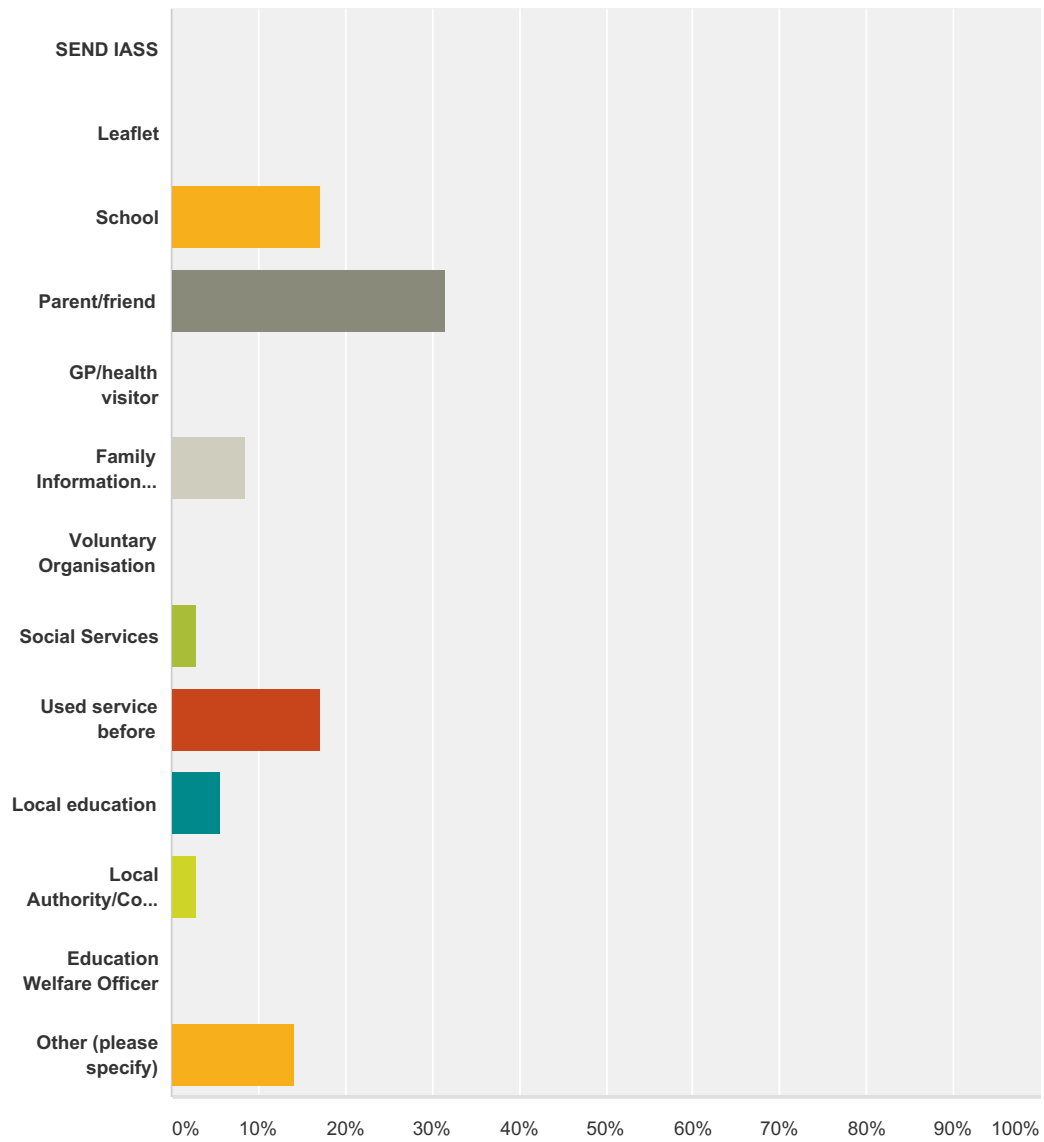


### Q1 Please indicate how you first heard about SEND IASS.

Answered: 35 Skipped: 0



Answer Choices	Responses	Count
SEND IASS	0.00%	0
Leaflet	0.00%	0
School	17.14%	6
Parent/friend	31.43%	11
GP/health visitor	0.00%	0
Family Information Zone (FIZ)	8.57%	3
Voluntary Organisation	0.00%	0

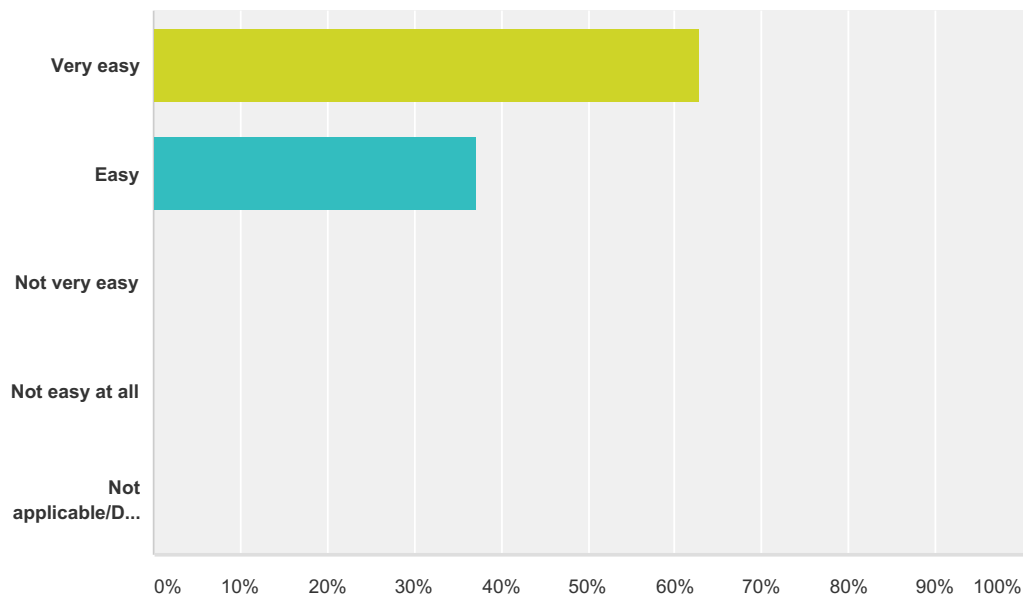
## SEND IASS Survey 2015

Social Services	2.86%	1
Used service before	17.14%	6
Local education	5.71%	2
Local Authority/County Hall	2.86%	1
Education Welfare Officer	0.00%	0
Other (please specify)	14.29%	5
<b>Total</b>		<b>35</b>

#	Other (please specify)	Date
1	School/ Parent/friend and SEN Hub	8/11/2015 10:40 AM
2	Support worker	8/11/2015 9:52 AM
3	Early years caseworker	8/7/2015 6:39 PM
4	iow asd fb page.	8/6/2015 9:18 AM
5	Early years support worker	7/21/2015 9:40 AM

## Q2 Generally, how easy or difficult, was it for you to contact SEND IASS?

Answered: 35 Skipped: 0



Answer Choices	Responses
Very easy	62.86% 22
Easy	37.14% 13
Not very easy	0.00% 0
Not easy at all	0.00% 0
Not applicable/Don't know	0.00% 0
<b>Total</b>	<b>35</b>

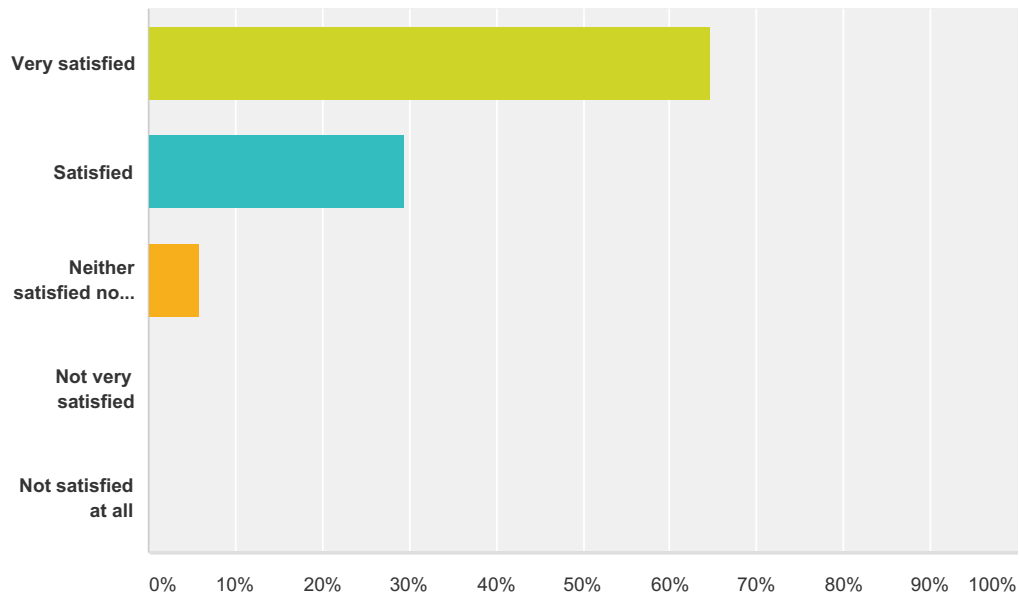
#	Please comment:	Date
1	Very helpful, got back to me straight away if needed to leave message. Helpful with filling in forms.	9/14/2015 12:00 PM
2	I rang and spoke to someone within minutes of being referred by FIZ! Brilliant - I was so pleased to have found support!	8/11/2015 10:50 AM
3	We rang them and left a message and they rang us back the next day.	8/11/2015 10:47 AM
4	Very easy to find contact details, had to leave messages on answerphone but was always contacted promptly once message had been left.	8/11/2015 10:28 AM
5	Left message, called back very quickly. Meetings arranged promptly.	8/11/2015 10:01 AM
6	Had to wait a few days for a call.	8/11/2015 9:49 AM
7	These lovely ladies always in demand, left message on answerphone, returned call quickly.	8/11/2015 9:34 AM
8	I called and was dealt with very quickly	8/11/2015 9:26 AM
9	I found them very quick to respond	7/27/2015 9:49 PM
10	Contact was easy but the First Lady I had didn't follow through. A follow up call weeks later from me and I had a very helpful Paul lady that kept me up to date	7/23/2015 9:35 PM

## SEND IASS Survey 2015

11	I received a phone number from FIZ and called SENDIASS who booked us an appointment.	7/21/2015 7:04 PM
12	Phones calls usually go through to answer phone when busy.	7/20/2015 2:44 PM
13	Took a little while for them to get back to me, but great once I was in the system!	7/20/2015 1:23 PM
14	Only a phone call away	7/20/2015 12:59 PM

