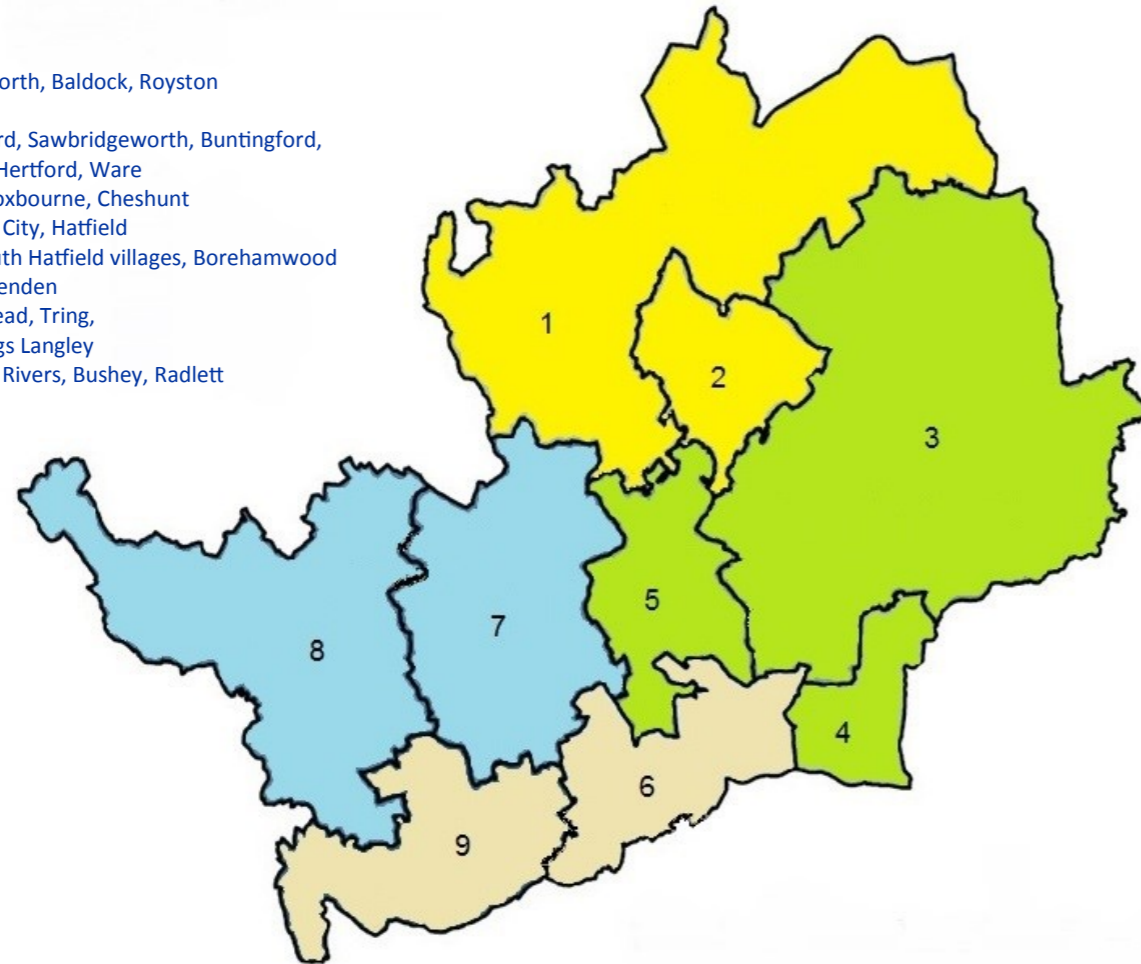


We work closely with the Delivering Special Provision Locally (DSPL) partnerships. The map below shows which DSPL partnerships are covered by the ISL areas.

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



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Principal Educational Psychologist
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Richard Woodard, Area Manager
Watford, Three Rivers and Hertsmere
County Lead for Access & Inclusion
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Integrated Services for Learning (ISL)

Watford, Three Rivers & Hertsmere: working with Delivering Special Provision Locally (DSPL)

Area 9 (Watford and Three Rivers) and Area 6 (Hertsmere)



Richard Woodard
Area ISL Manager and County Lead for Access and Inclusion
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The different teams providing support in your area

Educational Psychology	Statutory SEND 0-25	Access and Inclusion	SEND Specialist Advice and Support
<p>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.</p> <p>The team in the area includes the EP Team Manager, Educational Psychologists (EPs), Psychology Assistants and Trainee EPs.</p>	<p>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.</p> <p>The local team includes the Team Manager, SEND Officers and Casework Assistants.</p> <p>A central SEND 0-25 team supports the work through data management, statutory returns and tribunal and panel co-ordination.</p>	<p>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.</p> <p>Attendance Improvement Officers are managed by an Attendance Team Manager</p>	<p>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.</p> <p>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.</p>
<p>Team Manager Judith Pace 01442 453043 judith.pace@hertfordshire.gov.uk</p>	<p>Team Manager: Lauren Hornsby 01442 453512 lauren.hornsby@hertfordshire.gov.uk County Operational Lead: Jeanne Edwards 01992 556636 jeanne.edwards@hertfordshire.gov.uk Area Lead: Jennie Moore 01992 588599 jennie.moore@hertfordshire.gov.uk</p>	<p>Attendance Team Manager: Kim Claridge-Taylor 01442 453388 kim.claridge-taylor@hertfordshire.gov.uk Attendance Duty Team: 01442 454778 AttendanceDutyWest@hertfordshire.gov.uk</p>	<p>Area Lead 0-25 and County Specialist for Cognition, Learning and Neurological Impairments: Louise Carter 01992 556753 louise.carter@hertfordshire.gov.uk</p> <p>Lead Practitioner 0-5: Debbi Watson 01442 453238 debbi.watson@hertfordshire.gov.uk</p> <p>Lead Practitioner 5-25: Lisa Waitt 01442 453850 lisa.waitt@hertfordshire.gov.uk</p>

Other ISL managers working across the county

<p>Access to Education Team for Refugees and Travellers Team Manager: Ann Halls 01438 844904 ann.halls@hertfordshire.gov.uk</p>	<p>Hertfordshire Steps County Lead: Adam Hayes 01707 281587 steps@hertfordshire.gov.uk</p>	<p>Business Support Services ISL Business Manager: Lisa Sanford 01992 555418 lisa.sanford@hertfordshire.gov.uk</p>	<p>Central Attendance and Employment Support Team Team Manager: Karen Malone 01992 588439 karen.malone@hertfordshire.gov.uk</p>	<p>Autism Education Trust (AET) Training Co-ordinator: Sally Yates 01442 454257 Training-AET@hertfordshire.gov.uk</p>
<p>Lead Practitioner Visual Impairment (VI) Liz Cullen 01992 588117 liz.cullen@hertfordshire.gov.uk</p>	<p>Lead Practitioner Hearing Impairment (HI) Claire Gamon 01992 588169 claire.gamon@hertfordshire.gov.uk</p>	<p>Lead Practitioner Multi Sensory Impairment (MSI) Liz Hodges 01992 588215 liz.hodges@hertfordshire.gov.uk</p>	<p>Lead Practitioner for Autism Gemma Wishart 01992 555016 gemma.wishart@hertfordshire.gov.uk</p>	<p>Lead Practitioner for Education Support for Medical Absence (ESMA) Sue Bramley 01442 453812 sue.bramley@hertfordshire.gov.uk</p>

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.