

What are people saying about IAS? What difference do you make?

Questions	Mean Score across 4624 survey responses (score 0-4 with 0 being negative and 4 positive)
Q1 How easy was it to get in touch with us?	3.58
Q2 How helpful was the information, advice and support we gave you?	3.76
Q3 How neutral, fair and unbiased do you think we were?	3.80
Q4 What difference do you think our information, advice or support has made for you?	3.53
Q5 Overall how satisfied are you with the service we gave?	3.71
Q6 How likely is it that you would recommend the service to others?	3.80

Ofsted?

Parents are fulsome in their praise of the SEND information, advice and support (SENDIAS) service. Several described the service as being 'invaluable'. Many parents described how they felt 'lost' and unsupported by the local area. They told inspectors that staff from the SENDIAS service have played a pivotal role in giving them the confidence, knowledge and understanding to challenge the local area to do better for their children.

'The special educational needs and disabilities information, advice and support service (SENDIASS) works effectively with parents, carers and school staff. It also work productively with WARRPAC. SENDIASS supports parents and carers to resolve concerns at an early stage. This reassures parents and has contributed to the very low levels of appeal and tribunal against the local area.'

Parents?

‘I have learnt more in this one phone call with you than I have in the last year! Thank you so much for all your help.’ (Parent comment- Leicester City)

‘You have been a lifeline and staff have always been willing to help, knowledgeable and impartial. Without services such as yours parents would be floundering’ (Parent comment- Buckinghamshire)

‘I cannot describe how fantastic Leah has been. Her knowledge and expertise is amazing, and she is always there with kind and wise support and guidance. She has suggested pathways of referral and solutions for our daughter that, I can see already, will be life changing for her both educationally and more broadly, and Leah has done all of this with great empathy and also professionalism. Thank you so much for everything.’ (Parent comment- Kirklees)

‘I cannot express how grateful I am for your continuous help in supporting my daughter with SEN. You came at a time I was really struggling and feeling that I was on my own. I felt such a sense of relief and achievement when you accompanied me to the first school meeting.’
(Parent comment- Kirklees)

More parents?

'I have received invaluable support and advice. The service is easy to contact through email or telephone and I've always been given excellent advice when unsure what to do about a specific situation.' (Parent comment - Bracknell)

'Once I knew about your service. Initially I was unaware no one in school told me about your service. Before I contacted I was so stressed didn't know where to go, knew extra help was needed, school not helpful, but having someone come with me reduced my stress massively. Can't thank your service enough. Someone understands what I'm is going through.' (Parent comment - Cheshire West)

'SENDIASS helped me to process all the different information, helped me to focus on all of the steps and to put everything together; X gets support now as he has an EHCP and he would not have the EHCP if Mary was not able to give the support' (Parent comment - Enfield)

And Young people?

Trudi, Thank you so much for helping me. I have met my teacher and am looking forward to starting my new school in September. From Tyler March:-)

Thank you for your complete compassion, understanding, effort and life changing help throughout this whole journey.

Without you none of this would have been possible. You are fantastic at your job and we will always be eternally grateful to you. (Whatever they are paying you tell them it isn't enough!!) Southend is blessed to have you.

Thank you again.

Vikki x



FEEDBACK

Young Peoples Steering Group

Topic – Youth Work

Name:

1. What was the activity? *Bullying and activities*

2. Was it (please tick one box)

Boring	Ok	Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

3. How much effort did you put into it? (please tick one)

I tried as much as I could
 I tried a lot
 I tried only a bit
 I couldn't be bothered

4. Do you think you learnt something new? (please circle one)

A LOT A BIT NOTHING

5. How well did you work with other people on the activity? (please circle one)

VERY WELL QUITE WELL NOT AT ALL

6. How much did you enjoy the activity? (please circle one)

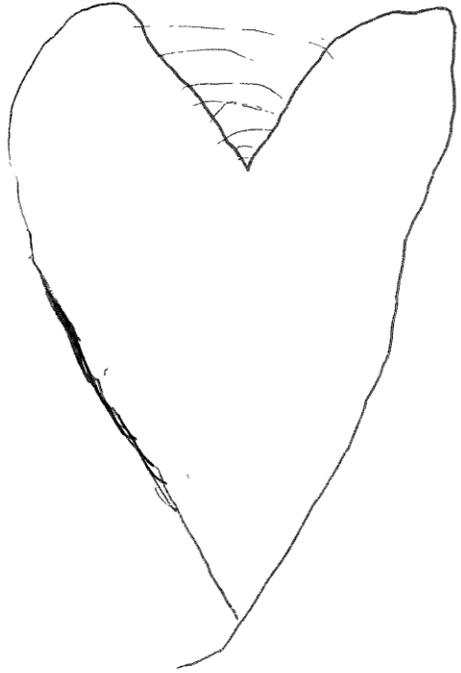
100% 75% 50% 25% 0%

7. Write about what you enjoyed most or draw something about the activity.

Thank you

Date: *30/01*

SOMETHING BRILLIANT



To
Trust,

THANK YOU
FOR HELPING ME

AND
MY
MUM
GETTING
ME BACK IN
SCHOOL 🙏

xxx -1

**Well done for all the
good you do!
You are making a real
difference.**