### Q3 How satisfied are you with the speed of response of the SEND IASS service?

Answered: 34 Skipped: 1

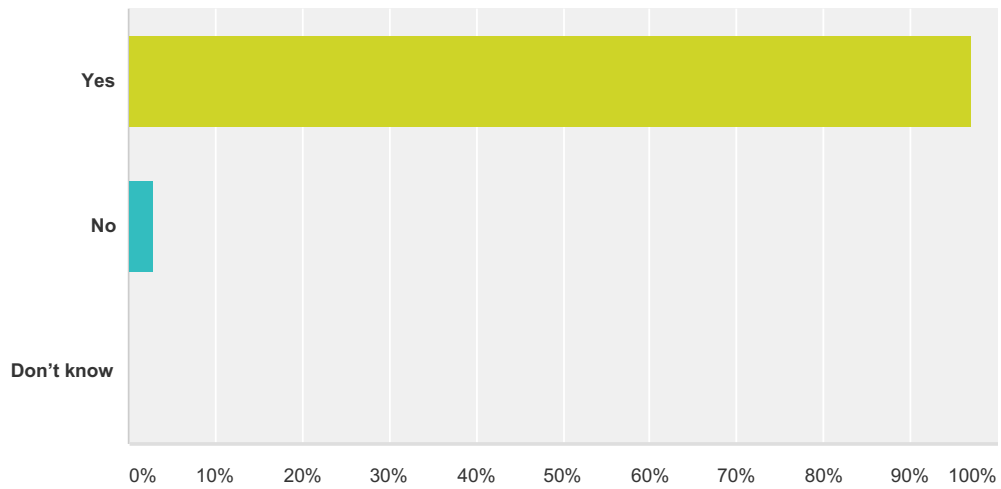


Answer Choices	Responses
Very satisfied	64.71% 22
Satisfied	29.41% 10
Neither satisfied nor unsatisfied	5.88% 2
Not very satisfied	0.00% 0
Not satisfied at all	0.00% 0
<b>Total</b>	<b>34</b>

#	Please comment:	Date
1	Emma was fantastic!	8/11/2015 10:50 AM
2	I needed support with the process of applying for a statement for my son. They understood the timescale and acted accordingly.	8/11/2015 10:43 AM
3	All messages were left on their answerphone and I had a return call within a couple of days each time.	8/11/2015 10:28 AM
4	Very helpful	8/11/2015 9:26 AM
5	Quality of the work brilliant - but often not contacted when agreed and work delayed	8/6/2015 9:30 AM
6	Not first point of call but that lady left and the lady I got free was brilliant	7/23/2015 9:35 PM
7	They mostly respond to a message left within 24 hours	7/21/2015 7:04 PM
8	Somebody always phones back the same day when they are free.	7/20/2015 2:44 PM
9	They are always extremely busy so I did not expect immediate response.	7/20/2015 1:23 PM

### Q4 Are you aware that SEND IASS is a confidential service?

Answered: 34 Skipped: 1

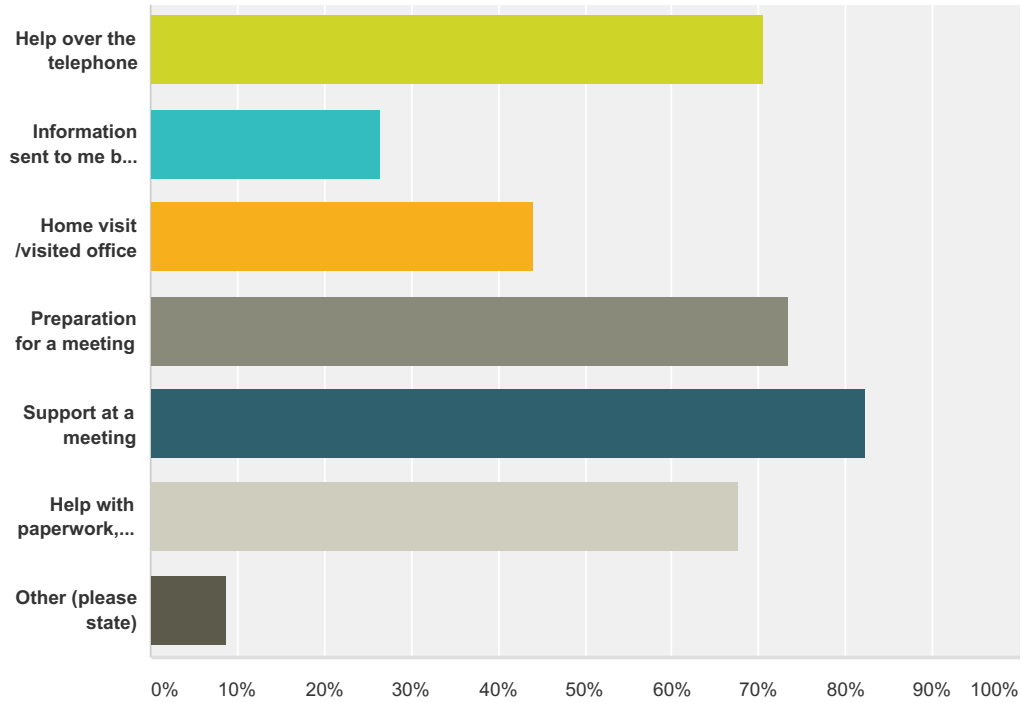


Answer Choices	Responses
Yes	97.06% 33
No	2.94% 1
Don't know	0.00% 0
<b>Total</b>	<b>34</b>

#	Please comment:	Date
1	That was made clear to me.	8/11/2015 10:43 AM

**Q5 Which of the following SEND IASS services did you use to help/assist you? (Please tick all that apply).**

Answered: 34 Skipped: 1

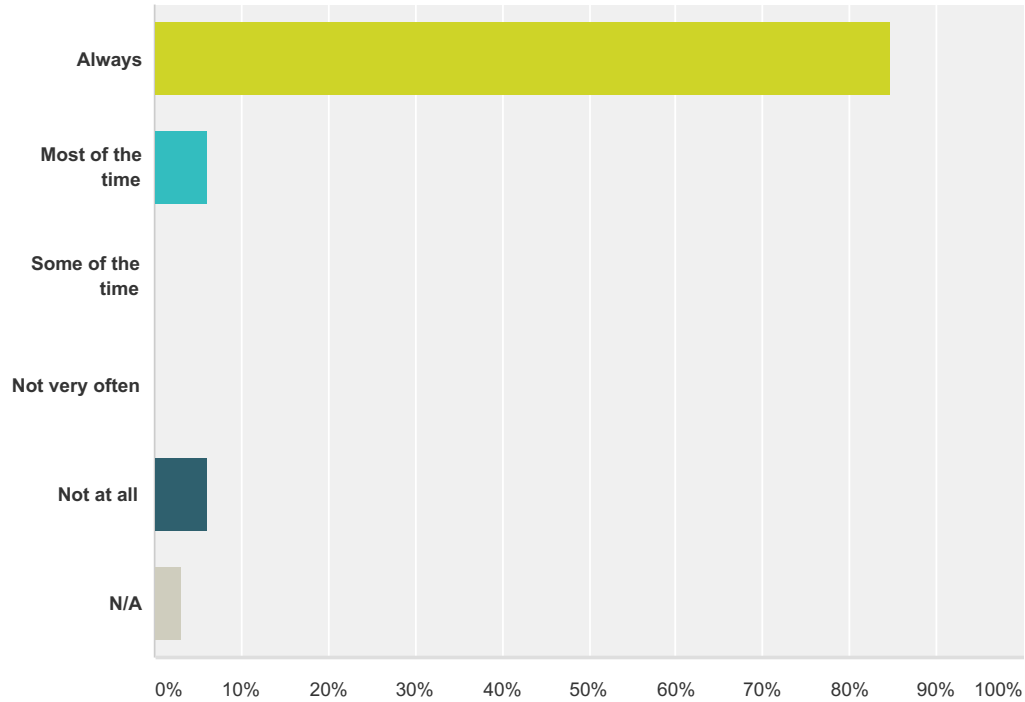


Answer Choices	Responses
Help over the telephone	70.59% 24
Information sent to me by SEND IASS	26.47% 9
Home visit /visited office	44.12% 15
Preparation for a meeting	73.53% 25
Support at a meeting	82.35% 28
Help with paperwork, letters, proposed statement	67.65% 23
Other (please state)	8.82% 3
<b>Total Respondents: 34</b>	

#	Other (please state)	Date
1	Helped with my son changing schools - in process having support in a meeting.	9/14/2015 12:00 PM
2	Letter of appreciation to school head, Mr Shaw.	8/11/2015 9:42 AM
3	Very valuable and reassuring support	7/20/2015 1:29 PM

### Q6 To what extent, if at all, did you feel the information/advice given to you by SEND IASS was impartial?

Answered: 33 Skipped: 2



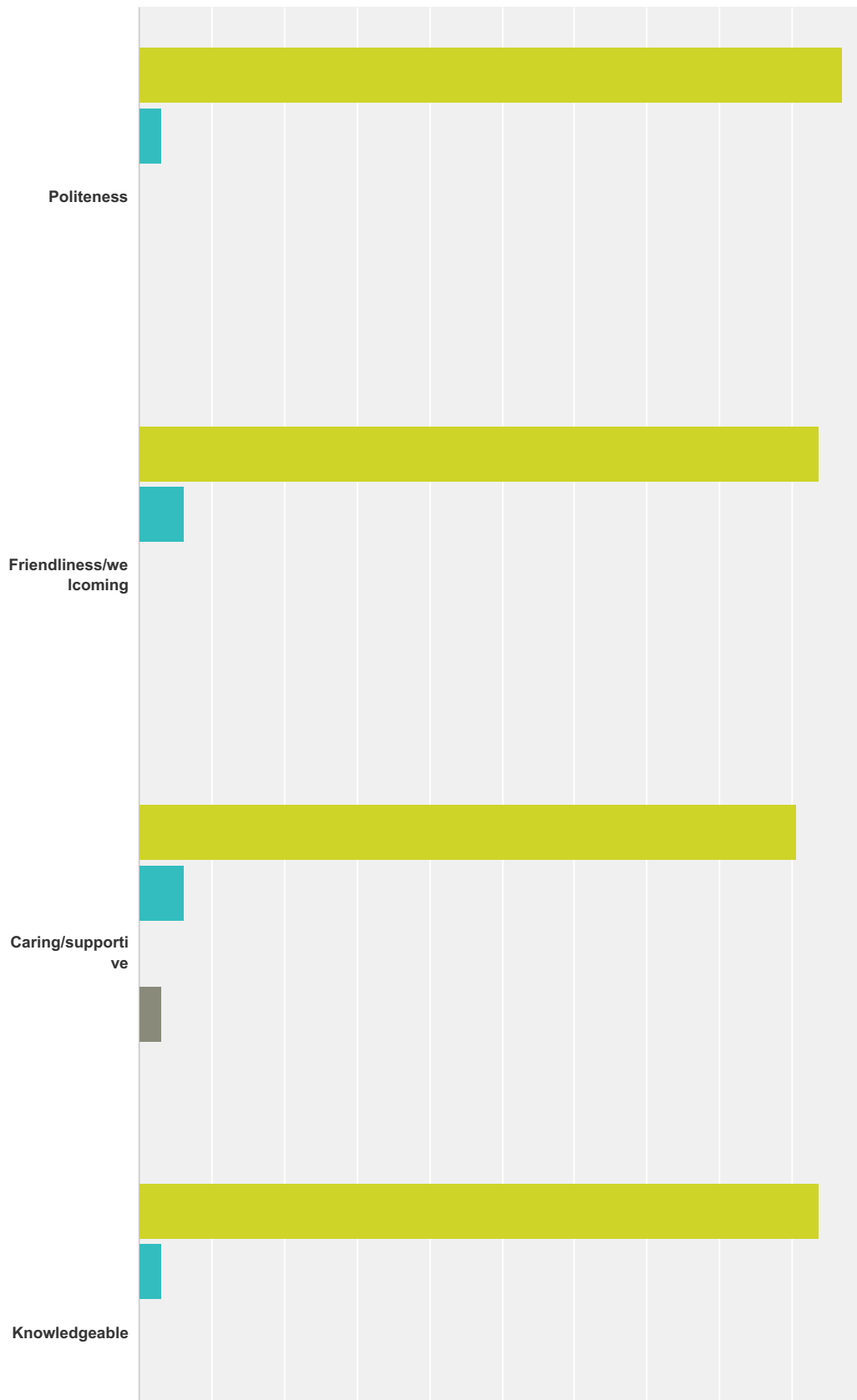
Answer Choices	Responses	
Always	84.85%	28
Most of the time	6.06%	2
Some of the time	0.00%	0
Not very often	0.00%	0
Not at all	6.06%	2
N/A	3.03%	1
<b>Total</b>		<b>33</b>

