support in your area

Educational Psychology

Our Educational Psychologists help schools, settings and families to understand and manage a wide range of developmental issues and special educational needs. EPs use psychological based approaches to assess and intervene to improve learning, emotional health and wellbeing of children and young people. EPs also provide support for critical incidents such as serious injury or death of a child, member of staff or parent.

The team in the area includes the EP Team Manager, Educational Psychologists (EPs), Psychology Assistants and Trainee EPs.

Team Manager

Karin Twiss
01992 556674
karin.twiss@hertfordshire.gov.uk

Statutory SEND 0-25

Our SEND teams work with a range of people including parents, carers, professionals from education, social care and health agencies, to ensure that the individual educational needs of children are met, particularly those who require statutory assessment and an EHC Plan.

The local team includes the Team Manager, SEND Officers and Casework Assistants.

A central SEND 0-25 team supports the work through data management, statutory returns and tribunal and panel co-ordination.

Team Manager: Sue Sheffield

01438 844380
sue.sheffield@hertfordshire.gov.uk
County Operational Lead / East Area Lead:
Jeanne Edwards
01992 556636
jeanne.edwards@hertfordshire.gov.uk

Access and Inclusion

Our teams provide services for children and young people experiencing difficulties accessing education or attending school. Services include Attendance improvement, Children Missing Education, Elective Home Education, support for Travellers and Refugees and School Age Employment. We also lead the Hertfordshire Steps approach to managing behaviour.

Attendance Improvement Officers are managed by an Attendance Team Manager

Attendance Team Manager: Chris Hall

01438 843084
chris.hall@hertfordshire.gov.uk
Attendance Duty Team:
01992 555261
attendancedutyeast@hertfordshire.gov.uk

SEND Specialist Advice and Support

Our teacher led teams work with children and young people with a range of complex needs in schools, settings and at home. This includes children in the early years, with autism and other communication difficulties, sensory and physical impairments and also those who require educational support for medical absence.

Each ISL Area has a Lead who directly manages two Lead Practitioners with responsibility for local delivery of services for children and young people aged 0-5 and 5-25.

Area Lead 0-25 and County Specialist for Sensory and Physical Needs: Emma Dudley

01992 556018
emma.dudley@hertfordshire.gov.uk
Lead Practitioner 0-5:
Kim Littlechild
01992 588513
kim.littlechild@hertfordshire.gov.uk
Lead Practitioner 5-25:
Deena Wallworth
07812 271370
deena.wallworth@hertfordshire.gov.uk

Other ISL managers working across the county

Access to Education Team for Refugees and Travellers

Team Manager: Ann Halls
01438 844904
ann.halls@hertfordshire.gov.uk

Hertfordshire Steps

County Lead: Adam Hayes
01707 281587
steps@hertfordshire.gov.uk

Business Support Services

ISL Business Manager: Lisa Sanford
01992 555418
lisa.sanford@hertfordshire.gov.uk

Central Attendance and Employment Support Team

Team Manager: Karen Malone
01992 588439
karen.malone@hertfordshire.gov.uk

Autism Education Trust (AET) Training

Co-ordinator: Sally Yates
01442 454257
Training-AET@hertfordshire.gov.uk

Lead Practitioner Visual Impairment (VI)

Liz Cullen
01992 588117
liz.cullen@hertfordshire.gov.uk

Lead Practitioner Hearing Impairment (HI)

Claire Gamon
01992 588169
claire.gamon@hertfordshire.gov.uk

Lead Practitioner Multi Sensory Impairment (MSI)

Liz Hodges
01992 588215
liz.hodges@hertfordshire.gov.uk

Lead Practitioner for Autism

Gemma Wishart
01992 555016
gemma.wishart@hertfordshire.gov.uk

Lead Practitioner for Education Support for Medical Absence (ESMA)

Sue Bramley
01442 453812
sue.bramley@hertfordshire.gov.uk

Access to advice and support about individual children from any of our teams in ISL is through a **Service Request form (SR)** with the exception of requests for Education, Health and Care assessments which should go through the established Hertfordshire process. The ISL teams will also contribute to multi-agency assessments and support for children and families as part of Early Help.