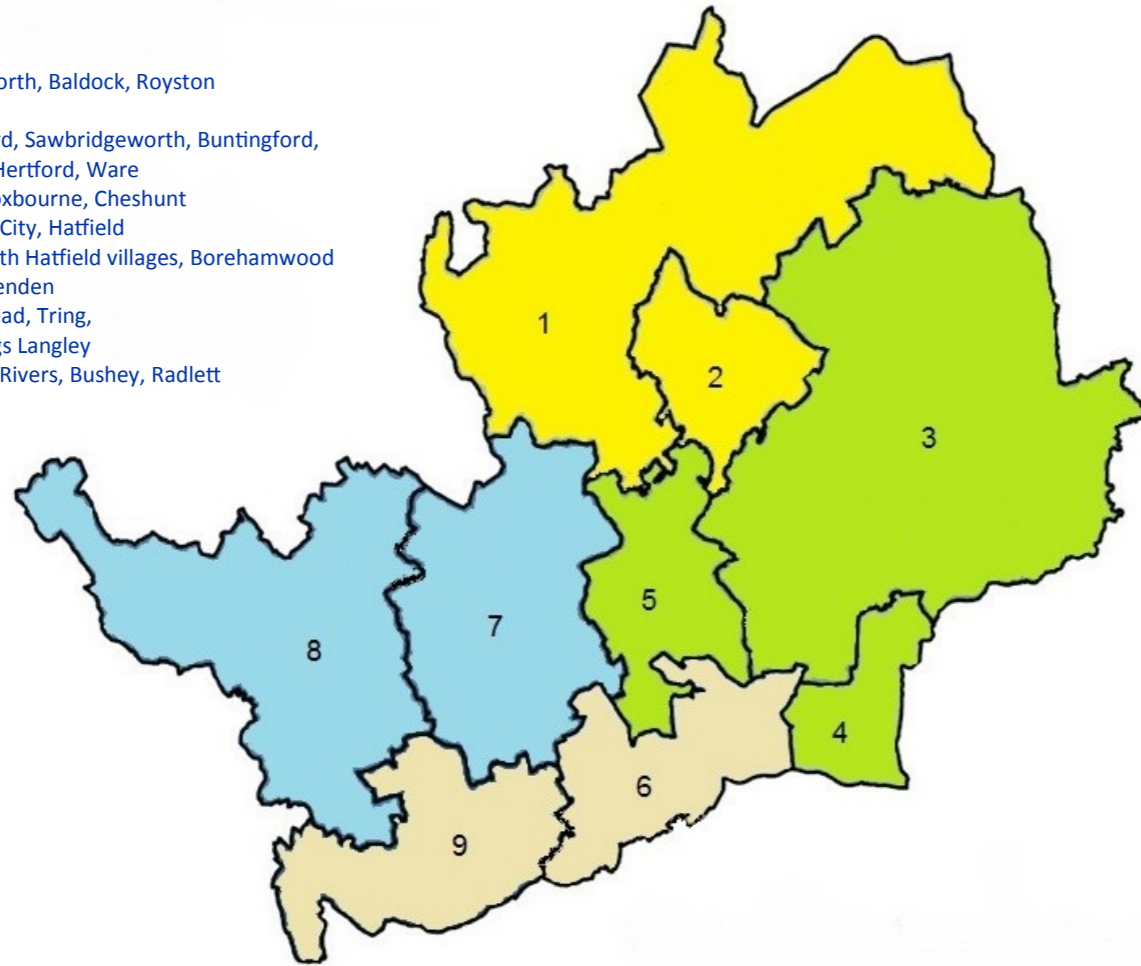


We work closely with the Delivering Special Provision Locally (DSPL) partnerships. The map below shows which DSPL partnerships are covered by the ISL areas.

**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**



Debbie Orton, Head of ISL  
01992 588556  
debbie.orton@hertfordshire.gov.uk



Jennie Newman, Area Manager  
North Herts and Stevenage  
**County Lead for Statutory SEND 0-25**  
01438 845074  
jennie.newman@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**  
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ann.ricketts@hertfordshire.gov.uk



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

St Albans and Dacorum: working with Delivering Special Provision Locally (DSPL)

Area 7 (St Albans) and Area 8 (Dacorum)



**David Canning**

Area ISL Manager and County Lead for SEND Specialist Advice and Support

01442 454160

david.canning@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**  
Melanie Flay  
01442 453904  
melanie.flay@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:** Su Clark  
01438 843269  
su.clark@hertfordshire.gov.uk  
**Area Lead:** Jennie Moore  
01992 588599  
jennie.moore@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:** Kim Claridge-Taylor  
01442 453388  
kim.claridge-taylor@hertfordshire.gov.uk  
**Attendance Duty Team:**  
01442 454778  
AttendanceDutyWest@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 Quality Assurance and Performance:** Silvia Hundal  
01442 453726  
silvia.hundal@hertfordshire.gov.uk

**Lead Practitioner 0-5:** Jane Keech  
01442 454160  
jane.keech@hertfordshire.gov.uk

**Lead Practitioner 5-25:** Rhona Macdonald  
01442 454249  
rhona.macdonald@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  
adam.hayes@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.