#	Please comment:	Date
1	I was always offered good impartial advice.	8/11/2015 10:29 AM
2	Suggestions were given but not pursued.	8/11/2015 9:26 AM
3	Taking a detached view of the case really helped me to reassess what to say and how to make the relevent points in the school meeting.	7/20/2015 1:29 PM

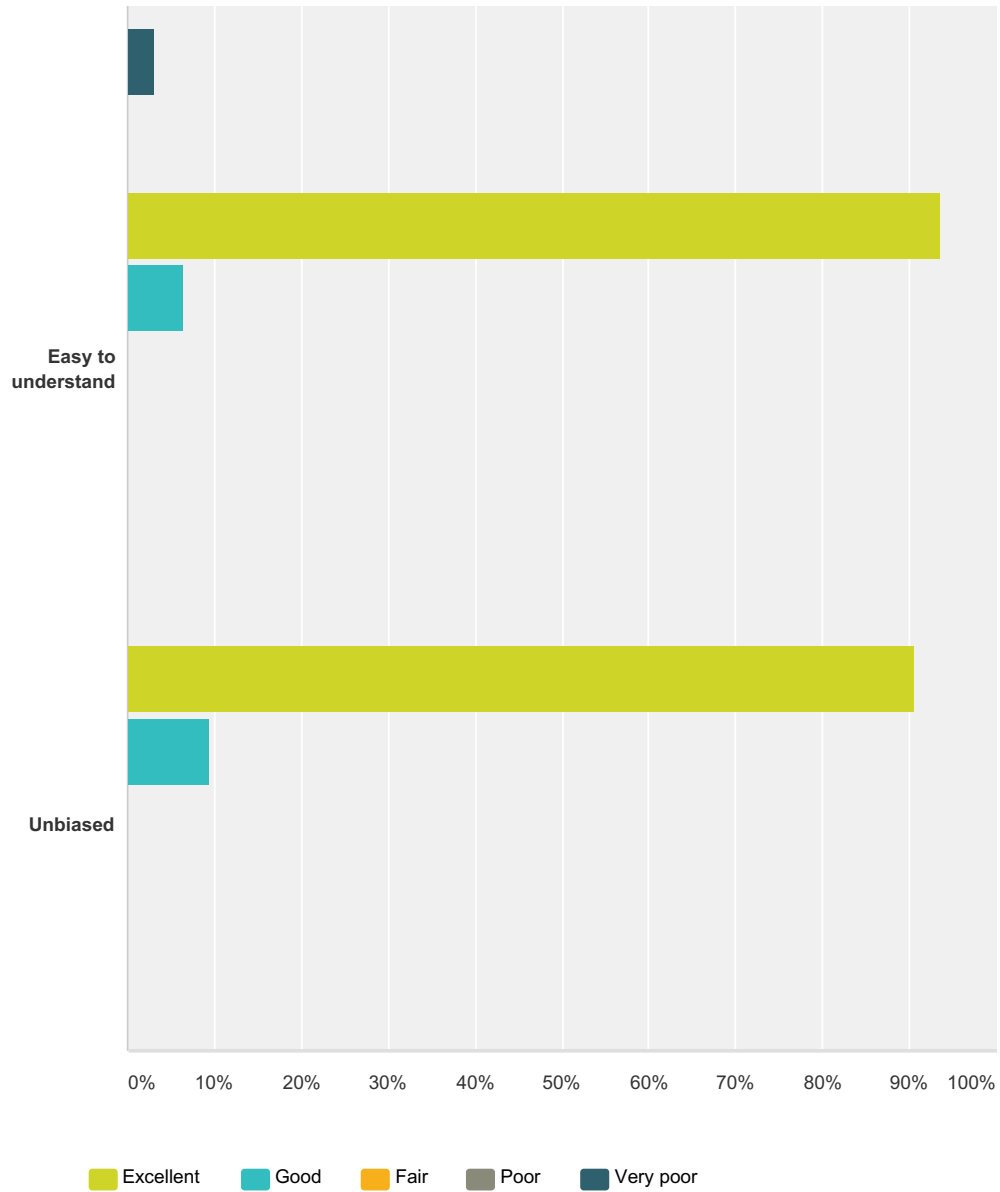


### Q7 How would you rate the SEND IASS staff on the following?

Answered: 32 Skipped: 3



# SEND IASS Survey 2015



	Excellent	Good	Fair	Poor	Very poor	Total
Politeness	96.88% 31	3.13% 1	0.00% 0	0.00% 0	0.00% 0	32
Friendliness/welcoming	93.75% 30	6.25% 2	0.00% 0	0.00% 0	0.00% 0	32
Caring/supportive	90.63% 29	6.25% 2	0.00% 0	3.13% 1	0.00% 0	32
Knowledgeable	93.75% 30	3.13% 1	0.00% 0	0.00% 0	3.13% 1	32
Easy to understand	93.55% 29	6.45% 2	0.00% 0	0.00% 0	0.00% 0	31
Unbiased	90.63% 29	9.38% 3	0.00% 0	0.00% 0	0.00% 0	32

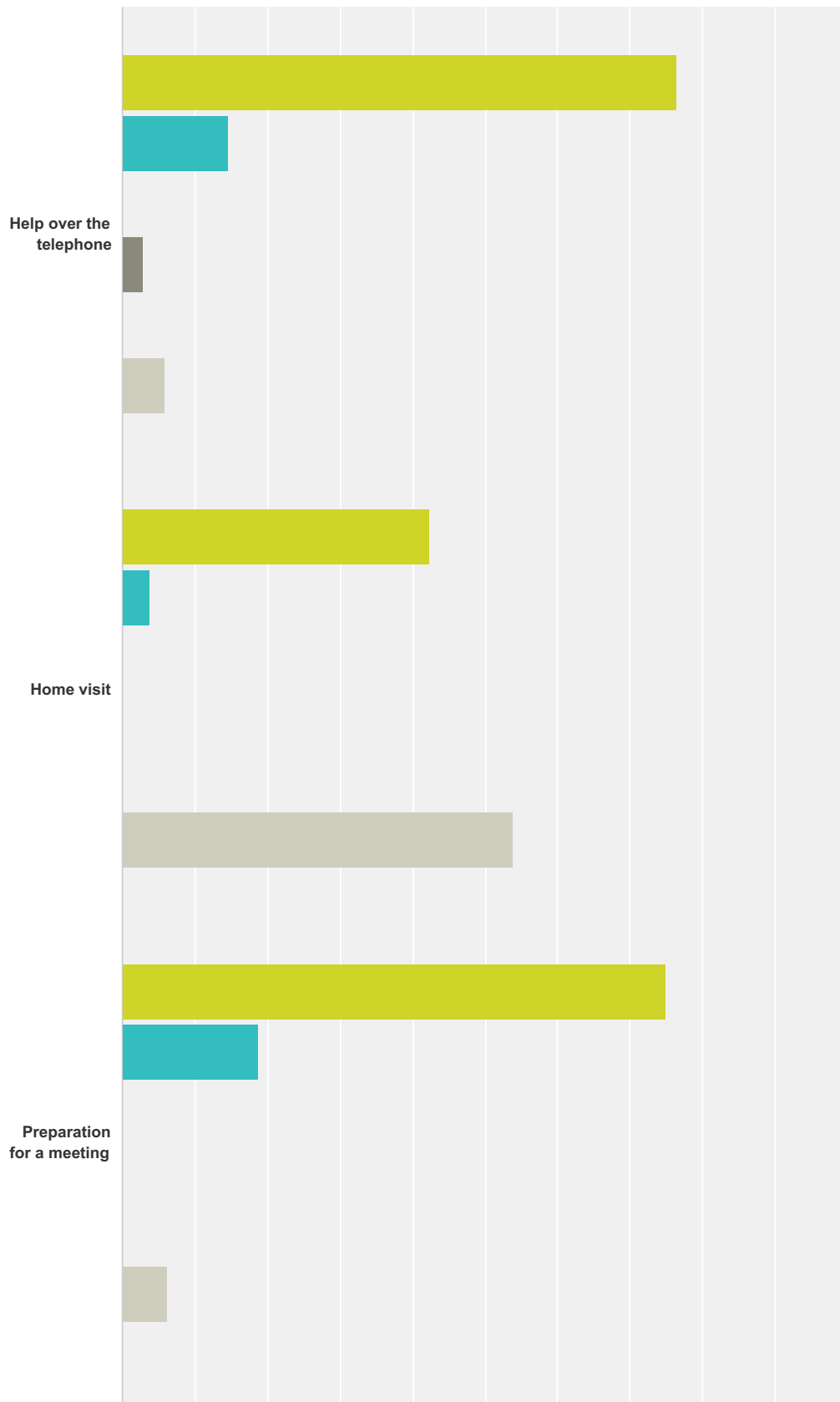
#	Please comment:	Date
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## SEND IASS Survey 2015

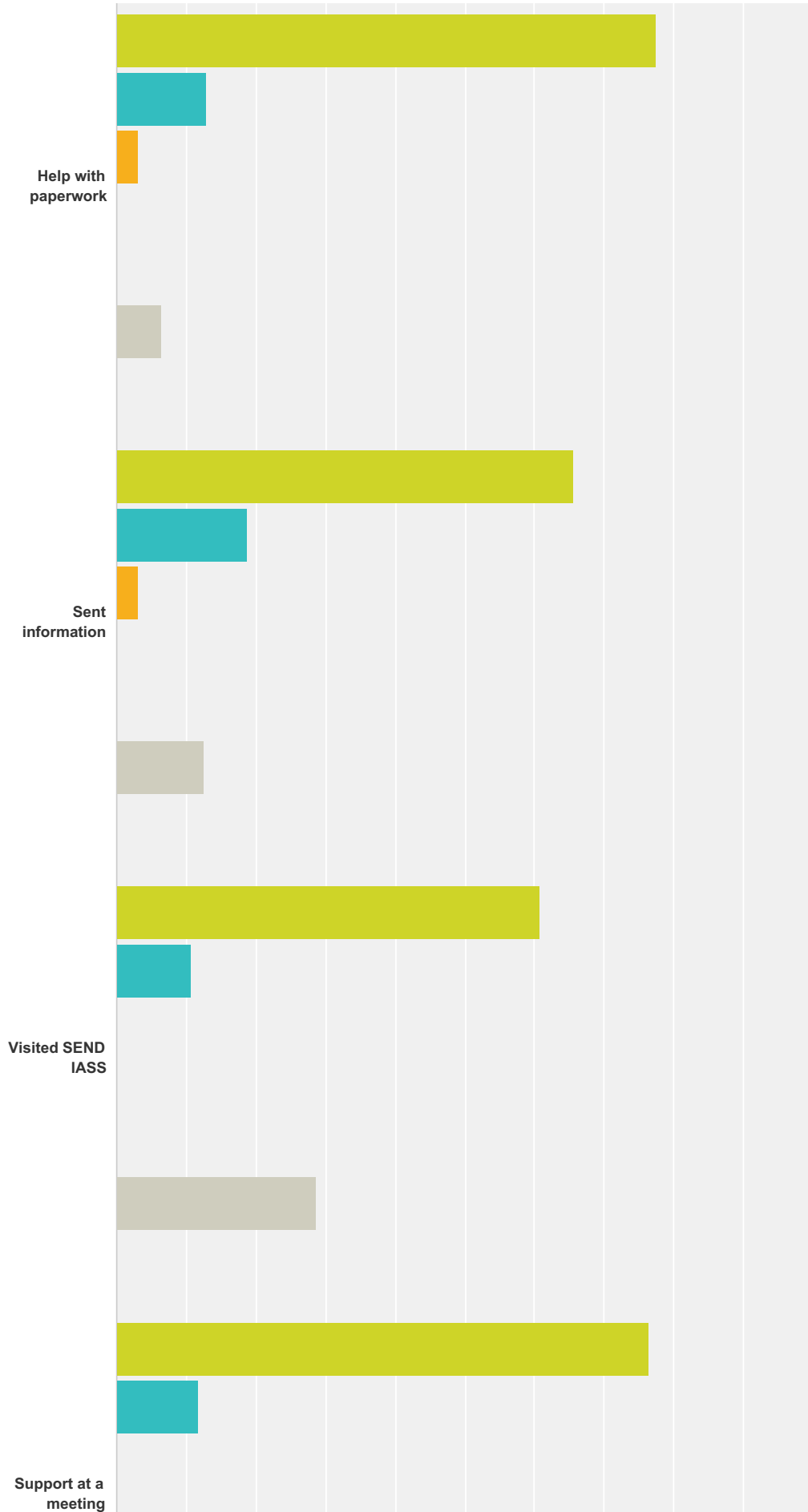
1	Extremely helpful and very supportive.	8/11/2015 9:42 AM
2	I was very happy with the service	8/11/2015 9:26 AM
3	All staff I have spoken to have been very helpful	8/7/2015 10:25 AM
4	All of the above	8/6/2015 12:10 PM
5	It only allows me to select excellent?!	8/6/2015 9:30 AM
6	I couldn't of got through this last few months without the help and support I received	7/27/2015 9:51 PM
7	Excellent support provided	7/21/2015 7:05 PM
8	Dorothy Harrington has been a massive support to me through meetings, advice at a particular challenging time.	7/20/2015 2:49 PM
9	I felt as if I had a friend with lots of expert knowledge and relevent professional experience, to help me make sense of an incredibly stressful and daunting meeting.	7/20/2015 1:29 PM

### Q8 How would you rate the support you received?

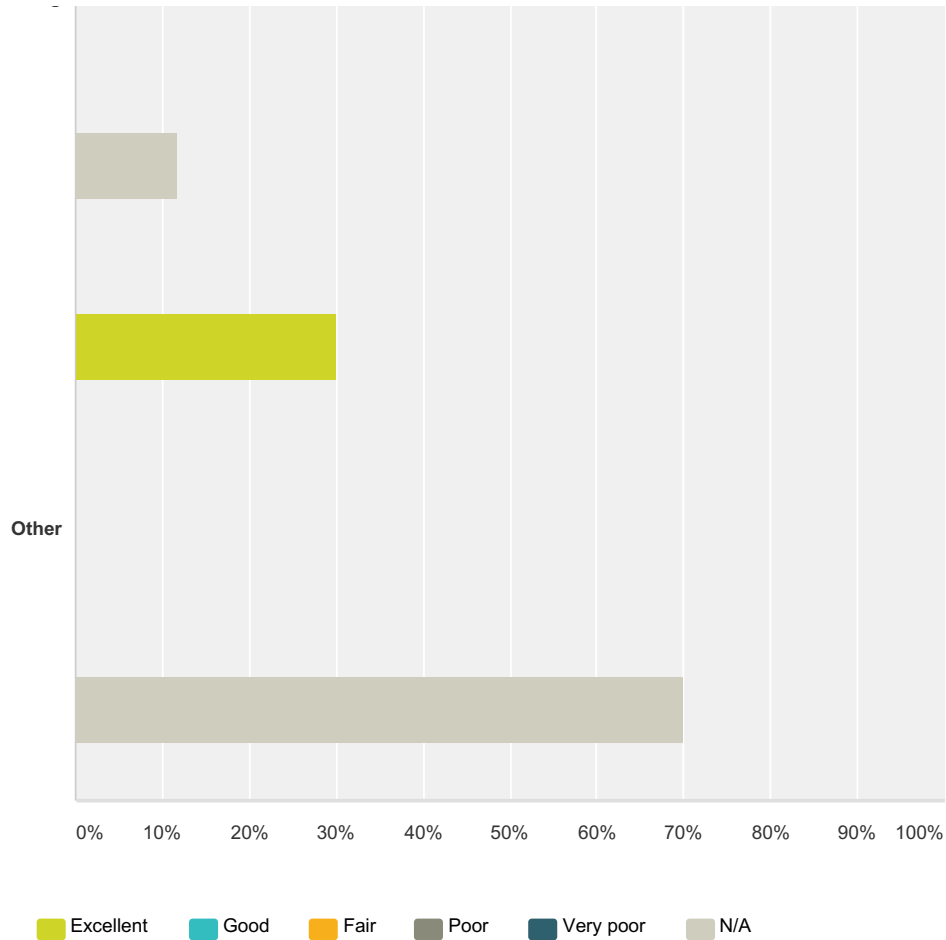
Answered: 35 Skipped: 0



# SEND IASS Survey 2015



## SEND IASS Survey 2015

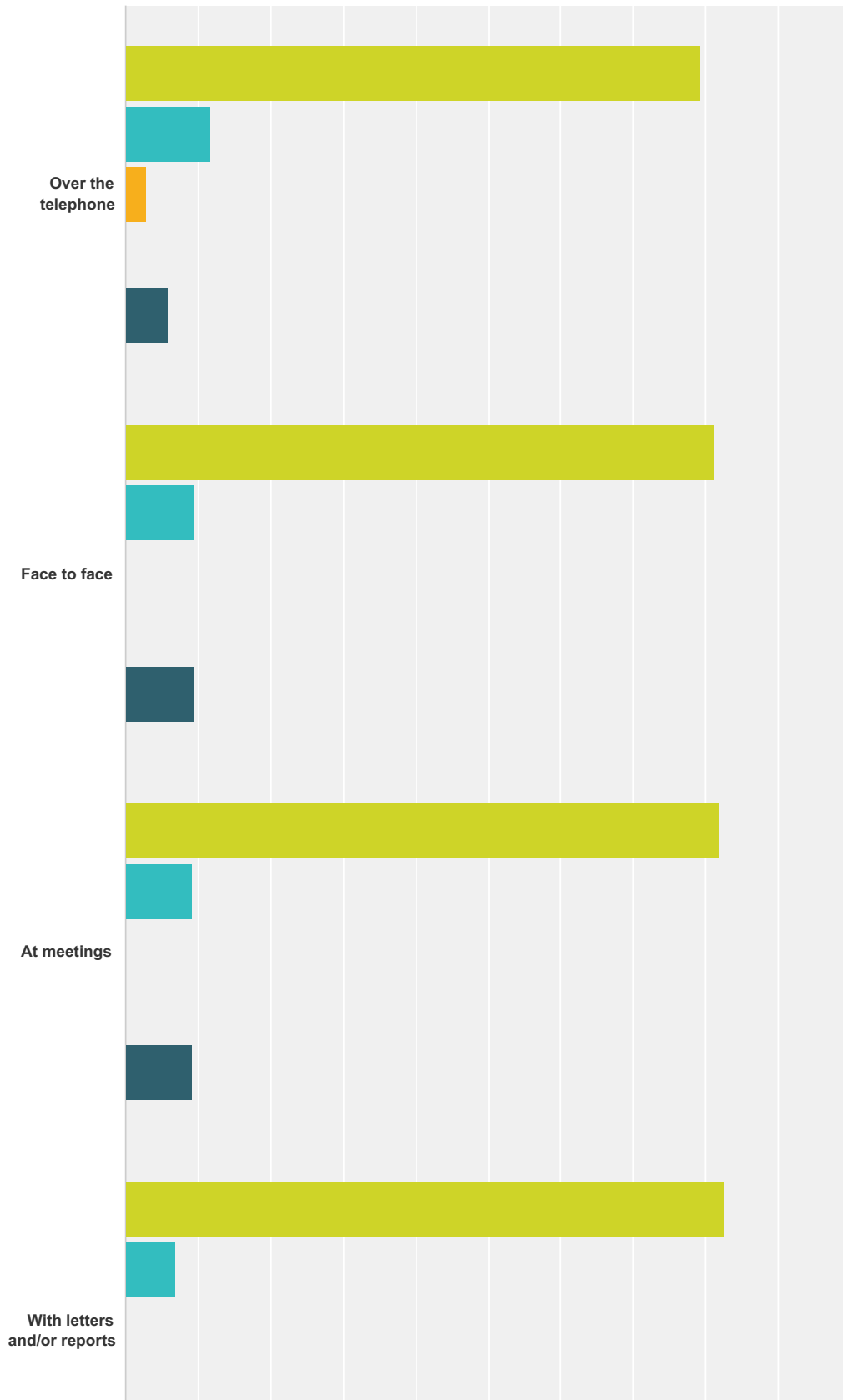


	Excellent	Good	Fair	Poor	Very poor	N/A	Total
Help over the telephone	76.47% 26	14.71% 5	0.00% 0	2.94% 1	0.00% 0	5.88% 2	34
Home visit	42.31% 11	3.85% 1	0.00% 0	0.00% 0	0.00% 0	53.85% 14	26
Preparation for a meeting	75.00% 24	18.75% 6	0.00% 0	0.00% 0	0.00% 0	6.25% 2	32
Help with paperwork	77.42% 24	12.90% 4	3.23% 1	0.00% 0	0.00% 0	6.45% 2	31
Sent information	65.63% 21	18.75% 6	3.13% 1	0.00% 0	0.00% 0	12.50% 4	32
Visited SEND IASS	60.71% 17	10.71% 3	0.00% 0	0.00% 0	0.00% 0	28.57% 8	28
Support at a meeting	76.47% 26	11.76% 4	0.00% 0	0.00% 0	0.00% 0	11.76% 4	34
Other	30.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	70.00% 7	10

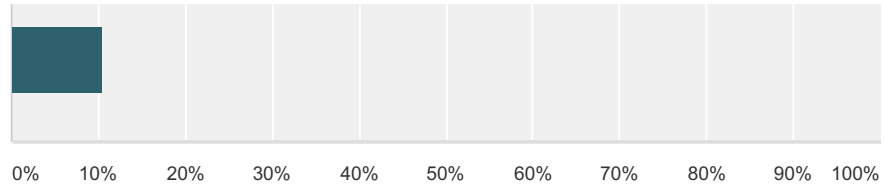
#	Other (please state)	Date
1	Support at meeting - not done yet.	9/14/2015 12:01 PM
2	Emma Morris was very good at explaining processes.	8/11/2015 10:08 AM
3	Great support	7/20/2015 1:31 PM

### Q9 How helpful, if at all, was the support provided by SEND IASS?

Answered: 35 Skipped: 0



## SEND IASS Survey 2015



■ Very helpful   
 ■ Helpful   
 ■ Not very helpful   
 ■ Not helpful at all   
 ■ N/A

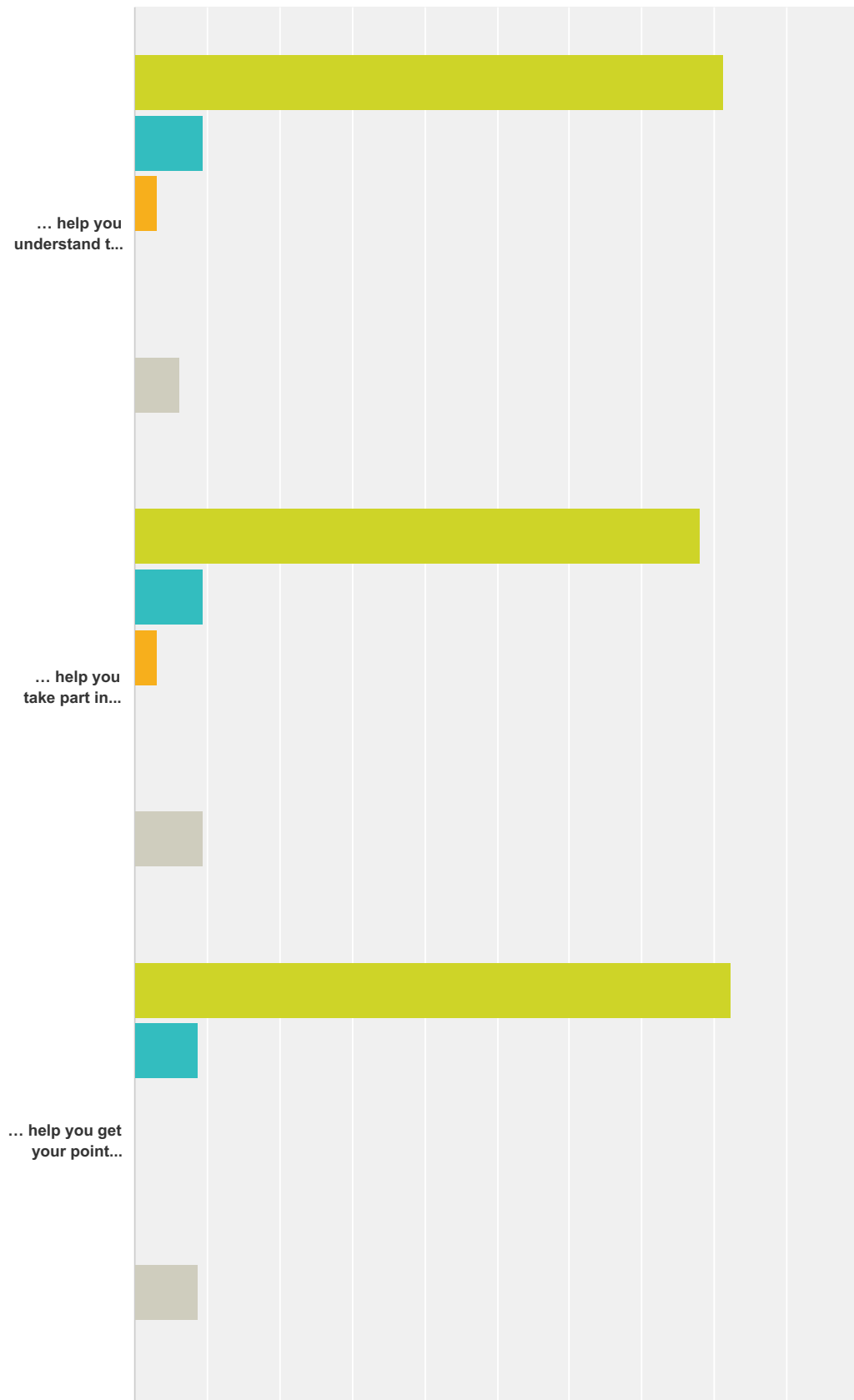
	Very helpful	Helpful	Not very helpful	Not helpful at all	N/A	Total
Over the telephone	<b>79.41%</b> 27	<b>11.76%</b> 4	<b>2.94%</b> 1	<b>0.00%</b> 0	<b>5.88%</b> 2	34
Face to face	<b>81.25%</b> 26	<b>9.38%</b> 3	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>9.38%</b> 3	32
At meetings	<b>81.82%</b> 27	<b>9.09%</b> 3	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>9.09%</b> 3	33
With letters and/or reports	<b>82.76%</b> 24	<b>6.90%</b> 2	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>10.34%</b> 3	29

#	Please comment:	Date
1	Amazing	7/27/2015 9:53 PM
2	Relevant help	7/20/2015 1:31 PM
3	Would not have got through the minefield without their help	7/20/2015 1:01 PM

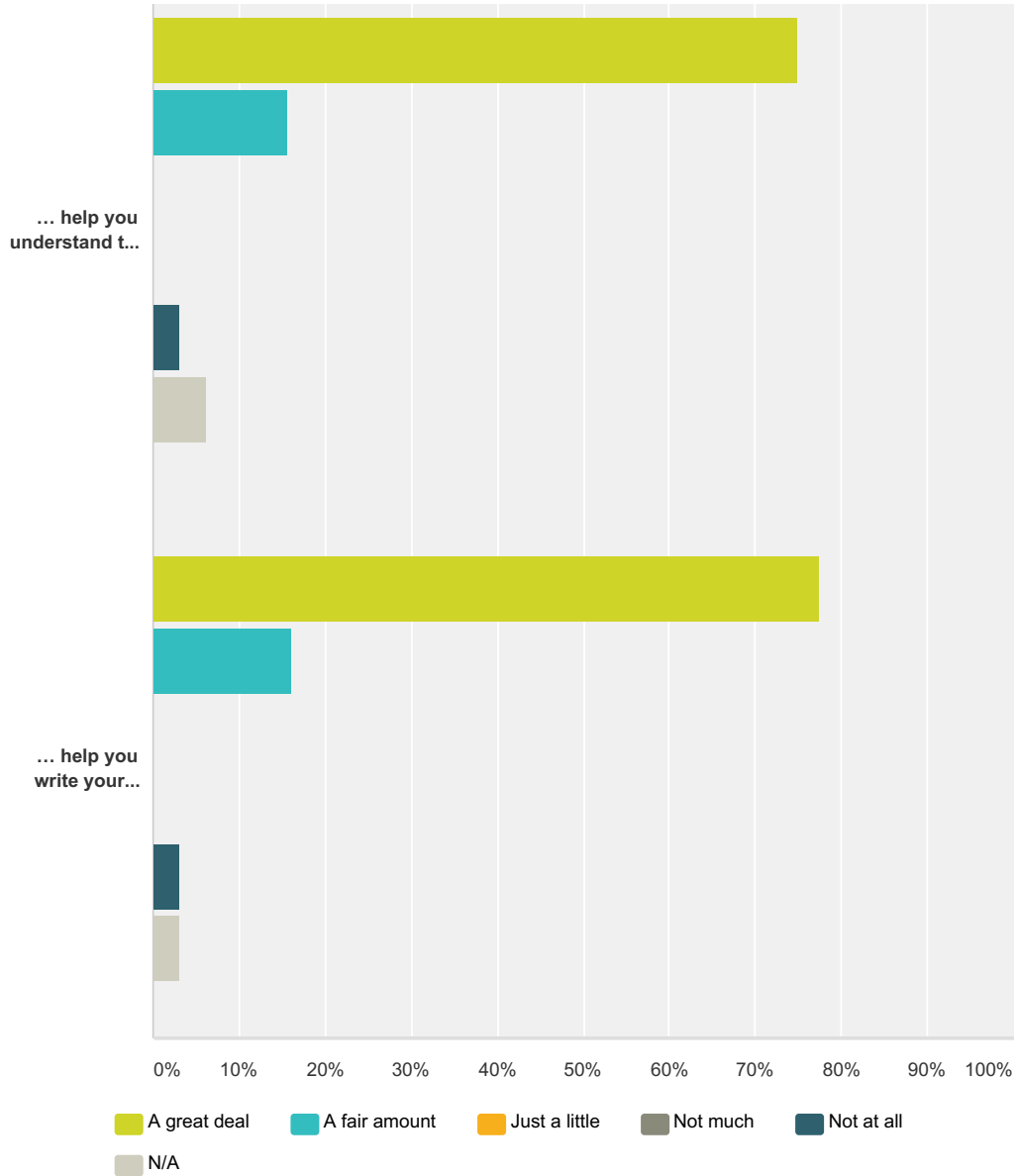


### Q10 To what extent, if at all, did the support...

Answered: 34 Skipped: 1



# SEND IASS Survey 2015



	A great deal	A fair amount	Just a little	Not much	Not at all	N/A	Total
... help you understand the meeting?	81.25% 26	9.38% 3	3.13% 1	0.00% 0	0.00% 0	6.25% 2	32
... help you take part in the meeting?	78.13% 25	9.38% 3	3.13% 1	0.00% 0	0.00% 0	9.38% 3	32
... help you get your point across?	82.35% 28	8.82% 3	0.00% 0	0.00% 0	0.00% 0	8.82% 3	34
... help you understand the letters/reports/forms?	75.00% 24	15.63% 5	0.00% 0	0.00% 0	3.13% 1	6.25% 2	32
... help you write your letter/report/complete forms?	77.42% 24	16.13% 5	0.00% 0	0.00% 0	3.23% 1	3.23% 1	31

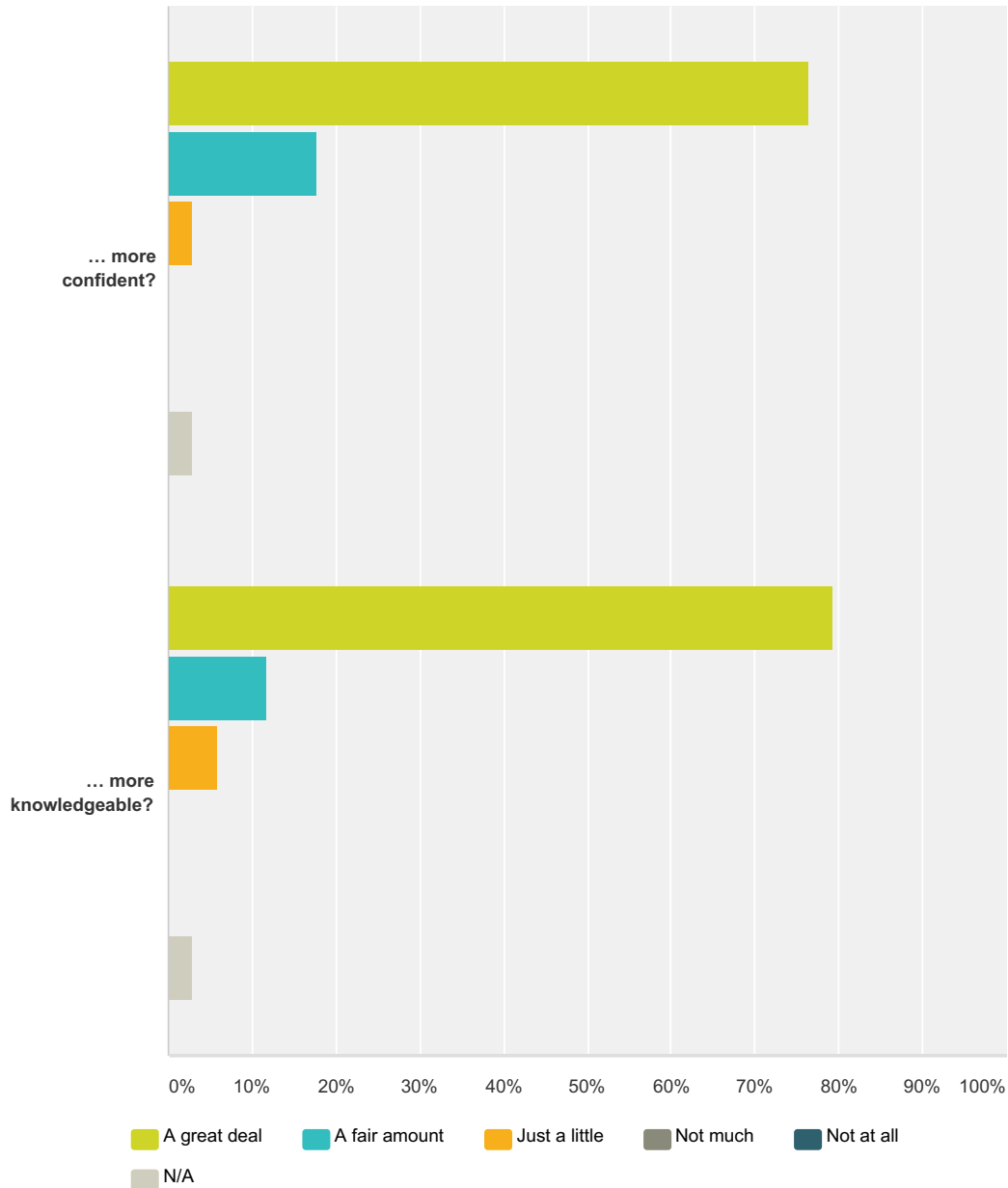
#	Please comment:	Date
1	I have had help and support especially at previous school meetings when I was not in a good position to go on my own. The support and an extra ear was extremely invaluable. Again when seeking help to write a letter of appreciation I felt very supported and able to put my thoughts on paper. A very valuable and needed service/resource.	8/11/2015 9:45 AM

## SEND IASS Survey 2015

2	I was well supported.	8/11/2015 9:28 AM
3	Help received to complete our story to seek support for my son at school. Very professional.	7/21/2015 7:07 PM
4	I couldn't have got through it without them.	7/20/2015 2:51 PM
5	Helped enable me to writa a comprehensive report and feel well prepared for the meeting. I was able to stay calm and coherent throughout	7/20/2015 1:37 PM

### Q11 After contacting SEND IASS regarding addressing issues about your child's education, to what extent, if at all, did you feel ...

Answered: 34 Skipped: 1



	A great deal	A fair amount	Just a little	Not much	Not at all	N/A	Total
... more confident?	76.47% 26	17.65% 6	2.94% 1	0.00% 0	0.00% 0	2.94% 1	34
... more knowledgeable?	79.41% 27	11.76% 4	5.88% 2	0.00% 0	0.00% 0	2.94% 1	34

#	Please comment:	Date
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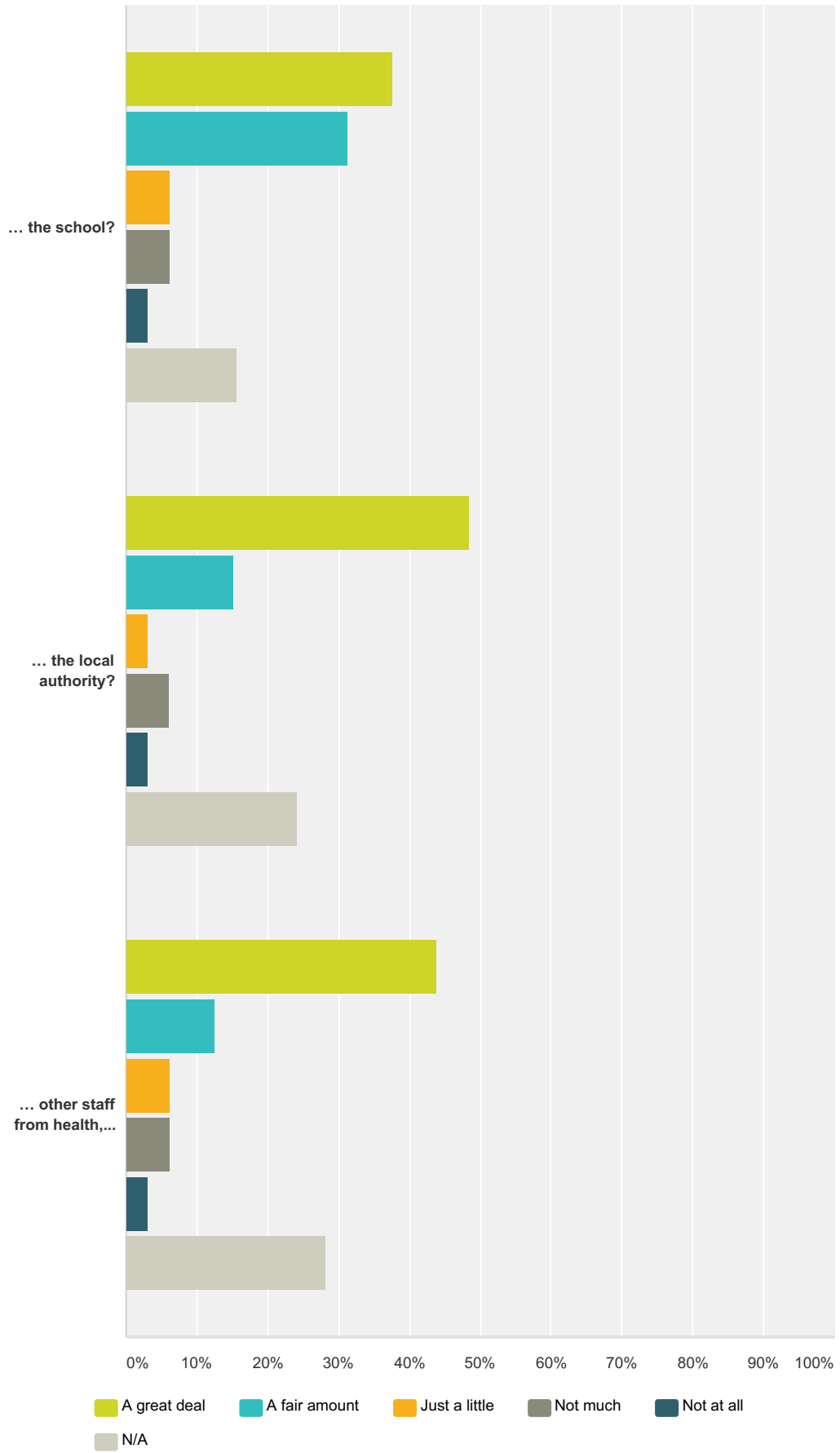
## SEND IASS Survey 2015

1	It gave me the confidence to pursue a placement at a specialist school.	8/11/2015 10:32 AM
2	I had no idear how little I knew before contact.	8/11/2015 9:28 AM
3	Totally empowered	7/27/2015 9:53 PM
4	Once help is sought I felt more empowered to deal with the situation.	7/21/2015 7:07 PM
5	I received very relevent and expert dvice.therefore was fully prepared for the meeting.	7/20/2015 1:37 PM

**Q12 To what extent, if at all, has contact  
with SEND IASS helped your relationship  
with ...**

Answered: 33 Skipped: 2

SEND IASS Survey 2015



## SEND IASS Survey 2015

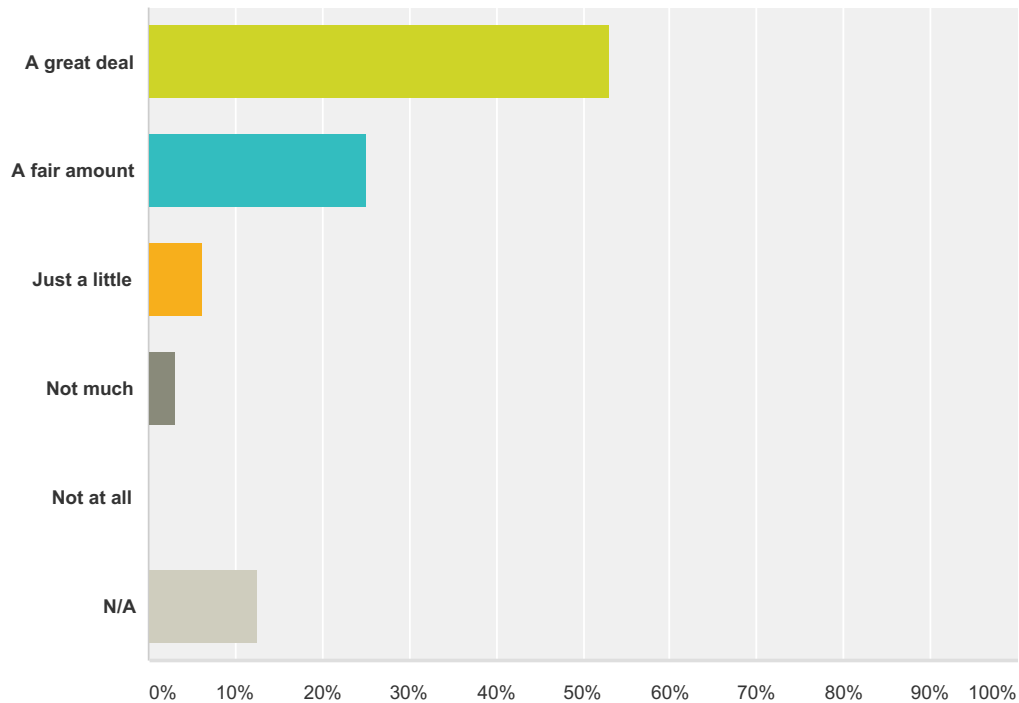
	A great deal	A fair amount	Just a little	Not much	Not at all	N/A	Total
... the school?	37.50% 12	31.25% 10	6.25% 2	6.25% 2	3.13% 1	15.63% 5	32
... the local authority?	48.48% 16	15.15% 5	3.03% 1	6.06% 2	3.03% 1	24.24% 8	33
... other staff from health, social care or other organisations?	43.75% 14	12.50% 4	6.25% 2	6.25% 2	3.13% 1	28.13% 9	32

#	Please comment:	Date
1	Very supportive when sorting issues with schools - helped me and my son for the better - thank you.	8/11/2015 10:04 AM
2	Now I have a better knowledge, it is easier to get points raised for easier communication.	8/11/2015 9:29 AM
3	SENDIASS helps to join up support to almost provide a missing link.	7/21/2015 7:09 PM



### Q13 To what extent, if at all, has the involvement of SEND IASS helped improve things for your child at school?

Answered: 32 Skipped: 3



Answer Choices	Responses
A great deal	53.13% 17
A fair amount	25.00% 8
Just a little	6.25% 2
Not much	3.13% 1
Not at all	0.00% 0
N/A	12.50% 4
<b>Total</b>	<b>32</b>

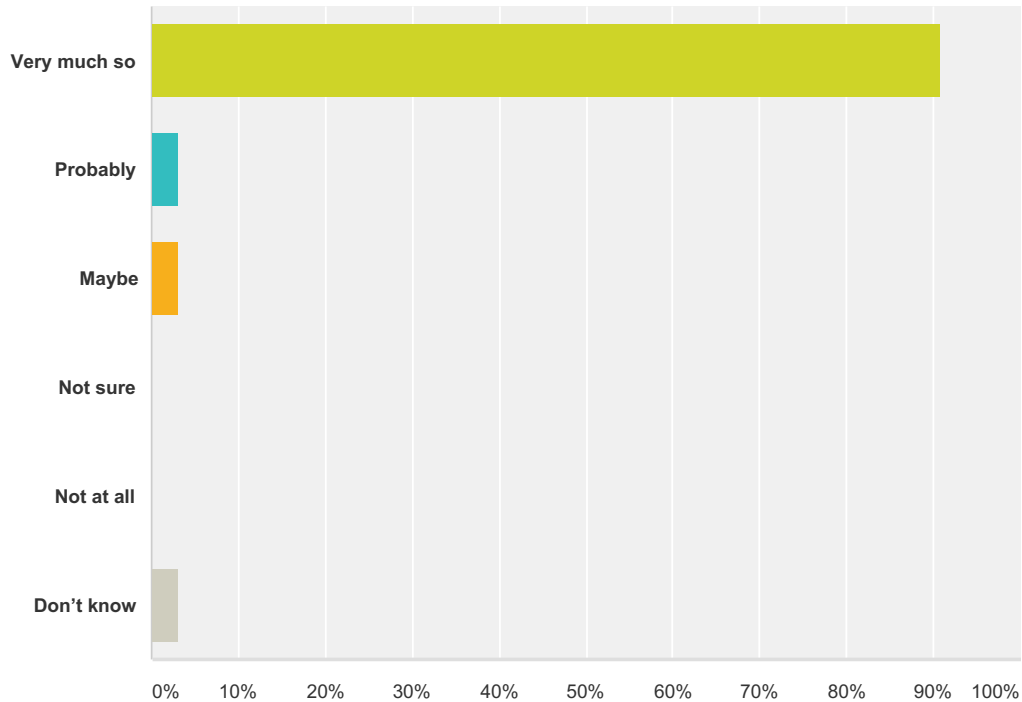
#	Please comment:	Date
1	Not done proceedings yet - new school/chapter for child. Help beginning.	9/14/2015 12:05 PM
2	But not the fault of SEND IASS, it's the school, its still ongoing so only time will tell.	8/24/2015 9:06 AM
3	We are trying to get an EHCP for our 18 year old son	8/18/2015 10:09 AM
4	My child is home educated.	8/14/2015 11:41 AM
5	My son was really finding mainstream difficult. He had become very anxious, zoned out or disruptive. He had been refusing school. He is now attending a specialist school and is doing great.	8/11/2015 10:33 AM
6	With support and a better knowledge it has helped my child get things she needs.	8/11/2015 9:29 AM
7	This is not due to SEND IASS but due to lack of understanding from the school.	8/6/2015 9:23 AM

## SEND IASS Survey 2015

8	Teachers are now much more aware of my child's needs.	7/21/2015 7:09 PM
9	Without send IASS I would probably be home educating, we found a lovely new school with lots of support after a safeguarding issue.	7/20/2015 2:55 PM
10	We managed to get my son out of mainstream and back into a special school from September. We are all really happy with the result.	7/20/2015 1:49 PM
11	He will be changing school in September	7/20/2015 1:03 PM

**Q14 Based on your recent experience, to what extent, if at all, would you contact SEND IASS for help or information again in the future?**

Answered: 33 Skipped: 2

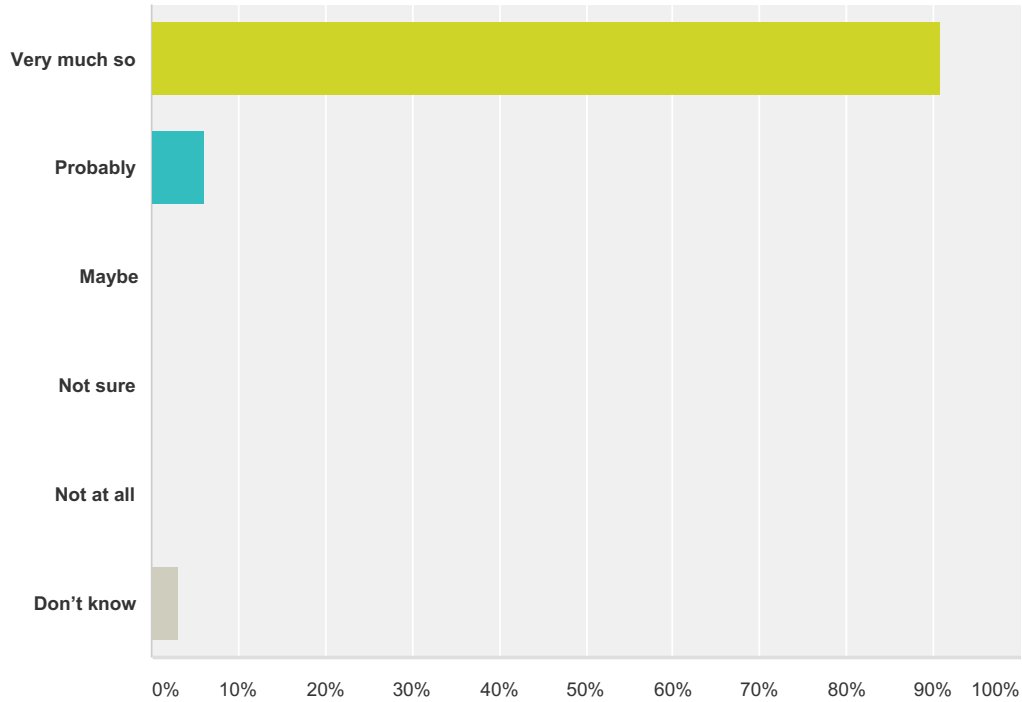


Answer Choices	Responses	
Very much so	90.91%	30
Probably	3.03%	1
Maybe	3.03%	1
Not sure	0.00%	0
Not at all	0.00%	0
Don't know	3.03%	1
<b>Total</b>		<b>33</b>

#	Please comment:	Date
1	So helpful and friendly, I would feel happy to contact if needed.	8/11/2015 9:29 AM
2	As parents of children with special educational needs, we have to fight every step of the way, to access appropriate support, education etc. Fighting a cost-cutting local authority is very much a 'David and Goliath' task. It is incredibly reassuring to have SENDIASS available at the end of the phone.	7/20/2015 1:49 PM

### Q15 To what extent, if at all, would you recommend SEND IASS to other parents if they needed help?

Answered: 33 Skipped: 2



Answer Choices	Responses	
Very much so	90.91%	30
Probably	6.06%	2
Maybe	0.00%	0
Not sure	0.00%	0
Not at all	0.00%	0
Don't know	3.03%	1
<b>Total</b>		<b>33</b>

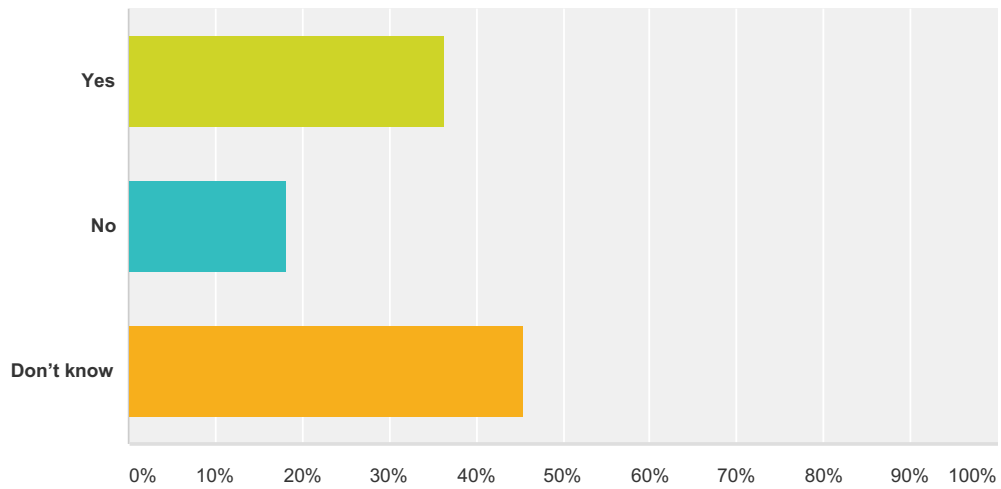
#	Please comment:	Date
1	To let parents know they are not on their own and there's someone there to support and guide you.	9/14/2015 12:06 PM
2	I already have!	8/11/2015 10:51 AM
3	I would recommend SEND IASS to all parents. Their input was invaluable to us.	8/11/2015 10:34 AM
4	Having a child with SEN can be a mine field of paperwork and difficult terminology. Parent Partnerships (SEND IASS) support has been extremely valuable.	8/11/2015 10:20 AM
5	Always recommend when I hear parents struggling.	8/11/2015 9:36 AM
6	Excellent service, I would highly recommend.	8/11/2015 9:30 AM
7	I will sing your praises to anyone that will listen	7/27/2015 9:55 PM

## SEND IASS Survey 2015

8	Professional help is usually essential when dealing with the local-authority. A service that should be working with the parents is actually often trying to bully parent's into doing as they are told! SEDDIASS is essential.	7/20/2015 1:52 PM
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**Q16 Please advise whether SEND IASS is promoted at your child's school.**

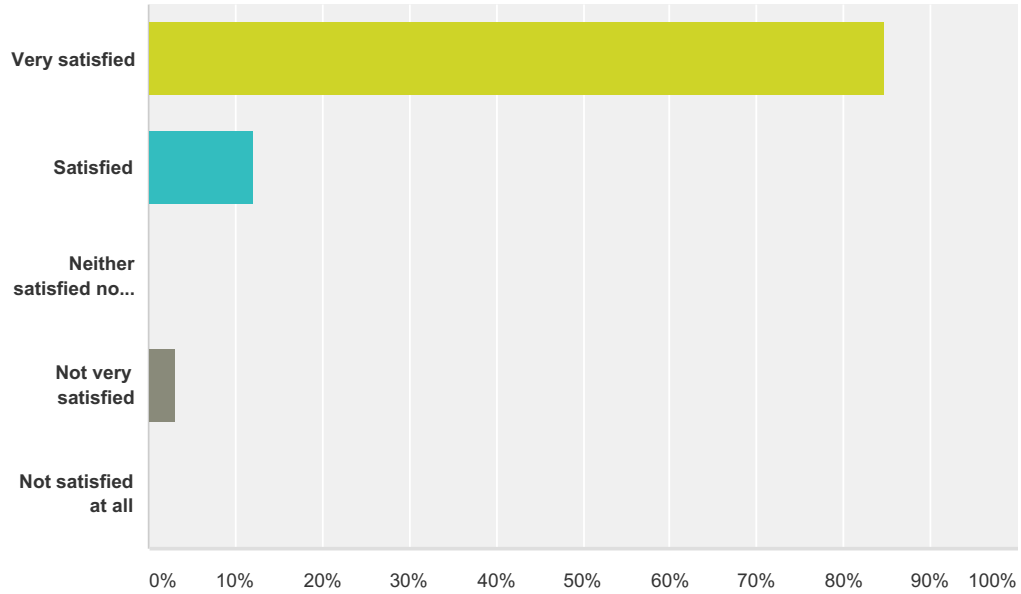
Answered: 33 Skipped: 2



Answer Choices	Responses
Yes	36.36% 12
No	18.18% 6
Don't know	45.45% 15
<b>Total</b>	<b>33</b>

**Q17 Overall, how satisfied or dissatisfied are you with the service provided by SEND IASS?**

Answered: 33 Skipped: 2



Answer Choices	Responses	
Very satisfied	84.85%	28
Satisfied	12.12%	4
Neither satisfied nor unsatisfied	0.00%	0
Not very satisfied	3.03%	1
Not satisfied at all	0.00%	0
<b>Total</b>		<b>33</b>

# SEND IASS Survey 2015

## Q18 What do you feel was the best thing about SEND IASS?

Answered: 30 Skipped: 5

#	Responses	Date
1	Help and support - make you feel not on your own.	9/14/2015 12:06 PM
2	Help with understanding of all the red tape and seeing the picture from both sides and getting an insight into what the school is supposed to be doing for my child and also getting my point across to get help for my child.	8/24/2015 9:08 AM
3	Being able to talk to someone who understood how the system works.	8/18/2015 10:10 AM
4	Helping to be a voice for me pointing me in the right direction to access relevant people to my child's needs. When Thomas was in school they were a great help at his annual review meetings in making sure school had the things recommended in place for him.	8/14/2015 11:45 AM
5	Emma Morris! Actually she was the only person I dealt with but the ease and speed of her support was brilliant. she was articulate and had a clear understanding of our circumstances within minutes - it was so refreshing and she offered invaluable support at a time when we were so desperate for it. Thank you!	8/11/2015 10:54 AM
6	Being understood, experiences validated and being given information on our rights, what and how to get it.	8/11/2015 10:41 AM
7	The friendliness of staff. The fact that they always got back to you/returned calls. You felt like you were getting somewhere with helping your child. It's the first instance that I didn't feel like I was banging my head against a brick wall to access help!	8/11/2015 10:38 AM
8	Dorothy!! She's amazing.	8/11/2015 10:20 AM
9	Emma Morris was very helpful in mediating between ourselves and the school - really focusing on the points that were relevant. she explained the processes in a system that was very confusing for us.	8/11/2015 10:14 AM
10	The staff over the years have been very kind, approachable without their support I feel that my son would not have achieved what he has. Their knowledge and help has been invaluable.	8/11/2015 10:05 AM
11	The support and information provided.	8/11/2015 10:01 AM
12	I found that at one meeting not enough was asked or supported me in explaining things and also the SEND IASS person wasn't available for the very important meetings.	8/11/2015 9:57 AM
13	Just being there to support parents especially as I had been at a crisis point and felt some teachers weren't listening. Having a knowledgeable and supportive person helped me immensely to put my point over which in turn gave support to my daughter.	8/11/2015 9:47 AM
14	Help and reassure parents that their concerns are valid. Help with meetings and correct channels to use. Always are quick to respond to phone calls. A very worthwhile service.	8/11/2015 9:40 AM
15	They understand how you are feeling, reassuring.	8/11/2015 9:36 AM
16	Friendly, helpful and informative, brilliant service, it made me more confident to address things and understand.	8/11/2015 9:31 AM
17	The links and knowledge they have with all the relevant departments, who sits on what meeting, the processes and procedures, having access to all the relevant paperwork. This service is invaluable along with the staff that work there. We have enormous difficulty getting our son a statement and this service was invaluable in helping us achieve this, we really felt we had someone on our side when it seemed the world was against us!	8/7/2015 6:44 PM
18	polite, friendly, informative staff	8/6/2015 9:07 PM
19	I felt more confident and supported through the process	8/6/2015 12:13 PM
20	The knowledge and being able to rightly contradict misinformation from the LA	8/6/2015 9:33 AM
21	The presence of SEND IASS at the meetings and knowledge brought helped us to know what we were talking about and give us more confidence to approach problems within the school. All staff are also extremely friendly and helpful.	8/6/2015 9:29 AM
22	I felt properly informed, I was empowered and had confidence with support from Emma Morris of SEND IASS	7/27/2015 9:57 PM



## SEND IASS Survey 2015

23	They were helpful over the phone with queries and bits on the form I needed to fill out for statement but never got to meet to get help with statement as the original case worker left, the lady that took over never came back to me but the third contact was lovely, helped and did chase up a lot for me although it was too late at this stage to get the help with filling out forms in person as date got too close	7/23/2015 9:42 PM
24	Very supportive with my child's needs and gave very good advice with what to do when help was knocked back.	7/21/2015 8:33 PM
25	I felt supported in a very daunting and emotionally charged situation when your child is struggling it's very upsetting. SENDIASS helps to find a path through the difficulties.	7/21/2015 7:11 PM
26	Some times the forms and the meeting are overwhelming, it's so nice to have someone who understands to help you through difficult situations. Thank you very much.	7/21/2015 9:48 AM
27	They have been a fantastic service to help and support me at the most challenging times in my children's education We wouldn't be where we are now without their help, especially Dorothy Harrington.	7/20/2015 2:59 PM
28	Personal service. Help from people with relevant experience and knowledge.	7/20/2015 1:54 PM
29	The way they made everything clear as to what was being sent or what was going to happen or not happen if that was the case. Gave you the support to question something if you didn't think something was right	7/20/2015 1:06 PM
30	The information and amount of help they offer	7/20/2015 12:22 PM

**Q19 Please let us have any suggestions that you feel could help us improve SEND IASS to parents and carers.**

Answered: 14 Skipped: 21

#	Responses	Date
1	To get support from schools, make it compulsory for schools to let us know about you.	8/24/2015 9:08 AM
2	Not really	8/14/2015 11:45 AM
3	Trying to make more people aware of your services.	8/11/2015 10:54 AM
4	Interactive website.	8/11/2015 10:17 AM
5	Make people more aware of the service.	8/11/2015 10:05 AM
6	More flexibility to be free (perhaps more staff). Not so rushed also.	8/11/2015 9:57 AM
7	Make parents more aware of your service and what you offer.	8/11/2015 9:40 AM
8	Maybe more staff, especially with all the changes regarding statements.	8/11/2015 9:36 AM
9	N/A	8/11/2015 9:31 AM
10	Please phone when you say you will!	8/6/2015 9:33 AM
11	No suggestions please keep doing what you are doing amazing service. Highly recommend.	8/6/2015 9:29 AM
12	More staff to help run the services. Staff seem extremely busy.	7/21/2015 7:11 PM
13	More support workers.	7/20/2015 1:54 PM
14	Keep doing the same	7/20/2015 12:22 PM